Cross Agency Priority Goal Quarterly Progress Update

Insider Threat and Security Clearance Reform

Goal Leaders:

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FY2016 Quarter 4

Overview

Goal Statement

Promote and protect our nation's interests by ensuring aligned, effective, efficient, secure, and reciprocal vetting processes to support a trusted Federal workforce.

Urgency

Our world is changing at a pace that requires the security, suitability/fitness, and credentialing (SSC) community to anticipate, detect, and counter both internal and external threats, such as those posed by trusted insiders who may seek to do harm to the Federal government's policies, processes, and information systems.

Vision

A Federal workforce entrusted to protect U.S. Government information and property; and to promote a safe and secure work environment, sustained by an enhanced risk management approach supported by:

- Improved early detection enabled by an informed, aware, and responsible Federal workforce
- Quality decisions enabled by improved investigative and adjudicative capabilities
- Optimized government-wide capabilities through enterprise approaches
- Insider Threat Program seeking to deter or mitigate problems before they negatively impact the workforce or national security

Key Progress Highlights (FY16 Q4)

Trusted Workforce

We must equip our workforce with the necessary training and resources to assist the workforce in responsibly reporting and/or self-reporting information of potential concern.

 In early October, the Security Executive Agent submitted Security Executive Agent Directive (SEAD) 3 for formal review and approval. This policy establishes requirements for how agencies must protect reported information that could impact an individual's ability to hold a national security clearance. Protecting this sensitive information is a key step to improving the Federal workforce's confidence that information they submit will be properly safeguarded.

Modern Vetting

We must modernize our SSC vetting policies, processes, and workforce to reduce waste, increase quality, enhance effectiveness, and improve efficiency.

- In September 2016, Executive Order 13467 was amended by the President of the United States to establish the roles and responsibilities
 of the National Background Investigations Bureau (NBIB) as a new government-wide service provider for background investigations. The
 NBIB will improve how the Federal government conducts background investigations by facilitating continual process improvements
 through innovation, stakeholder engagement, agile acquisition strategy, and an enhanced focus on national security.
- In September 2016, the administration announced the appointment of Charles S. Phalen, Jr as the first Director of the NBIB. Director Phalen will be leading the NBIB in completing its mission of improving the background investigation process by leveraging his deep expertise in personnel security, information security, and physical security from both the Federal Government and industry.
- Over the fourth quarter of fiscal year 2016, OPM completed an initiative to hire an additional 400 Federal investigators for the NBIB. These investigators will be assigned to high-workload locations around the country as one solution out of multiple solutions of the strategy to reduce the case backlog.
- In September 2016, OPM awarded four contracts to perform field investigations on behalf of the NBIB. By increasing the amount of investigation vendors from two to four, the NBIB will have more flexibility to adjust to changes in workload trends.
- "In August 2016, the DoD released a Request for Information and held an Industry Day event to obtain key input to inform the development of the National Background Investigation System that will serve as the NBIB's background investigation IT system.

Key Progress Highlights (FY16 Q4)

Secure and Modern Mission-Capable IT

We must secure the end-to-end environment, enhance SSC IT systems, establish SSC end-to-end shared services, and treat SSC data as a shared asset to support aligned, modern, and secure SSC IT systems and data.

- In September 2016, the Security Executive Agent and Suitability Executive Agent issued an authorizing memorandum and established business rules explaining how electronic adjudicative decisions will be employed for secret- and confidential-level cases. The implementation of these business rules will improve efficiency and enhance reciprocal acceptance of adjudicative decisions across the executive branch by providing a consistent and approved list of criteria for evaluating cases.
- DoD detailed several experts to OPM to assist in further strengthening and securing the existing background investigation IT systems.

Continuous Performance Improvement

We must establish a continuous performance improvement model and institutionalize outcome-based performance metrics to identify and drive enterprise-level enhancements to policy, oversight, and operational processes.

