

Message

**From:** USBP-AUDIT-TEAM (b)(6), (b)(7)(C)  
**Sent:**  
**To:** (b)(6), (b)(7)(C)  
**CC:**  
**Subject:** RE: CBP Response due Re: NARA Unauthorized Destruction Letter tied to OIG Audit - short suspense  
**Flag:** Follow up

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

The USBP SME would be (b)(6), (b)(7)(C), and he is available Wednesday starting at 10am. Of course, USBP Audit Liaison Team would attend the meeting as well, whenever you are able to schedule it.

If you have any further questions, please let me know.

Thank you!

(b)(6), (b)(7)(C)  
Assistant Chief  
Policy and Compliance Division  
Strategic Planning and Analysis Directorate (SPAD)  
U.S. Border Patrol Headquarters

(b)(6), (b)(7)(C)  
Audit Group Mailbox (b)(6), (b)(7)(C)

**From:** (b)(6), (b)(7)(C)  
**Sent:** Monday, November 1, 2021 2:29 PM  
**To:** USBP-AUDIT-TEAM (b)(6), (b)(7)(C)

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

**Subject:** CBP Response due Re: NARA Unauthorized Destruction Letter tied to OIG Audit - short suspense

Good afternoon,  
CBP RIM is seeking assistance from USBP in responding to a NARA Letter regarding the use of WhatsApp and Wickr and possible unauthorized destruction of records.

(b)(6), (b)(7)(C) Chief Records Officer for the US Government sent a letter (*see attached*) to (b)(6), (b)(7)(C) Chief Information Officer (CIO), DHS Senior Agency Official for Records Management (SAORM), and (b)(6), (b)(7)(C) CBP Chief Records Officer (CRO), regarding CBP's planned deployment of Wickr and information that NARA received in the Office of Inspector General (OIG) report, "CBP Targeted Americans with the 2018-2019 Migrant Caravan" (link to the report: [OIG-21-62 - CBP Targeted Americans Associated with the 2018-2019 Migrant Caravan \(dhs.gov\)](https://www.dhs.gov/oig-21-62-cbp-targeted-americans-associated-with-the-2018-2019-migrant-caravan)) regarding the use of WhatsApp and possible unauthorized destruction of records.

**Request:**

With input from USBP and other CBP Offices, CBP RIM is compiling the DHS/CBP response to the NARA letter. We were given your names as **POCs for USBP** by the *OIT Audit & Assessment Management Branch (OIT-AAMB)*, *Judy Wright Branch Chief*. Per the information below, CBP RIM is seeking your assistance to (1) provide input to address the NARA Letter to include unauthorized destruction and (2) provide specific information related to the use of and retention practices for records created by WhatsApp and Wickr. We are also seeking to talk with the USBP POCs that participated in the OIG audit interviews and/or are working on remediation responses to the six recommendations that OIG cited in their report.

CBP has been given a short suspense for responding to the NARA Letter. Are you (or the appropriate POCs / SMEs) available to meet for approximately 1 hour during any of the following times:

Tuesday – 11/2/21 9am – 10am ~or~ 12:00 – 2:30pm

Wednesday – 11/3/21 10am – 11:30 ~or~ 2pm – 4pm

**Background:**

The National Archives and Records Administration (NARA) indicated in their letter that they became aware, through multiple media reports and the recent Office of Inspector General (OIG) report, “CBP Targeted Americans with the 2018-2019 Migrant Caravan,” that CBP has been using the messaging software WhatsApp and is deploying the encrypted messaging application Wickr across all components of the agency.

\*\*\* NARA instructed DHS/CBP to provide a response that addresses the following (as contained in the attached letter):

1. Ensure that Records Management regulations are being adhered to
2. Ensure that the CBP is regulating the use of these messaging applications consistent with NARA’s and the Department’s records management policies
3. Ensure that CBP is communicating to all employees that they cannot use these applications to circumvent their records management responsibilities and that all employees are aware that they must be retaining all messages that are federal records in accordance with agency policy and all applicable NARA-approved records schedules
4. The final response from CBP must include:
  - a. a complete description of the records with volume and dates if known
  - b. a description of the office maintaining the records
  - c. a statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records
  - d. a statement of the safeguards established to prevent further loss of documentation
  - e. details of the actions taken to salvage, retrieve, or reconstruct the records
5. DHS/CBP’s response must also include Records Management corrective actions that CBP will be required to implement as a result of the OIG investigation
6. Additionally, the response must include any documentation in the form of policies, training, approved records schedules or other resources CBP has established to mitigate the records management risk associated with the improper use of Wickr, WhatsApp, or similar messaging applications.

**Key NARA Letter citations from OIG report:**

Further, the OIG report states that there are “instances of CBP officers not documenting information they obtained during caravan-related inspections” (page 12); that CBP officials did not retain communication records (page 17); and that “the CBP officials failure to retain *WhatsApp* messages likely violated DHS and CBP records retention policies because the messages were information that CBP created or received in carrying out its mission and contained substantive information that was necessary to adequately and properly document

the activities and functions of the CBP officials” (page 28). This violation of policy resulted in what NARA identified as *unauthorized destruction* of records caused by use of WhatsApp and Wickr.

The OIG identified the following 6 **Recommendations** within their audit report:

**Recommendation 1:** Update Customs Directive No. 4320-003, July 1990 (TECS Directive) to clarify the appropriate bases for placing lookouts and provide training to all CBP officials who have the authority to place lookouts.

**CBP Response to Recommendation 1:** Concur. CBP will update lookout placement procedures in the TECS Directive. Additionally, CBP will modify existing training to inform users that lookouts should only be created for law enforcement purposes. CBP expects to complete these actions by December 31, 2021.

**Recommendation 2:** Develop and implement procedures to ensure CBP officials update and remove lookouts in accordance with the TECS Directive.

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**Recommendation 3:** Develop and issue a policy regarding asking, advising, or otherwise communicating with foreign governments about denying entry to U.S. citizens. At a minimum, the policy should specify the appropriate circumstances for such communications, who is authorized to approve such communications, and the procedures to follow when making such communications.

**CBP Response to Recommendation 3:** Concur. CBP will revise Directive No. 4320-025A, “Disclosure of Official Information to Foreign Authorities,” dated April 2014, by adding a provision on sharing U.S. persons’ information with foreign governments. CBP component offices will collaborate to revise and issue the policy. CBP expects to complete these actions by July 29, 2022.

**Recommendation 4:** Conduct a review of all instances in which CBP, as part of its response to the migrant caravan, disclosed U.S. citizens’ Sensitive Personally Identifiable Information to Mexican officials, between October 2018 and March 2019, to identify any instances that did not comply with foreign disclosure requirements and take remedial actions. Remedial actions may include rescinding requests to deny entry to U.S. citizens, retroactively instructing foreign authorities to hold CBP information in confidence and use CBP information only for the purpose for which CBP provided it, ensuring disclosures are properly documented in CBP’s systems of records, and any other steps necessary to ensure that all foreign disclosures comply with *CBP Directive No. 4320-025A, Disclosure of Official Information to Foreign Authorities, DHS Sensitive Systems Policy Directive 4300A, DHS Handbook for Safeguarding Sensitive Personally Identifiable Information*, and all other applicable policies and procedures.

**CBP Response to Recommendation 4:** Concur. CBP will identify and review disclosures of U.S. citizens’ Personally Identifiable Information to Mexican officials that occurred as part of its response to the migrant caravans between October 2018 and March 2019, to ensure compliance with foreign disclosure requirements (specifically established policies and delegations of authority). To the extent remedial actions are required, CBP will remediate each noncompliant disclosure. CBP expects to complete these actions by March 31, 2022.

**Recommendation 5:** Provide training to all CBP personnel on the process for sharing information with foreign nations, covering all applicable policies and procedures, including which CBP personnel are authorized to make foreign disclosures.

**CBP Response to Recommendation 5:** Concur. CBP’s Privacy and Diversity Office, in coordination with various CBP components, will identify individuals and work units that regularly disclose PII to foreign partners, and will provide virtual training regarding all applicable policies and procedures by March 31, 2022. The Privacy and Diversity Office, in coordination with the Office of Training and Development, will also develop a

new course focused on domestic and foreign information sharing in the DHS Performance and Learning Management System. CBP expects to complete these actions by December 30, 2022.

**Recommendation 6:** Take immediate action to end the use of WhatsApp for operational purposes or to ensure that WhatsApp messages are retained in compliance with legal and policy requirements including records retention schedules.

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Please don't hesitate to let me know if you have any questions related to this request.

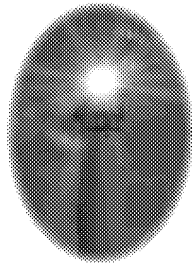
Thank you,

(b)(6), (b)(7)(C) CBP Chief Records Officer  
Records and Information Management Program (RIM)  
DHS/CBP/OIT/RIM

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

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

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## Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline  
800-273-8255

CBP Employee Assistance Program  
800-755-7002



Appointment

---

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

**Sent:** 10/26/2021 9:45:48 PM

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

**CC:**

**Subject:** w/attachments - PRIORITY - discuss OIG report on use of WhatsApp and Wickr

**Attachments:** Info on NARA request for response

**Location:** Microsoft Teams Meeting

**Start:** 10/27/2021 1:30:00 PM

**End:** 10/27/2021 2:30:00 PM

**Show Time As:** Busy

**Importance:** High

**Required Attendees:** (b)(6), (b)(7)(C)

**Optional Attendees:** (b)(6), (b)(7)(C)

NARA sent letter to (b)(6), (b)(7)(C) regarding an OIG report about CBP's use of WhatsApp and Wickr, possible illegal destruction of records, existing policies, and communication to the workforce about the use of such applications. CBP has 30 days to respond. I will provide the memo at time of our discussion. I have let the AC, aDAC, and (b)(6), (b)(7)(C) know that CBP RIM is taking the lead (for now) to generate a response to NARA.

