

## 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)

[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](#)

Appointment

From:

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

Sent:

11/2/2021 1:07:51 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:

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

Optional

Attendees:

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

- a. The details about the interim action of "manual archiving" of WhatsApp messages until the final solution is put in place and how that is to be communicated to the users
- b. The long term solution for WhatsApp
- c. Updates on the Wickr Enterprise deployment
- d. Any documentation, policies, and training material that exists for WhatsApp, Wickr, or other communication apps under your control.

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## Microsoft Teams meeting

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

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## Appointment

From:

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

Sent:

11/3/2021 3:21:10 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:

For possible presentation 11/17

Possible Architect structure:

- OIG Audit overview
- NARA letter overview
  - Focus on Unauthorized Destruction
  - Focus on WhatsApp/Wickr
  - These apps may be tip of iceberg
- What is unauthorized destruction & consequences
- (Possible) Areas we are addressing
- (Possible) Current state of CBP response

---

## 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](#)

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## 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: Tentative

Required

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

Attendees:

For possible presentation 11/17

Possible Architect structure:

- OIG Audit overview
- NARA letter overview
  - Focus on Unauthorized Destruction
  - Focus on WhatsApp/Wickr
  - These apps may be tip of iceberg
- What is unauthorized destruction & consequences
- (Possible) Areas we are addressing
- (Possible) Current state of CBP response

---

## 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](#)

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

---

Message

**From:** (b)(6), (b)(7)(C)  
**Sent:** 3/9/2022 3:01:05 PM  
**To:** CBPRECORDSMANAGEMENT (b)(6), (b)(7)(C)  
**CC:** (b)(6), (b)(7)(C)  
**Subject:** RE: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Hi Amy,

(b)(5)

(b)(5)

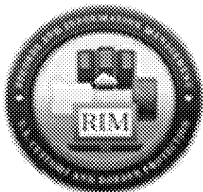
**From:** CBPRECORDSMANAGEMENT (b)(6), (b)(7)(C)  
**Sent:** Friday, March 4, 2022 2:25 PM  
**To:** (b)(6), (b)(7)(C) CBPRECORDSMANAGEMENT  
(b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)

**Subject:** RE: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

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

The background is binding to everything in the schedule. (b)(5)  
(b)(5) The schedule itself is published with all the information together. Let me know if you still want us to try to submit to NARA with the language in the schedule item- we can give it a shot.

(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](#)



From: (b)(6), (b)(7)(C)  
Sent: Friday, March 4, 2022 9:00 AM  
To: CBPRECORDSMANAGEMENT (b)(6), (b)(7)(C)  
Cc: (b)(6), (b)(7)(C)  
Subject: RE: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Thanks, is the "background" section on the first page binding across the specific schedules under it?

## Electronic Messaging Records of Designated Capstone Officials

Disposition Authority Number DAA-0568-2022-0005-0001

This schedule covers electronic messaging records sent and received by Designated Capstone Officials as identified in GRS 6.1-0568-2018-0001 and successor Capstone schedules in the course of CBP business.

(b)(5)

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

From: CBPRECORDSMANAGEMENT (b)(6), (b)(7)(C)  
Sent: Thursday, March 3, 2022 3:11 PM  
To: (b)(6), (b)(7)(C)  
Cc: (b)(6), (b)(7)(C) CBPRECORDSMANAGEMENT  
(b)(6), (b)(7)(C)  
Subject: FW: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule  
Importance: High

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

I have attached the draft schedule here so you have it alongside the 234 during your review for signature.

1. Attached is the draft retention schedule for electronic messaging records. This schedule will apply regardless of the ultimate technical solution for messaging apps.
2. The intent is to utilize NARA form 1005 (NA-1005) which documents the roles that NARA has designated as Capstone Officials and is being used by NARA to implement GENERAL RECORDS SCHEDULE 6.1: Email Managed under a Capstone Approach.

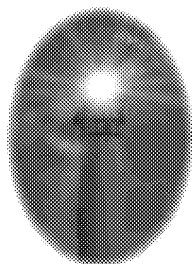
There are 2 items in the schedule:

1. Records for Capstone Officials will be Permanent and ultimately sent to the National Archives;
2. all other electronic messages will be temporary and ultimately deleted 10 years after cutoff.

**CBP RIM is available to address any questions you might have. Just let us know.**

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:** CBPRECORDSMANAGEMENT

**Sent:** Monday, February 28, 2022 1:59 PM

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

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

**Subject:** Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

**Importance:** High

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

I hope you are doing well.

Circling back with you based on discussion in the Messaging App IPT last week . You indicated that Privacy had some questions regarding the language in the attached Electronic Messaging Records schedule.

\*\*\* CBP RIM is trying to get the schedule 'at least' into the NARA review cycle so that forward progress can be accurately reported to OIG and to NARA.

Will you send your comments to CBP RIM via email so we can answer any questions you may have?

Thanks!

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

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

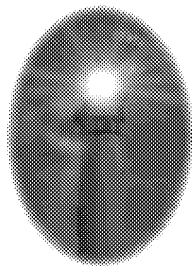
CBP Records and Information Management Program (RIM)

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); RIM RAT (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)

Do you have any concerns or questions regarding the Electronic Messaging Schedule?

If not please sign the 234.

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); RIM RAT (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)

RIM RAT

(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)

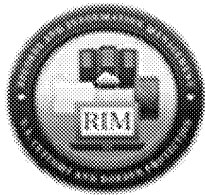
Sent: Thursday, February 17, 2022 9:31 AM

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

RIM RAT

(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**

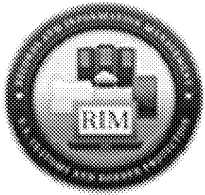
**Records and Information Management**

**OIT | CBP | DHS**

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

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

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

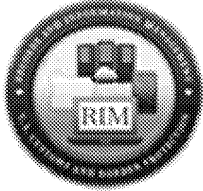


Message

**From:** (b)(6), (b)(7)(C)  
**Sent:** 3/17/2022 2:58:14 PM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** Business Owner APPROVAL NEEDED: Emessaging Record Retention Schedule 234

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

I will send this to (b)(6), (b)(7)(C)  
I changed the subject line to reflect the **Business Owner**  
The changes are highlighted in yellow



3/16/2022

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 3/22/22 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) signed
- Chief Counsel: (b)(6), (b)(7)(C) signed
- 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)

**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:** 3/17/2022 6:59:21 PM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** RE: Business Owner APPROVAL NEEDED: Emessaging Record Retention Schedule 234

Ok duh I'm an idiot

(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, March 17, 2022 2:58 PM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** RE: Business Owner APPROVAL NEEDED: Emessaging Record Retention Schedule 234

Sorry,

I was referring to your signature block

---

**From:** (b)(6), (b)(7)(C)  
**Sent:** Thursday, March 17, 2022 1:12 PM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** RE: Business Owner APPROVAL NEEDED: Emessaging Record Retention Schedule 234

One signature? I'm confused?  
Privacy signed it  
CCO signed it  
Next signature on the form would be the business owner

(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:** GRAVES, LANCE J (CTR) <[LANCE.J.GRAVES@associates.cbp.dhs.gov](mailto:LANCE.J.GRAVES@associates.cbp.dhs.gov)>  
**Sent:** Thursday, March 17, 2022 12:43 PM

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

Subject: RE: Business Owner APPROVAL NEEDED: Emessaging Record Retention Schedule 234

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

Make sure you CC the RIM RAT, update the Schedule to reflect, put the DHS logo (added one below) at the beginning and the ending of your email, and make sure you only have one signature (this one has two so wanted to make you aware).

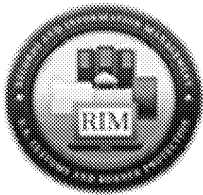
Respectfully,

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

Senior RIM Specialist  
Capital Advisors on Technology  
Records and Information Management  
DHS | CBP | OIT | RIM

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

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



---

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

Sent: Thursday, March 17, 2022 10:58 AM

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

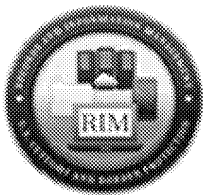
Subject: Business Owner APPROVAL NEEDED: Emessaging Record Retention Schedule 234

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

I will send this to (b)(6), (b)(7)(C)

I changed the subject line to reflect the **Business Owner**

The changes are highlighted in yellow



3/16/2022

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 3/22/22 if a response is not received.