- In July 2016, the Suitability and Security Performance Accountability Council (PAC) Principals signed the PAC Strategic Intent. The PAC Strategic Intent establishes a unified five-year strategic vision across the SSC mission and sets forth an objective to implement and continuously re-evaluate outcome-based metrics that measure the effectiveness of the SSC mission.
- In September 2016, the PAC Implementation Plan entered its formal review and approval process. A comprehensive implementation
 plan will help guide the PAC, Executive Agents, and key stakeholder agencies in accomplishing the goals of the Strategic Intent and EIT
 Strategy through the establishment of a streamlined cross-agency plan and roadmap.
- In early October 2016, the PAC Principals approved the Enterprise Information Technology (EIT) Strategy which builds on the fundamental goals outlined in the PAC Strategic Intent. The EIT Strategy provides overarching technical direction and vision for aligning Security, Suitability, and Credentialing (SSC) information technology investments over the next five years.

Key Progress Highlights (FY16 Q4)

Insider Threat Program

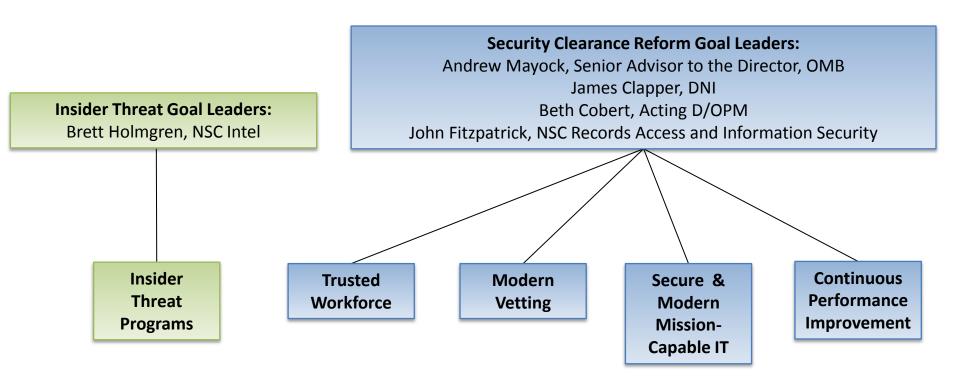
From July through September, in support of developing Insider Threat programs across government, the National Insider Threat Task Force:

- Trained 31-individuals from 24 agencies on Insider Threat hub operations, bringing the total trained to 492;
- · Conducted independent assessments of eight agencies to gauge community progress; and
- Briefed Federal oversight groups and forums of insider threat program stakeholders to raise awareness

Action Plan Summary

Impact Area / Sub-Goal	Major Actions to Achieve Impact
	(See Page 16 for ITSCR Key Indicators)
	Develop aligned and consistent policy for reporting potential security risks or observable behaviors of
	concern
Trusted Workforce	• Train and educate the Federal workforce on their vital role in the early detection of potential issues or risks
	Build an SSC awareness campaign to reinforce the early identification of reportable behaviors
	Study other related mission areas for potential information-sharing opportunities to streamline processes
	 Establish an agile, data-driven and transparent policy making process which simplifies traditional overly complex policy development processes
	 Review current end-to-end SSC processes and identify the most cost-effective and efficient methods to vet
Modern Vetting	the Federal workforce
	 Professionalize the SSC workforce through community training, certificate programs, and collaboration
	with universities
	Modernize the SSC vetting lifecycle through the use of agency federated systems and shared services
Secure and Modern	• Identify enhanced security and interoperability standards and capabilities to better inform IT cost and
	planning decisions
Mission-Capable IT	Provide agencies with a mechanism to adopt modern technology, automate manual processes, reduce
	duplicative investments, and decrease the cyber threat footprint
	Establish and implement outcome-based performance metrics and measures
Continuous Performance	Develop a Research and Innovation program to inform policy, process, and technology with empirical data-
	driven decisions
Improvement	Establish a Continuous Performance Improvement model that will continuously evaluate the performance
	of the SSC policies and processes
	Assist departments and agencies in achieving program establishment, IOC and FOC by: providing training,
Insider Threat Programs	technical advice and assistance; sharing best practices; issuing standards, direction and guidance; and
	advocating on behalf of insider threat programs
	Conduct independent assessments to validate progress, and identify gaps and mitigations

CAP Goal Governance



CAP Goal Governance – The PAC (OMB, ODNI, OPM, DoD, DHS, Treasury, DOJ, FBI, Energy, GSA, State, NARA, NSC, and NBIB) are responsible for driving government-wide implementation of these goals. In addition, the PAC Program Management Office (PMO), Enterprise Investment Board (EIB), and SSC Line of Business (SSCLOB) are enabling organizations responsible for tracking and monitoring goals as well as ensuring accountability.

