

POBITS User's Manual and Technical Reference

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Introduction

Peace Office Background Investigation Tracking System

POBITS assists public and private sector agencies in tracking the progress of background investigations performed on candidates for employment positions requiring higher standards of personal character and integrity. POBITS is particularly well suited for agencies that hire sworn peace officers, but can be useful to any organization or agency where numerous candidates are simultaneously processed through a comprehensive background investigation. The background process is modeled after the State of California Peace Officer Standards & Training (POST) publication: *Background Investigation Manual: Guidelines for the Investigator*, published June 2006. This publication provided the content of the Personal History Statement and various reference questionnaires and helped establish the organization of information. This reference was chosen largely because it is the most comprehensive resource available. While the California POST publication is directed to the State of California, we believe it is an excellent resource for any organization in any state and we have been diligent to eliminate bias toward the State of California. The development team also collaborated with other public and private sector background investigation organizations to determine software requirements and optimal usability.

POBITS' primary goal is to provide an organized and effective tool to maximize the investigator's ability to manage any number of background investigations simultaneously. The secondary goal is to maximize electronic communication between all investigation participants and reduce the use of paper data collection and storage, which is more prone to error and mismanagement. Precaution was taken to not impose a process that promotes electronic communication over face-face or telephone interviews. No system can replace the Investigator's good interviewing technique for acquiring in-depth information. But as information is gathered, regardless of how it is obtained, POBITS provides the perfect mechanism for storage and organization.

What POBITS is

POBITS is an information tracking and management system. It organizes information submitted by a number of participants in the background investigation process and provides management with a perspective of work in progress and work accomplished. It produces reports and provides at-a-glance information on prospective candidates. It provides management with a perspective on the status of any single case, a particular Investigator's caseload, or all cases within an area of responsibility.

What POBITS isn't

POBITS is not an automated background investigation tool. POBITS does not make any determinations about a Candidate's suitability nor does it automatically acquire any information regarding the Candidate other than directly through people who provide it. POBITS does not automate the background investigation process other than creating a highly efficient mechanism to acquire information from Candidates and References, which is a primary strength of the application and a feature that revolutionizes the background investigation process.

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Concept of Operation

POBITS is a database application for managing all aspects of a background investigation for a law enforcement position, and for managing many background investigations simultaneously. But it's way more than that. POBITS dramatically changes the *process* and drastically reduces the effort required by the Investigator. Because POBITS is web-based, all participants in the investigation can use the system to contribute to the process. This can greatly expedite the communications between the investigator and other participants.

For example, the Investigator enters a Candidate's basic information into POBITS such as Name and Email Address, then opens a Personal History Statement for the Candidate to complete on-line. The Investigator then invites the Candidate to the POBITS system. This is a simple mouse-click action that creates user credentials and sends an email to the Candidate. The Candidate then uses POBITS to update their personal information and complete their Personal History Statement. Once complete, they submit the form electronically. Once submitted, the Investigator is notified and is able to review the information provided by the Candidate. At this point, the Investigator begins the "footwork", of contacting all of the Candidate's provided references.

This is simplified by POBITS in the same manner. The Investigator can "invite" a reference to use the system and complete a questionnaire regarding the candidate. Throughout the process, the Investigator is aware of who they are waiting on for information and is notified when information is submitted to the system. When forms and questionnaires are submitted, the Investigator is notified via email by POBITS and by alerts within the system.

When completing their on-line information, the Candidate can download a consent release form, sign it and notarize it, and upload it to the system. This completed form is presented to all persons who complete on-line questionnaires within the system.

An investigative area, for example, Education, has a number of investigative items, for example, Schools Attended. For each investigative item, the Investigator is able to enter investigative notes and optionally flag the item as being noteworthy to the investigation (red flag). For each investigative area (Personal, Financial, Education, etc.) the Investigator enters a narrative summary which collectively provide the entire narrative summary of the investigation.

The Investigator can generate a number of standard forms and releases for the candidate as well as reports such as a Narrative Summary, Contact with Relatives and References, and many others. There are also several reports that quantify investigative actions and results both organizationally and on the Investigator level. This provides management with real-time insight into the progress of background investigations under their purview.



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System Benefits

There are many obvious benefits to this concept. First and foremost is that it reduces the level of effort required of the background investigator while improving the process, organization, and managerial visibility. Second is that it imposes rigor into the background investigation process. This rigor includes:

Information Organization

The background investigation process involves the collection of a great deal of information which is compounded by every investigation. Having more than a couple of ongoing investigations at once is a strain on even a well-organized investigator. Having an organized and well-structured environment ensures good organization and instant accessibility. For example, it is impossible for two investigators to organize their case files differently and organization concepts do not have to be learned; they are imposed.

Continuity of Operations

Some departments may have a staff dedicated to the background investigation process. For others, it may be a collateral duty for one or more officers or employees. Either way, POBITS provides a measurable benefit by standardizing how information is stored making it possible for any investigator to instantly determine the status of any investigation or any element of a particular investigation.

Process Standardization

POBITS establishes an organizational structure for investigative information. Whether you are the only Investigator or you work as part of a team of Investigators, this will provide consistency and organization to your investigative work.

















Paperless Process

POBITS enables your organization to minimize paper products to the greatest extent possible.



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Electronic vs Paper

Given the general requirements of a background investigation, it is not conceivable that the entire investigation can be committed entirely to an electronic system, and we don't intend for POBITS to do so. Ultimately, the Investigator must compile all investigative documents into a case file which must be preserved for a very long time. For many law enforcement positions, the background investigation report must be retained beyond the employment of the Peace Officer. Information systems come and go and may be adopted or abandoned at any time. For these reasons, we promote POBITS as a tool to help the investigator manage the investigation process and produce a case file for review. All of the information contained in POBITS can remain there for as long as the system remains in place. But we suggest that the POBITS output which represents the investigation case file be generated into paper format and preserved.

We have designed POBITS as a tool to help the Investigator in the background investigation *process*. Once the process is completed, POBITS can generate documentation based on the information in the system. Each investigation case file in POBITS can have any number of documents attached. The documents can be anything that can be saved electronically. We envision documents will be scanned to a PDF format for inclusion to the case file. There may be some records that must be retained in original format. As stated, we anticipate that you will maintain physical records but many of those can be retained in POBITS either as data or as electronic files attached to the case record.

More important is your ability to manage the workload and measure your results. Because your work is being managed within a single system, a wealth of information can be derived about the work in progress or the completed work. This provides a greater ability to coordinate and manage work as well as to determine how much work has been accomplished over a given period of time. This in turn can help you to determine staffing needs and adjust resources accordingly.

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Information Integrity and Data Ownership

POBITS dramatically changes the way investigations are completed by creating a central information system where Investigators, Candidates, and their References all contribute to the process. Naturally, each participant is only able to view, enter, edit, or delete information appropriate for their role. For example, the Candidate will complete their Personal History Statement directly in POBITS. The investigator can view all of the information provided by the Candidate but cannot change it. The only exceptions are personal contact information so the investigator can update it if this becomes necessary in the course of the investigation. References have an extremely limited view - they can complete one questionnaire specifically for them, and that's all.

















In the conduct of an investigation, the Investigator may issue system access to a number of individuals. We've made this a simple mouse-click operation. In doing so, it gives the Investigator the ability to control system access without any need to consider access rights and privileges, and no ability to make a mistake that may jeopardize system integrity. As an Investigator, you will discover data that you have no ability to manipulate. This is by design. The Investigator cannot alter the responses provided by the Candidate and should not be able to. Nor can the Investigator add information that should be provided by the Candidate. Because of these controls, you can be assured that all information has been entered and updated only by the very individuals who can be held accountable for the accuracy and integrity of the information.

Should you discover that a Candidate has not provided complete information, simply re-invite the Candidate to the system with directions on what information is needed. Each time the Candidate access the on-line form, they are required to certify that all information contained in the record is complete and accurate.



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







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System Architecture

POBITS is provided under the "Software as a Service" model, commonly referred to as SaaS in the industry. POBITS is a Web-based system and is hosted and serviced by Essential Software Development, LLC. All POBITS users access POBITS using their web browser, and just about any web browser will work. POBITS is regularly tested in Internet Explorer, Firefox, and Google Chrome. No special settings or plug-ins are required.

Why Software as a Service?

Because it's better for both of us. In this model, you do not acquire anything. You receive a service which is the use of the software somewhat like a subscription. You do not make a financial investment in software or hardware. If the service is no longer needed for any reason, you simply stop using it and stop subscribing. If someone comes along with a better service, you can switch. You do not have to involve local IT resources with any aspect of system setup, use, operation, or maintenance. We support and service a single installation of our product and do not have to concern ourselves with any special circumstances within your computing environment. System updates and modifications are made with no customer involvement. This is considerably more economical and enables us to provide the service at the lowest possible cost. Lastly, it's easier for us to sell and for you to buy. The approval and budgeting process to procure technology in any well-managed organization is a considerable effort. Acquiring technology typically requires a lot of money and a lot of approvals. On the other hand, acquiring a service does not. The procurement of the service is most likely within the budget authority of the manager who requires it. Further, the service is severable, meaning that you can discontinue its use at will. This is the most efficient and economical way to provide this software to you and observers of the software industry will note a strong trend toward providing software as a service.

Why a Web-based Application

Using web architecture is what allows us to change the game. Making POBITS web-based allows us to extend the application to all participants in the investigative process. Now Investigators, Candidates, References, Landlords, past Employers, and departmental managers can all use this single system in a manner appropriate for their role in the process. There is simply no more efficient way to accomplish the background investigation process. It's significant to note that the federal government employs a system that is similar in architecture to perform background investigations for personal security clearances. Similarly, all personal information is entered directly by the candidate and used by the background investigator to complete the elements of the investigation.



