MAR 2008

Army Project Office

CONTRACTOR VERIFICATION SYSTEM (CVS) MONTHLY UPDATE

To: Installation Points-of-Contact, Trusted Agent Security Managers, & Trusted Agents

From: Army Service Point of Contact (Army DEERS/RAPIDS Project Officer)

This is the second in a series of monthly CVS updates focusing on matters of interest to Army IPOCs/TASMs/TAs.

These updates are intended to provide up to date information and/or clarification of policy and procedural issues related your CVS operations. Widest dissemination of this information to all TASMs and TAs within your area of responsibility is requested.

***** ATTENTION ***:** Following TA approval and DEERS/RAPIDS issuance of a second CAC for a contractor, it is possible that a TA will see two line item entries for that contractor on their "Browse CACs – Approved Apps where CAC Issued" page. If the Card Status for both entries is "VALID", DO NOT attempt to REVOKE the obsolete entry. *Doing so will cause the current CAC PKI certificates to be revoked.* Use the REVOKE option ONLY when a contractor's relationship with DoD/DA has been terminated. When in doubt, contact the Army CVS Team.

CAC Eligibility Requirement: The primary eligibility requirement for CAC issuance to a contractor in CONUS (who is not deploying overseas) is the need for logical access to a DoD or DA information system. The CAC will not be issued solely for the purpose of physical access to installations and/or buildings at this time. The DoD is in the process of developing its physical access policy and guidance which may be out later this year.

CVS TASM/TA Requirement: CVS TASMs and TAs are required to be a DoD uniformed service member or DoD civilian working for the Department of the Army. Contractors CANNOT be assigned TASM or TA responsibilities.

CVS AKO Information Folder: EFFECTIVE 5 MARCH 2008, THE CVS AKO INFORMATION FOLDER HAS A NEW HOME. THE NEW LOCATION IS:
https://www.us.army.mil/suite/kc/10342268
Please log in to AKO, and enter the above link into the browser's address window. To add to your list of "Favorite" AKO files, select the "Up to Personal and Teams" option, place a check mark in the box to the left of "Contractor Verification System (CVS) Community Documents", and select the "Add to Favs" option from the tool bar.
*** The old location will be inaccessible after 31 March 2008.

CVS Reverification: An abnormally high number of contractor CACs have recently had their PKI certificates unexpectedly revoked. For all cases researched, DMDC findings indicate a required CAC Reverification deadline had been exceeded without the system recording completion of the Reverification process by a TA. **All active contractor CAC accounts REQUIRE REVERIFICATION BY THE TA EVERY 180 days.** Initial email notification begins at 150 days after CAC issuance, or the last successful reverification. Second notice is sent at 160 days. Final notice is sent at 170 days. If no action is taken, automatic revocation of the CAC occurs at 180 days. Once the automatic revocation begins, the ONLY option available to the contractor and TA if the CAC is still required, is to create and process a new CVS Contractor application.

The default dates entered by the system in the CVS Reverification page Search Criteria **Issued Date** From: and To: windows, will display all contractor records within sixty (60) days of the reverification due date. The number of records displayed on the Reverification Page in response to these default date entries is reflected in the "Reverify Applicants" metric on the TA Dashboard. TAs who review all displayed records on the Reverification page, and reverify those still needed by the contractor, will reverify some records 31-60 days prior to the due date, and the automated reverification notification emails described in the previous paragraph will never be sent.

Recommendations:

- Complete the Reverification process only for those contractors for whom you have received the initial email notification that Reverification is required. This practice ensures the TASM or TA has an email record of the Reverification requirement.
- At least once every 29 days, set the date in the CVS Reverification page Search Criteria **Issued Date** To: window to 29 days from the current date, and run a search. If any contractor CAC accounts appear in the search results for whom you have not received an Reverification notification email, please contact the Army CVS Team.