*I will have to break away at 10am to attend today's CBP Audit meeting since this might come up...*

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## Microsoft Teams meeting

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(b)(7)(E) United States, Arlington

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Message

**From:** (b)(6), (b)(7)(C)  
**Sent:** 10/26/2021 8:23:49 PM  
**To:**  
**CC:** (b)(6), (b)(7)(C)  
**Subject:** Allegation of Unauthorized Disposition  
**Attachments:** 2021-10-26\_UD-2022-0001\_DHS-CBP\_Open Letter-1301-1b.pdf

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. If you feel this is a suspicious-looking email, please report by using the Report Phish button option.

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

Please see the attached letter from (b)(6), (b)(7)(C) Chief Records Officer for the US Government regarding CBP's planned deployment of WICKR and the information that we received in the OIG report, "CBP Targeted americans with the 2018-2019 Migrant Caravan" regarding the use of WhatsApp.

I will be NARA's point of contact for this matter. Please respond to me within 30 calendar days with the information that NARA requested in the letter. Please let me know if you have any questions.

Thank you,

(b)(6), (b)(7)(C)  
Records Management Oversight and Reporting  
College Park, MD 20740  
Office - (b)(6), (b)(7)(C)  
Mobile (b)(6), (b)(7)(C)

Appointment

From:

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

Sent:

11/2/2021 11:26:25 AM

To:

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

CC:

**Subject:** NARA Unauthorized Destruction Letter: WhatsApp / Wickr

**Attachments:** RE: CBP Response due Re: NARA Unauthorized Destruction Letter tied to OIG Audit - short suspense; 2021-10-26\_UD-2022-0001\_DHS-CBP\_Open Letter-1301-1b.pdf

**Location:** Microsoft Teams Meeting

**Start:** 11/2/2021 1:15:00 PM

**End:** 11/2/2021 2:00:00 PM

**Show Time As:** Busy

**Importance:** High

**Required Attendees:**  
**Optional Attendees:**

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

**Please see attachments**

**Meeting Purpose:**

\*\*\* Review NARA Letter and obtain responses and/or identify additional OFO POCs based on instruction from NARA: NARA instructed DHS/CBP to provide a response that addresses the following (as contained in the attached letter):

1. Ensure that Records Management regulations are being adhered to
2. Ensure that the CBP is regulating the use of these messaging applications consistent with NARA's and the Department's records management policies
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4. The final response from CBP must include:

- a. a complete description of the records with volume and dates if known
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5. DHS/CBP's response must also include Records Management corrective actions that CBP will be required to implement as a result of the OIG investigation
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\*\*\* Identify which OIG Audit recommendations OFO is responding to and information from CAP that is relevant for inclusion in DHS/CBP response to NARA Letter

**Recommendation 1:** Update Customs Directive No. 4320-003, July 1990 (TECS Directive) to clarify the appropriate bases for placing lookouts and provide training to all CBP officials who have the authority to place lookouts.

**CBP Response to Recommendation 1:** Concur. CBP will update lookout placement procedures in the TECS Directive. Additionally, CBP will modify existing training to inform users that lookouts should only be created for law enforcement purposes. CBP expects to complete these actions by December 31, 2021.

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## Microsoft Teams meeting

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Message

From:

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

Sent:

11/2/2021 12:52:42 AM

To:

CC:

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

Subject:

RE: CBP Response due Re: NARA Unauthorized Destruction Letter tied to OIG Audit - short suspense

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

I hope you and the family are healthy and safe!

The Office of Field Operations, Admissibility and Passenger Programs Directorate, Traveler Entry Programs' subject matter expert, Director (b)(6), (b)(7)(C) is available tomorrow at 0915 hours. Will that time be doable?

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

Director, Quality Assurance Enterprise Division  
Planning, Program Analysis & Evaluation  
Office of Field Operations  
U.S. Customs & Border Protection  
1300 Pennsylvania Avenue  
Room 5.5A-4  
Washington, DC 20229

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

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

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

**QAED Motto – "Trust but Verify"**



U.S. Customs and  
Border Protection

This document and any attachment(s) may contain restricted, sensitive, and/or law enforcement-sensitive information belonging to the U.S. Government. It is not for release, review, retransmission, dissemination, or use by anyone other than the intended recipient.

From:

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

Sent: Monday, November 1, 2021 2:35 PM

To: OFO AUDITS:

(b)(7)(E)

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

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

Cc:

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

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

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

CBPRECORDSMANAGEMENT

(b)(7)(E)

**Subject:** CBP Response due Re: NARA Unauthorized Destruction Letter tied to OIG Audit - short suspense

Good afternoon

CBP RIM is seeking assistance from OFO in responding to a NARA Letter regarding the use of WhatsApp and Wickr and possible unauthorized destruction of records.

(b)(6), (b)(7)(C) Chief Records Officer for the US Government sent a letter (*see attached*) to (b)(6), (b)(7)(C) Chief Information Officer (CIO), DHS Senior Agency Official for Records Management (SAORM), and (b)(6), (b)(7)(C) CBP Chief Records Officer (CRO), regarding CBP's planned deployment of Wickr and information that NARA received in the Office of Inspector General (OIG) report, "CBP Targeted Americans with the 2018-2019 Migrant Caravan" (link to the report: [OIG-21-62 - CBP Targeted Americans Associated with the 2018-2019 Migrant Caravan \(dhs.gov\)](#)) regarding the use of WhatsApp and possible unauthorized destruction of records.

**Request:**

With input from OFO and other CBP Offices, CBP RIM is compiling the DHS/CBP response to the NARA letter. We were given your names as **POCs for OFO** by the *OIT Audit & Assessment Management Branch (OIT-AAMB)*, (b)(6), (b)(7)(C) *Branch Chief*. Per the information below, CBP RIM is seeking your assistance to (1) provide input to address the NARA Letter to include unauthorized destruction and (2) provide specific information related to the use of and retention practices for records created by WhatsApp and Wickr. We are also seeking to talk with the OFO POCs that participated in the OIG audit interviews and/or are working on remediation responses to the six recommendations that OIG cited in their report.

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**Background:**

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**Key NARA Letter citations from OIG report:**

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Directive No. 4320-025A, Disclosure of Official Information to Foreign Authorities, DHS Sensitive Systems Policy Directive 4300A, DHS Handbook for Safeguarding Sensitive Personally Identifiable Information, and all other applicable policies and procedures.

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Thank you,

(b)(6), (b)(7)(C) CBP Chief Records Officer

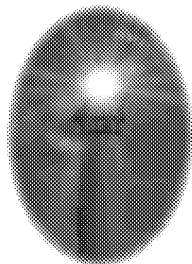
Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

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

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

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## Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



Appointment

From:

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

Sent:

11/2/2021 1:07:46 PM

To:

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

CC:

**Subject:** Response to NARA Questions about WhatsApp/Wickr

**Location:** Microsoft Teams Meeting

**Start:** 11/2/2021 4:00:00 PM

**End:** 11/2/2021 5:00:00 PM

**Show Time As:** Busy

**Required Attendees:**  
**Optional Attendees:**

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

Information we need in order to properly respond to NARA includes:

(b)(5)

---

## Microsoft Teams meeting

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.....



Appointment

From:

Sent:

To:

CC:

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

**Subject:** Review and update CBP Response to NARA Unauthorized Disposition open case

**Attachments:** URGENT - RE: Short Suspense - due noon 11/24/21 - RE: DHS/CBP RIM's response to the NARA Unauthorized Disposition Letter & FW: Draft C1 Memo & Training slides - RE: After Actions & Questions -

**Location:** available by phone after noon

**Start:** 11/24/2021 1:30:00 PM

**End:** 11/24/2021 2:30:00 PM

**Show Time As:** Tentative

**Required**

**Attendees:**

**Optional**

**Attendees:**

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

Please forward as you deem appropriate.

**Meeting Purpose:**

- 1.
- 2.
- 3.
- 4.

**(b)(5)**

k. ...

# Microsoft Teams meeting

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

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Message

From:

Sent:

To:

CC:

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

**Subject:** URGENT - RE: Short Suspense - due noon 11/24/21 - RE: DHS/CBP RIM's response to the NARA Unauthorized Disposition Letter & FW: Draft C1 Memo & Training slides - RE: After Actions & Questions -

**Attachments:** 111821.1406 (b)(6), (b)(7)(C) edits NARA-Letter-Response.docx; INC0963540 - WhatsApp installation request

**Importance:** High

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

**(b)(5)**

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

**(b)(5)**

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

*Please also weigh-in.*

**(b)(5)**

(b)(5)

Is it possible to get the SOC, ENTSD, and the CTO stakeholders together on a call to determine how CBP can answer the requirements and identify POCs and expected due dates – ASAP?