Work Plan: Trusted Workforce

Problem being targeted: Information of security concern often goes unreported in the Federal government which inhibits an agency's ability to address potential issues before escalation. This is mainly due to: a lack of government-wide reporting requirements; inconsistent training for supervisors and the overall Federal workforce; gaps in information sharing between the SSC community and related missions, such as human resources and insider threat; and inadequate communication on the importance of the Federal workforce and their vital role. **Theory of change:** The SSC must work towards instilling a sense of shared responsibility by enabling a trusted workforce through consistent reporting requirements, employee and supervisor training, awareness campaigns for reportable behaviors, and identification of gaps in information sharing with sister missions.

Milestone Summary				
Key Milestones	Milestone Due Date	Milestone Status	Owner	
Establish a policy that requires the national security population to report information of security concern to the proper authorities in a timely manner.	Dec-2016	On Track	ODNI	
Identify overlaps and gaps in the data collected by the SSC community and other related mission areas, and recommend initiatives to align, integrate and improve information sharing.	Oct-2017	Not Started	ODNI, OPM, CredEA (TBD), PAC	
Establish a policy that requires the entire Federal workforce (national security and non-national security) to report information of security concern to the proper authorities in a timely manner.	$\Delta nr_{-}/11$	Not Started	ODNI, OPM, CredEA (TBD)	

Work Plan: Modern Vetting

Problem being targeted: The SSC community must keep pace with an ever changing global environment with an increasingly mobile workforce, emerging global threats, and advancements in cutting-edge technology and innovations. Comprehensive and impactful end-to-end reform has been limited due to: a lengthy policy-making process; manual and out-of-date vetting tools and methodologies; varying core suitability/fitness and credentialing adjudicative criteria and guidelines across the Federal government; and inconsistent implementation of aligned training standards. *Theory of change:* To successfully modernize our vetting processes, the SSC community must develop agile vetting capabilities that integrate the latest innovative technologies to facilitate more continuous vetting of our trusted workforce and promote delivery of real-time information to the appropriate SSC professional responsible for making risk-based vetting decisions to protect the Federal government's personnel, property, and information systems.

Milestone Summary				
Key Milestones	Milestone Due Date	Milestone Status	Owner	
Develop plans to implement improved investigator and adjudicator training to better identify and act upon subject falsification of information.	Oct-2016	Complete	PAC PMO	
Set standards for granting and suspending access to HSPD-12 compliant cards/badges.	Oct-2016	At Risk	OPM	
Establish the National Background Investigations Bureau (NBIB) to replace and assume the mission of OPM's Federal Investigative Services, and be responsible for providing effective, efficient, and secure background investigations for the Federal Government.	Oct-2016	Complete	PAC, OPM	
Establish a Federal Background Investigations Liaison Office within the NBIB to oversee and resolve issues between Federal, State, and local law enforcement entities when collecting criminal history record information for Federal background investigations.	Oct-2016	Complete	NBIB	
Modify standard security/suitability forms by updating questions related to mental health, reporting requirements, and Continuous Evaluation (CE).	Oct -2016	On Track	ODNI, OPM, OMB, PAC	

