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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 SC e-Form onto the RLU/CSI Portal on Friday 16<sup>th</sup> January 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 16th January 2015 will continue to be presented with the Adobe e-Form.

The main change to the 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:

- |                                |                       |
|--------------------------------|-----------------------|
| 1. Phase One – Sponsors e-Form | Delivered Summer 2014 |
| 2. Phase Two – CTC e-Form      | Delivered Autumn 2014 |
| 3. Phase Three – SC e-Form     | Delivery due Jan 2015 |
| 4. Phase Four – DV e-Form      | Delivery due Feb 2015 |

Further updates confirming the release dates will be issued in due course. Further communications along with an updated user guide have been published on our websites. A message will also appear on the portal login page informing users of the changes.

Note: The portal will be unavailable from 1600 – 2200 hrs on Friday 16th January 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](mailto:DBS-NSV-TechSupport@mod.uk)