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

CBP RIM Team Analysis:

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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)

(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:** 3/9/2022 3:49:34 PM

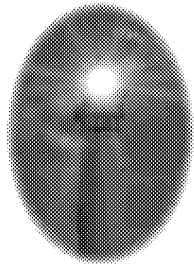
**To:** (b)(6), (b)(7)(C)  
CBPRECORDSMANAGEMENT (b)(6), (b)(7)(C)

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

**Subject:** RE: Updated per discussion - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Got it. 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:** Wednesday, March 9, 2022 10:47 AM

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

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

**Subject:** RE: Updated per discussion - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Here you go!



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

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

**Sent:** Wednesday, March 9, 2022 10:42 AM

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

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

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

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

**Subject:** Updated per discussion - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

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

Attached is the most recent 234 for your signature and the updated Electronic Messaging Schedule per our discussion this morning.

Once you sign the 234 CBP RIM will proceed with the remaining approvals and submit to NARA for review.

Thanks!

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

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

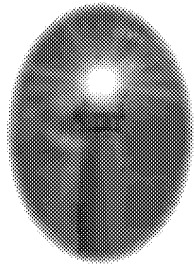
CBP Records and Information Management Program (RIM)

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:** Wednesday, March 9, 2022 10:01 AM

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

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

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

**Subject:** RE: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

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

What about adding something like this?

This schedule covers electronic messaging records sent and received by Designated Capstone Officials as identified in GRS 6.1-0568-2018-0001 and successor Capstone schedules in the course of CBP business, excluding email records covered by XYZ schedule.

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

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

**Sent:** Friday, March 4, 2022 2:25 PM

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

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

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

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

**Subject:** RE: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

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

The background is binding to everything in the schedule. We can add the language to the schedule item, but our appraisal archivist will likely come back to us and say it is duplicative since it is in the background section. The schedule itself is published with all the information together. Let me know if you still want us to try to submit to NARA with the language in the schedule item- we can give it a shot.

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

Project Manager

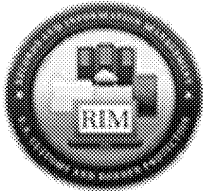
Contact Info: Team (b)(6), (b)(7)(C)

Capital Advisors on Technology, LLC

Records and Information Management

OIT | CBP | DHS

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



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

**Sent:** Friday, March 4, 2022 9:00 AM

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

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

**Subject:** RE: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Thanks, is the "background" section on the first page binding across the specific schedules under it?

Electronic Messaging Records of Designated Capstone Officials

Disposition Authority Number DAA-0568-2022-0005-0001

This schedule covers electronic messaging records sent and received by Designated Capstone Officials as identified in GRS 6.1-0568-2018-0001 and successor Capstone schedules in the course of CBP business.

This still reads to me like it includes email. I know we clarified in the background section, but if you don't read that (or it gets separated), then this section is confusing. Can we add "Not included are electronic messages generated by an operational system that creates records, email that is covered by the Capstone policy, and social media content that is covered by an existing approved schedule." To the sub-section?

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

---

**From:** CBPRECORDSMANAGEMENT <(b)(6), (b)(7)(C)>  
**Sent:** Thursday, March 3, 2022 3:11 PM  
**To:** (b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C); CBPRECORDSMANAGEMENT  
(b)(6), (b)(7)(C)  
**Subject:** FW: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule  
**Importance:** High

Hi Debra,

I have attached the draft schedule here so you have it alongside the 234 during your review for signature.

1. Attached is the draft retention schedule for electronic messaging records. This schedule will apply regardless of the ultimate technical solution for messaging apps.
2. The intent is to utilize NARA form 1005 (NA-1005) which documents the roles that NARA has designated as Capstone Officials and is being used by NARA to implement GENERAL RECORDS SCHEDULE 6.1: Email Managed under a Capstone Approach.

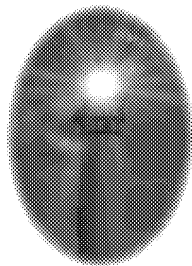
There are 2 items in the schedule:

1. Records for Capstone Officials will be Permanent and ultimately sent to the National Archives;
2. all other electronic messages will be temporary and ultimately deleted 10 years after cutoff.

**CBP RIM is available to address any questions you might have. Just let us know.**

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:** CBPRECORDSMANAGEMENT

**Sent:** Monday, February 28, 2022 1:59 PM

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

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

**Subject:** Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

**Importance:** High

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

I hope you are doing well.

Circling back with you based on discussion in the Messaging App IPT last week . You indicated that Privacy had some questions regarding the language in the attached Electronic Messaging Records schedule.

\*\*\* CBP RIM is trying to get the schedule 'at least' into the NARA review cycle so that forward progress can be accurately reported to OIG and to NARA.

Will you send your comments to CBP RIM via email so we can answer any questions you may have?

Thanks!

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

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

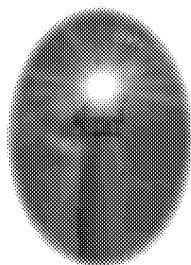
CBP Records and Information Management Program (RIM)

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); RIM RAT (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)

Do you have any concerns or questions regarding the Electronic Messaging Schedule?

If not please sign the 234.

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); RIM RAT (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)

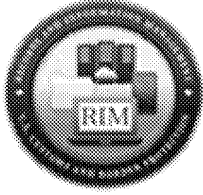
---

**From:** (b)(6), (b)(7)(C)  
**Sent:** Thursday, February 17, 2022 9:34 AM  
**To:** (b)(6), (b)(7)(C) RIM RAT (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); RIM RAT (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**

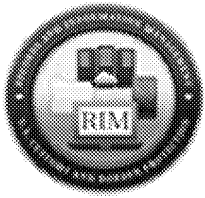
**Records and Information Management**

**OIT | CBP | DHS**

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

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

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



Message

**Sent:** 3/4/2022 7:47:05 PM  
**To:** CBPRECORDSMANAGEMENT; (b)(7)(E)  
**CC:** (b)(6), (b)(7)(C)  
**Subject:** RE: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

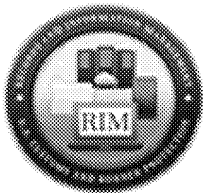
(b)(6), (b)(7)(C)  
Senior Records Information Management Advisor  
Capitol Advisors on Technology, LLC  
Records and Information Management  
OIT | CBP | DHS  
Cell (b)(6), (b)(7)(C)  
TEAMS (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)

**From:** CBPRECORDSMANAGEMENT (b)(7)(E)  
**Sent:** Friday, March 4, 2022 2:25 PM  
**To:** (b)(6), (b)(7)(C); CBPRECORDSMANAGEMENT  
<gmb.cbprerecordsmanagement@cbp.dhs.gov>  
**Cc:** (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)  
**Subject:** RE: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Good Afternoon, (b)(6), (b)(7)(C)!

The background is binding to everything in the schedule. (b)(5)  
(b)(5) The schedule itself is published with all the information together. Let me know if you still want us to try to submit to NARA with the language in the schedule item- we can give it a shot.

(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](#)



**From:** (b)(6), (b)(7)(C)  
**Sent:** Friday, March 4, 2022 9:00 AM  
**To:** CBPRECORDSMANAGEMENT (b)(7)(E)



Cc: (b)(6), (b)(7)(C)  
Subject: RE: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Thanks, is the "background" section on the first page binding across the specific schedules under it?

## Electronic Messaging Records of Designated Capstone Officials

Disposition Authority Number: (b)(7)(E)

This schedule covers electronic messaging records sent and received by Designated Capstone Officials as identified in GRS 6.1-0568-2018-0001 and successor Capstone schedules in the course of CBP business.

(b)(5)

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

From: CBPRECORDSMANAGEMENT (b)(7)(E)  
Sent: Thursday, March 3, 2022 3:11 PM  
To: (b)(6), (b)(7)(C)  
Cc: (b)(6), (b)(7)(C) CBPRECORDSMANAGEMENT  
(b)(7)(E)

Subject: FW: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule  
Importance: High

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

I have attached the draft schedule here so you have it alongside the 234 during your review for signature.

1. Attached is the draft retention schedule for electronic messaging records. This schedule will apply regardless of the ultimate technical solution for messaging apps.
2. The intent is to utilize NARA form 1005 (NA-1005) which documents the roles that NARA has designated as Capstone Officials and is being used by NARA to implement GENERAL RECORDS SCHEDULE 6.1: Email Managed under a Capstone Approach.

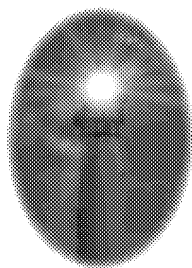
There are 2 items in the schedule:

1. Records for Capstone Officials will be Permanent and ultimately sent to the National Archives;
2. all other electronic messages will be temporary and ultimately deleted 10 years after cutoff.