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About This Manual

















You may be reading this manual as a PDF document or as HTML within your web browser. Either way, the content is the same. In creating POBITS, we have created an information system well conformed to your business process and you should recognize the terms used throughout the application. We assume you know how to use a computer application. If we have done our job well, you should never need to consult the documentation to accomplish a task. We did not create this documentation to provided step-by-step procedures for performing each task. If you understand the concept behind the software, and can navigate a computer application, you should have no difficulty getting your work done in POBITS. This documentation was written to help you understand the concepts and business rules that drive the application rather than to provide detailed job aids. If you read anything in this documentation, you should read the [Concept of Operation](#) topic.

The best way to learn is to use. Most users will become familiar with POBITS in a very short time.



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Learning to Use POBITS

Within POBITS you will find links to help and training in the Main Menu. These links will take you to this manual and to other resources such as the User's Forum. The User's Forum is a typical forum system where members can post and respond to comments from other users. This forum is monitored by our support staff and your posts will usually be responded to by them. This is an excellent resource for searching for topics that may have already been asked and answered, especially if you are working in the off hours and you have a question or seek advice.

















There are also a number of short training videos designed to give users a quick introduction to the system and specific guidance on performing certain tasks. This is an excellent resource for persons new to the background investigation process or to POBITS.

On various screen forms, field level help is provided via mouse-over help icons. When you see the help symbol  next to a data field, just hover the mouse over it to see a short description of the purpose of the field.



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Useful Concepts

Narrative vs. Comment

POBITS gives the Investigator a tool to track all notes, thoughts, findings, observations, status, and narrative comments on all aspects of the background investigation. There is a basic structure to all of this information. Each Investigative area (for example, Education) has a section for Investigator's Narrative. At this level, all aspects of the investigative area are summarized in narrative form. These narratives collectively become the investigator's narrative report which POBITS assembles.

Within the investigative area are items (for example, a college). In this example, the Candidate will enter all colleges attended and the investigator can review each and make a specific comment and optionally check a Red Flag. Investigator's comments and Red Flags are internal notes and serve to remind the investigator of issues that have been identified, or actions taken.

For example, while investigating a prior residence, the Investigator learns from the Landlord that police were called to the residence on one occasion, yet the Candidate has made no disclosure of the incident. For the Investigator's Comments, the Investigator can make a note of this and check the Red Flag. Checking the Red Flag makes this comment more visible and searchable. This would ultimately be one investigative item as part of the entire Residence investigative area.

Multiple Personal History Statements

It is important to understand that a Candidate is an entity that may have any number of Personal History Statements. This will help you understand why these items are laid out as they are. You can use this concept as you see fit. We know that some organizations require a new Personal History Statement for each application, and others may not. The candidate will always see whichever Personal History Statement is "Open", and only one can be open when a Candidate is invited.



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Investigator Roles

All system users in your organization are Investigators but each has a different role. Every Candidate is assigned to an Investigator and an Investigator can be one of three types:

- Manager;
- Investigator; or
- Viewer (Candidates cannot be assigned to Viewers)



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Manager

A Manager is an Investigator with the ability to create Managers, Investigators, or Viewers within your organization. They can view all Candidates in the system and view reports that reflect all organizational information. They can monitor the progress of all Investigations or just those assigned to them. If you have only one Investigator in your organization they must be a Manager.

If you want all Investigators to have the Manager role, that's fine and may be more conducive to an organization where multiple Investigators may work on multiple cases with minimum "ownership" of the case by the Investigator.



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Viewer

Viewers are Investigators with view-only privileges. In the real world they are not really Investigators. You will probably assign this role to departmental managers who simply need access to the investigative records and reports. Viewers can access all Candidate records and view reports for all cases within the organization. There is no information in the system they can change, nor can they add any information. Since no Candidates can be assigned to them, their menu system has fewer options than other Investigators.



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Other Roles

Besides Investigators and Candidates, there are 5 other user roles in POBITS that are referred to as "Relatives and References" within the Personal History Statement. They are:

- Reference
- Parent
- Sibling
- Secondary Reference
- Neighbor

In addition to these roles, there are three other roles of users who will potentially complete candidate questionnaires. They are:















- Employer
- Landlord
- Other Law Enforcement Agency

The users in these roles are all references of some kind that will be provided by the Candidate but each is different and each enters the system with a slightly different visual perspective. For example, when a Landlord enters the system they are presented with a Landlord questionnaire and an Employer is presented with an employer questionnaire. The difference between a Parent and a Sibling is minor but is provided to support some minor differences in the information gathered on the Personal History Statement.

Note that when a Candidate lists another law enforcement agency to which they have applied, you can invite a representative from that agency to complete a questionnaire. This questionnaire only asks basic information and does not solicit qualitative responses.

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Web Application Basics

Web-based application have come a long way and now share many similarities with conventional desktop applications. POBITS was designed using modern web architecture techniques and the provides a very robust and feature rich user experience but a few minor difference should be understood:

1. When you open a record or select a menu item, it will be presented in a new tab on the application screen. You may open as many tabs as you like. Once the number of tabs exceeds the display width of your screen, the tabs will scroll. Most users will not want or need that many tabs open at any given time.
2. Once you are working within a tab, for example on a list of candidates, your work remains within that tab. So when you select an item on the list, you will be presented with a form for the object selected which replaces the list. When you close the form, the list will be returned to view. Think of this a drilling down in a tree structure similar to navigating a computer file system with many levels of depth. Some areas within POBITS can present many layers of depth to access a particular object. But as you drill down, you remain within the tab where you started. You can always close the tab but doing so will not require you to save any changes you made along the way. In general, POBITS will look after things and ensure that changed records are saved has you navigate about the system.
3. Most lists include a Save icon and a Print icon at the top right corner. The Save icon will export the list to a .csv file and load it into MS Excel, presuming it is installed on the desktop. The Print icon will display the list in a basic HTML table on a new web page. This is also printable but printing structured web pages may have unpredictable results.
4. When your cursor turns to a finger pointer, you can select a screen item. In a list, this will open the item. In some instances, the list will include functions that pertain to the list item you select, such as Print, to print the item. Items in a list that include an icon will execute the described function rather than open the object. The Print option is a good example.
5. Like just about any web based application, you will be automatically logged out after a period of inactivity.
6. A web application has no way of knowing your screen size or resolution. Generally, the application will maximize itself and use all available screen space as needed. Your screen size and resolution can dramatically impact usability. Bigger is better. It is recommended that you apply the highest resolution available unless you have vision impairments and require the largest possible screen fonts. POBITS will display particularly well on wide screen monitors.
7. Network and server use can cause delays. We regularly monitor server use and capacity but there are times when either the server or the network has more demands than can be handled resulting in some delays in executing your actions.



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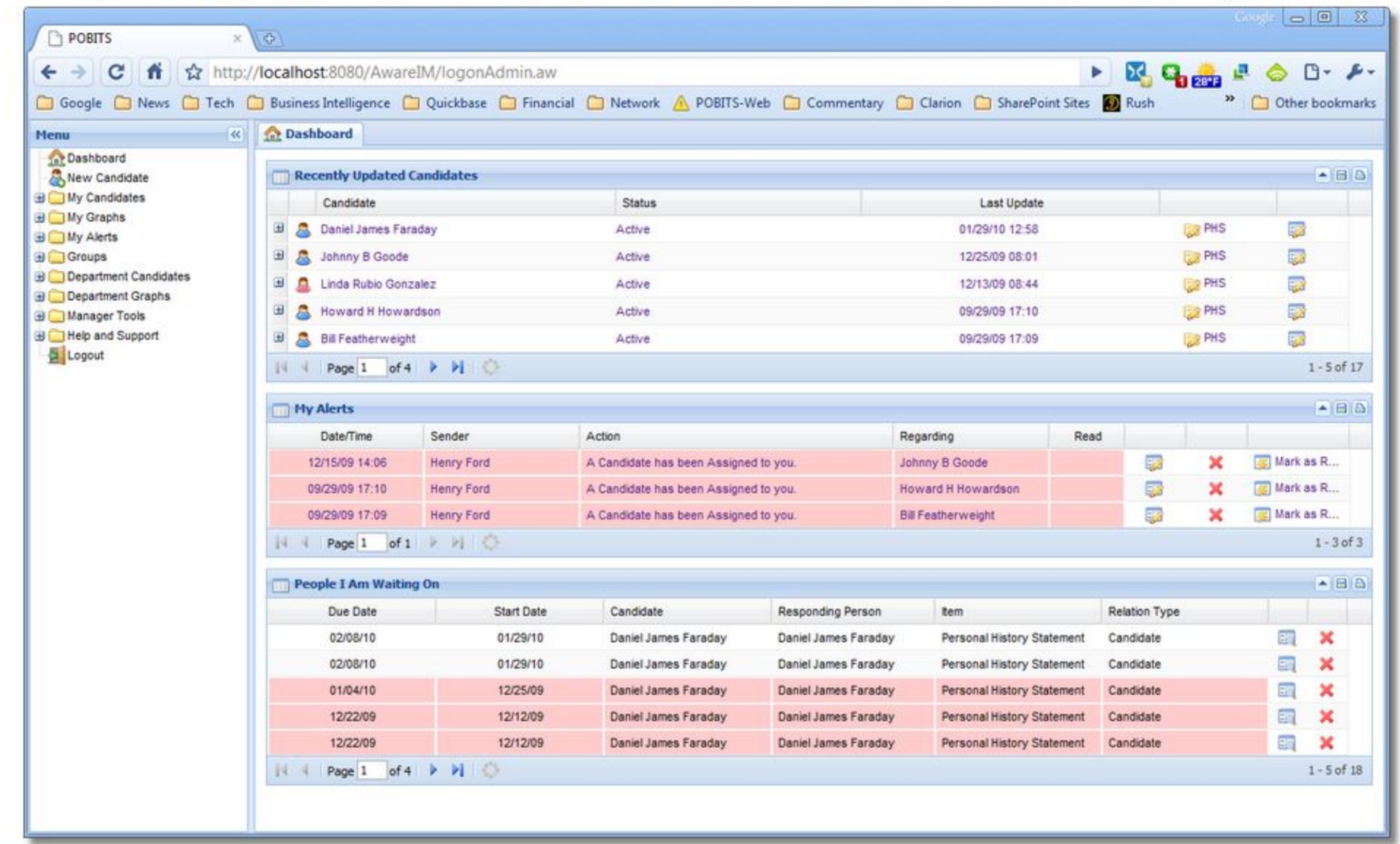
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Your Dashboard

When you login to POBITS your dashboard is displayed. Your dashboard presents the information that is most useful to you depending on your role. The Dashboard is always in view and if it does not present current information for any reason, select the Dashboard item in the main menu will refresh the screen with the most current information. This will reset the entire screen to the login view and will close all other open tabs.