Work Plan: Modern Vetting

Milestone Summary					
Key Milestones	Milestone Due Date	Milestone Status	Owner		
Provide a recommendation to the PAC on whether conducting background investigations should be an inherently governmental function, and if not, whether it could be performed by a not-for-profit company.		Complete	PAC		
Advise the PAC on whether to develop an "access score" capability based on the level of sensitive information a subject has been granted access to; and subject personnel with high access scores to additional monitoring.	Oct-2016	Complete	OMB, DoD, NSC		
Develop standard criteria and procedures to assist agencies in appropriately responding to falsification in all types of SSC adjudications.	Oct-2016	On Track	PAC PMO		
Analyze the GAO report on security clearance process reform to determine action items and next steps.	Oct-2016	Complete	ОМВ		
Issue adjudicative guidelines for national security positions.	Dec-2016	On Track	ODNI		
Review and document the end-to-end SSC vetting process through business process re- engineering (BPR) and make recommendations on efficient and effective approaches.	Mar-2017	On Track	PAC		
Develop training and educational materials through the Federal Background Investigations Liaison Office to help state and local data providers understand their legal obligations and the importance of information sharing, along with available funding options to offset the cost of automation.	Jun-2017	On Track	NBIB		
Implement a CE policy for the Executive Branch that regularly assesses trusted insiders who have been granted, or are eligible for, access to classified national security information.	Oct-2017	On Track*	ODNI		
Implement the 2012 Federal Investigative Standards across the Executive Branch to streamline the investigative process and increase adjudicators' ability to assess the Federal workforce.	Dec-2017	On Track	ISPs, OPM, ODNI, CredEA (TBD)		

* CE standards, policy, and guidance have been developed, and a CE Security Executive Agent Directive is currently in coordination. The CE program is on track and Phase 1 of CE implementation across the Executive branch will be completed by October 2017.

Work Plan: Modern Vetting

Milestone Summary					
Key Milestones	Milestone Due Date	Milestone Status	Owner		
Submit to the President the appropriate means to create a Credentialing Executive Agent with responsibility for policy and oversight of credentialing matters that parallels the authorities and responsibilities of the Security and Suitability Executive Agents.	Dec-2017	On Track	PAC		
Develop mechanisms to improve the quality and efficiency of the end-to-end SSC vetting process.	Oct-2018	On Track	ODNI, OPM, CredEA (TBD), NBIB, DoD		
Evaluate and provide the PAC a recommendation for the expansion of Continuous Vetting across the entire federal workforce in order to regularly assess the eligibility of all trusted insiders.	Oct-2018	Not Started	OPM, CredEA (TBD)		
Build upon existing national training standards to develop and implement a national training program that consists of a common set of professional and certification standards that will further develop and strengthen the SSC workforce.	Oct-2020	Not Started	ODNI, OPM, CredEA (TBD), DoD		
Strengthen and align SSC adjudication standards so that relevant vetting information can be accessed and shared rapidly across the Executive Branch to support reciprocity.	Oct-2021	Not Started	ODNI, OPM, CredEA (TBD), PAC PMO, OMB		

Work Plan: Secure & Modern Mission-Capable IT

Problem being targeted: The end-to-end SSC vetting process relies heavily on data sharing and information technology (IT) to operate efficiently, effectively, and securely. The SSC IT infrastructure has faced many challenges such as: aging system technology (both hardware and software) and legacy system architectural design; an IT environment that does not fully meet the needs of end users; and redundant stove-piped systems.

Theory of change: The SSC mission must develop and deploy a modern, secure, and mission capable end-to-end digital environment that builds on a foundation of government-wide standards, promotes interoperability and information sharing, and collaboration across the SSC community.

Milestone Summary					
Key Milestones	Milestone Due Date	Milestone Status	Owner		
Develop, build, and deploy a record repository to store unclassified SSC background investigation and adjudication history that can be shared across the SSC community.	Jan-2018	Not Started	NBIB, DoD		
Streamline information-sharing agreements for use within the SSC community to allow for efficient data sharing and timely completion of SSC mission improvements.	Jul-2018	On Track	PAC PMO		
Oversee the establishment of CE capabilities consistent with the SecEA CE policy and direction.	Sept-2018	On Track	ODNI		
Develop and implement an Interagency Cybersecurity Response for SSC IT audits/reviews to further protect and secure SSC IT systems.	Oct-2018	Not Started	OPM, ODNI, CredEA (TBD)		
Establish interoperability standards to maximize IT investments, and increase data collection and sharing across the SSC community.	Oct-2019	Not Started	PAC, EIB, SSCLoB		
Provide the SSC community an efficient, cost-effective, and secure set of shared services to support the end-to-end SSC processes.	Oct-2020	On Track	ODNI, OPM, CredEA (TBD), DoD, NBIB		

