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Advice and Guidance for Vetting Sponsors/Subjects

Business Development and Improvement Update

Defence Business Services, National Security Vetting is continuously developing processes to improve our customer experience. One such initiative is the enhancement of Subject and Sponsor e-Forms to improve some of the accessibility issues we have experienced.

We now plan to deploy the DV and SC e-Form onto the Internet Portal on Tuesday 24th February 2015. It is important to note that only those cases initiated by the Sponsor after this date will be presented with the new HTML e-Form; all cases initiated on or prior to the 24th February 2015 will continue to be presented with the Adobe e-Form.

The main change to the DV and SC e-Form is that it will appear in a HTML format rather than Adobe, which will allow access online through a variety of browsers. This coupled with the Post Code Finder software that has now been activated, will enhance the customer experience. Although the form will look different there is no change to the content at this stage and Subjects should continue to complete and submit it in the usual way.

NSV have adopted a phased approach to move the e-Forms from Adobe to HTML and this release will be the final stage.

Note: The portal will be unavailable from 1600 – 2200 hrs on Tuesday 24th February 15 whilst the work is completed.

If Subjects do encounter any technical issues during this period please in the first instance consult the updated subject guidance notes that have been enhanced to incorporate all information in this [LINK](#). If further assistance is required our technical support team will be happy to answer any queries via email DBS-NSV-TechSupport@mod.uk