**CBP RIM is available to address any questions you might have. Just let us know.**

Thanks,

(b)(6), (b)(7)(C) BP 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:** CBPRECORDSMANAGEMENT

**Sent:** Monday, February 28, 2022 1:59 PM

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

**Cc:** RIM RAT (b)(7)(E)

**Subject:** Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

**Importance:** High

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

I hope you are doing well.

Circling back with you based on discussion in the Messaging App IPT last week . You indicated that Privacy had some questions regarding the language in the attached Electronic Messaging Records schedule.

\*\*\* CBP RIM is trying to get the schedule 'at least' into the NARA review cycle so that forward progress can be accurately reported to OIG and to NARA.

Will you send your comments to CBP RIM via email so we can answer any questions you may have?

Thanks!

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

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

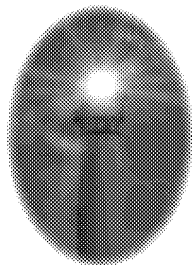
CBP Records and Information Management Program (RIM)

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); RIM RAT (b)(7)(E)  
**Cc:** (b)(6), (b)(7)(C)  
**Subject:** RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

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

Do you have any concerns or questions regarding the Electronic Messaging Schedule?

If not please sign the 234.

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); RIM RAT (b)(7)(E)  
**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

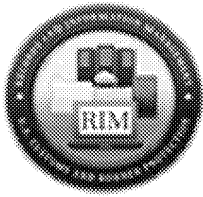
To: (b)(6), (b)(7)(C) RIM RAT (b)(7)(E)  
Cc: (b)(6), (b)(7)(C)  
Subject: RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

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) RIM RAT (b)(7)(E)  
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:

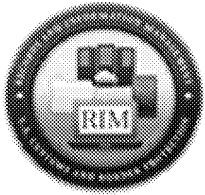
CBP RIM developed an electronic messaging records schedule as a part of the ERM Program Plan and in response to the NARA Unauthorized Disposal Letter regarding Wickr and WhatsApp. The scope includes any electronic messaging not covered by other schedules or integrated into IT system functions. The retention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

Analysis Outcome:

CBP RIM drafted a schedule: (b)(7)(E). 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

**Sent:** 3/23/2022 5:03:26 AM

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

RIM RAT

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

**Subject:** RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

**Attachments:** DWSIG\_cbp\_0234.eMessaging-cro.pdf

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

Do you have any concerns or questions regarding the Electronic Messaging Schedule?

If not please sign the 234.

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); RIM RAT (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); RIM RAT (b)(6), (b)(7)(C)

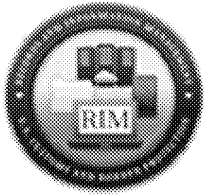
**Cc:** (b)(6), (b)(7)(C)

**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); RIM RAT (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).

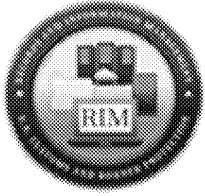
(b)(6), (b)(7)(C)

**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)







DEPARTMENT OF HOMELAND SECURITY  
U.S. Customs and Border Protection

**RECORDS AND SYSTEMS RETENTION SCHEDULE APPROVAL**

CBP Record Series or Electronic Information System Name:

Electronic Messaging Records

**SECTION TO BE FILLED OUT BY CBP RIM PROGRAM**

Name of CBP RIM Scheduler (Last, First, Middle Initial):

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

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

**Select One:**

- A) ☐ The CBP RIM Program reviewed this system with System Subject Matter Experts and has determined that the system is covered by existing NARA-approved schedules (list provided separately).
- B) ☐ The CBP RIM Program reviewed this system with System Subject Matter Experts and has developed a retention schedule for all unscheduled records held within the system (draft schedule provided separately).
- C) ☐ The CBP RIM Program reviewed the provided records series with Subject Matter Experts and has determined that the records are covered by existing NARA-approved schedules (list provided separately)
- D) ☒ The CBP RIM Program developed these record series with Subject Matter Experts and has drafted a retention schedule for NARA submission (draft schedule provided separately)

DAA-0568-2022-0005 v2

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

Chief Records Officer Signature:

**SECTION TO BE FILLED OUT BY STAKEHOLDERS**

I have reviewed the provided draft retention schedule and approve of the description(s) and retention period(s). I support submitting this retention schedule to the National Archives and Records Administration for approval. By providing my signature, I understand that these records cannot be dispositioned until NARA has approved this schedule.

Business Owner Signature

LRIM Signature

Chief Counsel Representative Signature

LRIM Signature  
(Optional- if more than one office is involved)

Privacy Representative Signature

LRIM Signature  
(Optional- if more than one office is involved)

Message

**From:** (b)(6), (b)(7)(C)  
**Sent:** 2/28/2022 3:10:28 PM  
**To:** CBPRECORDSMANAGEMENT; (b)(6), (b)(7)(C)  
**Subject:** FW: Heads up - RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

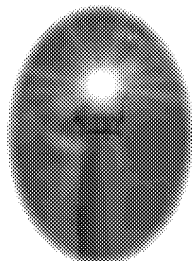
For movement to emessaging folder

(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); RIM RAT (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

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. **Please hold responses back until after we are able to discuss as a team.**  
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); RIM RAT (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)

Do you have any concerns or questions regarding the Electronic Messaging Schedule?

If not please sign the 234.

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); RIM RAT (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

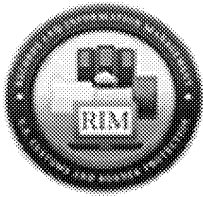
To: (b)(6), (b)(7)(C); RIM RAT (b)(6), (b)(7)(C)  
Cc: (b)(6), (b)(7)(C)  
Subject: RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

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); RIM RAT (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).

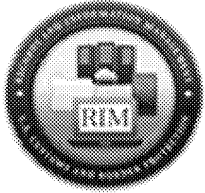
(b)(6), (b)(7)(C)

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 1:10:00 PM  
**To:** CBPRECORDSMANAGEMENT; (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)  
**Subject:** FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

(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); RIM RAT (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)  
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(b)(6), (b)(7)(C)

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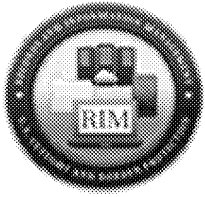
(b)(6), (b)(7)(C)

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- LRIM: (b)(6), (b)(7)(C)

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

**Senior Records Information Management Advisor**

**Capitol Advisors on Technology, LLC**

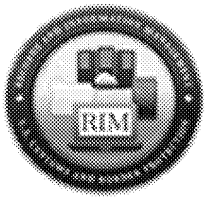
**Records and Information Management**

**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: 9/1/2020 7:00:18 PM

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

CC: WICKR PROJECT SUPPORT; (b)(6), (b)(7)(C)

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

Subject: Re: Urgent: DTLS Connection Failures

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. Contact the CBP Security Operations Center with questions or concerns.

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

Any luck with getting the logs from the beta client yet?

Best Regards,

On Tue, Sep 1, 2020 at 11:18 AM: (b)(6), (b)(7)(C)  
wrote:

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

I have gone ahead and installed the beta version on my PC. I am troubleshooting what appears to be an issue with my Kerberos token when trying to sign-in to the client, please standby and I will get the logs as soon as I can get signed in.

For production we do not have multiple security groups, everyone is in the same security group using the same configuration file that was created earlier in the year.

Thanks,

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

Mobility Support Specialist



Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

NDC 2 1009K

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

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

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

Sent: Tuesday, September 1, 2020 11:29 AM

To: WICKR\_PROJECT\_SUPPORT (b)(6), (b)(7)(C)

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

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

**Subject:** Re: Urgent: DTLS Connection Failures

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

Quick question, are you using multiple security groups on this network? I believe everyone is in the same security group but I wanted to confirm. In regards to the configuration files, is this the same configuration file that everyone would use to onboard or did you generate a new one during your tests yesterday?

Best Regards,

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

On Tue, Sep 1, 2020 at 9:03 AM WICKR\_PROJECT\_SUPPORT <(b)(6), (b)(7)(C)> wrote:

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

These are the log files I was able to obtain from my desktop client.

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

Mobility Support Specialist

Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

NDC 2 1009K

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

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

---

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

Sent: Tuesday, September 1, 2020 9:51:08 AM

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

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

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

; WICKR\_PROJECT\_SUPPORT

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

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

Subject: Re: Urgent: DTLS Connection Failures

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

We have one prevailing theory here at the moment based on the logs from Android. It would appear that those clients aren't getting the calling certificate passed through. However since the desktop clients work this could be incorrect.

Our devs have asked for the logs from a beta desktop client to confirm the certificate information. Can you send that over this morning?

Thank you,

On Tue, Sep 1, 2020 at 12:59 AM  
wrote:

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

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

Here is the Windows log file located in the path you specified.