(b)(5)

(b)(5)

(b)(5)

The response will be considered publicly available information and several citizen action groups such as CREW will be looking for the DHS/CBP response.

(b)(6), (b)(7)(C) CBP Chief Records Officer

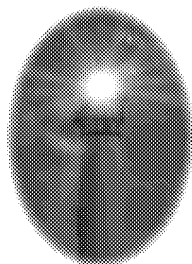
Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

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

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

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## Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



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

Sent: Tuesday, November 23, 2021 12:55 PM

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

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

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

Subject: RE: Short Suspense - due noon 11/24/21 - RE: DHS/CBP RIM's response to the NARA Unauthorized Disposition Letter & FW: Draft C1 Memo & Training slides - RE: After Actions & Questions -

**(b)(5)**

(b)(5)

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

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: Tuesday, November 23, 2021 12:47 PM

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

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

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

Subject: RE: Short Suspense - due noon 11/24/21 - RE: DHS/CBP RIM's response to the NARA Unauthorized Disposition Letter & FW: Draft C1 Memo & Training slides - RE: After Actions & Questions -

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

(b)(5)

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

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

Acting Chief Information Security Officer

Acting Executive Director, Cybersecurity Directorate

Office of Information and Technology

U.S. Customs and Border Protection

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

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

Sent: Monday, November 22, 2021 5:04 PM

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

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

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

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

**Subject:** Short Suspense - due noon 11/24/21 - RE: DHS/CBP RIM's response to the NARA Unauthorized Disposition Letter & FW: Draft C1 Memo & Training slides - RE: After Actions & Questions -

XD (b)(6), (b)(7)(C) and team,

**(b)(5)**

**BACKGROUND:** In response to a recent Office of Inspector General (OIG) report, "CBP Targeted Americans with the 2018-2019 Migrant Caravan," a CAP was opened by the OIT ALT that includes implied **actions for the SOC**. The National Archives and Records Administration (NARA) became aware, through multiple media reports and the OIG report, that CBP has been using the messaging software WhatsApp and is deploying the encrypted messaging application Wickr across all components of the agency. Subsequently NARA opened a case against DHS/CBP for Unauthorized Destruction of Records due to use of messaging apps such as WhatsApp.

CBP RIM is working with DHS, USBP, OFO, ENTSD, and others to respond to the NARA case.

**(b)(5)**

**(b)(5)**

**(b)(5)**

**(b)(5), b(6), b(7)(C)**

**(b)(5)**

**(b)(5)**

Please let me know if you have questions on this and/or if someone from the SOC would like to discuss.

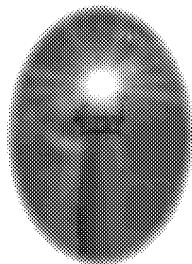
Thank you,

(b)(6), (b)(7)(C) CBP Chief Records Officer  
Records and Information Management Program (RIM)  
DHS/CBP/OIT/RIM

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

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

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## Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



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

Sent: Monday, November 22, 2021 3:01 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: Draft C1 Memo & Training slides - RE: After Actions & Questions - RE: CBP RIM's response to the NARA Unauthorized Disposition Letter

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

(b)(5)

XD:

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

(b)(5)

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

(b)(5)

(b)(5)

**(b)(5)**

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: Friday, November 19, 2021 6:51 AM

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

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

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

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

**Subject:** Draft C1 Memo & Training slides - RE: After Actions & Questions - RE: CBP RIM's response to the NARA Unauthorized Disposition Letter

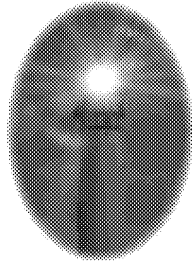
Good morning,

(b)(5)

(b)(6), (b)(7)(C) CBP Chief Records Officer  
Records and Information Management Program (RIM)  
DHS/CBP/OIT/RIM  
(C) (b)(6), (b)(7)(C)

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

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## Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline  
800-273-8255  
CBP Employee Assistance Program  
800-755-7002



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

**Sent:** Wednesday, November 17, 2021 8:46 AM

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

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

**Subject:** FW: After Actions & Questions - RE: CBP RIM's response to the NARA Unauthorized Disposition Letter

**Importance:** High

Hi (b)(6), (b)(7)(C) (b)(5) (b)(6), (b)(7)(C) (b)(5)

(b)(5)



Thanks.

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

Executive Director, on detail supporting  
Enterprise Networks & Technology Support (ENTSD)  
Office of Information and Technology (OIT)  
U.S. Customs and Border Protection  
Department of Homeland Security

(b)(6), (b)(7)(C) (desk)  
(b)(6), (b)(7)(C) (cell)

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

To schedule an appointment, please contact (b)(6), (b)(7)(C)

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

Sent: Tuesday, November 16, 2021 1:11 PM

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

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

Subject: RE: After Actions & Questions - RE: CBP RIM's response to the NARA Unauthorized Disposition Letter

XD...

Attached are updated draft training guides for existing end users. There is one for Android and one for iOS. These can be further edited by the SOC or RIM as needed.

Other notes are below. Sections from (b)(6), (b)(7)(C) email have been copied below with responses beneath each one in blue:

AI - (b)(6), (b)(7)(C) (b)(5)

(b)(5)

ENTSD:: (b)(5)

(b)(5)

a. (b)(5)

ENTSD:: (b)(5)

b. (b)(5)

ENTSD:: (b)(5)

c. (b)(5)

ENTSD:: (b)(5)

(b)(5)

a.

(b)(5)

ENTSD::

(b)(5)

(b)(5)

(b)(5)

ENTSD::

(b)(5)

(b)(5)

**Question:**

1. **Who is the correct POC to get insight into how this process is working so it can be included in the CBP response to NARA?**

ENTSD::

(b)(6), (b)(7)(C) is the POC for how this is working.

(b)(5)

(b)(5)

a.

(b)(5)

ENTSD::

(b)(5)

From:

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

Sent: Monday, November 15, 2021 1:45 PM

To:

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

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

Cc:

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

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

**Subject:** After Actions & Questions - RE: CBP RIM's response to the NARA Unauthorized Disposition Letter

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

Thank you all for meeting with us last week regarding the NARA Letter / Open Case related to the OIG Audit, Recommendation 6 on messaging apps.

I captured a few after actions per our discussion and I have a couple questions – I have captured below:

**After Actions:**

(b)(5)

(b)(5)

**Question:**

1. **Who is the correct POC** to get insight into how this process is working so it can be included in the CBP response to NARA?

(b)(5)

Will you please let me know if the actions / suggestions / question above can be accomplished in time for the Wednesday working group meeting and in time for inclusion in CBP's response back to NARA?

Thanks,

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

(b)(6), (b)(7)(C), CBP Chief Records Officer

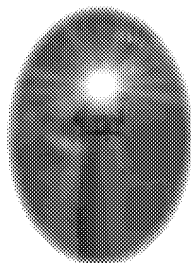
Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

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

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

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## Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline  
800-273-8255

CBP Employee Assistance Program  
800-755-7002



-----Original Appointment-----

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

**Sent:** Tuesday, November 9, 2021 3:59 PM

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

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

**Subject:** CBP RIM's response to the attached NARA Unauthorized Disposition Letter

**When:** Wednesday, November 10, 2021 11:00 AM-11:30 AM (UTC-05:00) Eastern Time (US & Canada).

**Where:** Microsoft Teams Meeting

Attaching the presentation that Ms. Watts just emailed.

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

I am requesting 30 mins on XD Wurst's calendar to discuss CBP RIM's response to the attached NARA Unauthorized Disposition Letter. The letter was sent from Laurence Brewer Chief Records Officer for the US Government to Eric Hysen Chief Information Officer (CIO), DHS Senior Agency Official for Records Management (SAORM), regarding CBP's planned deployment of WICKR and the information that NARA received in the OIG report, "CBP Targeted Americans with the 2018-2019 Migrant Caravan" regarding the use of WhatsApp. With input from OIT Offices, CBP RIM is the lead for compiling the DHS/CBP response (due 11/12/21) that will go from CIO (b)(6), (b)(7)(C) to the Laurence Brewer Chief Records Officer for the US Government.

(b)(5)

An important distinction is that response to the OIG Report does NOT replace CBP's need to provide response to NARA's Letter.

\*\*\* NARA instructed DHS/CBP RIM to provide a response that addresses the following (as contained in the attached letter):

1. Ensure that Records Management regulations are being adhered to
2. Ensure that the CBP is regulating the use of these messaging applications consistent with NARA's and the Department's records management policies
3. Ensure that CBP is communicating to all employees that they cannot use these applications to circumvent their records management responsibilities and that all employees are aware that they must be retaining all messages that are federal records in accordance with agency policy and all applicable NARA-approved records schedules

4. Include a complete description of the records with volume and dates if known; description of the office maintaining the records; a statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records; a statement of the safeguards established to prevent further loss of documentation; and details of the actions taken to salvage, retrieve, or reconstruct the records. DHS/CBP's response must also include Records Management corrective actions that CBP will be required to implement as a result of the OIG investigation.