Work Plan: Continuous Performance Improvement

Problem being targeted: The SSC has faced challenges in monitoring performance and identifying and driving enterprise-level enhancements to policy, oversight, and operational processes. This is mainly due to the limited collection of enterprise-wide quality, effectiveness, and efficiency performance metrics; minimal feedback received when considering stakeholder equities and agency requirements; and the inability to fully leverage research and innovation within the SSC mission.

Theory of change: To initiate the necessary culture shift across the enterprise, the SSC community must institutionalize and integrate a continuous performance improvement model that will establish outcome- based performance metrics and measures, inform policy, process, and technology with empirical-based decisions, and continuously evaluate its performance and identify efficient and effective ways to perform its mission.

Milestone Summary				
Key Milestones		Milestone Status	Owner	
Issue the PAC Strategic Intent and Enterprise IT Strategy Implementation Plan to synchronize reform efforts across the SSC community.	Oct-2016	At Risk	PAC PMO, ODNI, OPM, DoD	
Align the DOD modernization strategy for personnel security processes with the PAC Strategic Intent to ensure a national level effort in standardized processing and reinforcement of reciprocity .	Oct-2016	Complete	DoD	
Develop outcome-based metrics to measure the effectiveness of the DOD modernization strategy for personnel security processes to ensure alignment with the PAC Strategic Intent and Enterprise IT Strategy Implementation Plan.	Oct-2016	Complete	DoD	
Establish the PAC PMO, EIB, and SSCLoB as the Executive Branch organizations that will institutionalize end-to-end continuous performance improvement for the SSC mission.	May-2017	On Track	PAC, OMB	
Develop and implement outcome-based metrics to measure the quality, efficiency and effectiveness of PAC reform efforts and the success of the SCC mission.	Oct-2017	On Track	PAC PMO	

Work Plan: Develop Insider Threat Programs

Alignment Goals:

• E.O. 13587, Steering Committee Priority #2: Establish Insider Threat Programs

Major Actions:

- Achieve program establishment
- Achieve Initial Operating Capability (IOC), see detailed IOC requirements on next slide
- Achieve Final Operating Capability (FOC), see detailed FOC requirements on next slide

Milestone Summary					
Sev Milestones	Milestone	Milestone	Owner		
	Due Date	Status			
Achieve establishment criteria*	1/2015	Missed**	NITTF		
Achieve IOC*	12/2015	Missed **	NITTF		
Achieve FOC*	12/2016	At Risk**	NITTF		

*Defined on next slide.

**This reporting reflects the progress of 90+ Executive branch departments and agencies in building their individual insider threat programs. With regard to the "missed" and "at risk" references in the reporting, the NITTF reports status with a strict adherence to the minimum standards issued by the President in 2012 as part of the National Insider Threat Policy. If only one agency - out of the 90+ subject to the requirement - is not in full compliance, our reporting will reflect "missed" or "at risk," since we are only as strong as our weakest link. A great deal of individual progress has been made, and the NITTF continues to work diligently in partnership with departments and agencies. The Performance.gov reporting reflects enterprise-wide status.

Work Plan: Develop Insider Threat Programs (cont.)

