

Message

From:

Sent:

To:

(b)(6), (b)(7)(C)

Subject: FOIA request: CBP-2021-110485

Attachments: 2021.09.28 - CBP FOIA Request.pdf

Flag: Follow up

Greetings ENTSD and RIM,

(b)(5)

Thank you,

(b)(6),(b)(7)(C) PMP[®], ITIL[®] v3

Chief of Staff Team

Office of Information and Technology

U.S. Customs and Border Protection

(b)(6),(b)(7)(C)

Email: (b)(6),(b)(7)(C)

Happy to be here, PROUD to serve!



CITIZENS FOR
RESPONSIBILITY &
ETHICS IN WASHINGTON

September 28, 2021

FOIA Officer
U.S. Customs and Border Protection
FOIA Division
90 K Street NE
Washington, DC 20229

Re: Freedom of Information Act Request

Dear FOIA Officer:

Citizens for Responsibility and Ethics in Washington (“CREW”) submits this request for records to U.S. Customs and Border Protection (“CBP”) pursuant to the Freedom of Information Act (“FOIA”), 5 U.S.C. § 552, and U.S. Department of Homeland Security (“DHS”) regulations.

Specifically, CREW requests all records from January 1, 2021 to the date this request is processed relating to CBP’s deployment or use of the encrypted messaging app platform Wickr for official agency business, including without limitation the following records:

1. All records reflecting CBP’s operative records management requirements, policies, procedures, or technological specifications relating to the creation, maintenance, and preservation of federal records on Wickr, including policies or procedures for ensuring that federal records created by CBP personnel via Wickr are properly preserved in accordance with the Federal Records Act (“FRA”) and implementing regulations.
2. All records reflecting any discussion of Wickr’s “auto-burn” feature, through which messages are permanently deleted from a user’s device after a certain period of time.
3. All communications with the National Archives and Records Administration (“NARA”) relating to CBP’s deployment or use of Wickr.
4. All records reflecting any determination, analysis, or consideration by CBP, NARA, or any other agency of whether CBP’s use of Wickr complies with the FRA and implementing regulations.
5. Records sufficient to identify which Wickr product(s) CBP will deploy or use for official agency business.

The above request excludes agency records consisting solely of news articles, press clippings, and other publicly-available material, so long as the records include no accompanying discussion by agency officials.

Please search for responsive records regardless of format, medium, or physical characteristics. We seek records of any kind, including paper records, electronic records, audiotapes, videotapes, photographs, data, and graphical material. Our request includes without limitation all correspondence, letters, emails, text messages, facsimiles, telephone messages, voice mail messages, and transcripts, notes, or minutes of any meetings, telephone conversations, or discussions. Our request also includes any attachments to emails and other records, and anyone who was cc'ed or bcc'ed on any emails.

If it is your position any portion of the requested records is exempt from disclosure, CREW requests that you provide it with an index of those documents as required under *Vaughn v. Rosen*, 484 F.2d 820 (D.C. Cir. 1973). If some portions of the requested records are properly exempt from disclosure, please disclose any reasonably segregable non-exempt portions of the requested records. See 5 U.S.C. § 552(b). If it is your position that a document contains non-exempt segments, but that those non-exempt segments are so dispersed throughout the document as to make segregation impossible, please state what portion of the document is non-exempt, and how the material is dispersed throughout the document. See *Mead Data Central v. U.S. Dep't of the Air Force*, 566 F.2d 242, 261 (D.C. Cir. 1977).

Please be advised that CREW intends to pursue all legal remedies to enforce its right under the FOIA to access these documents. Accordingly, because litigation reasonably is foreseeable, the agency should institute an agency-wide preservation hold on documents potentially responsive to this request.

Fee Waiver Request

In accordance with 5 U.S.C. § 552(a)(4)(A) and agency regulations, CREW requests a waiver of fees associated with processing this request for records. The subject of this request concerns the operations of the federal government, and the disclosures likely will contribute to a better understanding of relevant government procedures by CREW and the general public in a significant way. See 5 U.S.C. § 552(a)(4)(A)(iii). Moreover, the request primarily and fundamentally is for non-commercial purposes. See, e.g., *McClellan Ecological v. Carlucci*, 835 F.2d 1282, 1285 (9th Cir. 1987).

On September 28, 2021, Vice reported that CBP is “deploying encrypted messaging app platform Wickr across ‘all components’ of the organization, according to public procurement records.”¹ Wickr allows “users to send end-to-end encrypted messages and voice calls.” “The app also offers an auto-burn feature, where messages are deleted from a user’s device after a certain period of time, with the company claiming these messages ‘can never be uncovered.’”²

¹ Joseph Cox, [Customs and Border Protection to Use Encrypted App Wickr Widely](https://www.vice.com/en/article/dyvmjm/customs-and-border-protection-cbp-wickr), *Vice*, Sept. 28, 2021, <https://www.vice.com/en/article/dyvmjm/customs-and-border-protection-cbp-wickr>.