(b)(6), (b)(7)(C) CBP Chief Records Officer  
Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

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

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

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## Microsoft Teams meeting

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(b)(7)(E)

United States, Arlington

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Message

From:

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

Sent:

11/23/2021 5:49:31 PM

To:

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

CC:

Subject:

INC0963540 - WhatsApp installation request

Sir,

(b)(6), (b)(7)(C) located overseas in Honduras and is requesting the mobile application WhatsApp to be install on his device to use communication between fellow CBP officer Overseas. He stated he submitted the request to TRM but they closed those ticket. He requests to be escalated. Please advise

CBPO:

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

CSI Puerto Cortes, Honduras

Device: Iphone

Cell:

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

Office:

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

Thank you in advance for your assistance

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

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

TSD Advanced Support -Team Lead

Technology Service Desk

CBP/OIT/FSD/TSD

Desk:

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

Cell:

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

Message

**From:** USBP-AUDIT-TEAM (b)(7)(E)  
(b)(7)(E)  
**Sent:** 11/1/2021 8:16:01 PM  
**To:** (b)(6), (b)(7)(C)  
**CC:** (b)(6), (b)(7)(C)  
**Subject:** RE: CBP Response due Re: NARA Unauthorized Destruction Letter tied to OIG Audit - short suspense  
**Flag:** Follow up

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

The USBP SME would be (b)(6), (b)(7)(C), and he is available Wednesday starting at 10am. Of course, USBP Audit Liaison Team would attend the meeting as well, whenever you are able to schedule it.

If you have any further questions, please let me know.

Thank you!

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

Assistant Chief  
Policy and Compliance Division  
Strategic Planning and Analysis Directorate (SPAD)  
U.S. Border Patrol Headquarters

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

Audit Group Mailbox (b)(7)(E)

**From:** (b)(6), (b)(7)(C)  
**Sent:** Monday, November 1, 2021 2:29 PM  
**To:** USBP-AUDIT-TEAM (b)(7)(E) (b)(6), (b)(7)(C)

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

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

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

**Subject:** CBP Response due Re: NARA Unauthorized Destruction Letter tied to OIG Audit - short suspense

Good afternoon,  
CBP RIM is seeking assistance from USBP in responding to a NARA Letter regarding the use of WhatsApp and Wickr and possible unauthorized destruction of records.

Laurence Brewer Chief Records Officer for the US Government sent a letter (*see attached*) to (b)(6), (b)(7)(C) Chief Information Officer (CIO), DHS Senior Agency Official for Records Management (SAORM), and (b)(6), (b)(7)(C) CBP Chief Records Officer (CRO), regarding CBP's planned deployment of Wickr and information that NARA received in the Office of Inspector General (OIG) report, "CBP Targeted Americans with the 2018-2019 Migrant Caravan" (link to the report: [OIG-21-62 - CBP Targeted Americans Associated with the 2018-2019 Migrant Caravan \(dhs.gov\)](https://www.dhs.gov/oig-21-62-CBP-Targeted-Americans-Associated-with-the-2018-2019-Migrant-Caravan)) regarding the use of WhatsApp and possible unauthorized destruction of records.

**Request:**

With input from USBP and other CBP Offices, CBP RIM is compiling the DHS/CBP response to the NARA letter. We were given your names as **POCs for USBP** by the *OIT Audit & Assessment Management Branch (OIT-AAMB)* (b)(6), (b)(7)(C) *Branch Chief*. Per the information below, CBP RIM is seeking your assistance to (1) provide input to address the NARA Letter to include unauthorized destruction and (2) provide specific information related to the use of and retention practices for records created by WhatsApp and Wickr. We are also seeking to talk with the USBP POCs that participated in the OIG audit interviews and/or are working on remediation responses to the six recommendations that OIG cited in their report.

CBP has been given a short suspense for responding to the NARA Letter. Are you (or the appropriate POCs / SMEs) available to meet for approximately 1 hour during any of the following times:

Tuesday – 11/2/21 9am – 10am ~or~ 12:00 – 2:30pm

Wednesday – 11/3/21 10am – 11:30 ~or~ 2pm – 4pm

**Background:**

The National Archives and Records Administration (NARA) indicated in their letter that they became aware, through multiple media reports and the recent Office of Inspector General (OIG) report, “CBP Targeted Americans with the 2018-2019 Migrant Caravan,” that CBP has been using the messaging software WhatsApp and is deploying the encrypted messaging application Wickr across all components of the agency.

\*\*\* NARA instructed DHS/CBP to provide a response that addresses the following (as contained in the attached letter):

1. Ensure that Records Management regulations are being adhered to
2. Ensure that the CBP is regulating the use of these messaging applications consistent with NARA’s and the Department’s records management policies
3. Ensure that CBP is communicating to all employees that they cannot use these applications to circumvent their records management responsibilities and that all employees are aware that they must be retaining all messages that are federal records in accordance with agency policy and all applicable NARA-approved records schedules
4. The final response from CBP must include:
  - a. a complete description of the records with volume and dates if known
  - b. a description of the office maintaining the records
  - c. a statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records
  - d. a statement of the safeguards established to prevent further loss of documentation
  - e. details of the actions taken to salvage, retrieve, or reconstruct the records
5. DHS/CBP’s response must also include Records Management corrective actions that CBP will be required to implement as a result of the OIG investigation
6. Additionally, the response must include any documentation in the form of policies, training, approved records schedules or other resources CBP has established to mitigate the records management risk associated with the improper use of Wickr, WhatsApp, or similar messaging applications.

**Key NARA Letter citations from OIG report:**

Further, the OIG report states that there are “instances of CBP officers not documenting information they obtained during caravan-related inspections” (page 12); that CBP officials did not retain communication records (page 17); and that “the CBP officials failure to retain *WhatsApp* messages likely violated DHS and CBP records retention policies because the messages were information that CBP created or received in carrying out its mission and contained substantive information that was necessary to adequately and properly document



the activities and functions of the CBP officials” (page 28). This violation of policy resulted in what NARA identified as *unauthorized destruction* of records caused by use of WhatsApp and Wickr.

The OIG identified the following 6 **Recommendations** within their audit report:

**Recommendation 1:** Update Customs Directive No. 4320-003, July 1990 (TECS Directive) to clarify the appropriate bases for placing lookouts and provide training to all CBP officials who have the authority to place lookouts.

**CBP Response to Recommendation 1:** Concur. CBP will update lookout placement procedures in the TECS Directive. Additionally, CBP will modify existing training to inform users that lookouts should only be created for law enforcement purposes. CBP expects to complete these actions by December 31, 2021.

**Recommendation 2:** Develop and implement procedures to ensure CBP officials update and remove lookouts in accordance with the TECS Directive.

**CBP Response to Recommendation 2:** Concur. CBP will update lookout placement procedures in the TECS Directive. In addition, CBP will issue a memorandum and muster to remind CBP officers of their responsibilities to remove and update lookouts in accordance with policy. CBP expects to complete these actions by December 31, 2021.

**Recommendation 3:** Develop and issue a policy regarding asking, advising, or otherwise communicating with foreign governments about denying entry to U.S. citizens. At a minimum, the policy should specify the appropriate circumstances for such communications, who is authorized to approve such communications, and the procedures to follow when making such communications.

**CBP Response to Recommendation 3:** Concur. CBP will revise Directive No. 4320-025A, “Disclosure of Official Information to Foreign Authorities,” dated April 2014, by adding a provision on sharing U.S. persons’ information with foreign governments. CBP component offices will collaborate to revise and issue the policy. CBP expects to complete these actions by July 29, 2022.

**Recommendation 4:** Conduct a review of all instances in which CBP, as part of its response to the migrant caravan, disclosed U.S. citizens’ Sensitive Personally Identifiable Information to Mexican officials, between October 2018 and March 2019, to identify any instances that did not comply with foreign disclosure requirements and take remedial actions. Remedial actions may include rescinding requests to deny entry to U.S. citizens, retroactively instructing foreign authorities to hold CBP information in confidence and use CBP information only for the purpose for which CBP provided it, ensuring disclosures are properly documented in CBP’s systems of records, and any other steps necessary to ensure that all foreign disclosures comply with *CBP Directive No. 4320-025A, Disclosure of Official Information to Foreign Authorities, DHS Sensitive Systems Policy Directive 4300A, DHS Handbook for Safeguarding Sensitive Personally Identifiable Information*, and all other applicable policies and procedures.

**CBP Response to Recommendation 4:** Concur. CBP will identify and review disclosures of U.S. citizens’ Personally Identifiable Information to Mexican officials that occurred as part of its response to the migrant caravans between October 2018 and March 2019, to ensure compliance with foreign disclosure requirements (specifically established policies and delegations of authority). To the extent remedial actions are required, CBP will remediate each noncompliant disclosure. CBP expects to complete these actions by March 31, 2022.

**Recommendation 5:** Provide training to all CBP personnel on the process for sharing information with foreign nations, covering all applicable policies and procedures, including which CBP personnel are authorized to make foreign disclosures.

**CBP Response to Recommendation 5:** Concur. CBP’s Privacy and Diversity Office, in coordination with various CBP components, will identify individuals and work units that regularly disclose PII to foreign partners, and will provide virtual training regarding all applicable policies and procedures by March 31, 2022. The Privacy and Diversity Office, in coordination with the Office of Training and Development, will also develop a

new course focused on domestic and foreign information sharing in the DHS Performance and Learning Management System. CBP expects to complete these actions by December 30, 2022.