Investigator's Dashboard

The Dashboard has two panes. The left-hand pane is the menu system which is always visible, but it can be "parked" out of view if desired. The right-hand pane has three lists. The top list displays your most recently update Candidates. Whenever any aspect of a Candidate or their Personal History Statement is changed, the Candidate gets promoted to the top of this list. The middle pane is your Alerts. Alerts are generated by the system to inform the Investigator of record activity. For example, when a Candidate submits a Personal History Statement, or when a reference submits a questionnaire. Unread items will be highlighted in red and can be deleted by the Investigator if desired. The bottom list displays person that you are waiting on to provide information related to any case. When due date is exceeded, the item will be highlighted in red.

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The Main Menu

The configuration of your main menu will vary depending on your [role](#). In general, the main menu area contains menu items for "My Records" or "Departmental Records" or both, depending on the user role. When selected, most menu items will spawn a new tab within the POBITS window which can be closed when finished. It makes no difference how many of these tabs you may have open at any given time, but most users will choose to keep them to a minimum for easier navigation and organization. It is also possible that changes made while working on one tab may impact the information presented on another tab causing two presentations to be "out of synch". Since POBITS is a web based application, it is dependent on "requests" to the central server. This is just something the user should be aware of when using this or any web-based application with this level of sophistication.

The various functions under the main menu are not detailed here. They are also subject to change and reorganization when the software is updated or modified. But suffice to say that the main menu is where all primary software function begin. There are also smaller menus built into some forms that are detailed in specific topics throughout the POBITS help/manual.

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Candidate Records

Understanding the structure of the POBITS system will help you navigate and understand the system more completely. The most fundamental concept you should understand is that Candidates and Personal History Statements are distinct from one another.

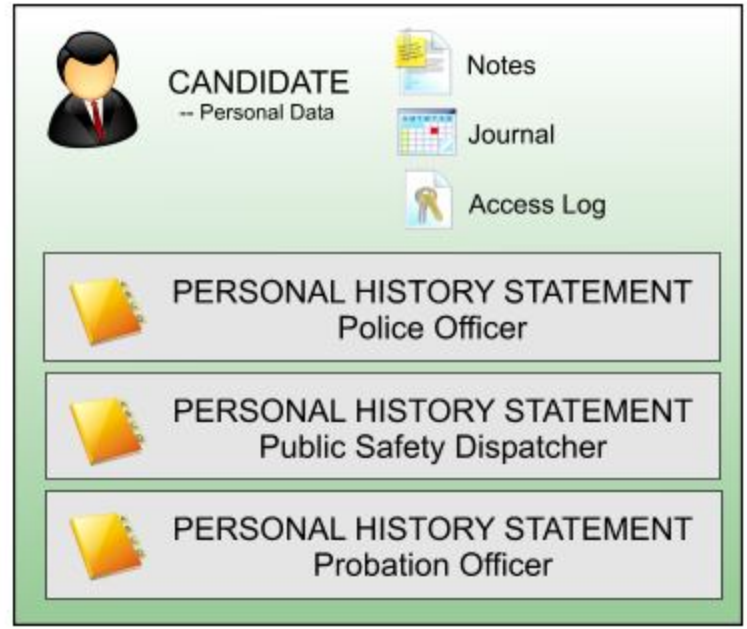
POBITS allows each Candidate to have any number of associated Personal History Statements. While most Candidates will likely apply for a single position and complete a single Personal History Statement, the business process allows for a Candidate applying for multiple positions and possibly completing a Personal History Statement for each application. You have the option of creating a new Personal History Statement for the Candidate to complete, or inviting the Candidate to the system to update an existing Personal History Statement. But the Personal History Statement is specific to a job being applied to.

When a new Personal History Statement is started, the Candidate will have to enter all information again from scratch; there is no capability to duplicated an existing Personal History Statement for modification. This is a feature we may be able to accommodate in the future. But we made it for you, not for them.

When you view Candidate information, you can view and update all of the Candidate's personal and current contact information. You can also see a list of Personal History Statements completed by the candidate. The Personal History Statement is the investigation, which in POBITS is also referred to as a Case. All investigative work occurs within the Case.

Each candidate is assigned to an Investigator and you can think of the Investigator as the "owner" of the Candidate's record which includes any and all Personal History Statements provided by the Candidate. The Candidate can be reassigned to any other Investigator or can be "Shared" allowing any other Investigator to update the record while retaining ownership by the Investigator.


















The graphic below provides a depiction of this data organization.



Candidate Data Record Hierarchy

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Deleting a Candidate

We have opted not to provide the ability to delete a Candidate. Even if a case is opened and then immediately closed for any reason, you can just mark the case as Closed and provide the Disposition Status. Alternatively, you can change the Candidate's Name. We believe that every case you open is attributable to your overall case metrics and should be accounted for within POBITS.



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Personal History Statement

The Personal History Statement form is the most complex form in POBITS because everything on a typical Personal History Statement is mimicked here. Each investigate area is placed on a separate tab which is a logical and usable presentation. The first tab is the Case Handling tab which provides specific case details. All other tabs relate to specific subjects on the Personal History Statement.

Besides the normal Save and Close action buttons, the form has four other action buttons and a drop-down list of reports. The four action buttons are:

Contacts; this displays a list of all persons whom you will likely contact in the course of the investigation, conveniently all in one list.

Questionnaires; this displays a list of all Questionnaires completed on the Candidate. Questionnaires are normally completed by a reference directly in POBITS but may also be completed by the Investigator, for example, in the case of a telephone interview with the Reference.

Red Flags; this displays a single list of all red flags checked by the investigator. This is convenient because the depth of the Personal History Statement can make looking for a previously entered Red Flag a bit of a mouse hunt.

Print PHS; this prints the Personal History Statement as completed by the Candidate. No investigator remarks or notes are included in the printout. This is the same product the Candidate is able to print after completing the information in POBITS. Note that there are slight variances in the printed PHS from the traditional form. For one thing, this is not a form. It is a printout of completed information. The form is in the computer. So there are no prompts. Secondly, it is not necessary, or practical to have continuation sheets. That's an issue with paper that we don't have in POBITS.

Personal History Statement

Select operation... Save Close Contacts Questionnaires Red Flags Print PHS

Case Handling Executive Summary Relatives and References Education Residence Employment Military Financial

Candidate: Daniel James Faraday

Case Handling

Position: Police Officer
Case Number: 2010-01
Investigator: Roger Wilco
Completion: 100%
Stage: 4 - Complete
Disposition:
Date Opened: 09/04/09
Date Closed:
Case Duration (Days):

Record Changes

Last Modified: 02/07/10 10:08
Last Modified By: Henry Ford

Personal History Statement

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Working with Lists

Lists

Throughout the Personal History Statement, a number of lists are presented. Working with list items is intuitive but here are the specifics:

Many lists include a + icon at the far left. When you see this, you can click to expand the list item and view a few specific details, usually primary contact information. This may be faster than opening the record from the list.

Click on any of the column values to open the record.

Some column values describe actions like Invite or Print. Action items have an icon associated and will perform the described action as opposed to opening the associated record.

For any list items that represents a person or entity to be contacted, the list items will be highlighted in red if no contact has been made and will be highlighted in green if contact has been made. This is set by the Date Contacted calendar field on the associated record.



Typical List

In some cases, the Investigator is able to add items to a list. In that case, there will be a button labeled Add at the bottom of the list.