² Joseph Cox, [Customs and Border Protection Paid \\$700,000 to Encrypted App Wickr](https://www.vice.com/en/article/m7ammn/customs-border-protection-wickr-dhs), *Vice*, April 8, 2021, <https://www.vice.com/en/article/m7ammn/customs-border-protection-wickr-dhs>.

The FRA and its implementing regulations require CBP to adopt “effective controls” to ensure records documenting official agency business are properly maintained and preserved.³ Given Wickr’s capability to auto-delete messages permanently, CBP’s widespread use of the platform to generate federal records raises questions about the agency’s compliance with the FRA. The requested records will shed light on this issue of substantial public interest.

CREW is a non-profit corporation, organized under section 501(c)(3) of the Internal Revenue Code. CREW is committed to protecting the public’s right to be aware of the activities of government officials, to ensuring the integrity of those officials, and to highlighting and working to reduce the influence of money on politics. CREW uses a combination of research, litigation, and advocacy to advance its mission. CREW intends to analyze the information responsive to this request and to share its analysis with the public through reports, press releases, or other means. In addition, CREW will disseminate any documents it acquires from this request to the public through its website, www.citizensforethics.org. The release of information obtained through this request is not in CREW’s financial interest.

CREW further requests that it not be charged search or review fees for this request pursuant to 5 U.S.C. § 552(a)(4)(A)(ii)(II) because CREW qualifies as a member of the news media. *See Nat’l Sec. Archive v. U.S. Dep’t of Defense*, 880 F.2d 1381, 1386 (D.C. Cir. 1989) (holding non-profit a “representative of the news media” and broadly interpreting the term to include “any person or organization which regularly publishes or disseminates information to the public”).

CREW routinely and systematically disseminates information to the public in several ways. CREW’s website receives tens of thousands of page views every month. The website includes blogposts that report on and analyze newsworthy developments regarding government ethics, corruption, and money in politics, as well as numerous reports CREW has published to educate the public about these issues. In addition, CREW posts the documents it receives under the FOIA on its website.

Under these circumstances, CREW fully satisfies the criteria for a fee waiver.

Conclusion

If you have any questions about this request or foresee any problems in fully releasing the requested records, please contact me at (202) 408-5565 or nsus@citizensforethics.org. Also, if CREW’s request for a fee waiver is denied, please contact our office immediately upon making such a determination.

Where possible, please produce records in electronic format. Please send the requested records to me at either nsus@citizensforethics.org or Nikhel Sus, Citizens for Responsibility and Ethics in Washington, 1101 K St., N.W., Suite 201, Washington, D.C. 20005.

³ See 44 U.S.C. §§ 3101, 3102.

Sincerely,

A handwritten signature in black ink, appearing to read "Nikhel Sus". The signature is fluid and cursive, with a large, sweeping flourish at the end.

Nikhel Sus
Senior Counsel

(b)(7)(E)

(b)(7)(E)

(b)(7)(E)

(b)(7)(E)

(b)(7)(E)

Message

From: (b)(6), (b)(7)(C)
on behalf of WICKR_PROJECT_SUPPORT (b)(7)(E)
Sent: (b)(7)(E)
To: WICKR_PROJECT_SUPPORT (b)(7)(E)
Subject: (b)(7)(E)

Greetings,

If you are receiving this email you have been identified as an active Wickr user. As we prepare to transition your user account to our new compliance network, please review the details below regarding your Wickr account as your current account will be deleted:

What's happening?

- We are transitioning Wickr legacy user accounts to our new Compliance network. This new Compliance network allows users to take advantage of improvements within the Wickr infrastructure, as well as the removal of the configuration file requirement during enrollment or additional device logins.

What actions do you need to take?

- Be aware that your current legacy account will be deleted and all data will be removed. Please appropriately save any required data before the deletion deadline highlighted below.
- You will be sent a new token via email with instructions to sign-in into the new network.

When is it happening?

- Legacy accounts will be deleted on Sunday 9/26/21 @11:45pm
- New tokens will be sent via email from @WICKR_PROJECT_SUPPORT on Monday 9/27 @ 12am

Questions or problems?

Please directly contact: (b)(7)(E)

From: (b)(6), (b)(7)(C)
 To: (b)(6), (b)(7)(C)
 Subject: RE: FY21 Wickr Requirements
 Date: Tuesday, March 2, 2021 10:31:12 AM
 Attachments: image001.png

Good to know what to expect. Thanks for the update!

From: (b)(6), (b)(7)(C)
 Sent: Tuesday, March 2, 2021 10:28 AM
 To: (b)(6), (b)(7)(C)
 Subject: FW: FY21 Wickr Requirements

Hey there, Just wanted to forward for your information. This is not for sure yet, but I know you keep track of the numbers.