Thanks,

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

Mobility Support Specialist



Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

NDC 2 1009K

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

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

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

Sent: Tuesday, September 1, 2020 1:18 AM

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

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

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

WICKR\_PROJECT\_SUPPORT

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

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

**Subject:** Re: Urgent: DTLS Connection Failures

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

Thank you for this but we need the client log not the npl log. You should see a normal log file in 'C:\Users<Windows\_USERNAME>\AppData\Local\Wickr, LLC\WickrEnterprise\logs'. Can you get this to us?

Also would it be possible for you to give us a config file with the password so we can inspect it? If not, could you go to the client configuration page, act like you are going to generate a config and when you click on "create configuration file, on the next prompt, click on show file contents.

We will need that output and would like to inspect the contents of the config file.

Please let me know if you have additional questions.

Best Regards,

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

On Mon, Aug 31, 2020 at 11:48 PM (b)(6), (b)(7)(C)

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

Windows 10 Wickr Enterprise logs on 8/31.

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

Mobility Support Specialist



Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

NDC 2 1009K

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

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

---

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

**Sent:** Monday, August 31, 2020 11:13 PM

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

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

**WICKR PROJECT SUPPORT** <(b)(6), (b)(7)(C)>

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

**Subject:** Re: Urgent: DTLS Connection Failures

Fresh crash report just submitted via Apple from my email address.

Attaching crash report from phone

(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)

**Date:** Monday, August 31, 2020 at 10:11 PM

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

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

**WICKR\_PROJECT\_SUPPORT** (b)(6), (b)(7)(C)

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

**Subject:** Re: Urgent: DTLS Connection Failures

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

Thank you for this information. Have you tried using Wickr Enterprise 5.60.8 for IOS from the app store? Does this change anything on the IOS front? Also, did you get the chance to pull those crash reports from IOS?

You can grab the crash reports on IOS by doing the following:

Settings > Privacy > Analytics & Improvements > Analytics Data in IOS.

Look for Wickr Enterprise with the latest timestamp and attach it here.

We look forward to your response.

Best Regards,

\_\_\_\_\_  
(b)(6), (b)(7)(C)

On Mon, Aug 31, 2020 at 8:49 PM: (b)(6), (b)(7)(C) wrote:

Wickr Team,

As discussed attaching the logs we shared with you over Webex.

This issue is regarding the calling failures with 5.60 Android & iOS clients.

Windows Desktops are running v5.56.9 in Production

Beta Windows & Mac clients worked when running BETA 5.60.x versions.

In Production, if a user has a single 5.60 client (source or recipient), the call does not complete.

On Android, the device freezes and the call does not terminate until the application is Force Stopped (<- this is unusual and serious).

Zip includes Android, iOS and Orville logs

**Orville- 1.0.7**



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

Android – 5.60.6

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

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

**iOS – 5.62.6 (TestFlight)**

**Attached**

**(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

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(b)(6), (b)(7)(C) | Wickr Inc.  
Support Manager | Austin

Wickr Pro (b)(6), (b)(7)(C)

Message

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

Sent: 9/1/2020 7:00:18 PM

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

CC: WICKR PROJECT SUPPORT (b)(6), (b)(7)(C)

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

Subject: Re: Urgent: DTLS Connection Failures

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Thanks,

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Mobility Support Specialist



Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

NDC 2 1009K

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

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

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To: WICKR\_PROJECT\_SUPPORT (b)(6), (b)(7)(C)

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

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

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

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(b)(6), (b)(7)(C); WICKR\_PROJECT\_SUPPORT <(b)(6), (b)(7)(C)>

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

WICKR\_PROJECT\_SUPPORT

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

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

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

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

wrote:

Windows 10 Wickr Enterprise logs on 8/31.



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

Mobility Support Specialist



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

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

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

**Sent:** Monday, August 31, 2020 11:13 PM

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

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

**WICKR PROJECT SUPPORT** (b)(6), (b)(7)(C)

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

**Subject:** Re: Urgent: DTLS Connection Failures

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(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

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

**Date:** Monday, August 31, 2020 at 10:11 PM

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

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

WICKR PROJECT SUPPORT

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

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

**Subject:** Re: Urgent: DTLS Connection Failures

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. Contact the CBP Security Operations Center with questions or concerns.

Hello

Thank you for this information. Have you tried using Wickr Enterprise 5.60.8 for IOS from the app store? Does this change anything on the IOS front? Also, did you get the chance to pull those crash reports from IOS?

You can grab the crash reports on IOS by doing the following:

Settings > Privacy > Analytics & Improvements > Analytics Data in IOS.

Look for Wickr Enterprise with the latest timestamp and attach it here.

We look forward to your response.

Best Regards,

\_\_\_\_\_  
(b)(6), (b)(7)(C)

On Mon, Aug 31, 2020 at 8:49 PM: (b)(6), (b)(7)(C) wrote:

Wickr Team,

As discussed attaching the logs we shared with you over Webex.

This issue is regarding the calling failures with 5.60 Android & iOS clients.

Windows Desktops are running v5.56.9 in Production

Beta Windows & Mac clients worked when running BETA 5.60.x versions.

In Production, if a user has a single 5.60 client (source or recipient), the call does not complete.

On Android, the device freezes and the call does not terminate until the application is Force Stopped (<- this is unusual and serious).

Zip includes Android, iOS and Orville logs

**Orville- 1.0.7**

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

Android – 5.60.6

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

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

**iOS – 5.62.6 (TestFlight)**

**Attached**

**(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.

(b)(6), (b)(7)(C) | Wickr Inc.  
Support Manager | Austin

Wickr Pro (b)(6), (b)(7)(C)

Message

**From:** (b)(6), (b)(7)(C)  
**Sent:** 4/4/2022 1:05:12 PM  
**To:**  
**CC:**  
  
**(b)(6), (b)(7)(C)**  
  
**Subject:** RE: Final copy of what was provided? RE: NBC NEWS: CBP and Wickr

Good morning (b)(6), (b)(7)(C). I can forward to you the email that I sent to the reporter.

V/r

(b)(6), (b)(7)(C)  
Media Division, Office of Public Affairs  
U.S. Customs and Border Protection  
**(b)(6), (b)(7)(C)**

**From:** (b)(6), (b)(7)(C)  
**Sent:** Sunday, April 3, 2022 1:31 PM  
**To:** (b)(6), (b)(7)(C)  
  
**(b)(6), (b)(7)(C)**  
  
**Cc:** (b)(6), (b)(7)(C)  
**Subject:** Final copy of what was provided? RE: NBC NEWS: CBP and Wickr

Hi all,  
CBP / AC OIT has received an inquiry from CIO (b)(6), (b)(7)(C) regarding what information CBP provided (b)(6), (b)(7)(C) and the actual report (b)(6), (b)(7)(C) filed which mentioned CIO (b)(6), (b)(7)(C) by name. Can I please get a copy of the final version of what CBP provided to the reporter?

**From:** (b)(6), (b)(7)(C)  
**Sent:** Monday, March 28, 2022 6:01 PM  
**To:** CBPMEDIARELATIONS  
**Subject:** NBC NEWS: CBP and Wickr  
**NBC News:** Border Patrol's use of Amazon's Wickr messaging app draws scrutiny  
(b)(6), (b)(7)(C)

In October, (b)(6), (b)(7)(C), the chief records officer of the National Archives and Records Administration, told officials at U.S. Customs and Border Protection he was worried about how the agency was using an app called Wickr. The Amazon-owned encrypted messaging platform is known for its ability to automatically delete messages.

(b)(6), (b)(7)(C), who is responsible for ensuring that government officials handle records correctly, wrote in a letter that he was “concerned about agencywide deployment of a messaging application that has this functionality without appropriate policies and procedures governing its use.”

(b)(6), (b)(7)(C) addressed his letter to (b)(6), (b)(7)(C) the chief information officer of the Department of Homeland Security. It was uploaded to the National Archives website, and its concerns had not been previously reported. The document offers a rare insight into Customs and Border Patrol's use of Wickr, and highlights the broader worries that some officials and watchdogs have about the growing use of messaging apps at all levels of the U.S. government.

Wickr was bought by Amazon's cloud-computing division last June and has contracts with a number of government agencies. Customs and Border Patrol (CBP), which has been criticized by human rights activists and immigration lawyers over what they say are its secretive practices, has spent more than \$1.6 million on Wickr since 2020, according to public procurement records.

But little is known about how the agency has deployed the app, which is popular among security-minded people ranging from journalists to criminals. Its auto-deletion feature has made the platform a cause of concern among government record keepers, as well as external watchdogs, who worry that Wickr and other similar apps are creating ways for customs officials to sidestep government transparency requirements.

