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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.

The first phase of the HTML version of the sponsor form was successfully released in August, we now plan to deploy the next phase with the new version of CTC e-Form which will be deployed on the RLI/GSI portal, and available for use on Saturday 29th November 2014. This has been delayed by 1 week due to minor technical issues.

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 prior to the 29th November 14 will continue to be presented with the Adobe e-Form.

This release will be then be followed by the CTC e-form to the internet portal, a further bulletin will be released prior to this launch.

The main change to the CTC 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.

The CTC e-form is the second stage of the HTML e-Form release and we have plans to release a further two stages.

Further updates confirming the release dates will be issued in due course. Further communications along with updated user guides 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 28th November 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 on this change [LINK](#). If further assistance is required our technical support team will be happy to answer any queries via email DBS-NSV-TechSupport@mod.uk