(b)(6), (b)(7)(C)
 Sr. Portfolio Manager
 CBP Office of Innovation (INVNT)
 CBP Office of the Commissioner
 U.S. Customs and Border Protection
 Mobile: (b)(6), (b)(7)(C)
 Email: (b)(6), (b)(7)(C)



From: (b)(6), (b)(7)(C)
 Sent: Tuesday, March 2, 2021 9:21 AM
 To: (b)(6), (b)(7)(C)
 Cc: (b)(6), (b)(7)(C)
 Subject: RE: FY21 Wickr Requirements

Hi (b)(6), (b)(7)(C)
 Thank you for the quick response. Based on your suggestion, here are the details of the estimate for FY21:

Contract Line Item Number	Subject Line Item Number	Scope	Type	Quantity	Unit Price	TOTAL
0001		Software System Subscription (per unit, per year)				
	0001A	Wickr Enterprise Licenses	FFP			(b)(7)(E)
	0001B	Wickr Enterprise Compliance Module	FFP			
0002		Professional Services				
	0002A	Professional Service Hours above Level III support for system management. (300 hours)	FFP			
		TOTAL VALUE FOR THE BASE YEAR				
		GRAND TOTAL				

I added a 3% increase to the unit price for the licenses and I removed the travel estimate. As far as the professional services, do you still want to keep it at 300 hours?

Thank you.

(b)(6), (b)(7)(C)
 Enterprise Networks and Technology Support Directorate
 Office of Information and Technology

Enterprise Services
 Customs and Border Protection
 Department of Homeland Security
 Desk: (b)(6), (b)(7)(C)
 Cell: (b)(6), (b)(7)(C)

This communication, along with any attachments, is covered by federal and state law governing electronic communications and may contain confidential and legally privileged information. If the reader for this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use, or copying of this message or portion thereof is strictly prohibited. If you have received this message in error, please reply immediately to the sender and delete this message. Thank you.

From: (b)(6), (b)(7)(C)
Sent: Tuesday, March 2, 2021 9:11 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: FY21 Wickr Requirements

Hi there,

I think everything is good to renew, except I suggest we think about increasing licenses to (b)(7)(E). And we probably don't need to travel. Thanks,

(b)(6), (b)(7)(C)
 Sr. Portfolio Manager
 CBP Office of Innovation (INVNT)
 CBP Office of the Commissioner
 U.S. Customs and Border Protection
 Mobile: (b)(6), (b)(7)(C)
 Email: (b)(6), (b)(7)(C)



From: (b)(6), (b)(7)(C)
Sent: Tuesday, March 2, 2021 8:56 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: FY21 Wickr Requirements

Hello (b)(6), (b)(7)(C)

Good Morning!

I'm following up on the Wickr requirements for FY21. We need to start the procurement documents and our finance folks will need time to complete the SDR, route for approval and obtain funding to ensure this is all done prior to an award.

Below are the details for the FY20 procurement, please advise if the quantities will stay the same for FY21.

Scope	Type	Base (Required)	Unit Price	Base (Required)
		Quantity		Value
TOTAL				
Software System Subscription (per unit, per year)				
Wickr Enterprise Licenses	FFP	(b)(7)(E)		
Wickr Enterprise Compliance Module	FFP			
Professional Services				
Professional Service Hours above Level III support for				

system management. (300 hours)	FFP	(b)(7)(E)
Other Direct Costs		
Travel to support deployment, training, and upgrades (NTE Amount)	FFP	
TOTAL VALUE FOR THE BASE YEAR		
GRAND TOTAL		

Please advise soonest.

Thank you

(b)(6), (b)(7)(C)
 Enterprise Networks and Technology Support Directorate
 Office of Information and Technology
 Enterprise Services
 Customs and Border Protection
 Department of Homeland Security
 Desk: **(b)(6), (b)(7)(C)**
 Cell: **(b)(6), (b)(7)(C)**

This communication, along with any attachments, is covered by federal and state law governing electronic communications and may contain confidential and legally privileged information. If the reader for this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use, or copying of this message or portion thereof is strictly prohibited. If you have received this message in error, please reply immediately to the sender and delete this message. Thank you.

From:
To:
Cc:
Subject:
Date:

(b)(6), (b)(7)(C)

Re: Question about Wickr deleted/burned message retention
Tuesday, April 20, 2021 10:31:10 AM

Hi **(b)(6), (b)(7)(C)**

I need to confirm with **(b)(6), (b)(7)(C)** who is currently out of the office till May 3, 2021. The Wickr messages are stored in the SQL database. However a tool needs to be built to extract the messages. This is scheduled to be built next month when we start engineering the WICKR FED solution. If a message is sent via burn on read or deleted it will still have a copy within the database. What we don't have at the moment is a way to extract the messages from the DB.

Thanks,

(b)(6), (b)(7)(C) PMP, ITIL V3
Project Manager
Customs and Border Protection / Department of Homeland Security
Enterprise Networks & Technology Support Directorate (ENTSD)
Network Architecture & Engineering Division (NAED)
ENTSD/OIT/CBP/DHS
Desk: TBD
Mobile: **(b)(6), (b)(7)(C)**
(b)(6), (b)(7)(C)

From: **(b)(6), (b)(7)(C)**

Sent: Tuesday, April 20, 2021 9:45:25 AM

To: **(b)(6), (b)(7)(C)**

(b)(6), (b)(7)(C)

Cc: **(b)(6), (b)(7)(C)**

(b)(6), (b)(7)(C)

Subject: Question about Wickr deleted/burned message retention

(b)(6), (b)(7)(C) Hope you both are well!