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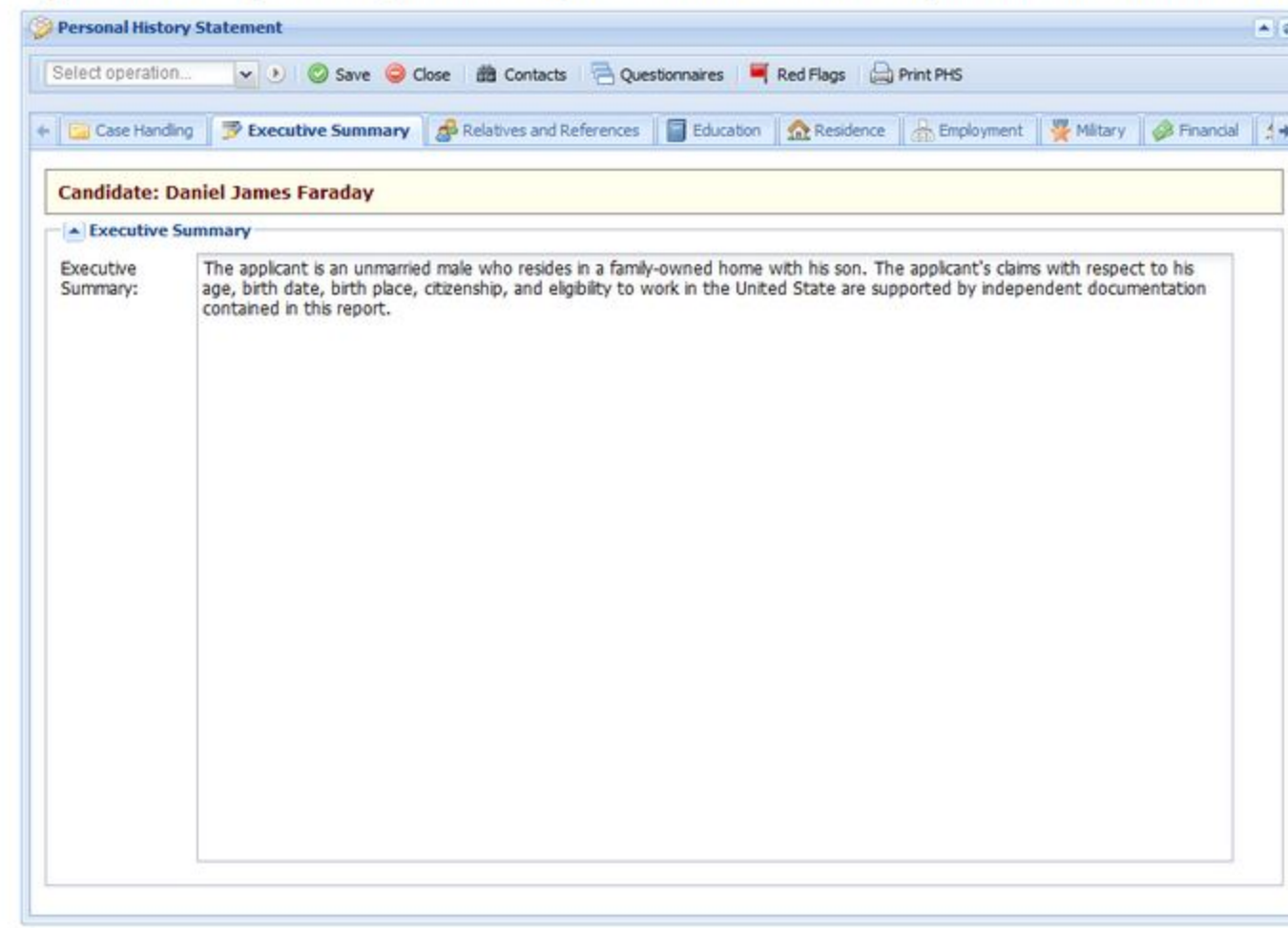
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Executive Summary

The Executive Summary is a large text field for the Investigator to compose the executive summary for the case. Note that while POBITS does not have an internal spell-checking feature for text fields, many browsers such as Firefox and Google Chrome do have built-in spell-checking for text fields. Spell checking in Internet Explorer can be enabled with a simple add-on. Several can be found at this [link](#).



The screenshot shows a web application window titled "Personal History Statement". The window has a menu bar with "Select operation...", "Save", "Close", "Contacts", "Questionnaires", "Red Flags", and "Print PHS". Below the menu bar is a tabbed interface with tabs for "Case Handling", "Executive Summary", "Relatives and References", "Education", "Residence", "Employment", "Military", and "Financial". The "Executive Summary" tab is active, showing a yellow header for "Candidate: Daniel James Faraday". Below the header is a section titled "Executive Summary" with a text area containing the following text: "The applicant is an unmarried male who resides in a family-owned home with his son. The applicant's claims with respect to his age, birth date, birth place, citizenship, and eligibility to work in the United State are supported by independent documentation contained in this report."

PHS Executive Summary Tab

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Relatives and References Tab

Relatives and References is the most lengthy and complex investigative area. It provides lists for all types of references provided by the candidate. References are broken down as follows:

- **Parents;** includes all types of parental relations.
- **Spouse/Former Spouse/Domestic Partners;** includes all types of spousal or partner relations.
- **Siblings;** includes all types of sibling relations.
- **Children;** includes all types of child relations.
- **References;** includes all non-family references provided by the Candidate. The Candidate is required to enter at least seven.
- **Secondary References;** these references can be provided by any of the primary references. When a primary reference responds to a questionnaire, they are encouraged to provide any other useful references. If the investigator discovers useful secondary references in the course of the investigation, he/she can enter them here.

Like all investigative areas, the top of the tab includes a text area for the Investigator's narrative and a check box to indicate that the investigative area is complete. The narrative section will become part of the narrative summary that POBITS will generate for this Candidate.

Personal History Statement

Select operation... Save Close Contacts Questionnaires Red Flags Print PHS

Case Handling Executive Summary **Relatives and References** Education Residence Employment Military Financial

Candidate: Daniel James Faraday

Investigator's Review

Complete:

Narrative: No disqualifying information. The applicant enjoys the full and unreserved support of his parent and stepparent, who describe him as a compassionate, mentally strong, honest, personable, and thoughtful individual whose interest in this field dates back to childhood. The only criticism of the applicant centers on his tendency to be self-critical and his time management skills with regard to his child. The balance of the applicant's references is a mixture of professional acquaintances and social peers, all of whom recommended him for this position. Several expressed initial surprise at his interest in police work, but the applicant is characterized as someone who is

In the lists below, Green indicates that the reference has been contacted. Red indicates they have not been contacted.

Parents

The Candidate provided the following information regarding Parents:

Parent	Date Contacted	Name	Relationship	Review	Invite
<input checked="" type="checkbox"/>	09/13/09	Trixie Davis	Step-mother	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	09/17/09	Richard Faraday	Father	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>		Wilma Harty	Mother-in-law	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>		Faraday Jane	Mother	<input type="checkbox"/>	<input type="checkbox"/>

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PHS Relatives and References (screen shot truncated)

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Parents

Parent records display all of the information provided by the Candidate. This is mostly contact information. The form has an action button at the top labeled Invite. Use this to invite the Parent to complete a questionnaire in POBITS. Once a questionnaire has been completed, it will appear on the Questionnaire tab of this form. While completing the questionnaire, the Parent has the opportunity to provide secondary references. If any are provided, they will be displayed on the Secondary References tab of this form.

In the Investigator's Notes section, the Investigator can enter the date contacted, their comments for this Parent, and optionally, check the Red Flag checkbox top indicate that this item presents concerns to the investigator.

Parent

Save Close Invite

Parent Questionnaire Secondary References

Investigator's Notes

Date Contacted: 09/13/09

Red Flag:

Comment: Certainly had a lot of bad things to say about this candidate.

Parent

N/A or Deceased:

First Name: Trboe

Last Name: Davis

Contact

Phone: 800-555-1212

Work Phone: 800-555-1212

Cell Phone: 800-555-1212

Personal Email: kklosson@earthink.net

Work Email:

Parent - Truncated

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Spouses/Former Spouses/Domestic Partners

The spouse form includes all contact information provided by the Candidate. The form includes an Invite action button at the top. The Investigator's Notes section provides the date field for the Date Contacted, a Red Flag checkbox, and a text field for the Investigator's comments regarding this spousal reference. At the bottom of the form, a question regarding the issuance of any restraining/stay-away orders is presented.

Spouse/Domestic Partner
Save Close Invite

Spouse/Domestic Partner
Questionnaires

Investigator's Notes

Date Contacted:

Red Flag:

Comment:

Name and Relationship

First Name:

Last Name:

Relationship:

Years Of Marriage:

Date of Divorce or Dissolution (if applicable):










































Restraining Order

Is there, or has there ever been, a restraining or stay-away order in effect for this individual? Yes No

Spouse - truncated

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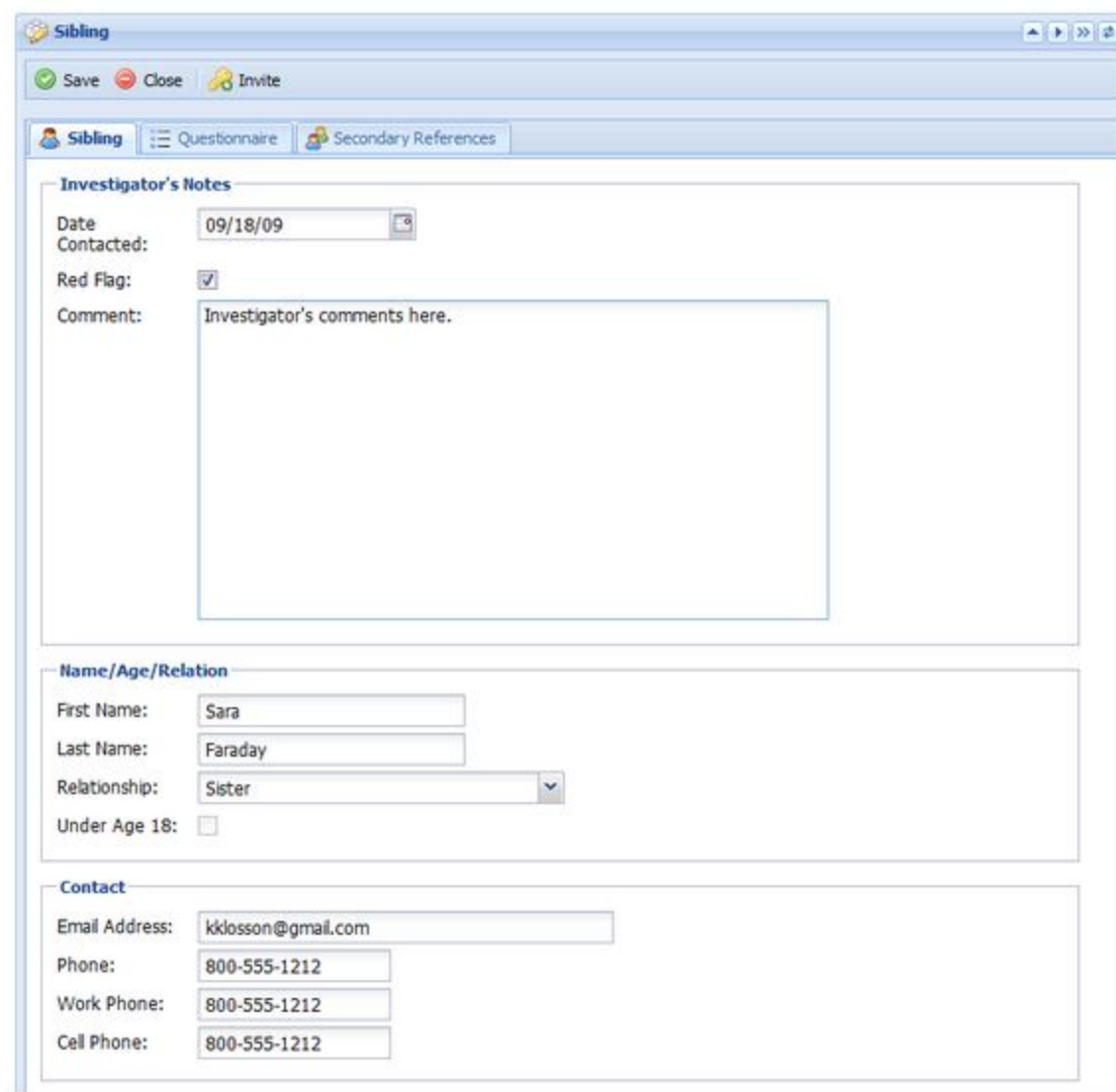
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Siblings