**Recommendation 6:** Take immediate action to end the use of WhatsApp for operational purposes or to ensure that WhatsApp messages are retained in compliance with legal and policy requirements including records retention schedules.

**CBP Response to Recommendation 6:** Concur. CBP's Office of Information and Technology will explore the viability of the continued operational use of WhatsApp, which will include looking for a replacement. Office of Information and Technology is currently piloting a managed messaging platform to replace WhatsApp. CBP is currently working on an operational pilot. CBP expects to complete these actions by December 31, 2021.

Please don't hesitate to let me know if you have any questions related to this request.

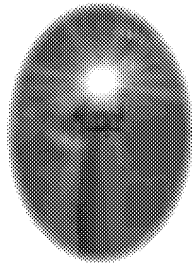
Thank you,

(b)(6), (b)(7)(C) CBP Chief Records Officer  
Records and Information Management Program (RIM)  
DHS/CBP/OIT/RIM

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

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

[RIM Website](#) | [Request RIM Service!](#) | [Email Us](#)



## Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline  
800-273-8255

CBP Employee Assistance Program  
800-755-7002



Appointment

From:

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

Sent:

11/28/2021 12:47:54 PM

To:

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

**Subject:** Review & prep for NARA Letter briefing to AC & aDAC

**Attachments:** NARA Letter AC\_DAC\_211128-dw.pptx; NARA Unauth Disp Report Mockup 211128draft.docx; CBP Response to NARA Letter - from Dawn to AC & aDAC

**Location:** Microsoft Teams Meeting

**Start:** 11/29/2021 2:00:00 PM

**End:** 11/29/2021 3:00:00 PM

**Show Time As:** Busy

**Required**

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

**Attendees:**

Review and final updates to:

1. Word version of response to XDs, (b)(6), (b)(7)(C) etc
2. Word version of response – NEED TO SEND AS PDF TO DHS, OCC, USBP, OFO, Policy WG members
3. Email status from (b)(6), (b)(7)(C) that AC can forward to CIO (b)(6), (b)(7)(C) if he so chooses
4. Briefing deck for mtg with AC, etc
5. ?? memo from AC to CBP users of WhatsApp – not sure is XD (b)(6), (b)(7)(C) made updates

---

## Microsoft Teams meeting

**Join on your computer or mobile app**

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**Or call in (audio only)**

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

United States, Arlington

Phone Conference ID: (b)(6), (b)(7)(C)

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---

Message

**From:** (b)(6), (b)(7)(C)  
**Sent:** 11/28/2021 8:36:56 PM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** CBP Response to NARA Letter - from Dawn to AC & aDAC

AC (b)(6), (b)(7)(C) and aDAC (b)(6), (b)(7)(C)

I wanted to give you a quick status update on CBP's response to the NARA Letter regarding the use of WhatsApp and possible unauthorized destruction of records.

1. CBP's response is due to DHS RIM on 12/2/21 and due to NARA 12/10/21
2. CBP RIM has compiled the response report with input and/or concurrence from OIT ENTSD, CTO, CSD / SOC (b)(5) (b)(5)
3. Actions Completed / In-Progress to address the NARA Letter:
  - a. **Completed:**
    - i. Restricted user ability to download WhatsApp
    - ii. Updated approval process to allow for "approved" users to be added in the interim
    - iii. Blocked an additional 41 other known messaging apps from being downloaded
    - iv. Developed manual archiving steps for WhatsApp messages
    - v. Formed a Messaging Application Policy working group to address
  - b. **In-Progress:**

**(b)(5)**

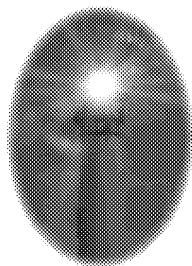
4. CBP RIM will be providing **NARA quarterly status updates** until all corrective actions have been closed

Please let me know if you have any questions or would like additional detail.

Thank you,

(b)(6), (b)(7)(C) CBP Chief Records Officer  
Records and Information Management Program (RIM)  
DHS/CBP/OIT/RIM  
(C) (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)  
[RIM Website](#) | [Request RIM Service!](#) | [Email Us](#)



## Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



Appointment

From:

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

Sent:

10/26/2021 9:45:48 PM

To:

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

CC:

Subject: w/attachments - PRIORITY - discuss OIG report on use of WhatsApp and Wickr

Attachments: Info on NARA request for response

Location: Microsoft Teams Meeting

Start: 10/27/2021 1:30:00 PM

End: 10/27/2021 2:30:00 PM

Show Time As: Busy

Importance: High

Required

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

Attendees:

Optional

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

Attendees:

NARA sent letter to (b)(6), (b)(7)(C) regarding an OIG report about CBP's use of WhatsApp and Wickr, possible illegal destruction of records, existing policies, and communication to the workforce about the use of such applications. CBP has 30 days to respond. I will provide the memo at time of our discussion.

I have let the AC, aDAC, and (b)(6), (b)(7)(C) know that CBP RIM is taking the lead (for now) to generate a response to NARA.

*I will have to break away at 10am to attend today's CBP Audit meeting since this might come up...*

---

## Microsoft Teams meeting

### Join on your computer or mobile app

[Click here to join the meeting](#)

### Or call in (audio only)

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

United States, Arlington

Phone Conference ID: (b)(6), (b)(7)(C)

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[Learn More](#) | [Meeting options](#)

---

Message

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

**Sent:** 10/27/2021 11:34:00 AM

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

**Subject:** Info on NARA request for response

**Attachments:** Allegation of Unauthorized Disposition

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

**Sent:** Wednesday, October 27, 2021 7:30 AM

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

**Subject:** FW: Priority request this morning before 9am

Attached is the email from NARA.

See preliminary audit info below. Audit [AI-7737?](#) (last screen shot below).

is trying to locate the actual report but it appears the audit began a couple months back, in August. The report is public so should be stored under OIG or MID or under CBPnet: CHIEF AUDIT OVERSIGHT BRANCH.

The link to the ALT home page is where I searched found to find the below screen shots but not the actual report: [Audit Liaison Team - ALT \(sharepoint.com\)](#)

Responsible Agency	Action Plan/Action Plan Number	AI# Recommendation/Action Plan Number	Finding Date	Finding or Condition	Recommendation	Place to Review
(b)(6), (b)(7)(C)	CAIP-0009	R-0779	12/1/2020	Coordinate with Health and Human Services to standardize processes for collecting and entering detainee tracking information and communicating these requirements to field personnel.	SEC 3: Coordinate with Health and Human Services to standardize processes for collecting and entering detainee tracking information and communicating these requirements to field personnel.	The US Customs and Border Protection CBP
Subtotal						
(b)(6), (b)(7)(C)	CAIP-0011	R-0874	2/18/2021	Revised the Acting Assistant Commissioner of CBP's Office of Information and Technology coordinate directly with the DHS Office of the Chief Information Officer.	SEC 3: Revised the Acting Assistant Commissioner of CBP's Office of Information and Technology coordinate directly with the DHS Office of the Chief Information Officer to ensure each.	CBP will continue to work with CBP program configurations within I-SP in accordance with test and deploy standard.
	CAIP-0021	R-0876	11/9/2020	Engage all relevant and policy recommendations to resolve the 2019 data breach identified in CBP's Security Threat Assessment.	SEC 4: Implement all mitigation and policy recommendations to resolve the 2019 data breach identified in.	
Subtotal						
(b)(6), (b)(7)(C)	CAIP-0112	R-0770	1/11/2021	NID recommends OIT Integrated Logistics ensure that all required training, as specified above, is completed and that recurring training requirements are met and, if necessary, management should ensure all are.	NID recommends management ensure that all required training, as specified above, is completed and that recurring training requirements are met. Additionally, management should ensure all training is recorded in the appropriate training systems (e.g., iLearn).	Integrated Logistics Division, I-IT will coordinate Logistics Safety, Training (LST) and I-IT will complete the DHS Travel Card.
	CAIP-0122	R-0257	6/24/2021	OIG recommends that the Senior Official, Performing the Duties of the Commissioner of CBP take immediate action to ensure that WhatsApp messages are retained in compliance with legal and policy req.	Recommendation 6: Take immediate action to end the use of WhatsApp for operational purposes or to ensure that WhatsApp messages are retained in compliance with legal and policy requirements including records retention.	
Subtotal						
(b)(6), (b)(7)(C)	CAIP-0121	R-0198	7/15/2021	Recommends the Executive Assistant Commissioner for the Office of Enterprise Services adhere to DHS policy and fully implement the Defense Information Systems Agency Security Technical Implementation Guide (STIG) (https://stigs.dia.ic.gov).	Adhere to DHS policy and fully implement the Defense Information Systems Agency Security Technical Implementation Guide (STIG) (https://stigs.dia.ic.gov).	CBP EIS will work to implement the Defense Security Technical Implementation Guide (STIG) and support the STIG program.
	CAIP-0124	R-0161	7/15/2021	Recommends the Executive Assistant Commissioner for the Office of Enterprise Services develop a capability to review access logs, define the periodic review time frame, and define the required reviews according to the log.	Develop a capability to review access logs, define the periodic review time frame, and perform the required reviews according to the defined time frame.	CBP EIS will work with the current vendor logs on a regular basis.
Subtotal						
Total (7)						

AI-7737 | Salesforce

http://cbp.fighting.force.com/fighting/wa/inspection\_140809021661644/view

CAITS

Audit Inspection: **Allegations that CBP Targeted Journalists, Advocates, and Others Associated with the Migrant Caravan**

Audit Inspection Number: AI-7737 | Record Type: OIG | Region Number: OIG-21-62 | Info Only: 19-SPG-003 | Status: Final Report - Recommendations

Details | Program Offices | Recommendations | Requests | Info Comments | Files

Record Type: OIG  
 Files: Allegations that CBP Targeted Journalists, Advocates, and Others Associated with the Migrant Caravan  
 Job Code: 19-SPG-003  
 Facility: 1. Merits reporting to Secretary  
 Col: WAFS OIGM  
 Cell: To conduct an inquiry into allegations that CBP targeted journalists, advocates, and others associated with the migrant caravan.  
 Requestor: Self-initiated  
 Audit Agency: Homeland Security OIG  
 Audit Team: Other  
 CBP Lead: Yes  
 Joint/Lead/Counterforce: Joint/Lead/Counterforce  
 Document Category: Second Annual OIG Covered Issues Timeline

Post | Edit

Show all updates.