I am hoping that you can help me answer a question regarding the Wickr application and how it deals with deleted/burned messages.

Our question: if a user sends a message that they request be burned on receipt, or if a user deletes a message, is this message retained somewhere on the backend for some period of time? If yes, how long is the deleted/burned message retained? Our team wants to make sure the application is complying with CBP's records retention policies.

Thanks for your help!

Best,

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C) (Contractor)

Deloitte Consulting LLP

Supporting CBP OIT

U.S. Customs & Border Protection

Mobile:

Email:

Alt Email:

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

From:
To:
Cc:
Subject:
Date:

(b)(6), (b)(7)(C)

RE: Question regarding recovery of Wickr chat messages.
Friday, April 23, 2021 5:07:02 PM

Thank you so much. I believe you have answered our questions. We appreciate your help.

(b)(6), (b)(7)(C)

Labor and Employee Relations Specialist
Customs and Border Protection
Human Resources Policy & Programs Directorate
Office: **(b)(6), (b)(7)(C)**
Cell Phone: **(b)(6), (b)(7)(C)**
Fax: **(b)(6), (b)(7)(C)**

From: **(b)(6), (b)(7)(C)**

Sent: Friday, April 23, 2021 2:03 PM

To: **(b)(6), (b)(7)(C)**

Cc: **(b)(6), (b)(7)(C)**

Subject: Re: Question regarding recovery of Wickr chat messages.

Hi. I have at least part of the answer. I should have sent to you. The system is like any other CBP system and/or communication. It is subject to record retention policy.

The messages would be in the compliance module but they do disappear and or delete from your devices.

This may not answer your question fully. I am trying to learn more but the wickr expert is on leave until next week.

So we are happy to let you try it out etc. but not sure I have the full answer for you.

Let me know what else you need. Thanks.

(b)(6), (b)(7)(C)

Senior Portfolio Manager
CBP Office of Innovation (INVNT)
CBP Headquarters
US Customs and Border Protection

(b)(6), (b)(7)(C)

Email: **(b)(6), (b)(7)(C)**

On Apr 23, 2021, at 4:58 PM, (b)(6), (b)(7)(C) <(b)(6), (b)(7)(C)> wrote:

Hello (b)(6), (b)(7)(C)

Happy Friday!

I just wanted to follow up with you regarding Wickr. Were you able to find out if OIT can retrieve messages that are burned on receipt or deleted?

Thank you,

(b)(6), (b)(7)(C)
Labor and Employee Relations Specialist
Customs and Border Protection
Human Resources Policy & Programs Directorate
Office: (b)(6), (b)(7)(C)
Cell Phone: (b)(6), (b)(7)(C)
Fax: (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)
Sent: Friday, April 16, 2021 9:39 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)

Subject: RE: Question regarding recovery of Wickr chat messages.

Hi, OK thanks. Wickr is secure and encrypted. Will find out the answer to your question. I know there is a "burn upon receipt" type of message as well a regular delete, but not sure about retrievable, will find out and get back to you. Thanks, (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)
Sr. Portfolio Manager
CBP Office of Innovation (INVNT)
CBP Office of the Commissioner
U.S. Customs and Border Protection
Mobile: (b)(6), (b)(7)(C)
Email: (b)(6), (b)(7)(C)
<image001.png>

From: (b)(6), (b)(7)(C)
Sent: Friday, April 16, 2021 12:37 PM
To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: RE: Question regarding recovery of Wickr chat messages.

We have 10 employees on our team, but it is possible our director might want to extend it to the entire LER Field. Not sure of those numbers, but maybe around 80 or 90.

We frequently discuss our cases in chat, and are concerned that even if we delete a chat, it will remain out there for OIT to retrieve. This is concerning because should the case go before a 3rd party, those chats would be discoverable. Can you tell us would OIT still be able to retrieve messages that are deleted, and is Wickr secure?

Thank you so much for your assistance.

(b)(6), (b)(7)(C)

Labor and Employee Relations Specialist
Customs and Border Protection
Human Resources Policy & Programs Directorate

Office: (b)(6), (b)(7)(C)

Cell Phone: (b)(6), (b)(7)(C)

Fax: (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Friday, April 16, 2021 9:29 AM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: RE: Question regarding recovery of Wickr chat messages.

Hi, Depending on how many licenses, there will probably be no cost.

(b)(6), (b)(7)(C)

Sr. Portfolio Manager
CBP Office of Innovation (INVNT)
CBP Office of the Commissioner
U.S. Customs and Border Protection

Mobile: (b)(6), (b)(7)(C)

Email: (b)(6), (b)(7)(C)

<image001.png>

From: (b)(6), (b)(7)(C)

Sent: Friday, April 16, 2021 12:21 PM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: RE: Question regarding recovery of Wickr chat messages.