CVS TASM/TA Accounts: CVS TASM and TA accounts expire after 45 days of inactivity, and are deactivated after 60 days of inactivity, or if three unsuccessful logon transactions have been attempted. If the last successful logon to CVS was over forty-five (45) days ago, the account has expired, and the TASM/TA will be prompted to renew their password during their next login attempt. If the last successful login to CVS was over sixty (60) days ago or if three unsuccessful logon transactions have been attempted, the account has been deactivated. Contact the CVS Team for the Account Reactivation Procedure.

******* The following lesson learned was brought to the CVS Team's attention during implementation and is recommended to all CVS TASMs and TAs:

- The TASM/TA should set a recurring reminder in an electronic calendar application, like MS Outlook, for every 35-40 days, reminding them to log in to CVS to keep their accounts current. (Log in using either the CAC or the UserID/Password combination will meet this currency requirement.)

Army CVS Support: The Army CVS Team consists of:

- Robert (Bob) Eves
  Phone: 703-325-0378; DSN: 221-0378
  Email: bob.eves@us.army.mil
- Daphne Jackson
  Phone: 703-325-2538; DSN: 221-2538
  Email: daphne.l.jackson@us.army.mil

- All CVS inquiries should be addressed to Mr. Eves or Ms. Jackson.
- CVS SiteID and TASM Requests should be submitted via digitally signed AND encrypted email to Ms. Jackson, cc: Mr. Eves.
- Requests for CVS Training should be submitted to Ms. Jackson, cc: Mr. Eves.

Note: Email submitted to former members of the CVS Team or the NETCOM IA-CAC/PKI Help Desk may not be forwarded to current CVS team members.

CVS TASM/TA Certification Courses: This training was made available through CVS with the release of Version 2.02 in February 2007. It can be accessed by selecting the "Certification Training" link from the "Quick Links" section of the CVS TASM or TA home pages. (This training may eventually be available via the "Help" page, "Certification Training" link.) It is also available via the DMDC Learning (LMS) Site: https://learning5.dmdc.osd.mil/html/index.jsp.
Login to this site can be accomplished by CAC. Accessibility to the certification courses will be determined by the CVS trusted role the individual holds. The DMDC CVS Program office identifies these certification courses as the minimum requirement for accessing the application, but acknowledges they do not provide the detail afforded by the Army CVS Team in its CVS VTC Training.
Note: DMDC anticipates locking down the online CVS application, perhaps as soon as June 2008, permitting access to only those TASMs and TAs who have completed the Certification Training. If a TASM also performs TA duties, the TASM will need to complete both the TASM and TA Certification Training courses.

Managing CVS Contractor Accounts: Reminders:

- If a contractor has an active CAC which;
  - will not expire within the next 90 days, and
  - was issued outside of CVS (ie. The manual DD Form 1172-2)

  AND, a CVS Contractor Application Account has been processed to the approval point, selecting the "Retain – Existing CAC" approval option will allow the TA to accept sponsorship of the existing CAC in their CVS account. By doing so, the existing CAC becomes subject to the Reverification process, AND the TA will have the capability to revoke the CAC at any time it is determine that the CAC is no longer needed. The contractor will continue to use the CAC he/she currently has in their possession - the issue and expiration dates will not change.
- If a contractor has an active CAC which will not expire within the next 90 days, AND a CVS Contractor Application Account has been processed to the approval point, if the "Approve – New CAC" option is selected, and the contractor does not have the new CAC issued, both the TA and the contractor will begin to receive "Request for CAC - Issuance Warning" emails from:

cvs.helpdesk@osd.pentagon.mil. The contractor must have the new CAC issued OR, the TA must submit a request to the Army CVS Team to have the approved application manually disabled. The CVS Team will forward the request to the DMDC CVS Program Office. If the approved application is allowed to expire, or the TA uses the DISABLE option found on the “Maintenance” view of the contractor application, the contractor’s active CAC will be terminated.