“CBP, like ICE and other agencies DHS oversees, has an abysmal track record when it comes to complying with record-keeping laws,” said Nikhel Sus, senior counsel for Citizens for Responsibility and Ethics in Washington (CREW), a nonprofit watchdog group, in a statement. “This has had real consequences for accountability by impeding investigations and oversight of the agency's activities. The agency's use of Wickr, a messaging app with ‘auto-delete’ features, certainly raises red flags.”

CREW filed a lawsuit against CBP last month after it failed to respond to a Freedom of Information Act request the nonprofit filed seeking records about its implementation of Wickr. CREW is asking CBP to “fully and promptly process CREW's FOIA request and produce all non-exempt documents immediately.”

(b)(6), (b)(7)(C), a spokesperson for CBP, said the agency could not comment on pending litigation. “The distribution/use of Wickr is currently under review,” she said in an email. Since 2019, she said, the agency has only used the app in “several small-scale pilots.”

Melvin said that Customs and Border Patrol's contracts are for use of the Enterprise version of Wickr, which is designed for business communications, and allows for organizations to appoint administrators who can control messaging settings on the platform, including those regarding deletion. Theoretically, this feature could give CBP more control over how individual employees use Wickr, and prevent records from being scrapped, but the details of how the agency is using Wickr remain unclear, and Melvin declined to specify them.

Wickr also has another product called Wickr RAM, which is intended for the military — the company advertises it as being accredited by the U.S. Department of Defense. It's not clear how its features and capability differ from the Enterprise version of the app used by CBP.

Advertising materials for both of Wickr's professional products say they can be used in ways that allow for record-keeping compliance. But both also let users delete their messages, according to Wickr's website. In a Wickr RAM training presentation from 2021, the company even touted a feature it called the “Secure Shredder.”

“To reduce the risk of deleted Wickr data being recovered, the Secure Shredder runs whenever your Wickr app is running,” the training read. “The goal is to ‘sanitize’ or overwrite deleted Wickr data, on a best-effort basis.”



Amazon did not respond to two requests for comment about Wickr's various products and government contracts.

Other public officials, including Maryland Gov. Larry Hogan, have been criticized for using Wickr's self-destructing feature (Hogan defended its use as "common practice" and said it was the same as making a phone call). (b)(6), (b)(7)(C) also unsuccessfully sued the White House in 2017, claiming it was violating the Presidential Records Act after The Washington Post reported that staff members had been using another app called Confide, which similarly lets users automatically delete messages.

U.S. Court of Appeals Judge (b)(6), (b)(7)(C) wrote in his opinion that while "Richard Nixon could only have dreamed of the technology at issue in this case," the court "would have no jurisdiction to order the correction of any defects in the White House's day-to-day compliance" with records rules.

In his letter (b)(6), (b)(7)(C) gave Customs and Border Protection 30 days to respond with documentation about its policies, training guidelines and other resources the agency had established "to mitigate the records management risk associated with the improper use of Wickr" and similar apps.

(b)(6), (b)(7)(C) said Customs and Border Patrol provided an initial response to the letter in December, and had been providing quarterly updates to the agency on its progress. But CBP has still not divulged all the information requested of it. The case associated with the letter remains open, according to the National Archives website.

A spokesperson for the National Archives declined to comment.

Customs and Border Patrol has run into problems in the past with its record disclosures. In September, the Department of Homeland Security's Office of the Inspector General (OIG) released a report that found CBP had failed to consistently save WhatsApp messages between U.S. and Mexican officials. The report said that it wasn't clear whether the agency was allowed to use the app for official business in the first place.

The WhatsApp messages dated to 2018, when a group of migrants from Central America began traveling to the U.S. border in Tijuana, Mexico. Journalists and other U.S. citizens who accompanied the caravan said they had been subjected to intensive screenings and interviews, leading Democratic lawmakers to call for an investigation.

The OIG report found that CBP officials in a number of instances failed to keep WhatsApp messages about the caravan, likely in violation of the agency's record-keeping policies.

"Numerous CBP officials, across various offices, regularly used WhatsApp to communicate both with individuals and in various WhatsApp groups, some of which contained up to hundreds of U.S. and Mexican officials," the report said. "Yet, these officials did not consistently retain their. WhatsApp messages or copy or forward them to their official CBP accounts."

The Inspector General recommended that CBP either end its use of WhatsApp or ensure it was in compliance with record-keeping laws. CBP responded by saying that it was "currently piloting a managed messaging platform to replace WhatsApp."

In response to questions about what platform was being referred to in the report (b)(6), (b)(7)(C) the CBP spokesperson, said that the agency had been conducting pilots of Wickr for more than two years.

But so far, CBP hasn't shared the findings of those pilots with the Office of the Inspector General, according to (b)(6), (b)(7)(C) spokesperson for the OIG told NBC News that its recommendation was still open.

"We will close this recommendation when CBP provides documentation showing the results of its pilot to replace WhatsApp and to ensure that messages are retained in compliance with legal and policy requirements including records retention schedules," the report from the Office of the Inspector General said.

Thank you,

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

CBP Chief Records Officer

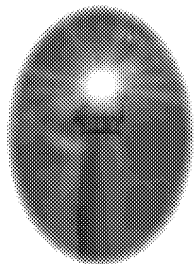
CBP Records and Information Management Program (RIM)

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: Thursday, March 31, 2022 3:29 PM

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

(b)(5)

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

(b)(5)

**(b)(5)**

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

**Sent:** Thursday, March 31, 2022 12:25 PM

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

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

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

**Subject:** Re: NBC NEWS: CBP and Wickr

**(b)(5)**

Thanks,

Sent via the Samsung Galaxy S8, an AT&T 5G Evolution capable smartphone  
Get [Outlook for Android](#)

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

**Sent:** Thursday, March 31, 2022 11:33:33 AM

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

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

**Subject:** RE: NBC NEWS: CBP and Wickr

**(b)(5)**

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

**Sent:** Thursday, March 31, 2022 11:32 AM

**To:** (b)(5)

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

**Subject:** RE: NBC NEWS: CBP and Wickr

(b)(5)

V/r

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

Media Division, Office of Public Affairs  
U.S. Customs and Border Protection

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

---

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

**Sent:** Thursday, March 31, 2022 10:53 AM

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

**Cc:** (b)(5)

**Subject:** RE: NBC NEWS: CBP and Wickr

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

We did not include the report itself in our response yesterday. I would defer to RIM/OCC on releasing our response to the reporter.

Our response to NARA indicates some actions we are taking to improve our retention compliance (employee communications/reminders, updating policy, reviewing/updating retention schedules as necessary, and investigating automation for retention) and we will be providing quarterly updates to NARA until we have sufficiently closed these actions.

If you plan to respond to the reporter, I would not detail the actions we are taking, and I would suggest an OCC review on any response.  
Hope this helps.

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

Executive Director  
Enterprise Infrastructure and Operations Directorate (EIOD)  
Office of Information and Technology (OIT)  
U.S. Customs and Border Protection  
Department of Homeland Security

(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: Thursday, March 31, 2022 10:21 AM  
To: (b)(6), (b)(7)(C)  
Subject: RE: NBC NEWS: CBP and Wickr

Good morning. I was wondering if you could assist with this follow up about the reports from the reporter:

The initial response referenced below from CBP did not include the report, correct? And the quarterly updates on your progress are updates on the progress of the report that was requested?

**8. Based on the OIG report and media reports, the National Archive opened an unauthorized disposition case ud-2022-0001 and notified CBP via an open letter in October 2021. The case is still open. Did CBP ever respond to the letter sent about this case in October 2021? Have they completed the report requested of them?**

CBP acknowledged the National Archives and Records Administration letter that was sent on October 26, 2021, and provided an initial response on 12/15 in response to the letter. CBP RIM received response from NARA on 2/18/2022 and will need to provide quarterly updates on our progress.

V/r

(b)(6), (b)(7)(C)  
Media Division, Office of Public Affairs  
U.S. Customs and Border Protection  
(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)  
Sent: Wednesday, March 30, 2022 12:25 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: NBC NEWS: CBP and Wickr

My suggested responses on the questions in red:

7. Recommendation 6 is still open, according to the OIG. The OIG says it will close the recommendation when CBP provides documentation showing it is in compliance. Has CBP provided that documentation?

CBP is currently working with WICKR and the vendor community to evaluate and test solutions to provide automated compliance with retention policies in effect. CBP has not provided OIG a response yet.

(defer to OCC, but we could also add this statement) In the meantime, CBP has advised those who continue to use these communications apps of the need to comply with retention policy and has provided those users with manual processes to use for maintaining records management compliance.