Hi (b)(6), (b)(7)(C)

Thank you so much for reaching out to us.

I have copied a few of my co-workers who may have some questions for you.

Can you tell us how we go about getting a license and what the cost would be?

Thank you,

(b)(6), (b)(7)(C)

Labor and Employee Relations Specialist
Customs and Border Protection
Human Resources Policy & Programs Directorate
Office: (b)(6), (b)(7)(C)
Cell Phone: (b)(6), (b)(7)(C)
Fax: (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Friday, April 16, 2021 8:13 AM

To: (b)(6), (b)(7)(C)

Subject: FW: Question regarding recovery of Wickr chat messages.

Hello,

Happy to try and answer your questions about Wickr- I manage the program right now. Thanks, (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Sr. Portfolio Manager
CBP Office of Innovation (INVNT)
CBP Office of the Commissioner
U.S. Customs and Border Protection
Mobile: (b)(6), (b)(7)(C)
Email: (b)(6), (b)(7)(C)
<image001.png>

From: (b)(6), (b)(7)(C)

Sent: Friday, April 16, 2021 11:05 AM

To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: FW: Question regarding recovery of Wickr chat messages.

FYI, this request may come your way.

(b)(6), (b)(7)(C)
Director, Mobility and Collaboration Branch (MCB)
DHS | CBP | ES | OIT | ENTSD
Work: (b)(6), (b)(7)(C)
Mobile: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)
Sent: Friday, April 16, 2021 11:05 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: RE: Question regarding recovery of Wickr chat messages.

The Office of Innovation currently funds and would need to authorize the use of existing WICKR licenses. Please contact (b)(6), (b)(7)(C) (b)(6), (b)(7)(C) to discuss the feasibility of this and if additional licenses are required.

1 license works on Mobile and Desktop.

Thank you

(b)(6), (b)(7)(C)
Director, Mobility and Collaboration Branch (MCB)
DHS | CBP | ES | OIT | ENTSD
Work: (b)(6), (b)(7)(C)
Mobile: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Thursday, April 15, 2021 12:57 PM

To: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: RE: Question regarding recovery of Wicker chat messages.

Hi (b)(6), (b)(7)(C)

I can't speak too in-depth about mobile applications and I've not received any requests on Wickr previously.

I'm going to have to phone a friend, so to speak. :)

I've cc'd the Director for Mobility Communication Branch (b)(6), (b)(7)(C) to advise us with any guidance related to Wickr application.

Thanks!

(b)(6), (b)(7)(C) **CISSP-ISSMP**

(b)(6), (b)(7)(C)

OIT Field Support Directorate
Information Systems Security Manager
US Customs and Border Protection

(b)(6), (b)(7)(C)

[FSD ISSM Sharepoint Website](#)

From: (b)(6), (b)(7)(C)

Sent: Thursday, April 15, 2021 9:17 AM

To: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: RE: Question

Sirs,

I looked up Wickr on the TRM and it says it is permitted on Androids and iPhones. I did not see Desktops. Can you confirm LER's question below?

Thanks,

(b)(6), (b)(7)(C) ITIL v3
Field Technology Officer – Central Arizona
Office of Information and Technology, CBP
Department of Homeland Security

(b)(6), (b)(7)(C) Office
(b)(6), (b)(7)(C) Mobile
(b)(6), (b)(7)(C)

** Technology Service Desk Information **

Phone Number: **(b)(6), (b)(7)(C)**
Name in Global Address List: CBP Technology Service Desk
Email Address: **(b)(6), (b)(7)(C)**

<image002.png>

From: **(b)(6), (b)(7)(C)**
Sent: Wednesday, April 14, 2021 3:24 PM
To: **(b)(6), (b)(7)(C)**
Cc: **(b)(6), (b)(7)(C)**
(b)(6), (b)(7)(C)
Subject: RE: Question

Hi **(b)(6), (b)(7)(C)**

To add to our question below, have you heard about this?

- Certain employees in CBP have received permission to download Wickr enterprise and you can chat, video conference, group messaging. It is the most encrypted thing out there. **(b)(7)(E)** has it already and **(b)(7)(E)** The government currently purchased **(b)(7)(E)** licenses. This is something **(b)(7)(E)** need for sure. Goes onto your desktop and cell phones.

Thank you,

(b)(6), (b)(7)(C)
Labor and Employee Relations Specialist

Customs and Border Protection
Human Resources Policy & Programs Directorate
Office: (b)(6), (b)(7)(C)
Cell Phone: (b)(6), (b)(7)(C)
Fax: (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)
Sent: Wednesday, April 14, 2021 12:46 PM

To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)

Subject: Question

Hi (b)(6), (b)(7)(C)

We often use chat to discuss cases. Now that we use Microsoft Teams instead of Skype, can you tell me if OIT/FOIA would be able to retrieve comments that we delete about cases? This would be important for us should a case go before a 3rd party.