View this feed.

COMMENT-45753 — MICHÈLE GONZALEZ created a comment. October 7, 2021 at 5:00 PM

COMMENT-45753

View this detail.

Like | Comment

Write a comment...

WAFS OIGM updated this record. October 7, 2021 at 4:38 PM

CEL: CHRISTAL OUPHANT to WAFS OIGM

R-9247 | Salesforce

https://cbp.fighting.force.com/fighting/IA/Recommendation\_1c9041001601914644/view

CAITS

Recommendation: **R-9247**

Record ID: R-9247 | Audit Inspection: AI-7737 | Region Number: OIG-21-62 | Audit Issue: Allegations that CBP Targeted Journalists, Advocates, and Others Associated with the Migrant Caravan

Audit Inspection Office: OIG-21-62 | Region Office: E-1-047

Recommendation: OIG recommends that the Senior Officers Performing the Duties of the Commissioner of CBP take immediate action to end the use of WhatsApp for operational purposes or to ensure that WhatsApp messages are retained in compliance with legal and policy requirements including records retention schedules.

Recommendation Number: 6 | POC: ANGELA FLANAGAN | Job: WAFS New York OIG | Record: Concept | High Priority Recommendation

Planned/Effective Action: CBP's Office of Information Technology (OIT) will explore the viability of the continued operational use of WhatsApp, which will include looking for a replacement. CBP OIT is currently piloting a managed messaging platform to replace the functions and use cases of WhatsApp. The application is an authorized government-managed platform hosted in the CBP's Amazon Web Services Cloud East environment. The CBP Innovation Office, supported by OIT, is currently working on an operational pilot to expand the use of it and to make it an agency-wide offering. ECD: December 31, 2021

Status: In Progress | Office Tracking Only

Post | Edit

Show all updates.

View this feed.

This record was updated. October 6, 2021 at 5:05 PM

WAFS: A blank value to SEPHERA YOUNG  
 POC: A blank value to ANGELA FLANAGAN  
 Cell: WAFS OIGM

COMMENT-45753 — CHRISTAL OUPHANT updated this record. September 12, 2021 at 1:55 PM

Plan: Draft - Unofficial to In Progress

Like | Comment

Write a comment...

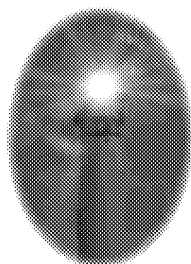
CBP-2022 — JESSICA LIPNEY created an action plan. Sept 14, 2021 at 5:18 AM

CBP-0522

(b)(6), (b)(7)(C) CBP Chief Records Officer  
 Records and Information Management Program (RIM)  
 DHS/CBP/OIT/RIM  
 (C) (b)(6), (b)(7)(C)  
 (b)(6), (b)(7)(C)

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## Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline  
800-273-8255

CBP Employee Assistance Program  
800-755-7002



Message

**From:** (b)(6), (b)(7)(C)  
**Sent:** 10/26/2021 8:23:49 PM  
**To:**  
**CC:** (b)(6), (b)(7)(C)  
**Subject:** Allegation of Unauthorized Disposition  
**Attachments:** 2021-10-26\_UD-2022-0001\_DHS-CBP\_Open Letter-1301-1b.pdf

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. If you feel this is a suspicious-looking email, please report by using the Report Phish button option.

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

Please see the attached letter from (b)(6), (b)(7)(C) Chief Records Officer for the US Government regarding CBP's planned deployment of WICKR and the information that we received in the OIG report, "CBP Targeted americans with the 2018-2019 Migrant Caravan" regarding the use of WhatsApp.

I will be NARA's point of contact for this matter. Please respond to me within 30 calendar days with the information that NARA requested in the letter. Please let me know if you have any questions.

Thank you.

(b)(6), (b)(7)(C)  
Records Management Oversight and Reporting  
College Park, MD 20740  
Office (b)(6), (b)(7)(C)  
Mobile (b)(6), (b)(7)(C)

Appointment

From:

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

Sent:

11/3/2021 3:21:15 PM

To:

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

Subject:

ITGC Deck

Location:

Microsoft Teams Meeting

Start:

11/5/2021 2:00:00 PM

End:

11/5/2021 3:00:00 PM

Show Time As: Busy

Required

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

Attendees:

(b)(5)

---

## Microsoft Teams meeting

### Join on your computer or mobile app

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

United States, Arlington

Phone Conference ID: (b)(6), (b)(7)(C)

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Appointment

From:

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

Sent:

11/30/2021 2:08:12 PM

To:

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

Subject:

Review OCC comments on NARA Letter response

Attachments:

RE: Extremely short suspense - RE: For OCC review - NARA letter of unauthorized disposition

Location:

Microsoft Teams Meeting

Start:

11/30/2021 3:30:00 PM

End:

11/30/2021 4:00:00 PM

Show Time As: Busy

Required Attendees:

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

---

## Microsoft Teams meeting

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**Or call in (audio only)**

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

United States, Arlington

Phone Conference ID

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

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Message

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

Sent: 2/23/2022 7:17:50 PM

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

CC:

Subject: RE: Heads up - RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

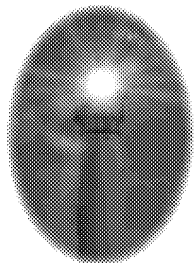
Understood

(b)(6), (b)(7)(C)  
Senior Records Information Management Advisor  
Capitol Advisors on Technology, LLC  
Records and Information Management  
OIT | CBP | DHS  
Cell (b)(6), (b)(7)(C)  
TEAMS (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)  
Sent: Wednesday, February 23, 2022 1:59 PM  
To: (b)(6), (b)(7)(C)  
Cc: (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)  
Subject: Heads up - RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

H (b)(6), (b)(7)(C) and team,  
I spoke with (b)(6), (b)(7)(C) during a meeting today and she will be sending the schedule back with questions / comments. (b)(5)  
Thanks,

(b)(6), (b)(7)(C) CBP Chief Records Officer  
CBP Records and Information Management Program (RIM)  
DHS/CBP/OIT/RIM  
(C) (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)  
[RIM Website](#) | [Email Us](#)



## Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



From: (b)(6), (b)(7)(C)  
Sent: Tuesday, February 22, 2022 4:54 PM  
To: (b)(6), (b)(7)(C)  
Cc: (b)(6), (b)(7)(C)  
Subject: RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

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

(b)(5)

Thank you

(b)(6), (b)(7)(C)  
Senior Records Information Management Advisor  
Capitol Advisors on Technology, LLC  
Records and Information Management  
OIT | CBP | DHS  
Cell (b)(6), (b)(7)(C)  
TEAMS: (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)  
Sent: Friday, February 18, 2022 10:45 AM  
To: (b)(6), (b)(7)(C)  
Cc:  
Subject: RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Yes you are correct

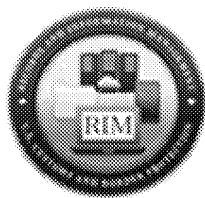
(b)(6), (b)(7)(C)  
Senior Records Information Management Advisor  
Capitol Advisors on Technology, LLC  
Records and Information Management  
OIT | CBP | DHS  
Cell (b)(6), (b)(7)(C)  
TEAMS: (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)  
Sent: Thursday, February 17, 2022 9:34 AM  
To: (b)(6), (b)(7)(C)  
Cc: (b)(6), (b)(7)(C)  
Subject: RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Good morning, is this intended to cover the secure messaging apps?

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

From: (b)(6), (b)(7)(C)  
Sent: Thursday, February 17, 2022 9:31 AM  
To: (b)(6), (b)(7)(C)  
Subject: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule



2/17/2022

CBP RIM has developed the Electronic Messaging Schedule. Please see the below analysis with attachments. If you approve, please sign the 234 Form. We will follow-up with you by 2/22/2022 if a response is not received.