8. Based on the OIG report and media reports, the National Archive opened an unauthorized disposition case ud-2022-0001 and notified CBP via an open letter in October 2021. The case is still open. Did CBP ever respond to the letter sent about this case in October 2021? Have they completed the report requested of them?

CBP did acknowledge the NARA letter and provided an initial response. As indicated in the previous answer (#7 above), CBP is currently working with WICKR and the vendor community to evaluate and test automated solutions for complying with retention policy. (we could also add that additional sentence to show we did advise the users of the need to comply with record retention policy, and we have provided manual steps to maintain that compliance).

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

Executive Director

Enterprise Infrastructure and Operations Directorate (EIOD)

Office of Information and Technology (OIT)

U.S. Customs and Border Protection

Department of Homeland Security

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

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

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

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

Sent: Wednesday, March 30, 2022 11:56 AM

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Thank you all for your assistance.

V/r

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

Media Division, Office of Public Affairs  
U.S. Customs and Border Protection

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

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

Sent: Tuesday, March 29, 2022 7:42 PM

To: (b)(5)

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

V. (b)(6), (b)(7)(C)

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

Subject: RE: NBC NEWS: CBP and Wickr

Evening all,

Added a few comments to get things started. Defer to OIT and PDO on the two questions in red.

Thanks,

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

**1. How does CBP currently use Wickr, and what is the scope of its implementation within the agency?**

- The distribution / use of Wickr is currently under review. To date, Wickr has consisted of several small-scale pilots.

**2. How long has CBP used Wickr?**

- CBP first awarded a contract to Wickr in September of 2019

**3. Which Wickr products specifically does CBP use?**

- Wickr Enterprise

**4. CBP has engaged in contracts directly with Wickr and with Wickr via third parties such as Merlin International, Inc, totaling in over \$1.5 million in spending.**

**5. CBP is currently being sued by Citizens for Responsibility and Ethics over a FOIA request it made pertaining to the agency's contracts involving Wickr. Does CBP have a response to the claims in the suit or can you elaborate on why CBP believes it is in the right in this situation?**

- CBP is unable to comment on pending litigation

6. In September 2021, the OIG published a report titled “CBP Targeted Americans Associated with the 2018–2019 Migrant Caravan,” which indicated that CBP employees had at times violated record-keeping rules when they destroyed records using the app WhatsApp. The report recommended stopping the use of WhatsApp among employees for work or ensure that WhatsApp records are maintained. The report said CBP was testing a pilot of a managed messaging system. Is this system Wickr?

- CBP had conducted small scale pilots of Wickr since September 2019

7. Recommendation 6 is still open, according to the OIG. The OIG says it will close the recommendation when CBP provides documentation showing it is in compliance. Has CBP provided that documentation?

8. Based on the OIG report and media reports, the National Archive opened an unauthorized disposition case ud-2022-0001 and notified CBP via an open letter in October 2021. The case is still open. Did CBP ever respond to the letter sent about this case in October 2021? Have they completed the report requested of them?

9. Based on the lawsuit from CREW, the OIG report, and the National Archives case, would the CBP agree that its use of Wickr has become a mounting point of scrutiny? Can CBP comment on why it hasn't disclosed the nature of its contracts with Wickr?

- CBP is unable to comment on pending litigation

From: (b)(5)

Sent: Tuesday, March 29, 2022 3:28 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: NBC NEWS: CBP and Wickr

**(b)(5)**



(b)(5)

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

Sent: Tuesday, March 29, 2022 12:55 PM

To: (b)(5)

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

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

(b)(5)

Subject: RE: NBC NEWS: CBP and Wickr

The reporter asked for the info by tomorrow noon. I advised him that it may take longer. He provided the below in quotes for more context.

**Response from reporter:**

Please let me know if i can provide any additional info to help you. For context, Wickr has a personal product called Wickr Me and a product used by some other agencies called Wickr RAM. I would love to know if they are using RAM or some other version. Also? Here are links to the report I cited and the

letter <https://www.oig.dhs.gov/sites/default/files/assets/2021-09/OIG-21-62-Sep21.pdf>

<https://www.archives.gov/files/records-mgmt/resources/ud-2022-0001-dhs-cbp-open-letter.pdf>

V/r

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

Media Division, Office of Public Affairs  
U.S. Customs and Border Protection

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

From: (b)(5)

Sent: Tuesday, March 29, 2022 12:16 PM

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

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

(b)(5)

(b)(5)

Subject: RE: NBC NEWS: CBP and Wickr

(b)(5)

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

Sent: Tuesday, March 29, 2022 12:07 PM

To: (b)(5)

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

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

Subject: FW: NBC NEWS: CBP and Wickr

(b)(5)

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

Sent: Tuesday, March 29, 2022 11:43 AM

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Thank you, (b)(6), (b)(7)(C) but I am requesting responses/answers for the reporter's questions below:

1. How does CBP currently use Wickr, and what is the scope of its implementation within the agency?
2. How long has CBP used Wickr?
3. Which Wickr products specifically does CBP use?
4. CBP has engaged in contracts directly with Wickr and with Wickr via third parties such as Merlin International, Inc, totaling in over \$1.5 million in spending.
5. CBP is currently being sued by Citizens for Responsibility and Ethics over a FOIA request it made pertaining to the agency's contracts involving Wickr. Does CBP have a response to the claims in the suit or can you elaborate on why CBP believes it is in the right in this situation?
6. In September 2021, the OIG published a report titled "CBP Targeted Americans Associated with the 2018–2019 Migrant Caravan," which indicated that CBP employees had at times violated record-keeping rules when they destroyed records using the app WhatsApp. The report recommended stopping the use of WhatsApp among employees for work or ensure that WhatsApp records are maintained. The report said CBP was testing a pilot of a managed messaging system. Is this system Wickr?
7. Recommendation 6 is still open, according to the OIG. The OIG says it will close the recommendation when CBP provides documentation showing it is in compliance. Has CBP provided that documentation?
8. Based on the OIG report and media reports, the National Archive opened an unauthorized disposition case ud-2022-0001 and notified CBP via an open letter in October 2021. The case is still open. Did CBP ever respond to the letter sent about this case in October 2021? Have they completed the report requested of them?
9. Based on the lawsuit from CREW, the OIG report, and the National Archives case, would the CBP agree that its use of Wickr has become a mounting point of scrutiny? Can CBP comment on why it hasn't disclosed the nature of its contracts with Wickr?

V/r

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

Media Division, Office of Public Affairs  
U.S. Customs and Border Protection

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

---

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

**Sent:** Tuesday, March 29, 2022 11:36 AM

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

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

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

**Subject:** Re: NBC NEWS: CBP and Wickr

I think still valid. Very very small groups using right now. Still testing. Let me know if need more.

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

Office of Innovation (INVNT)  
US Customs and Border Protection

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

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

On Mar 29, 2022, at 11:12 AM, (b)(6), (b)(7)(C) wrote:

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

Can you take a quick look at the questions below? At a glance I think the answers remain the same.

Thanks,

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

---

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

**Sent:** Tuesday, March 29, 2022 11:03 AM

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

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

**Subject:** RE: NBC NEWS: CBP and Wickr

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

I've moved to a different part of CBP. (b)(6), (b)(7)(C) may be able to help

---

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

**Sent:** Tuesday, March 29, 2022 10:37 AM

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

**Subject:** FW: NBC NEWS: CBP and Wickr

Good morning (b)(6), (b)(7)(C) Last September, you assisted me with a media inquiry with questions about Wickr. We received another inquiry yesterday and I would really appreciate your assistance. The reporter's deadline is tomorrow noon. I am including your previous answers from September.

**Answers from September:**

Is that accurate? Are all components of CBP going to/are using Wickr?

- The distribution / use of Wickr is currently under review. To date, it has consisted of several small scale pilots.
- What benefit does Wickr provide the agency?
- A user friendly communication / collaboration platform that offers security, scalability, and auditability
- Which version of Wickr did CBP purchase?
- Wickr Enterprise
- Anything else you want to add
- N/A

V/r

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

Media Division, Office of Public Affairs  
U.S. Customs and Border Protection

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

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

**Sent:** Monday, March 28, 2022 6:01 PM

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

**Subject:** NBC NEWS: CBP and Wickr

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.

Hello,

My name is (b)(6), (b)(7)(C) I'm an editor at NBC News working on a story about the use of Wickr and other encrypted messaging services by CBP.

I wanted to reach out to ask a few questions ahead of publication, and run by what we've found so far so that CBP has a chance to respond.

