

Security Connection Job Aid 1 SIMP

Updated 7/6/2016

SIMP – Call Control, Screening and Processing for SIMP Calls

1. SCREEN INCOMING SIMP CALLS and CALL CONTROL

- a. *Stay in control* of the conversation with the caller to assure that no classified or sensitive information is discussed on an unsecure line. Use yes/no questions wherever possible to control caller's responses.
 - i. Rambling callers - Interrupt rambling callers immediately using the following or a similar phrase, *“Excuse me Sir/Ma’am, Please don’t say any more over the open line. Let me ask you some questions.”*
- b. Use Standard Greeting *“Thank you for calling SIMP. This is _____ . May I have your name please?”* *“Before we begin, does your call involve ANY intelligence work or an incident involving a SCIF?”*
 - i. If yes, transfer to FIE hotline, 284-4724.
 - 1. Create an ITSM ticket. Use **FIE Referral** in the ITSM summary field.
 - 2. Do not create a SIMP DB ticket.
 - c. *“Does your call involve classified?”*
 - i. If yes, ask *“Does this call involve an electronic device like a cell phone?”*
 - 1. If yes, begin Verification Statement checklist.
 - ii. If no, *“Does your call involve transmission or protection of classified?”*
 - 1. If yes, transfer to BAT line.
 - iii. If no, proceed with Standard Greeting and interview caller *“I do need to remind you that this is an unsecure line. Can you tell me in general terms why you are calling?”*

2. INTERVIEW CALLER FOR CONTROLLED and PROHIBITED ARTICLES

- a. Caller is on the phone:
 - i. Use the Verification Statement template to collect and document the required information to determine call categorization.
 - ii. Determine call disposition using the Call Disposition Table.
 - iii. Create SIMP Case.
 - iv. Send the completed Verification Statement to individual.

- v. For Non-Incident/Non-Compliances, follow current policy regarding line notification.
- vi. Create electronic file, transfer all documents.
- vii. Close Case.
- b. Caller is not on the phone:
 - i. Send the Verification Statement/Controlled Articles Questionnaire template to the individual.
 - ii. Validate answers on statement when received back from caller. Clarify with the customer if necessary.
 - 1. If individual does not respond within 48 hours, send second request for completion of questionnaire.
 - 2. If no response after 24 hours, escalate questionnaire to SIMP Program Lead.
 - 3. Transfer SIMP Track case to SIMP Program Lead.
 - 4. Change ITSM ticket to Referral – SIMP.
 - 5. Add Resolution - Escalated to IO <insert name>.
 - 6. Close ITSM ticket.
 - c. If disposition is “Immediate referral to SIMP” (see table above):
 - 1. Call the BAT line 844-1019 and transfer call to the IO who answers.
 - 2. Give the SIMP IO general, unclassified information on the caller’s issue (i.e. electronic, hardcopy).
 - 3. Process all Non-events which are violations of Corporate Policy using the [Non-Event Notification](#) template.

3. Create ITSM ticket and SIMPTrack case

- a. SCR determines if call is within Security Connection Scope
 - i. In Scope - Create a SIMP DB and an ITSM ticket. In Scope includes non-events and Non-Incident/Non-Compliance events as determined by the [Call Disposition Table](#).
 - ii. Out of Scope - Create an ITSM Ticket and transfer caller to:
 - 1. For CA - (925)294-2600. (If CA SIMP is not available, call will auto-forward to BAT line.)
 - 2. For NM - BAT Line, 844-1019. Do NOT create a [SIMP Track Database](#) ticket.

- b. Create a ticket in the [**SIMP Track Database**](#) while you are on the phone with the customer to generate the C#. Add comments as needed to the case in SIMP Track. Add name of IO you spoke to and direction you received in comment field, as applicable.
- c. Create an ITSM ticket using the summary field descriptions below. Keep notes in the ITSM generic if possible to protect sensitive information. Add name of IO you spoke to and direction you received, as applicable.

Call Type	Create SIMPTrack ticket	ITSM Summary Field (Always create ITSM ticket)
FIE Referral	No	Referral-FIE
SIMP Referral	No	Referral-SIMP
SIMP call processed by SCR	Yes	SIMP-C(year)-xxxx (This number is generated by SIMPTrack database)

4. DETERMINE CALL DISPOSITION PER THE [CALL DISPOSITION TABLE**](#)**