Thank you so much. We appreciate your help.


(b)(6), (b)(7)(C)
Labor and Employee Relations Specialist
Customs and Border Protection
Human Resources Policy & Programs Directorate
Office: (b)(6), (b)(7)(C)
Cell Phone: (b)(6), (b)(7)(C)
Fax: (b)(6), (b)(7)(C)

From:
To:

(b)(6), (b)(7)(C)

Subject: Re: WICKR Weekly Sync Up
Date: Wednesday, July 28, 2021 1:39:38 PM

Team,

Just completed our Privacy documentation review with  and the Compliance servers (SAT & PRD) are included in our current FISMA assets list.

No further action is needed at this time.

Thanks,

(b)(6), (b)(7)(C)

Mobility Architect
U.S. Customs & Border Protection (CBP)
Department of Homeland Security (DHS)

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Work
Cell

PLEASE NOTE: This message, including any attachments, may include privileged, confidential and/or internal information. Any distribution or use of this communication by anyone other than the intended recipient is strictly prohibited and may be unlawful. If you are not the intended recipient, please notify the sender by replying to this message and delete the information from your system immediately.

From: (b)(6), (b)(7)(C)
To:
Subject: FW: Wickr User Accounts Transition to Compliance Network
Date: Wednesday, September 22, 2021 1:15:51 PM

Hi (b)(6), (b)(7)(C)

This was the email sent to the folks still on the old network:

Greetings,

If you are receiving this email you have been identified as an active Wickr user. As we prepare to transition your user account to our new compliance network, please review the details below regarding your Wickr account as your current account will be deleted:

What's happening?

- We are transitioning Wickr legacy user accounts to our new Compliance network. This new compliance network allows users to take advantage of improvements within the Wickr infrastructure, as well as the removal of the configuration file requirement during enrollment or additional device logins.

What actions do you need to take?

- Be aware that your current legacy account will be deleted and all data will be removed. Please appropriately save any required data before the deletion deadline highlighted below.
- You will be sent a new token via email with instructions to sign-in into the new network.

When is it happening?

- Legacy accounts will be deleted on Sunday 9/26/21 @11:45pm
- New tokens will be sent via email from @WICKR_PROJECT_SUPPORT on Monday 9/27 @ 12am

Questions or problems?

Please directly contact Wickr Project Support @WICKR_PROJECT_SUPPORT

From: (b)(6), (b)(7)(C)
To:
Subject: FW: New Request- CBP-2021-110485
Date: Monday, February 7, 2022 10:07:13 AM
Attachments: CSM Compliance Service Deploy 3.5.pdf
image001.png

For the FOIA

From: (b)(6), (b)(7)(C)
Sent: Monday, February 7, 2022 10:01 AM
To: (b)(6), (b)(7)(C)
Cc:
Subject: New Request- CBP-2021-110485

Good Morning, (b)(6), (b)(7)(C)

Please see the CBP Secure Messaging (WICKr) Compliance server documentation/guideline used when the installed. The SAT Compliance Server was installed and configured on 06/1/2021 and the Prod Compliance Server was installed on 07/01/2021 per the CSM engineers.

Regards,

(b)(6), (b)(7)(C) SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II
Information Systems Security Officer (ISSO)
Certification & Accreditation (C&A) Branch
DHS | CBP | IES | OIT | ENTSD | NOD
(b)(6), (b)(7)(C) (W)
(C)
(b)(6), (b)(7)(C)



On Change and Innovation:

“Never be afraid to try something new,

Remember amateurs built the Ark,

Professionals built the Titanic!”

From:
To:
Cc:
Subject:
Date:

(b)(6), (b)(7)(C)

Re: Question about Wickr deleted/burned message retention
Tuesday, April 20, 2021 10:31:10 AM

Hi (b)(6), (b)(7)(C)

I need to confirm with (b)(6), (b)(7)(C) who is currently out of the office till May 3, 2021. The Wickr messages are stored in the SQL database. However a tool needs to be built to extract the messages. This is scheduled to be built next month when we start engineering the WICKR FED solution. If a message is sent via burn on read or deleted it will still have a copy within the database. What we don't have at the moment is a way to extract the messages from the DB.

Thanks,

(b)(6), (b)(7)(C) PMP, ITIL V3
Project Manager
Customs and Border Protection / Department of Homeland Security
Enterprise Networks & Technology Support Directorate (ENTSD)
Network Architecture & Engineering Division (NAED)
ENTSD/OIT/CBP/DHS
Desk:TBD
Mobile: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Tuesday, April 20, 2021 9:45:25 AM

To: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: Question about Wickr deleted/burned message retention

(b)(6), (b)(7)(C) Hope you both are well!

I am hoping that you can help me answer a question regarding the Wickr application and how it deals with deleted/burned messages.