**I am also happy to chat over the phone to discuss this article, clarifications you might have, or supplementary information.**

**My story deadline is Noon ET on Wednesday.**

**See below for questions and facts:**

- 1. How does CBP currently use Wickr, and what is the scope of its implementation within the agency?**
- 2. How long has CBP used Wickr?**
- 3. Which Wickr products specifically does CBP use?**
- 4. CBP has engaged in contracts directly with Wickr and with Wickr via third parties such as Merlin International, Inc, totaling in over \$1.5 million in spending.**
- 5. CBP is currently being sued by Citizens for Responsibility and Ethics over a FOIA request it made pertaining to the agency's contracts involving Wickr. Does CBP have a response to the claims in the suit or can you elaborate on why CBP believes it is in the right in this situation?**
- 6. In September 2021, the OIG published a report titled "CBP Targeted Americans Associated with the 2018–2019 Migrant Caravan," which indicated that CBP employees had at times violated record-keeping rules when they destroyed records using the app WhatsApp. The report recommended stopping the use of WhatsApp among employees for work or ensure that WhatsApp records are maintained. The report said CBP was testing a pilot of a managed messaging system. Is this system Wickr?**
- 7. Recommendation 6 is still open, according to the OIG. The OIG says it will close the recommendation when CBP provides documentation showing it is in compliance. Has CBP provided that documentation?**

8. Based on the OIG report and media reports, the National Archive opened an unauthorized disposition case ud-2022-0001 and notified CBP via an open letter in October 2021. The case is still open. Did CBP ever respond to the letter sent about this case in October 2021? Have they completed the report requested of them?

9. Based on the lawsuit from CREW, the OIG report, and the National Archives case, would the CBP agree that its use of Wickr has become a mounting point of scrutiny? Can CBP comment on why it hasn't disclosed the nature of its contracts with Wickr?

Thanks!

Best,

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

Message

**From:** (b)(6), (b)(7)(C)  
**Sent:** 3/30/2022 2:29:51 PM  
**To:** (b)(6), (b)(7)(C)  
**CC:** (b)(6), (b)(7)(C)  
**Subject:** RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

This is an engineering question.

Regards,

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

Information Systems Security Officer(ISSO)  
Certification & Accreditation (C&A) Branch  
DHS|CBP|ES|OIT|ENTSD|NOD

(b)(6), (b)(7)(C) (W)  
(b)(6), (b)(7)(C) (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:** (b)(6), (b)(7)(C)  
**Sent:** Wednesday, March 30, 2022 10:24 AM  
**To:** (b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C)  
**Subject:** RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

CBP ENTSD Mobility does not control Wickr Global PRO, this question needs to be directed to CBP INVT and the vendor.

Thanks,

(b)(6), (b)(7)(C), PMP, ITIL V3  
Project Manager





Customs and Border Protection / Department of Homeland Security

ENTERPRISE INFRASTRUCTURE OPERATION DIRECTORATE (EIOD)

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: Wednesday, March 30, 2022 10:05 AM

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

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

Subject: FW: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

Can you answer the following questions from STP?

Regards,

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

Information Systems Security Officer(ISSO)

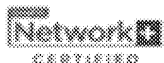
Certification & Accreditation (C&A) Branch

DHS|CBP|ES|OIT|ENTSD|NOD

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

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

Sent: Wednesday, March 30, 2022 10:03 AM

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

Subject: FW: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

Is it possible to address what (b)(6), (b)(7)(C) has said below in the ATT?

Please address it in the memo. I have attached it.

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

Sent: Wednesday, March 30, 2022 10:00 AM

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

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

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

Subject: RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

In the ATT write up, I don't see where it mention about how the Wickr Global would delete the message to ensure that the information doesn't get leak out? How will the traffic get out to the internet to communicate between the CBP Wickr and the Wickr Global? We want to know if there is any firewall to monitor and protect the traffic entering or leaving CBP.

Regards,

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

Security and Technology Policy (STP)  
Cyber Security Directorate (CSD)  
Office of Information and Technology (OIT)  
Enterprise Services (ES)  
United States Customs and Border Protection

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

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

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

Sent: Wednesday, March 30, 2022 9:43 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: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

I won't be able to reopen the task. I looked around and couldn't find a way to do it — (b)(6), (b)(7)(C) might know. Anyway, use these attached for final signature blocks. There wasn't much that I found.

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

Deputy OA Manager  
Security and Technology Policy  
Cyber Security Directorate  
Office of Information and Technology (OIT)  
Enterprise Services (ES)  
United States Customs and Border Protection  
(Mobile) (b)(6), (b)(7)(C)  
Email: (b)(6), (b)(7)(C)  
Sharepoint: [Ongoing Authorization Site](#)

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

Sent: Wednesday, March 30, 2022 9:15 AM

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

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

**Subject:** RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

Ok thanks. Just sent it over.

---

**From:** (b)(6), (b)(7)(C)  
**Sent:** Wednesday, March 30, 2022 9:07 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: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

Send it to me, I have some minutes available.

(b)(6), (b)(7)(C)  
Deputy OA Manager  
Security and Technology Policy  
Cyber Security Directorate  
Office of Information and Technology (OIT)  
Enterprise Services (ES)  
United States Customs and Border Protection  
(Mobile: (b)(6), (b)(7)(C))  
Email: (b)(6), (b)(7)(C)  
Sharepoint: [Ongoing Authorization Site](#)

---

**From:** (b)(6), (b)(7)(C)  
**Sent:** Wednesday, March 30, 2022 9:02 AM  
**To:** (b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)  
**Subject:** RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

(b)(6), (b)(7)(C) – Do one of you have time for a management review for this ATT?

---

**From:** (b)(6), (b)(7)(C)  
**Sent:** Wednesday, March 30, 2022 8:30 AM  
**To:** (b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)  
**Subject:** RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

Is this ATT ready to go? Has (b)(6), (b)(7)(C) review it for OA system yet?

We're trying to see about sending this ATT up out of cycle this week.

Regards,

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

Security and Technology Policy (STP)  
Cyber Security Directorate (CSD)  
Office of Information and Technology (OIT)  
Enterprise Services (ES)  
United States Customs and Border Protection

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

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

---

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

**Sent:** Monday, March 28, 2022 11:07 AM

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

**Subject:** RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

Working on finalizing it for management review.

---

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

**Sent:** Monday, March 28, 2022 11:06 AM

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

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

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

**Subject:** RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

How's this ATT coming?

Adding (b)(6), (b)(7)(C) since CSM is OA system.

Regards,

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

Security and Technology Policy (STP)  
Cyber Security Directorate (CSD)  
Office of Information and Technology (OIT)  
Enterprise Services (ES)  
United States Customs and Border Protection

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

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

---

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

**Sent:** Tuesday, March 22, 2022 1:23 PM

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

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

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

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

**Subject:** RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

Let us know when this can be scheduled for a pre-brief pending an out of cycle approval from the CISO.

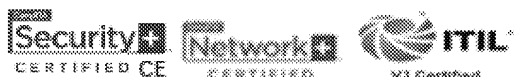
Regards,

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

Information Systems Security Officer(ISSO)  
Certification & Accreditation (C&A) Branch  
DHS|CBP|ES|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: (b)(6), (b)(7)(C)

Sent: Tuesday, March 22, 2022 1:09 PM

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

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

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

Subject: RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

I can see the new request and assigned it to (b)(6), (b)(7)(C)

I couldn't find the old request as it doesn't show up in our view.

Regards,

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

Security and Technology Policy (STP)  
Cyber Security Directorate (CSD)  
Office of Information and Technology (OIT)  
Enterprise Services (ES)  
United States Customs and Border Protection

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

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

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

Sent: Tuesday, March 22, 2022 12:25 PM

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

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

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

**Subject:** RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

I resubmitted a new request:

RITM0182725

REQ0191373

Regards,

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

Information Systems Security Officer(ISSO)  
Certification & Accreditation (C&A) Branch  
DHS|CBP|ES|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:** (b)(6), (b)(7)(C)

**Sent:** Tuesday, March 22, 2022 11:16 AM

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

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

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

**Subject:** RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

The REQ number you provided doesn't seem to correlate to any of the ones we received thus far but can't seem to locate yours. For SNOW, once you submit one it does have the RITM number.