The Sibling form includes all contact information provided by the Candidate. The Investigator's Notes section provides the date field for the Date Contacted, a Red Flag checkbox, and a text field for the Investigator's comments regarding this Sibling reference.

The Questionnaire tab lists all questionnaires completed by the Sibling and the Secondary Reference tab lists all secondary references provided by the Sibling.



Investigator's Notes

Date Contacted: 09/18/09

Red Flag:

Comment: Investigator's comments here.

Name/Age/Relation

First Name: Sara

Last Name: Faraday

Relationship: Sister

Under Age 18:

Contact

Email Address: kklosson@gmail.com

Phone: 800-555-1212

Work Phone: 800-555-1212

Cell Phone: 800-555-1212

Sibling Form

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Children

The Children section list all children provided by the Candidate. The existence of children and the extent of care provided to them is of interest in the investigation but at this time we do not provide any means to Invite children, or others having caretaker responsibilities for them, into POBITS. We are interested in your feedback on this issue.



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Personal References

The Candidate is required to provide a minimum of seven personal references. Each reference is classified by a drop-down selection made by the Candidate that includes options such as:

- Close Personal Friend
- Professional Acquaintance
- Military Comrade

Each reference can be invited to POBITS to complete a personal reference questionnaire. While completing the questionnaire, the reference has the opportunity to provide other references not offered by the Candidate. These are called Secondary References. A list of all Secondary References submitted appears on the Relatives and References tab of the Personal History Statement.

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Secondary References

Secondary References are references offered by someone other than the Candidate. Each reference who completes a questionnaire in POBITS has the opportunity to provide any number of Secondary References. A consolidated list of these people appear on the Relatives and References tab of the Personal History Statement. Secondary References are considered valuable to the investigation since they are character references that the Candidate has not personally picked to vouch for them.



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Navigation: Managing Candidates > Personal History Statement >

Education Tab

The Education tab provides separate lists for High Schools, Colleges, Trade Schools, and POST Academies attended. These items are all provided by the Candidate and Investigator has no ability to edit or delete items other than to update contact information.

Personal History Statement

Select operation... Save Close Contacts Questionnaires Red Flags Print PHS

Case Handling Executive Summary Relatives and References **Education** Residence Employment Military Financial

Candidate: Daniel James Faraday

Investigator's Narrative

Complete:

Narrative: No disqualifying information. The applicant reportedly meets the educational requirements of this position. The applicant claims he is a 1992 graduate of Hometown High School, but only a facsimile diploma has been received in support of that claim (TAB 1).

High Schools

The Candidate attended the following High Schools:

High School	Red Flag	Date Contac...	From	To	School Name
No data available.					

Page 1 of 1

Colleges

The Candidate attended the following Colleges:

College	Red Flag	Date Contac...	From	To	School Name
No data available.					

Page 1 of 1

PHS Education Tab - truncated

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Navigation: Managing Candidates > Personal History Statement > Education Tab >

High Schools

Candidate's can enter any number of High Schools attended. The High School form is presented below.

High School
Save Close Google Search

Investigator's Review

Contacted:

Red Flag:

Comment:

Attendance

School Name*:

From*:

To*:

Graduated:

Contact

Address:

City*:

State*:

Zip Code:

Telephone:

Transcripts

Transcripts Ordered:

High School Form (Investigator)

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- + Help and Support

Navigation: Managing Candidates > Personal History Statement > Education Tab >

Colleges

Candidate's can enter any number of Colleges attended. The College form is presented below.

College
Save Close Google Search

Investigator's Review

Contacted:

Red Flag:

Comment:

School Details

From:*

To:*

School Name:*

City:*

State:*

Telephone:

Units Earned:

Type Degree:

Transcripts

Transcripts Ordered:

College Form (Investigator)

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Trade Schools

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POST Academies

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Navigation: Managing Candidates > Personal History Statement >

Residence Tab

The Residences displays the Candidate's responses to all questions on the Residence section of the Personal History Statement. The form section include:

- Investigator's Narrative
- Residence History
- Neighbors
- Candidate's responses to general questions

As the Candidates enters the residence information, they will also provide a list of neighbors at each residence. The neighbors list on this tab is simply a consolidated list of all neighbors provided for all residences. Neighbors are simply another type of reference to be contacted in the course of the investigation.

Personal History Statement

Select operation... Save Close Contacts Questionnaires Red Flags Print PHS

Case Handling Executive Summary Relatives and References Education **Residence** Employment Military Financial

Candidate: Daniel James Faraday

Investigator's Narrative

Complete:

Narrative: No disqualifying information. The applicant resides in a home owned by his stepfather, which he shares with his child. Although neighbors report never even having seen the applicant, his residence has not been the source of any problems.

Residence History

The Candidate listed the following previous residences:

Residence	Date Contacted	Resided From	To	Residence Address		
	09/18/09	01/01/07	12/31/08	900 South Elm		Invite
	09/04/09	01/01/06	12/31/07	100 West Elmer Drive		Invite
	09/08/09	01/01/06	12/31/07	100 Riverdale Drive		Invite
	09/24/09	01/01/03	12/31/06	1213 Uppity Street		Invite

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Neighbors

The Candidate listed the following Neighbors in relation to the above Residences:

Neighbor	Date Contacted	Name	
	09/16/09	Mary Frederick	
	09/07/09	Fred Detterback	

PHS Residence tab

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Employment Tab

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Military Tab

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Financial Tab

The Financial Tab displays the Candidate's responses to the questions on the Legal section of the Personal History Statement. The form sections are:

- Investigator's Narrative
- Candidate Responses



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Legal Tab

The Legal tab displays all of the Candidate's responses to the Legal section of the Personal History Statement. The form has several sections:

- Record Checks
- Arrests and Convictions
- Detected Acts
- Undetected Acts I (misdemeanors)
- Undetected Acts II (felonies)
- Drug Use
- Drug-Related Activities

Personal History Statement

Select operation... Save Close Contacts Questionnaires Red Flags Print PHS

Relatives and References Education Residence Employment Military Financial Legal Driving Other Topics Exams

Candidate: Daniel James Faraday

Investigator's Review

Complete:

Narrative: No disqualifying information. The applicant's fingerprints have been submitted to the Department of Justice by the Anytown Police Department, and they have conducted her local criminal history checks as well (TAB C/D/E). The applicant initially reported no involvement with illegal acts within the required reporting. However, during her independent polygraph examination she reported having used marijuana most recently at age 20 (on the edge of the seven year reporting requirement) and having been detained by Arizona police for drinking and was released to her stepfather.

Record Checks

State DOJ:

Federal DOJ:

NCIC:

Child Abuse Registry:

Finger Prints Taken:

Finger Prints Returned:

Arrests and Convictions

Either as an adult or a juvenile, have you EVER been detained for investigation, held on suspicion, questioned, fingerprinted, arrested, indicted, criminally charged, or convicted of any misdemeanor or felony offense in this state or in any other legal jurisdiction (including offenses punishable under the Uniform Code of Military Justice)?: Yes No

If Yes, explain each incident:

Arrest	Date Co...	Approximate ...	Charge	Arresting or Detaining Agency	
		June 13, 2009	Trespassing	San Jacinto Police Department	
		January 2006	Drunk in Public	Hemmet Police	

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Driving

The Driving Tab displays all Candidate responses relevant to driving history. There are general questions as well as lists of items such as previous driver's licenses, motor vehicle accidents, and vehicle insurance information.

Personal History Statement

Select operation... Save Close Contacts Questionnaires Red Flags Print PHS

Relatives and References Education Residence Employment Military Financial Legal **Driving** Other Topics Exams

Candidate: Daniel James Faraday

Investigator's Narrative

Complete:

Investigator's Narrative: No disqualifying information. The applicant possesses a valid California Drivers License which is free of any collisions or citations. She is properly insured under the California Financial Responsibility Act (TAB F).

Drivers License

The Candidate listed the following previously issued drivers licenses:

Date Contacted	State Of Issue	Name On License
	AZ	Recklus J. Driver
	CA	Carbuncus J. Hopper

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PHS Driving Tab - truncated

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Other Topics Tab

The Other Topics tab displays the Candidate's responses to a few questions that don't fit into the other investigative areas as shown below:

Personal History Statement

Select operation... Save Close Contacts Questionnaires Red Flags Print PHS

Relatives and References Education Residence Employment Military Financial Legal Driving **Other Topics** Exams

Candidate: Daniel James Faraday

Investigator's Review

Complete:

Narrative: No disqualifying information. The applicant's mandated psychological and medical assessments were conducted separately from this inquiry.