Our question: if a user sends a message that they request be burned on receipt, or if a user deletes a message, is this message retained somewhere on the backend for some period of time? If yes, how long is the deleted/burned message retained? Our team wants to make sure the application is complying with CBP's records retention policies.

Thanks for your help!

Best,

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C) (Contractor)

Deloitte Consulting LLP

Supporting CBP OIT

U.S. Customs & Border Protection

Mobile: (b)(6), (b)(7)(C)

Email: (b)(6), (b)(7)(C)

Alt Email: (b)(6), (b)(7)(C)

From:
To:
Cc:
Subject:
Date:

(b)(6), (b)(7)(C)

RE: Question regarding recovery of Wickr chat messages.
Friday, April 23, 2021 5:07:02 PM

Thank you so much. I believe you have answered our questions. We appreciate your help.

(b)(6), (b)(7)(C)

Labor and Employee Relations Specialist
Customs and Border Protection
Human Resources Policy & Programs Directorate
Office: **(b)(6), (b)(7)(C)**
Cell Phone: **(b)(6), (b)(7)(C)**
Fax: **(b)(6), (b)(7)(C)**

From: **(b)(6), (b)(7)(C)**

Sent: Friday, April 23, 2021 2:03 PM

To: **(b)(6), (b)(7)(C)**

Cc: **(b)(6), (b)(7)(C)**

Subject: Re: Question regarding recovery of Wickr chat messages.

Hi. I have at least part of the answer. I should have sent to you. The system is like any other CBP system and/or communication. It is subject to record retention policy.

The messages would be in the compliance module but they do disappear and or delete from your devices.

This may not answer your question fully. I am trying to learn more but the wickr expert is on leave until next week.

So we are happy to let you try it out etc. but not sure I have the full answer for you.

Let me know what else you need. Thanks.

(b)(6), (b)(7)(C)

Senior Portfolio Manager
CBP Office of Innovation (INVNT)
CBP Headquarters
US Customs and Border Protection

(b)(6), (b)(7)(C)

Email: **(b)(6), (b)(7)(C)**

On Apr 23, 2021, at 4:58 PM, (b)(6), (b)(7)(C) <(b)(6), (b)(7)(C)> wrote:

Hello (b)(6), (b)(7)(C)

Happy Friday!

I just wanted to follow up with you regarding Wickr. Were you able to find out if OIT can retrieve messages that are burned on receipt or deleted?

Thank you,

(b)(6), (b)(7)(C)
Labor and Employee Relations Specialist
Customs and Border Protection
Human Resources Policy & Programs Directorate
Office: (b)(6), (b)(7)(C)
Cell Phone: (b)(6), (b)(7)(C)
Fax: (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)
Sent: Friday, April 16, 2021 9:39 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: Question regarding recovery of Wickr chat messages.

Hi, OK thanks. Wickr is secure and encrypted. Will find out the answer to your question. I know there is a "burn upon receipt" type of message as well a regular delete, but not sure about retrievable, will find out and get back to you. Thanks, (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)
Sr. Portfolio Manager
CBP Office of Innovation (INVNT)
CBP Office of the Commissioner
U.S. Customs and Border Protection
Mobile: (b)(6), (b)(7)(C)
Email: (b)(6), (b)(7)(C)
<image001.png>

From: (b)(6), (b)(7)(C)
Sent: Friday, April 16, 2021 12:37 PM
To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: RE: Question regarding recovery of Wickr chat messages.

We have 10 employees on our team, but it is possible our director might want to extend it to the entire LER Field. Not sure of those numbers, but maybe around 80 or 90.

We frequently discuss our cases in chat, and are concerned that even if we delete a chat, it will remain out there for OIT to retrieve. This is concerning because should the case go before a 3rd party, those chats would be discoverable. Can you tell us would OIT still be able to retrieve messages that are deleted, and is Wickr secure?

Thank you so much for your assistance.

(b)(6), (b)(7)(C)

Labor and Employee Relations Specialist
Customs and Border Protection
Human Resources Policy & Programs Directorate

Office: (b)(6), (b)(7)(C)

Cell Phone: (b)(6), (b)(7)(C)

Fax: (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Friday, April 16, 2021 9:29 AM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: RE: Question regarding recovery of Wickr chat messages.

Hi, Depending on how many licenses, there will probably be no cost.

(b)(6), (b)(7)(C)

Sr. Portfolio Manager
CBP Office of Innovation (INVNT)
CBP Office of the Commissioner
U.S. Customs and Border Protection

Mobile: (b)(6), (b)(7)(C)

Email: (b)(6), (b)(7)(C)

<image001.png>

From: (b)(6), (b)(7)(C)

Sent: Friday, April 16, 2021 12:21 PM

To: (b)(6), (b)(7)(C)
Cc:

(b)(6), (b)(7)(C)

Subject: RE: Question regarding recovery of Wickr chat messages.

Hi (b)(6), (b)(7)(C)

Thank you so much for reaching out to us.

I have copied a few of my co-workers who may have some questions for you.

Can you tell us how we go about getting a license and what the cost would be?

