

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2024 HISP CX Action Plan

Defense Counterintelligence and Security Agency

As a High Impact Service Provider (HISP), DCSA focuses on improving customer experience and delivery for the following services:

1) Navigating the application process for a federal background investigation: DCSA conducts 95% of all initial federal background investigations during the hiring process for federal employees, military service members, and contractor employees, amounting to over 2 million annually, ensuring that the Federal government maintains a highly qualified and vetted workforce.

What we will deliver in 2025:

● **Improve the ability to listen to customers**

DCSA will launch surveys and gather customer feedback to identify pain points during the personnel security clearance application process. Feedback will include navigating the federal background investigation application process, accessing the DCSA website, and more. Currently, DCSA conducts 95% of all Federal background investigations.

● **Enhance the dcsa.mil website**

DCSA will make design revisions and enhancements to dcsa.mil based on customer feedback and user centered design principles to deliver a consistent user experience containing clear guidance and easier navigation. Each month, the applicant webpages on dcsa.mil have over 25,000 unique page views.

● **Redesign educational materials**

DCSA will enhance the educational materials for applicants navigating the application process for a federal background investigation by incorporating plain language and human-centered design best practices. This effort will increase applicants' understanding of their requirements and tasks. DCSA will begin with a review and update of current materials before generating new materials.

● **Improve the Facility Security Officer (FSO) Toolkit**

DCSA will gather feedback from industry focus groups to better understand how security officers are accessing and using the Facility Security Officer (FSO) Toolkit. Feedback will be utilized to make improvements to the toolkit, which is currently used by over 12,000 facilities.