Candidate's Responses

Have you ever been refused a permit to carry a concealed weapon?: Yes No

Are you now, or have you ever been, a member or associate of a criminal enterprise, street gang, or any other group that advocates violence against individuals because of their race, religion, political affiliation, ethnic affiliation, ethnic origin, nationality, gender, sexual preference, or disability?: Yes No

Do you have, or have you ever had, a tattoo signifying membership in, or affiliation with, a criminal enterprise, street gang, or any other group that advocates violence against individuals because of their race, religion, political affiliation, ethnic origin, nationality, gender, sexual preference, or disability?: Yes No

Since the age of 16, have you ever been involved in an anger-provoked physical fight, confrontation or other violent act?: Yes No

Have you ever hit or physically overpowered a spouse or romantic partner?: Yes No

If you answered Yes to any of these questions, give details including dates and circumstances:

PHS Other Topics Tab

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Exams Tab

The Exams tab provides data fields to capture the results of four exams:

- Written
- Physical
- Polygraph
- CVSA

Personal History Statement

Select operation... Save Close Contacts Questionnaires Red Flags Print PHS

Relatives and References Education Residence Employment Military Financial Legal Driving Other Topics Exams

Candidate: Daniel James Faraday

Examinations

Written Administered:	<input type="text"/>
Written Exam Result:	<input type="text"/>
Physical Exam Administered:	<input type="text"/>
Physical Exam Result:	<input type="text"/>
Polygraph Administered:	<input type="text"/>
Polygraph Result:	<input type="text"/>
CVSA Administered:	<input type="text"/>
CVSA Result:	<input type="text"/>

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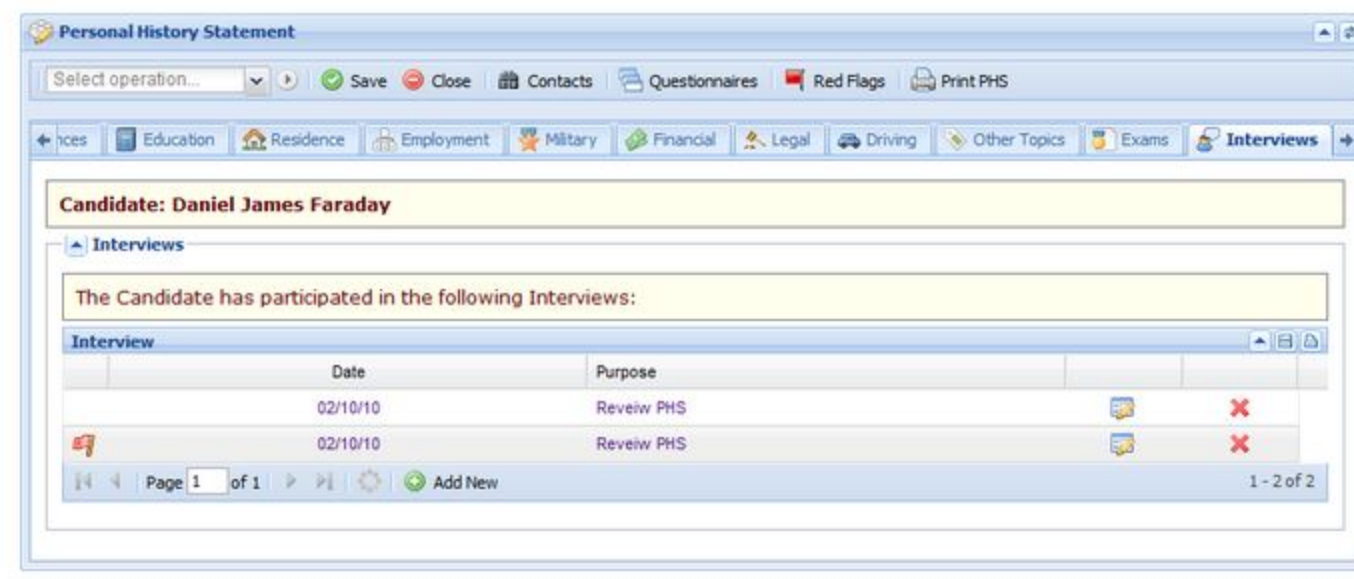
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Interviews Tab

On the interview tab, the Investigator can enter information and comments regarding all interviews conducted with the Candidate. The interview will be classified as:

- Initial;
- PHS Review;
- Discrepancy; or
- Follow-up



PHS Interview Tab

Interview

Save Close

Date: 02/10/10

Red Flag:

Purpose: Review PHS

Comment: Interview details here....

Interview Form

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Journal

The Investigative Journal

POBITS maintains a Journal of certain actions that occur within the system. This is an entirely automated journal with no function to accept user input. Referencing the journal may at times help to understand what has happened in the course of the investigation.

Personal History Statement

Select operation... Save Close Contacts Questionnaires Red Flags Print PHS

nce Employment Military Financial Legal Driving Other Topics Exams Interviews **Journal** Attachments

Candidate: Daniel James Faraday

Case Journal

The Case Journal is a record of actions taken by various investigation participants. Journal entries are automatically entered by the system.

Time Stamp	Action By	Action
12/29/09 18:08	Henry Ford	System access granted to Employer Homer Ho...
12/27/09 06:11	Henry Ford	System access granted to Landlord Roger Land...
12/25/09 08:10	Henry Ford	System access granted to Reference Van Jones
12/24/09 11:37	Henry Ford	System Access Granted
12/08/09 18:08	Henry Ford	System access granted to Spouse Zeld Faraday
12/08/09 17:58	Henry Ford	System access granted to Spouse Zeld Faraday
12/08/09 15:56	Henry Ford	System access granted to Sibling Sara Faraday
12/06/09 12:30	Henry Ford	System access granted to Landlord Roger Land...
12/06/09 12:19	Henry Ford	System access granted to Landlord Roger Land...
12/06/09 07:23	Henry Ford	System access granted to Landlord Roger Land...
12/06/09 07:10	Roger Landlord	Landlord Questionnaire Submitted
12/06/09 07:09	Henry Ford	System access granted to Landlord Roger Land...
12/06/09 06:56	Roger Landlord	Landlord Questionnaire Submitted
12/06/09 06:54	Henry Ford	System access granted to Landlord Roger Land...
12/06/09 06:49	Roger Landlord	Landlord Questionnaire Submitted
12/06/09 06:44	Henry Ford	System access granted to Landlord Roger Land...
12/06/09 06:38	Henry Ford	System access granted to Landlord Roger Land...
12/05/09 12:51	Van Jones	Reference Questionnaire Submitted
12/05/09 12:44	Henry Ford	System access granted to Reference Van Jones

PHS Journal Tab

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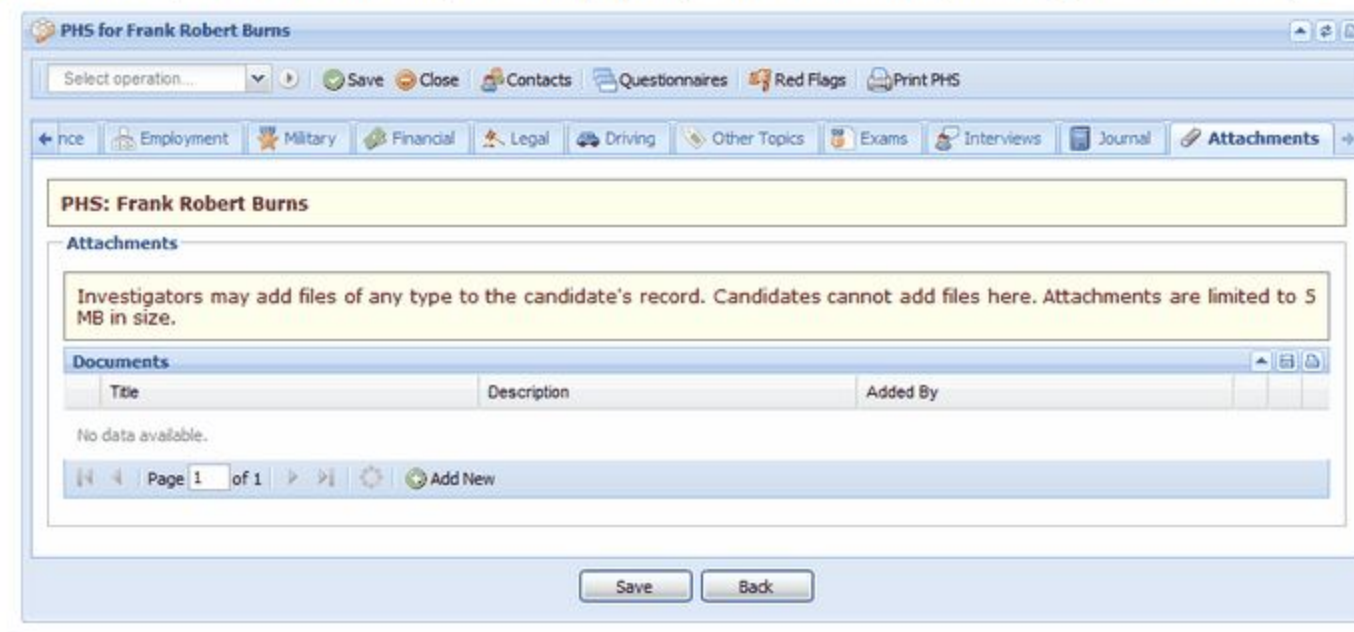
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Attachments Tab

Attached Files

Investigators can attach any number of electronic files to the PHS record. Candidates have no access to this function. Files can be any electron file but each file is limited to 5 MB in size. Most files are likely to be within this size limit. However, the most efficient thing to do is to put the file into PDF format. When outputting to PDF, there are options within Adobe Acrobat to reduce the file size.