Requir	Requirements for Insider Threat Programs							
Major Action #1: Program Establishment Basic requirements	Major Action #2: Initial Operating Capability (IOC) Program establishment plus the following	Major Action #3: Final Operating Capability (FOC) IOC plus the following						
Name a responsible senior official(s)	Procedures in place for oversight, reporting, and record retention	Regular (if possible, electronic) access to insider threat-related indicators from counterintelligence, security, information assurance, HR, law enforcement, etc.						
Promulgate an agency head-signed Insider Threat Program policy	Some capability to pull data from appropriate sources to retroactively analyze and respond to anomalies	Tailored indicators to monitor cleared user activity on any agency classified network accessed						
Develop an Insider Threat Program implementation plan	Monitoring of user activity on at least one classified network	Access to counterintelligence reporting and adversarial threat information						
	Employee notification of monitoring (i.e., banner)	A centralized "hub" to proactively assess data						
	Annual employee awareness training	Response capability to follow-up on anomalous activity						
	Trained Insider Threat Program personnel	Conduct self-assessments						

ITSCR Key Indicator Portfolio

TW=Trusted Workforce MV = Modern Vetting IT = Secure & Modern Mission-Capable IT CPI = Continuous Performance Improvement

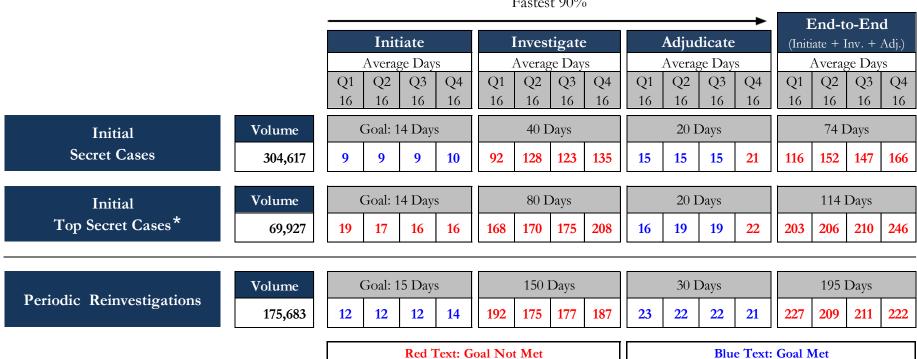
Metric ID	Key Indicator Title	Description	Projected Initial Collection Date	How Will It Be Used?
MV-1	End-to-End Process Timeliness for Investigations and Adjudications	Average number of days to complete end-to- end processing of investigations and adjudications for the national security population	Currently Collecting	Calculate enterprise timeliness metrics across key SSC business processes to determine areas of strength and potential weakness, and best practices
MV-2	National Security Population Eligibility and Access	Total number of Federal workforce eligible for a national security position and personnel currently in access	Mar-2017 Currently collecting for DoD	Measure efforts by agencies to decrease their national security population in line with SecEA policy
MV-3	Out-of-Scope National Security Population	Total number of Federal workforce eligible for a national security position with out-of-scope investigations	Mar-2017 Currently collecting for TS/SCI and DoD Secret populations	Measure efforts by agencies to prioritize their national security population and decrease overdue reinvestigations IAW SecEA policy
MV-4	Reciprocity	Total reciprocity actions, timeliness of reciprocal actions by agency	Mar-2017	Measure effectiveness of reciprocity across Executive branch and by agency
IT-1	Number of automated adjudications (eAdjudications) by case type	Total number of automated adjudications by case type	Mar-2017	Measure volume and cost savings of automated adjudications
MV-5	Number of Pending Investigations	Total number of pending investigations by investigation type and time category (by ISP)	Oct-2017	Measure volume of pending initial and periodic investigations to determine backlog scope
MV-6	2012 Federal Investigative Standards Compliance	Percentage of ISPs that are compliant with the revised investigative standards by tiers	Oct-2017	Evaluate efficiency and quality of modernizing the SSC investigative process

Key Indicators – MV1: End-to-End Process Timeliness

Average number of days to complete end-to-end processes at the 90th percentile by case type as defined under IRTPA.