Result Options:

Schedule Developed (Non-IT System)

- 234 Signatures: CRO, Privacy, OCC, Business Owner, LRIM

Title: Electronic Messaging Records

Approvals Required for Retention:

- Chief Records Officer: (b)(6), (b)(7)(C) signed
- Privacy: (b)(6), (b)(7)(C)
- Chief Counsel: (b)(6), (b)(7)(C)
- Business Owner: (b)(6), (b)(7)(C)
- LRIM: (b)(6), (b)(7)(C)

CBP RIM Team Analysis:

CBP RIM developed an electronic messaging records schedule as a part of the ERM Program Plan and in response to the NARA Unauthorized Disposal Letter regarding Wickr and WhatsApp. The scope includes any electronic messaging not covered by other schedules or integrated into IT system functions. The retention was based on Capstone email roles and retentions.

Analysis Outcome:

CBP RIM drafted a schedule DAA-0568-2022-0005. The schedule contains a permanent schedule item for messages of Capstone Officials (60 top roles within the agency) and a temporary item for all other messages (10 year retention).

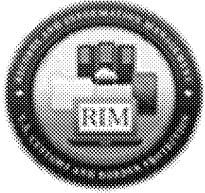
(b)(6), (b)(7)(C)

Senior Records Information Management Advisor  
Capitol Advisors on Technology, LLC  
Records and Information Management  
OIT | CBP | DHS

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

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

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





Message

From:

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

Sent:

2/23/2022 6:58:40 PM

To:

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

CC:

Subject:

Heads up - RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

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

I spoke with (b)(6), (b)(7)(C) during a meeting today and she will be sending the schedule back with questions / comments.

Thanks,

(b)(5)

(b)(6), (b)(7)(C) CBP Chief Records Officer

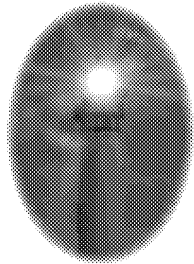
CBP Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

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

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

[RIM Website](#) | [Email Us](#)



**Shine a Light**

Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



From:

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

Sent: Tuesday, February 22, 2022 4:54 PM

To:

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

Cc:

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

Subject: RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

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

(b)(5)

Thank you

(b)(6), (b)(7)(C)  
Senior Records Information Management Advisor  
Capitol Advisors on Technology, LLC  
Records and Information Management  
OIT | CBP | DHS  
Cell: (b)(6), (b)(7)(C)  
TEAMS: (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)  
Sent: Friday, February 18, 2022 10:45 AM  
To: (b)(6), (b)(7)(C)  
Cc: (b)(6), (b)(7)(C)  
Subject: RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Yes you are correct

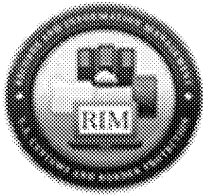
(b)(6), (b)(7)(C)  
Senior Records Information Management Advisor  
Capitol Advisors on Technology, LLC  
Records and Information Management  
OIT | CBP | DHS  
Cell: (b)(6), (b)(7)(C)  
TEAMS: (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)  
Sent: Thursday, February 17, 2022 9:34 AM  
To: (b)(6), (b)(7)(C)  
Cc: (b)(6), (b)(7)(C)  
Subject: RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Good morning, is this intended to cover the secure messaging apps?

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

From: (b)(6), (b)(7)(C)  
Sent: Thursday, February 17, 2022 9:31 AM  
To: (b)(6), (b)(7)(C)  
Subject: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule



2/17/2022

CBP RIM has developed the Electronic Messaging Schedule. Please see the below analysis with attachments. If you approve, please sign the 234 Form. We will follow-up with you by 2/22/2022 if a response is not received.

Result Options:

Schedule Developed (Non-IT System)

- 234 Signatures: CRO, Privacy, OCC, Business Owner, LRIM

Title: Electronic Messaging Records

Approvals Required for Retention:

- Chief Records Officer: (b)(6), (b)(7)(C) signed
- Privacy: (b)(6), (b)(7)(C)
- Chief Counsel: (b)(6), (b)(7)(C)
- Business Owner: (b)(6), (b)(7)(C)
- LRIM: (b)(6), (b)(7)(C)

CBP RIM Team Analysis:

CBP RIM developed an electronic messaging records schedule as a part of the ERM Program Plan and in response to the NARA Unauthorized Disposal Letter regarding Wickr and WhatsApp. The scope includes any electronic messaging not covered by other schedules or integrated into IT system functions. The retention was based on Capstone email roles and retentions.

Analysis Outcome:

CBP RIM drafted a schedule DAA-0568-2022-0005. The schedule contains a permanent schedule item for messages of Capstone Officials (60 top roles within the agency) and a temporary item for all other messages (10 year retention).

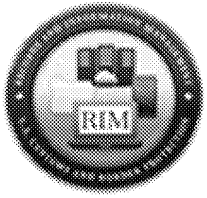
(b)(6), (b)(7)(C)

**Senior Records Information Management Advisor**  
**Capitol Advisors on Technology, LLC**  
**Records and Information Management**  
**OIT | CBP | DHS**

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

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

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



Message

**From:** (b)(6), (b)(7)(C)  
**Sent:** 2/18/2022 3:44:32 PM  
**To:** (b)(6), (b)(7)(C)  
**CC:** (b)(6), (b)(7)(C)  
**Subject:** RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Yes you are correct

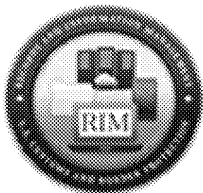
(b)(6), (b)(7)(C)  
Senior Records Information Management Advisor  
Capitol Advisors on Technology, LLC  
Records and Information Management  
OIT | CBP | DHS  
Cell (b)(6), (b)(7)(C)  
TEAMS (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)

**From:** (b)(6), (b)(7)(C)  
**Sent:** Thursday, February 17, 2022 9:34 AM  
**To:** (b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C)  
**Subject:** RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Good morning, is this intended to cover the secure messaging apps?

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

**From:** (b)(6), (b)(7)(C)  
**Sent:** Thursday, February 17, 2022 9:31 AM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** FOR PRIVACY SIGNATURE: Electronic Messaging Schedule



2/17/2022

CBP RIM has developed the Electronic Messaging Schedule. Please see the below analysis with attachments. If you approve, please sign the 234 Form. We will follow-up with you by 2/22/2022 if a response is not received.

Result Options:

Schedule Developed (Non-IT System)

- 234 Signatures: CRO, Privacy, OCC, Business Owner, LRIM

Title: Electronic Messaging Records

Approvals Required for Retention:

- Chief Records Officer (b)(6), (b)(7)(C) signed
- Privacy: (b)(6), (b)(7)(C)
- Chief Counsel: (b)(6), (b)(7)(C)
- Business Owner (b)(6), (b)(7)(C)
- LRIM: (b)(6), (b)(7)(C)

CBP RIM Team Analysis:

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Analysis Outcome:

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

**Senior Records Information Management Advisor**

**Capitol Advisors on Technology, LLC**

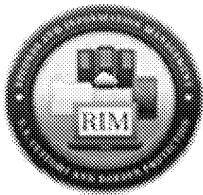
**Records and Information Management**

**OIT | CBP | DHS**

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

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

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



Appointment

From:

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

Sent:

9/30/2021 12:23:01 AM

To:

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

**Subject:** wickr FOIA request

**Attachments:** FOIA request: CBP-2021-110485

**Location:** Microsoft Teams Meeting

**Start:** 9/30/2021 2:30:00 PM

**End:** 9/30/2021 3:00:00 PM

**Show Time As:** Tentative

**Required**

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

**Attendees:**

---

## Microsoft Teams meeting

**Join on your computer or mobile app**

[Click here to join the meeting](#)

**Or call in (audio only)**

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

United States, Arlington

Phone Conference ID: (b)(6), (b)(7)(C)

[Find a local number](#) | [Reset PIN](#)

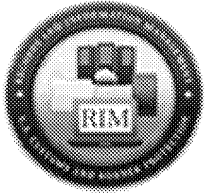
This Teams Meeting is hosted on a U.S. Government information system and is provided for U.S. Government-authorized use only. Unauthorized or improper use or access of this system may result in disciplinary action as well as civil and criminal penalties.

[Learn More](#) | [Meeting options](#)

---

Message

**From:** (b)(6), (b)(7)(C)  
**Sent:** 2/15/2022 1:50:19 PM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** FOR CRO SIGNATURE: Electronic Messaging Schedule  
**Attachments:** cbp\_0234.eMessaging.pdf; DAA-0568-2022-0005 v2.pdf  
**Importance:** High



2/15/2022

CBP RIM has developed the Electronic Messaging Schedule. Please see the below analysis with attachments. If you approve, please sign the 234 Form. We will follow-up with you by 2/18/2022 if a response is not received.