It was stated earlier that as much as we all would like to keep all of our documents electronically, sometimes it's just not possible. A background investigation must be maintained for a long time, often as long as the term of employment for the hire. We believe that when your case is closed, documents should be printed and physically stored. Nevertheless, attaching electronic files to your case has many benefits.



Attached files on the Personal History Statement

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My Cases

Managers and Investigators have a menu group for "My Cases". Investigators will have only this menu group for their cases. Viewers will only have the option to view Departmental cases, which is all cases.



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Departmental Cases

Only Managers and Viewers can view Departmental Cases. All menu items here present information on all cases in your department. Some of the menu choices provide information broken down by Investigator.



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POBITS requires very little information to enter a Candidate because the Candidate will eventually provide most of the information. Once the required information is entered and the record is saved, a new Case is opened. Next, open the Candidate's record, switch to the Personal History Statements tab, and add a Personal History Statement. At this point the Investigator is ready to "invite" the candidate to complete their Personal History Statement in POBITS.

The screenshot shows a 'New Candidate' dialog box with the following fields and controls:

- Create** (green checkmark icon) and **Close** (red X icon) buttons at the top.
- First Name:** Text input field.
- Middle Name:** Text input field.
- Last Name:** Text input field.
- Investigator:** Dropdown menu with a red error icon (exclamation mark in a circle) to its right.
- Group Name:** Dropdown menu with a green plus icon to its right.
- Personal Email:** Text input field with a blue help icon to its right.

Adding a Candidate

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Candidate Groups

Each Candidate can be assigned one group. You can create as many Groups as you like. There is nothing significant about a Group but it provides a way to view Candidates that all share a particular attribute. If a Candidate is assigned to a training class, then it may be beneficial to create a Group for that and assign Candidates to it. You should not create groups that represent a Candidate's status. POBITS already has attributes for that which you will find more useful.



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Investigation Case Stages

POBITS defines five stages for a case;

1. **Just In** - POBITS will assign this stage when the case is created.
2. **Candidate Update** - POBITS will assign the case to this stage when you invite a candidate to the system to update their Personal History Statement.
3. **Working** - POBITS will assign this stage when the Candidate submits their Personal History statement.
4. **Complete** - The Investigator can assign this stage at any time. POBITS contains no logic to determine when a case is complete. A completed case remains visible in all normal candidate display lists.
5. **Closed** - The Investigator can assign this stage when the case is closed. Closed cases do not appear in normal Candidate lists. They can be accessed only by viewing a list of closed cases, or by a general search of Candidates.

Note that a case may progress and digress through the stages. For example, when a Candidate submits their Personal History Statement, the case status will become "Working". But if the Investigator requests the Candidate to enter the system again to update information, the stage will revert to "Candidate Update".



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
Investigation Case Status

A case in POBITS has several Investigative Areas such as Personal, Education, Relatives and References, etc. Each investigative area has a check box for the Investigator to indicate that the investigative area is complete. Each completed investigative area credits the case Status with a 10% completion factor and the case starts out at 10%. When all Investigative areas are marked complete, the case status will be 100% and the Case Stage will be set to Complete. It's important to note the difference between Complete and Closed. Completed cases remain will appear in all Candidate lists and Closed cases will not.

Further, POBITS keeps track of opened and closed cases and case closure represents completed work. This is a metric that POBITS will provide to management. Therefore, when cases are completed and the disposition is adjudicated, the case should be closed.

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Inviting the Candidate

By the time your organization decides to perform a background investigation on a candidate, some relationship with the candidate has already been developed. Your organization should make it a practice to inform Candidates that they will be using an electronic system to complete their Personal History Statement so they will expect the email invitation. When the Investigator invites a candidate, the candidate receives an email with a link to the POBITS system and credentials to log in. The credential will expire:

1. After 10 days
2. When the Candidate submits their Personal History Statement
3. When their access is revoked by the Investigator

The Investigator is able to monitor Candidate access to POBITS so if several days go by with no activity, the Investigator should query the Candidate to ensure they have received the email and are prepared to enter their information.

If the Candidate needs more time to complete their questionnaire, the Investigator can simply invite the Candidate again. This will issue new login credentials to the Candidate and send them an email identical to the one they first received for system access. It will extend their system access by another 10 days.

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Automated PHS Evaluation

Once the Candidate has completed and submitted their Personal History Statement, the Investigator can produce a report called PHS Evaluation. This is found in the drop down item selector at the top of the PHS main form. This report evaluates the PHS for any responses that may require attention. Generally, all of the questions on the PHS pertaining to previous behaviors to which the Candidate responded with a "YES" will be provided on the PHS Evaluation Report. This report is an excellent tool to use as you begin your investigation.

**CITY
POLICE**

PHS Evaluation
Daniel James Faraday

This report summarizes the Candidate's Personal History Statement and identifies responses that will be of greatest interest to the investigator. Any item listed on this report represents a Yes response by the candidate to the corresponding question on the PHS.

Education
Has been placed on academic discipline, suspended, or expelled

Residence
Has left a residence owing rent

Employment
Candidate provided 2 previous employment citation(s)
Has applied to other law enforcement agencies

Military
Is not required to register with the Selective Service

Undetected Misdemeanors
Battery (use of force upon another)
Any other act amounting to a misdemeanor within the past seven years

Undetected Felonies
Any other act amounting to a felony



























Drug Use
Has used specific drugs within the past six months
Has tried or used drugs within the past six months, but only under limited circumstances
Has engaged in certain activities with illegal drugs or narcotics

Driving
Has been refused a driver's license
Has been involved in a motor vehicle accident within the past seven years

PHS Evaluation Report

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Informed Consent Release Authorization



At the end of the Personal History Statement in POBITS the Candidate has the opportunity to download an Informed Consent Release Authorization which they can sign and have notarized. If they are able to scan the document, they will be able to upload the file as part of their record. If they are unable to scan the document, it will have to be brought to the Investigator to be scanned and entered into the system.

This is a key document because each reference who enter the system to complete a questionnaire will be able to review the document. This is especially important for previous employers. A previous employer will likely not be inclined to provide detailed job performance and disciplinary information with the Informed Consent Release Authorization but if they have it, they have no reason not to provide all known information on the Candidate.

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Working With References

There are seven types of References in POBITS:

1. Parents (includes all types of parental relationships)
2. Siblings (includes all type of sibling relationships)
3. Children (includes all types of child relationships)
4. Personal References (all type of personal and professional relationships)
5. Secondary References (persons you encounter in your investigation that were not offered by the candidate)
6. Landlords
7. Employers






The first five are all personal references and will complete the same questionnaire. Landlords and Employers each have a specific questionnaire suitable for their relationship to the Candidate. But collectively these individuals are all References and are referred to as such throughout POBITS.

All of these persons (of majority age) are able to use POBITS to complete a standard questionnaire suitable for their relationship to the Candidate. Alternatively, the Investigator can create and complete a questionnaire for the individual on the basis of their contact with the Reference.



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Consolidated Contact List

The Personal History Statement will include many people or entities that the Investigator will contact as part of the investigation. Some entities are people and some are institutions or businesses. POBITS simplifies the process by provided a consolidated list of contacts. At the top of the PHS form, the button labeled Contacts will produce a list of all entities to be contacted grouped by type, such as Reference, Parent, Employer, etc. Further, each entity is color-coded; green if they have been contacted and red if not. This provides the Investigator with a single view of all contacts and their status relevant to the investigation.

If you find it useful, this list is easily printed or exported to a spreadsheet.



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Inviting References

Once the Candidate has completed their Personal History Statement in POBITS the Investigator will be able to review all of the information. Each Reference provided by the Candidate (which includes family, personal references, landlords and past employers) can be "invited" to POBITS the same way a Candidate is invited. The reference receives an email with a link to the system and appropriate credentials. When these individuals log into POBITS, they see only some basic instructional information and have access only to the questionnaire they will complete. Once the questionnaire is complete and has been submitted, their access to POBITS is terminated.



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





















Secondary References

A good investigative technique is to use the references provided by the candidate to acquire other references that the Candidate may not have offered. Each reference that completes a questionnaire in POBITS is asked to provide other reference and can provide as many as they want. When they do, they will automatically be adding to the "Secondary References" list in the Candidate's case file so it's possible you may acquire some secondary references with very little work on your part. But as your investigation progresses and you discover secondary references on your own, you can add them under Secondary References on the Relatives and References tab of the case file.



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Questionnaires

Each Reference provided by the candidate can complete a personal reference questionnaire on the Candidate. Questionnaires are specific to each type of reference. For example, a Landlord Questionnaire asks questions about the Candidate's history as a tenant and an Employer Questionnaire asks questions about the Candidate's job performance and work ethic.



























The goal should be to have each reference complete the on-line questionnaire by logging into POBITS but sometimes this is not possible. But it is possible for the Investigator to complete the questionnaire on the basis of an interview, phone call, or email. At the bottom of each Reference's record is a list that contains questionnaires when completed, but there is normally only one.

POBITS assigns "ownership" to each questionnaire. If the reference completes the questionnaire in POBITS, the information is "owned" by that person and cannot be changed by the Investigator. On the other hand, if the Investigator completes the questionnaire, the record is "owned" by the Investigator who will have the ability to change or delete the record.