Thank you,

(b)(6), (b)(7)(C)

Labor and Employee Relations Specialist
Customs and Border Protection
Human Resources Policy & Programs Directorate

Office: (b)(6), (b)(7)(C)

Cell Phone: (b)(6), (b)(7)(C)

Fax: (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Friday, April 16, 2021 8:13 AM

To: (b)(6), (b)(7)(C)

Subject: FW: Question regarding recovery of Wickr chat messages.

Hello,

Happy to try and answer your questions about Wickr- I manage the program right now. Thanks, (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Sr. Portfolio Manager
CBP Office of Innovation (INVNT)
CBP Office of the Commissioner
U.S. Customs and Border Protection

Mobile: (b)(6), (b)(7)(C)

Email: (b)(6), (b)(7)(C)

<image001.png>

From: (b)(6), (b)(7)(C)

Sent: Friday, April 16, 2021 11:05 AM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: FW: Question regarding recovery of Wickr chat messages.

FYI, this request may come your way.

(b)(6), (b)(7)(C)
Director, Mobility and Collaboration Branch (MCB)
DHS | CBP | ES | OIT | ENTSD
Work: (b)(6), (b)(7)(C)
Mobile: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)
Sent: Friday, April 16, 2021 11:05 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: RE: Question regarding recovery of Wickr chat messages.

The Office of Innovation currently funds and would need to authorize the use of existing WICKR licenses. Please contact (b)(6), (b)(7)(C) (b)(6), (b)(7)(C) to discuss the feasibility of this and if additional licenses are required.

1 license works on Mobile and Desktop.

Thank you

(b)(6), (b)(7)(C)
Director, Mobility and Collaboration Branch (MCB)
DHS | CBP | ES | OIT | ENTSD
Work: (b)(6), (b)(7)(C)
Mobile: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Thursday, April 15, 2021 12:57 PM

To: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: RE: Question regarding recovery of Wicker chat messages.

Hi (b)(6), (b)(7)(C)

I can't speak too in-depth about mobile applications and I've not received any requests on Wickr previously.

I'm going to have to phone a friend, so to speak. :)

I've cc'd the Director for Mobility Communication Branch (b)(6), (b)(7)(C) to advise us with any guidance related to Wickr application.

Thanks!

(b)(6), (b)(7)(C) **CISSP-ISSMP**

(b)(6), (b)(7)(C)

OIT Field Support Directorate
Information Systems Security Manager
US Customs and Border Protection

(b)(6), (b)(7)(C)

[FSD ISSM Sharepoint Website](#)

From: (b)(6), (b)(7)(C)

Sent: Thursday, April 15, 2021 9:17 AM

To: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: RE: Question

Sirs,

I looked up Wickr on the TRM and it says it is permitted on Androids and iPhones. I did not see Desktops. Can you confirm LER's question below?

Thanks,

(b)(6), (b)(7)(C) ITIL v3
Field Technology Officer – Central Arizona
Office of Information and Technology, CBP
Department of Homeland Security

(b)(6), (b)(7)(C) Office
(b)(6), (b)(7)(C) Mobile

(b)(6), (b)(7)(C)

** Technology Service Desk Information **

Phone Number: **(b)(7)(E)**

Name in Global Address List: CBP Technology Service Desk

Email Address: **(b)(7)(E)**

<image002.png>

From: **(b)(6), (b)(7)(C)**

Sent: Wednesday, April 14, 2021 3:24 PM

To: **(b)(6), (b)(7)(C)**

Cc: **(b)(6), (b)(7)(C)**

(b)(6), (b)(7)(C)

Subject: RE: Question

Hi **(b)(6), (b)(7)(C)**

To add to our question below, have you heard about this?

- Certain employees in CBP have received permission to download Wickr enterprise and you can chat, video conference, group messaging. It is the most encrypted thing out there. **(b)(7)(E)** has it already and **(b)(7)(E)**. The government currently purchased **(b)(7)(E)** licenses. This is something **(b)(7)(E)** need for sure. Goes onto your desktop and cell phones.

Thank you,

(b)(6), (b)(7)(C)
Labor and Employee Relations Specialist

Customs and Border Protection
Human Resources Policy & Programs Directorate
Office: (b)(6), (b)(7)(C)
Cell Phone: (b)(6), (b)(7)(C)
Fax: (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Wednesday, April 14, 2021 12:46 PM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: Question

Hi (b)(6), (b)(7)(C)

We often use chat to discuss cases. Now that we use Microsoft Teams instead of Skype, can you tell me if OIT/FOIA would be able to retrieve comments that we delete about cases? This would be important for us should a case go before a 3rd party.

Thank you so much. We appreciate your help.

(b)(6), (b)(7)(C)

Labor and Employee Relations Specialist
Customs and Border Protection
Human Resources Policy & Programs Directorate
Office: (b)(6), (b)(7)(C)
Cell Phone: (b)(6), (b)(7)(C)
Fax: (b)(6), (b)(7)(C)