

National Security Vetting

The UK Government needs a range of protective security measures to counter possible internal or external threats to the United Kingdom. The National Security Vetting (NSV) service identifies those people who should be granted access to sensitive information or facilities. Annually, around 140,000 cases are currently vetted for the Ministry of Defence and 25,000 for the Foreign and Commonwealth Office.

The challenge

In the UK, most of the security vetting is delivered through two organisations - the Defence Business Services National Security Vetting (DBS-NSV) and the Foreign and Commonwealth Office Services Vetting Unit (FCOS VU).

These vetting services are run separately using a range of systems and manual processes.

Previously, vetting applications could only be made on hard copy forms which had to be posted for processing. There was no interface between the systems used to conduct background checks and as a result it was a slow, manual and costly process.

Cerberus, an online system developed by CGI, went live in March 2011 and provided the Ministry of Defence (MOD) with an automated case management system reducing the time to process applications and improving the accuracy of decisions.

The continued drive by the UK Government for efficient and citizen focused services has led to the requirement for a single solution that is modern, intuitive and effective.

To maximise efficiency and service provision it will subsume current vetting solutions for the MOD, FCO Services, defence contractors and other organisations. It will also need to meet the future demand for security vetting, currently rising by approximately 10% a year.

Key benefits

- Automates much of the process by performing checks prior to the case worker receiving the case for consideration
- Enables applicants and vetting case workers to securely access the system from different locations and devices
- Improves the user experience
- Flexible and scalable to meet future demand for security vetting
- Uses the UK Cyber Security Operations Centre (SOC) to monitor and protect against cyber security threats
- Securely hosted and supported by our 5-star service desk in Wales



Our answer

CGI is developing a single pan-government National Security Vetting Solution (NSVS) building on our successful Cerberus solution. The upgraded version of Cerberus will provide vetting solutions to the MOD, FCO Services, other Government departments and major defence contractors that need to vet employees for security clearance.

NSVS will further improve the user experience to make it even easier to use and provide functions such as tracking the progress of an application.

Access will be provided anywhere, any time and on multiple devices for the applicant, sponsor and case worker.

The updated system will provide even more automation enabling almost instantaneous and accurate data from multiple sources.

Automated application checks for finance, address and criminal records will provide the case worker with the information they need to evaluate each case.

Improvements will be made to the business intelligence features, enabling bespoke reports to be created by the case workers. The case worker will also be able to conduct “what if” analyses, without needing external support to create these changes.

A proven, robust, secure and efficient solution that will be swift and low risk to implement will be provided. It will deliver an efficient security vetting service and be flexible and scalable to meet future demand for security vetting. It will also be capable of meeting “surge” demands for one off events such as major sporting events.

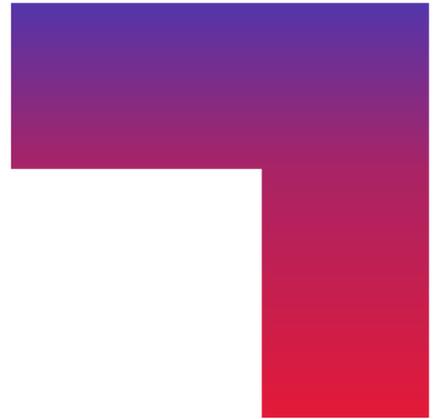
The system will be managed and hosted at CGI’s 5 star accredited 24/7 secure data centre in Wales and will also use its Cyber Security Operations Centre (SOC) to monitor and protect against cyber security threats.

“We are delighted to be working closely together with CGI to make the NSVS application a reliable and robust solution, able to manage the ever changing needs for security vetting.

As we continue our drive for efficient and customer-focused processes, we are confident NSVS will provide a single solution with a modern, intuitive, scalable and effective approach to managing this critical security process”.

Vince Groome, CIO, Defence Business Services, Ministry of Defence





A success story

Working in close partnership with NSV, we will achieve process automation and streamlining of systems to significantly improve the quality of the NSV service through reductions in time and cost. The pan-government system will support over 85 non-MOD vetting customers and handle more than 200,000 security clearance applications each year.

Initially, 22 additional Government departments will have real time access to the case management system speeding up time for approval and reducing costs.

The system can be accessed from anywhere and on multiple devices.

Cerberus, the original system is already proven and will provide continuity ensuring that there is no break in service.

Why work with CGI

CGI is a global provider of information systems and services in the Defence sector. We bring expertise from many different disciplines and a range of commercial and public sector markets for exploitation in Defence.

We have delivered end-to-end information solutions to the MOD for nearly 40 years and military personnel rely on us for large, complex, secure programmes from business, logistics and management information to frontline operations.

Our vision for Information Enabled Capability makes information a force multiplier. It is founded on agile digital transformation, making services simpler, faster, digital-by-default and uses new ways of working such as secure mobility.

We will enhance the successful Cerberus programme, improve where needed and implement to other departments in a seamless, risk free manner. Although NSVS is an IT implementation, it provides the opportunity to change the provision of vetting services and is a foundation for future transformation.

About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 76,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

We are an IT Systems Integrator working to advise, build and operate bespoke, technically complex, mission-critical information systems. Bringing innovation to our clients using proven and emerging technologies, agile delivery processes and our expertise across space, defence, intelligence, aerospace and maritime, all underpinned by our end-to-end cyber capability.

For more information about CGI, visit www.cgi.com/uk/defence, or email us at enquiry.UK@cgi.com