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Interviews and Questionnaires

POBITS enables the Investigator to collect interview/questionnaire information directly from a reference in electronic format. While this is efficient and expedient, it may not be the best method to solicit candid, in-depth responses from the interviewee. But POBITS is flexible and Investigators can and should apply their best judgment. Example: Let's say the Investigator conducts a short interview with one of the Candidate's references and there's a hint of reserve on the part of the interviewee. The Investigator asks the interviewee to complete the on-line questionnaire and there's no indication of any reservation on the part of the interviewee. At this time, the Investigator can follow up with the interviewee and can optionally begin another questionnaire in POBITS - this time to capture notes on a personal interview. POBITS knows the difference between a questionnaire completed by a party to the investigation and one completed by the Investigator. While each questionnaire asks the same questions, the Investigator is able to probe and follow up on the questions and may solicit other responses.

So the Investigator has choices. He/she can collect the electronic questionnaires and follow-up based on their own judgment or they conduct face-to-face (or telephone) interviews and complete a questionnaire themselves. Alternatively, you don't really need the questionnaire but you must document the interview in which case the Investigator should use the appropriate Investigator's Comments field related to a particular reference and document the interview as much as possible.

Bottom line: use POBITS however it works best for you. We believe that personal interviews will always provide the best investigative information. We don't intend for POBITS to eliminate the normal personal contact you should have with various parties to an investigation but it's ultimately up to the investigator to work at the appropriate level.



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Alerts

There are several activities which will generate an Alert for the Investigator such as:

- The Candidate submits a PHS;
- A Relative, Reference, Employer, or Landlord submits a questionnaire
- A Candidate is assigned to the Investigator

These alerts also generate an email to the Investigator.

Alerts are simply internal notifications that an action has occurred that is of interest to the Investigator. Once it has been read, it can be deleted.



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Wait List

When a Candidate or Reference is invited to the system, it creates a Wait List item. When the Candidate or Reference submits the requested form or questionnaire, the Wait List item is automatically deleted. The Investigator may also delete the Wait List item under the presumption that the respondent will never respond to the request.

Open Wait List items appear on the Dashboard and may also be accessed from the main menu. Wait List items help you to track the status responses that you are waiting on at any given time.

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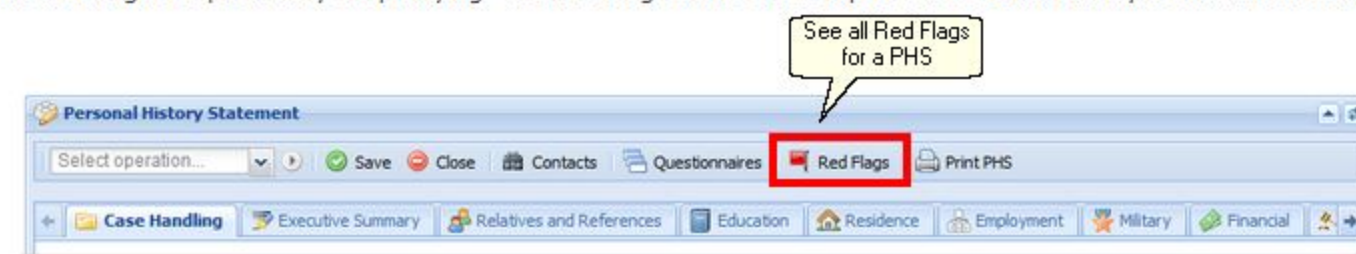
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Red Flags

The Red Flag is available on most investigative items. When any issue arises that gives the Investigator concern, the Red Flag item should be checked. In POBITS, it is very easy to find and review all Red Flag items at a glance so this is an excellent way to highlight any issue that might be potentially disqualifying. The Red Flag button at the top of the Personal History Statement form will display a list of all Red Flag Items.



Viewing all Red Flags

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Reports

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Managing Organizational Information

Organizational information can only be modified by Investigators in the Manager role. All organizational information is managed under the Main Menu item labeled **Manager Tools**.

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Add New User

To add a new user (Investigator), select the **New User** item under the **Manager Tools** menu.

Rules:

- A user can be a Manager, an Investigator, or a Viewer. See the topic on [user roles](#) for more detail.
- Your subscription limits the number of Managers and Investigators you may have but you can create an unlimited number of Viewers.
- If you are simply replacing one Investigator with another, it is easiest to simply change the investigator's name in the system to that of the replacement Investigator.

System User

Each System User can be a Viewer, Investigator, or Manager. Viewers can view any information in POBITS but cannot enter or change anything. Investigators can create Candidate records and perform all aspects of a background investigation. Managers are Investigators who can also create other user accounts and view organizational statistics.

Role

Role:*

Name and Contact

First Name:*

Last Name:*

Title:*

Telephone:*




















Email Address:*

Create Cancel

New User Form

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Managing Users

Use the **Manage Users** menu item to access a list of all users in your organization. From the list of users, select one for editing. On the right end of the list are action links for Invite and Revoke. Use these links to Invite the Investigator to the system or to Revoke system privileges.













Rules:

- Managers cannot have their system access revoked.
- When you Invite an Investigator, their login password is reset. This is how you reset a password for a user.
- When a user is Revoked, their account still counts as an active account for your subscription.
- One concept for system users is that you may want to have a contract investigator use your system. If so, you can revoke their system privileges when not needed.



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Organization Setup

Organization Setup includes the following information to be managed by an account manager:

Subscription details. This is read-only information regarding the details of your subscription to the system.

Organization logo. This is an image file of your organization's official logo. The image should be set to a 1:1 aspect ratio (square). If necessary, you may need to place your logo into a square canvas area. You should also keep the image at around 200 by 200 pixels. If you have difficulty attaining this, contact POBITS support.

Organization details. This is basic contact information for your organization. Most of this information is used when sending automated messages to candidates and references.

Locale. This is where you declare your time zone and include your state name spelled out. The POBITS server is set to Eastern time and is updated for daylight savings time. Whenever POBITS places a time stamp on a record, it will adjust for your time zone based on the value you enter here. Simply enter a number, positive or negative, that represents your time zone relative to the POBITS system time. Think of POBITS system time as zero. In that case, California time would be -3, three hours less than Eastern time.

Blank Forms. Create a list of forms that will be provided to each candidate. Optimally, these should be Acrobat forms or MS Word documents with fill-in fields. These should be forms that you want every candidate to complete as part of the background investigation. The intent is for the candidate to download the form, complete it, and upload it back to the system. This will be dependent on the candidate's ability to access a scanner. If they do not have such access, then the completed forms can be delivered to the Investigator for upload. Note that today's network copiers often include the ability to scan to email, in which case the recipient receives a PDF document.

Blank Form Rules:

- Each form has an attribute called **Display on Questionnaires**. When checked, this form will be presented on all questionnaires completed by all references using the system. The primary intent of this function is to provide a Release Authorization, signed by the candidate that can be viewed by all persons completing a questionnaire.
- The candidate will see the Instructions field. Be as clear and succinct as possible to ensure the candidate understands what to do with each form.
- When a candidate is created, a copy of each form is placed into their record. If you change a form after a candidate is completed, you will have to modify the candidate's forms accordingly. You can do so on the Forms tab of the Candidate form.

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Add New Position

As a Manager, you can create a list of positions to which your candidates apply. Each position can be designated as a Sworn position by checking or not checking the Sworn check box on the form.

*There is currently no functionality that uses the distinction of a position being Sworn or not. In the future, this may include the use of different applications or Personal History Statements.



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










Manage Positions



Use the Manage Positions function to change or delete the defined positions for your organization. If you change the name of a position, the affect will cascade to all instances of the position throughout your database.

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The Forms Concept

Your organization can create any number of forms for completion by the Candidate. All forms in your Blank Forms library are copied to the Candidate when a Candidate record is created. Once copied to the Candidate, we refer to these forms as Filled Forms. If you need to add a form to a Candidate's record later, you can do so by selecting the Forms tab on the Candidate's record and adding, changing, or deleting forms.

The concept is for the Candidate to open the form from his or her record, complete it, and upload it back to the same space in a filled-in condition. This concept will work best when your forms are in either MS Word or PDF format as fill-in forms.

Some forms, probably most, require the Candidate's signature. The concept for this is the same, though in this case, the Candidate will have to scan the signed form to a PDF or image file and upload. We can't anticipate that all Candidates will have the ability to scan an image, though this only requires a scanner which is a fairly common piece of technology.

In the event that the Candidate does not have the capability to scan their documents, they are instructed to provide them to their Investigator. We do presume that the Investigator has this capability.



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New Blank Form























Blank forms are forms that you want each of your candidates to complete.

The data screen for creating a blank form includes a checkbox labeled "Display on Questionnaires". Forms with this item checked will appear on the questionnaires completed by References, Relatives, Employers, and Landlords. In effect, this is how they can view the Candidate's Consent Release Authorization form. You can check this box for any forms that you want to appear for the third parties listed above.



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Manage Blank Forms



Use the Manage Blank Forms function to change or delete blank forms.

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




On Line Help

The On Line Help menu item will display this help system in a searchable format on a tab within the POBITS application.



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Support Forums

Support forums are a monitored bulletin board style forum. Users can post questions, request features, and even respond to other users in a user-to-user mode. This may be beneficial when an end-user's question is concerned more with the background investigation process than with the software itself. To post any messages to the forum, users must subscribe using their own user ID and password. This is necessary only so the board can identify you and form your user experience, such as items read or not read. All internet forums operate in this manner.



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User's Manual and Technical Reference



The User's Manual and Technical Reference will display a PDF version of this document. This document is highly organized with a Table of Contents and Index and for some users, may be a better reference for use of the system.

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Training

This menu item opens a tab with links to a series of short demonstration videos on using POBITS. Taken as a whole, these training videos provide ample introduction to all aspects of the system and should provide all of the initial training a new user should need. For questions that are beyond the scope of the [on-line](#) help or [user training](#), we encourage the use of the [Support Forums](#) where specific questions and requests will be answered by our support staff.