Result Options:

Schedule Developed (Non-IT System)

- 234 Signatures: CRO, Privacy, OCC, Business Owner, LRIM

Title: Electronic Messaging Records

Approvals Required for Retention:

- Chief Records Officer: (b)(6), (b)(7)(C)
- Privacy: (b)(6), (b)(7)(C)
- Chief Counsel: (b)(6), (b)(7)(C)
- Business Owner: (b)(6), (b)(7)(C)
- LRIM: (b)(6), (b)(7)(C)

CBP RIM Team Analysis:

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Analysis Outcome:

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

Project Manager

Contact Info: Teams: (b)(6), (b)(7)(C)

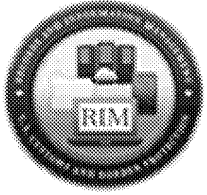
Capital Advisors on Technology, LLC

Records and Information Management

OIT | CBP | DHS



[RIM Website](#) | [Email Us](#)

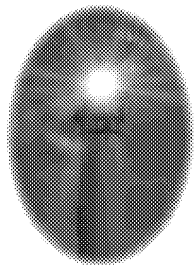


Message

**From:** (b)(6), (b)(7)(C)  
**Sent:** 2/15/2022 9:06:00 PM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** RE: FOR CRO SIGNATURE: Electronic Messaging Schedule  
**Attachments:** cbp\_0234.eMessaging-cro.pdf

With signature!

(b)(6), (b)(7)(C) CBP Chief Records Officer  
CBP Records and Information Management Program (RIM)  
DHS/CBP/OIT/RIM  
(C) (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)  
[RIM Website](#) | [Email Us](#)



## Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline

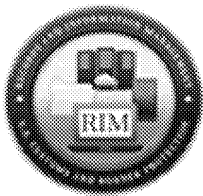
800-273-8255

CBP Employee Assistance Program

800-755-7002



**From:** (b)(6), (b)(7)(C)  
**Sent:** Tuesday, February 15, 2022 8:50 AM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** FOR CRO SIGNATURE: Electronic Messaging Schedule  
**Importance:** High



2/15/2022

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- 234 Signatures: CRO, Privacy, OCC, Business Owner, LRIM

Title: Electronic Messaging Records

Approvals Required for Retention:

- Chief Records Officer: (b)(6), (b)(7)(C)
- Privacy: (b)(6), (b)(7)(C)
- Chief Counsel: (b)(6), (b)(7)(C)
- Business Owner: (b)(6), (b)(7)(C)
- LRIM: (b)(6), (b)(7)(C)

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

Project Manager

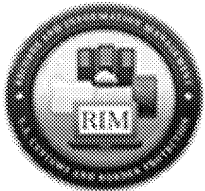
Contact Info: Teams: (b)(6), (b)(7)(C)

Capital Advisors on Technology, LLC

Records and Information Management

OIT | CBP | DHS

[RIM Website](#) | [Email Us](#)



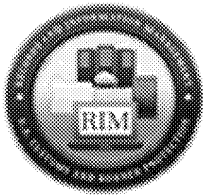
Message

**From:** (b)(6), (b)(7)(C)  
**Sent:** 2/17/2022 2:33:32 PM  
**To:** (b)(6), (b)(7)(C)  
**CC:** (b)(6), (b)(7)(C)  
**Subject:** RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule  
**Attachments:** DAA-0568-2022-0005 v2.pdf; cbp\_0234.eMessaging-cro.pdf

Good morning, is this intended to cover the secure messaging apps?

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

**From:** (b)(6), (b)(7)(C)  
**Sent:** Thursday, February 17, 2022 9:31 AM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** FOR PRIVACY SIGNATURE: Electronic Messaging Schedule



2/17/2022

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- Chief Counsel: (b)(6), (b)(7)(C)
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(b)(6), (b)(7)(C)

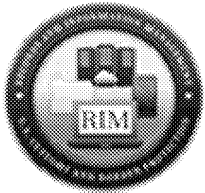
**Senior Records Information Management Advisor  
Capitol Advisors on Technology, LLC  
Records and Information Management**

**OIT | CBP | DHS**

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

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

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



Message

From:

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

Sent:

2/22/2022 9:53:35 PM

To:

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

CC:

Subject:

RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Attachments:

DWSIG\_cbp\_0234.eMessaging-cro.pdf

Good afternoon

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

(b)(5)

Thank you

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

Senior Records Information Management Advisor

Capitol Advisors on Technology, LLC

Records and Information Management

OIT | CBP | DHS

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

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

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

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

Sent: Friday, February 18, 2022 10:45 AM

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

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

Subject: RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Yes you are correct

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

Senior Records Information Management Advisor

Capitol Advisors on Technology, LLC

Records and Information Management

OIT | CBP | DHS

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

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

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

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

Sent: Thursday, February 17, 2022 9:34 AM

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

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

Subject: RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Good morning, is this intended to cover the secure messaging apps?

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

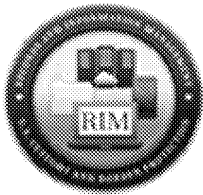
---

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

Sent: Thursday, February 17, 2022 9:31 AM

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

Subject: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule



2/17/2022

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- Business Owner (b)(6), (b)(7)(C)
- LRIM (b)(6), (b)(7)(C)

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**Robert Storer**  
**Senior Records Information Management Advisor**

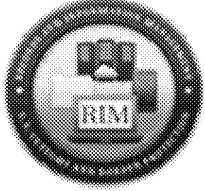
Capitol Advisors on Technology, LLC  
Records and Information Management

OIT | CBP | DHS

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

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

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





Message

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

Sent: 3/15/2022 7:13:41 PM

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

Subject: Re: INVNT Website -- Vendor Feature

Attachments: Wickrlogo-01.png

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

Apologies as I was OOO yesterday and thank you for following up. Please see the requested information below;

Name: Wickr, an AWS Company

Logo: Attached to this email as a .png file.

**(b)(7)(E)**

Blurb on capability and how Wickr is assisting CBP's mission: Wickr is an End to End Encrypted Enterprise grade, collaboration solution that offers administrative security controls, meets Federal compliance requirements, and works with any device, on any network. While Wickr has both chat and voice & video calling available, other features such as Screen and File Sharing, Wickr Open Access (censorship avoidance), Message Expiration, Burn on Read, and Location Sharing make Wickr more compelling to security conscious organizations who also perform field operations. Wickr Enterprise allows CBP agents to securely communicate without compromise, and regardless of location or in low bandwidth areas. Through Global Federation, Wickr Enterprise empowers CBP agents to speak with coalition partners on a secure and compliant collaboration solution. Upcoming integrations include a plug-in with the Android Tactical Awareness Kit (ATAK); CBP agents will be able to use this widely used live geo spatial mapping application whilst securely communicating via Wickr.

Thank you for giving Wickr the opportunity to showcase our product within CBP. Please let me know if the above satisfies the request, or if there is any other information I can provide at the current time to supplement.

Best Regards,

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

Customer Solutions Manager - AWS/Wickr

On 3/14/22, 10:31 AM, (b)(6), (b)(7)(C) wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.

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

Just wanted to see if there was an update on this. Sorry I forgot to ask on the weekly call last week.

Hopefully not a huge lift, but happy to talk more if I can help clarify.

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

-----Original Message-----

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

Sent: Tuesday, March 1, 2022 1:16 PM

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

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

Subject: Re: INVNT Website -- Vendor Feature

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. If you feel this is a suspicious-looking email, please report by using the Report Phish button option.

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

Our marketing team is on this and will be working with (b)(6), (b)(7)(C) to provide the details.

Thanks for this!

On 3/1/22, 5:59 AM, (b)(6), (b)(7)(C) wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.

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

There's a pasted email below with the full ask for wickr concurrence, but please follow up if you have any questions. Can also just queue this up for a quick conversation on the regular Wednesday tag up.

Short version: INVNT is trying to get some of its partners on board for featuring information on its investments on an internal site for CBP audiences.

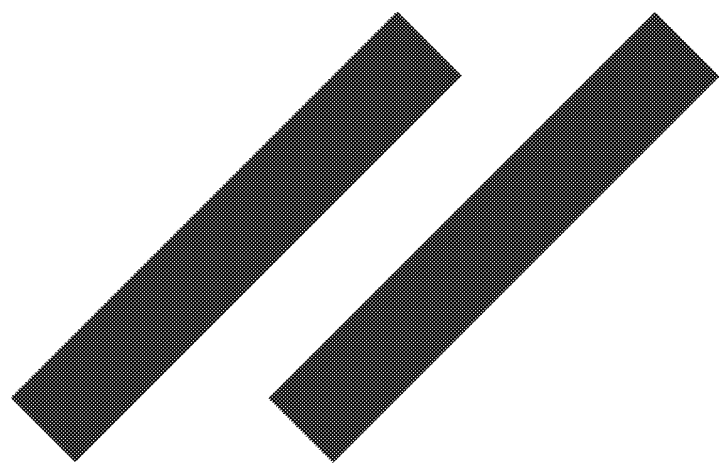
(b)(6), (b)(7)(C)

\*\*\*

Hope you're doing well. Wanted to make you aware of an internal project at INVNT that we are very excited about. For the past year, INVNT has been working on developing a website to increase awareness of our mission support services and provide a way for CBP personnel to engage us and identify opportunities for partnership. We have completed the development of a website prototype and are preparing to go live in the coming weeks.

As part of this effort, we would like to highlight our projects with your organizations on an Innovation in Action page. The feature will include your company name, a picture of your logo and the capability, a brief description of the capability and its impact on CBP's mission, and a link to your website. This page will be part of an internal site that is visible to CBP users only.

Please let us know if we have your sign off to feature your product on the website or if you have any questions or concerns. Thanks and looking forward to hearing from you.



**wickr**  
an AWS Company

**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)