Government-Wide Security Clearance Performance

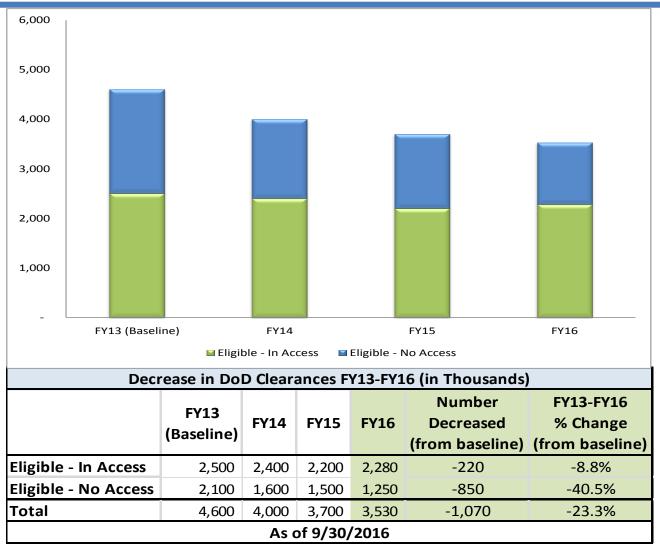
(PAC Methodology)



Fastest 90%

*Increased focus on completion of the most aged investigations is reflected in the longer timelines for these cases.

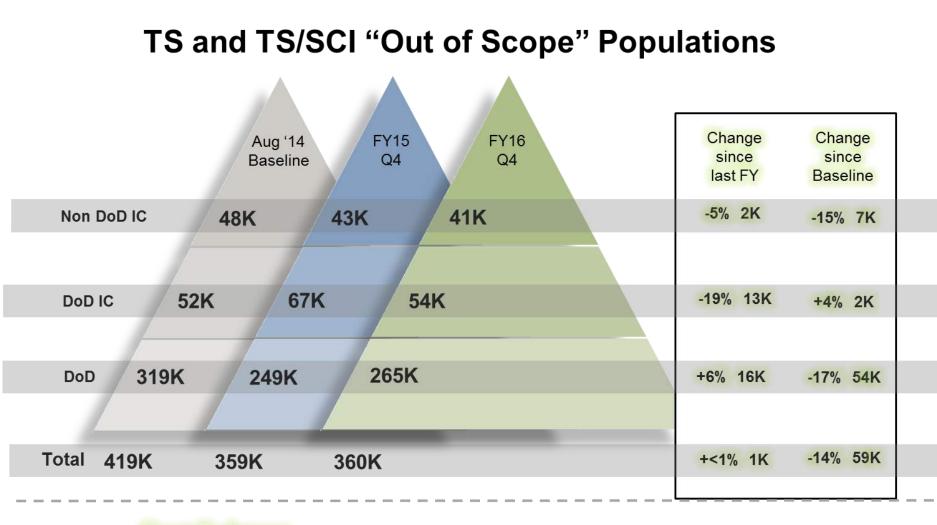
Key Indicators – MV2: DoD "In Access" and "Eligible" Populations



Responsive to the following Major Actions:

- Reduce period reinvestigation backlog using a risk-based approach
- Reduce total population of 5.1 M Secret and TS/SCI clearance holders across the Executive Branch (of which DoD made up 4.6M) to minimize risk of access to sensitive information and reduce costs

Key Indicators – MV3: TS and TS/SCI "Out of Scope" Populations



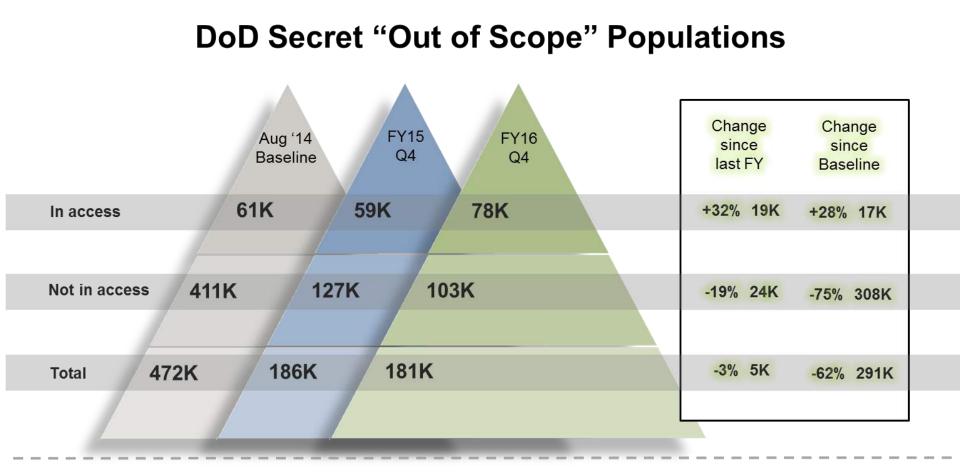
Overall change -14% 59K since baseline:

Key Indicators – MV3: DoD Secret "Out of Scope" Populations

-62% 291K

Overall change

since baseline:



10/1/2016 Source: JPAS

Key Indicators – Insider Threat Program

Key Implementation Data								
Sub-Goal	Indicator	Source	Baseline	Target	Frequency	Latest data	Trend	
	Percentage of agencies that have satisfied the program establishment criteria	NITTF Assessments*	0%	100%	As conducted	June 2016		
	Percentage of agencies that have achieved IOC	NITTF Assessments*	0%	100%	As conducted	June 2016		
Insider Threat Program	While in progress, the latest projected date for an agency achieving IOC	NITTF Assessments*	0%	100%	As conducted	June 2016		
	Percentage of agencies that have achieved FOC	NITTF Assessments*	0%	100%	As conducted	June 2016		
	While in progress, the latest projected date for an agency achieving FOC	NITTF Assessments*	0%	100%	As conducted	June 2016		

*Results of independent assessments conducted by the NITTF are classified and are not displayed in this report.

Acronyms

- BI Background Investigations
- CAP Cross Agency Priority
- CE Continuous Evaluation
- CFR Code of Federal Regulations
- CIO Chief Information Officer
- CPI Continuous Performance Improvement
- CredEA Credentialing Executive Agent
- CV Continuous Vetting
- D/A Department or Agency
- DDM Deputy Director of Management
- DHS Department of Homeland Security
- DNI Director of National Intelligence
- DoD Department of Defense
- DoE Department of Energy
- DOJ Department of Justice
- EA Executive Agent
- EIB Enterprise Investment Board
- EO Executive Order
- eQIP electronic Questionnaire for Investigations Processing
- FBI Federal Bureau of Investigation
- FIS Federal Investigative Standards
- FOC Full Operating Capability
- FSO Facility Security Officer
- FY Fiscal Year
- GAO United States Government Accountability Office
- GSA General Services Administration
- HHS Department of Health and Human Services
- HR Human Resource
- IC Intelligence Community
- IOC Initial Operating Capability
- IRTPA Intelligence Reform and Terrorism Prevention Act of 2004
- ISP –Internet Service Provider? (referenced as Executive Branch ISPs)
- IT Information Technology

- ITSCR Insider Threat and Security Clearance Reform
- KISSI Key Information and Safeguarding Indicators
- LOB Line of Business
- MV Modern Vetting
- NARA National Archives and Records Administration
- NBIB National Background Investigative Bureau
- NITTF National Insider Threat Task Force
- NLETS National Law Enforcement Telecommunications System
- NSA National Security Agency
- NSC National Security Council
- ODNI Office of the Director of National Intelligence
- OMB Office of Management and Budget
- OPM Office of Personnel Management
- PAC Performance Accountability Council
- PAC AG Performance Accountability Council Advisory Group
- PM/ISE Program Manager/Information Sharing Environment
- PMA President's Management Agenda
- PMO Project Management Office
- PR Periodic Reinvestigation
- QAS Quality Assessment Standards
- SEAD Security Executive Agent Directive
- SecEA Security Executive Agent
- SISSSC Senior Information Sharing and Safeguarding Steering Committee
- SSCLoB Security, Suitability, and Credentialing Line of Business
- State Department of State
- SuitEA Suitability Executive Agent
- TBD To Be Determined
- Treasury Department of the Treasury
- TS/SCI Top Secret/ Sensitive Compartmented Information
- TW Trusted Workforce
- VA Department of Veterans Affairs