Request Number	Tracking Number	SCA Reviewer	Status	Scope	Date
REQ0168889	2022-03-22-03-0130	FORN ADDITIONAL CHG	2022-03-22 Reviewing request - FORN ADDITIONAL CHG	Open	2022-03-22
REQ0168890	2022-03-22-03-0130	FORN ADDITIONAL CHG	2022-03-22 Reviewing request - FORN ADDITIONAL CHG	Open	2022-03-22
REQ0168891	2022-03-22-03-0130	FORN ADDITIONAL CHG	2022-03-22 Reviewing request - FORN ADDITIONAL CHG	Open	2022-03-22
REQ0168892	2022-03-22-03-0130	FORN ADDITIONAL CHG	2022-03-22 Reviewing request - FORN ADDITIONAL CHG	Open	2022-03-22
REQ0168893	2022-03-22-03-0130	FORN ADDITIONAL CHG	2022-03-22 Reviewing request - FORN ADDITIONAL CHG	Open	2022-03-22
REQ0168894	2022-03-22-03-0130	FORN ADDITIONAL CHG	2022-03-22 Reviewing request - FORN ADDITIONAL CHG	Open	2022-03-22
REQ0168895	2022-03-22-03-0130	FORN ADDITIONAL CHG	2022-03-22 Reviewing request - FORN ADDITIONAL CHG	Open	2022-03-22
REQ0168896	2022-03-22-03-0130	FORN ADDITIONAL CHG	2022-03-22 Reviewing request - FORN ADDITIONAL CHG	Open	2022-03-22
REQ0168897	2022-03-22-03-0130	FORN ADDITIONAL CHG	2022-03-22 Reviewing request - FORN ADDITIONAL CHG	Open	2022-03-22
REQ0168898	2022-03-22-03-0130	FORN ADDITIONAL CHG	2022-03-22 Reviewing request - FORN ADDITIONAL CHG	Open	2022-03-22
REQ0168899	2022-03-22-03-0130	FORN ADDITIONAL CHG	2022-03-22 Reviewing request - FORN ADDITIONAL CHG	Open	2022-03-22

(b)(6), (b)(7)(C)  
 Security and Technology Policy (STP)  
 Cyber Security Directorate (CSD)  
 Office of Information and Technology (OIT)  
 Enterprise Services (ES)  
 United States Customs and Border Protection  
 (b)(6), (b)(7)(C) (Office)  
 (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)  
 Sent: Tuesday, March 22, 2022 11:06 AM  
 To: (b)(6), (b)(7)(C)  
 Cc: (b)(6), (b)(7)(C)  
 Subject: RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

The Sar request number is REQ0168889

Regards,  
 (b)(6), (b)(7)(C)  
 Information Systems Security Officer (ISSO)  
 Certification & Accreditation (C&A) Branch  
 DHS|CBP|ES|OIT|ENTSD|NOD  
 (b)(6), (b)(7)(C) (W)  
 (b)(6), (b)(7)(C) (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:** (b)(6), (b)(7)(C)  
**Sent:** Tuesday, March 22, 2022 11:02 AM  
**To:** (b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C)  
**Subject:** RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

We got the message from (b)(6), (b)(7)(C) about the submission earlier but I don't we were able to find it in our SAW.

Regards,

(b)(6), (b)(7)(C)  
Security and Technology Policy (STP)  
Cyber Security Directorate (CSD)  
Office of Information and Technology (OIT)  
Enterprise Services (ES)  
United States Customs and Border Protection

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

---

**From:** (b)(6), (b)(7)(C)  
**Sent:** Tuesday, March 22, 2022 10:03 AM  
**To:** (b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C) >  
**Subject:** A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

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

We had been working a 14 day, very limited Pilot with a half dozen internal employees to validate WickR expansion from private to public WickR versions. Our ENTSD team was a little pre-mature with wanting to set this up a few weeks ago and XD (b)(6), (b)(7)(C) had to stop based on (b)(6), (b)(7)(C) wanting a further review. I reviewed today's pre-brief (I had my own XD's Director meeting during this time and only got on yours right at the end.

Do you know of the status on this effort?

Thanks in advance.



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

Director Security-INFOSEC  
Information Systems Security Manager (ISSM)

Department of Homeland Security (DHS)  
Bureau of Customs and Border Protection (CBP)  
Office of Information and Technology (OIT)  
Supporting Enterprise Networks & Technology Support Directorate (ENTSD) and Tactical Radio (LMR)

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

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

Don't Trust and continue to Verify (DTactV)

Message

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

**Sent:** 4/1/2022 11:46:07 AM

**To:**

**CC:**

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

**Subject:** RE: WICKR Secure Communications - Renewal

**Attachments:** 2012-8129 - SOW - Wickr Software Licenses.docx; 2012-8129 - BOM - Wickr Software Licenses.xlsx

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

Per message below from (b)(6), (b)(7)(C) can you please update the attached SOW and the BOM, so that we can move forward with this requirement? Thank so much.

Note: these 2 documents are the ones from last year as they serve as reference for this year's requirement.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/EIOD

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

---

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

**Sent:** Friday, April 1, 2022 7:30 AM

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

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

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

**Subject:** RE: WICKR Secure Communications - Renewal

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

Mornin'

Why are you asking me to put the required language in the SOW.

There has to be a measure of performance and that comes for the SMEs since they are the ones that the COR normally goes to for assurances that everything meets the standard, we are satisfied with the services being provided and they are meeting the contractual requirement.

This needs to be in all documents as it is missing in many.

Thank you,

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

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

Sent: Tuesday, March 22, 2022 9:57 AM

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

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

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

Subject: RE: WICKR Secure Communications - Renewal

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

See my responses in-line blue font. Thank you.

What is needed from us to restructure the # of licenses and when they are being purchased? – Just provide AQM with a BOM denoting the number of licenses needed, the POP begins 09/16/22.

What language could we put in the PWS to ensure that we receive a monthly report that outlines number of active licenses and number of hours of support utilized, and for what, during that reporting period? That information can be placed in the SOW under Specific Tasks – Section 4. Last year SOW is attached for reference and updates based on what is needed this year. The BOM is also attached as a point of reference so that you can build the new one.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/ENTSD

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

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

Sent: Tuesday, March 22, 2022 9:46 AM

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

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

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

Subject: RE: WICKR Secure Communications - Renewal

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

Mornin'

What is needed from us to restructure the # of licenses and when they are being purchased?

What language could we put in the PWS to ensure that we receive a monthly report that outlines number of active licenses and number of hours of support utilized, and for what, during that reporting period?

(b)(6), (b)(7)(C) please chime in to make sure we are going the right direction.....

Thank you,

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

---

**From:** (b)(6), (b)(7)(C)  
**Sent:** Tuesday, March 22, 2022 9:31 AM  
**To:** (b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C); AQM <(b)(6), (b)(7)(C)>  
**Subject:** RE: WICKR Secure Communications - Renewal

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

I've reached out to CBP INVNT on the possibility of reducing the number of WICKR licenses (currently 4000) to something like 1000 with an option to purchase bundles of 100 or 500 as needed. Awaiting their thoughts on that. CBP INVNT currently pays for when it goes live, the responsibility will move to OIT/ENTSD.

As far as the 300 support hours, we don't have a formal mechanism to track the hours used but can certainly do that. Our team meets with WICKR weekly for engineering and collaboration efforts and I can task them with tracking the hours (if that works) or I can track them myself.

Thanks,

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

(b)(6), (b)(7)(C) | DHS | CBP | ES | OIT | ENTSD (b)(6), (b)(7)(C)



---

**From:** (b)(6), (b)(7)(C) >  
**Sent:** Tuesday, March 22, 2022 9:00 AM  
**To:** (b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C); AQM (b)(6), (b)(7)(C)  
**Subject:** RE: WICKR Secure Communications - Renewal

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

Mornin'

Attempting to close the loop on this contract.

Based on the meeting last week we were going to revisit the number of licenses required, potentially accomplishing a smaller initial buy and have some sort of unfunded, pre-priced CLIN structure for future, follow-on licenses as needed.

We were also going to try and see what kind of mechanism we could put in place to account for/track the 300 hours to see if this is adequate or these could potentially be reduced in the future?

Please let us know what is needed from this end so that we can put some sort of performance measure in the contract.

Thank you,

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

---

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

**Sent:** Tuesday, March 15, 2022 6:43 AM

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

**Cc:** AQM <(b)(6), (b)(7)(C)>

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

**Subject:** RE: WICKR Secure Communications - Renewal

**Importance:** High

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

Any updates on the below. Thank you.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/ENTSD

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

---

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

**Sent:** Tuesday, March 8, 2022 10:16 AM

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

**Cc:** AQM <(b)(6), (b)(7)(C)>

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

**Subject:** RE: WICKR Secure Communications - Renewal

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

Just circling back with you on the requirements for WICKR. Would you please advise. Thanks so much.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/ENTSD

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

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

---

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

Sent: Thursday, March 3, 2022 8:19 AM

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

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

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

Subject: RE: WICKR Secure Communications - Renewal

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

Please see my answers below, in-line *blue* font.

We are paying close to \$1M and there are no deliverables or no measurement of contractor success written out in the SOW. How do we fix this? I believe this is a question that needs to be addressed by the SME. AQM can update the SOW once the deliverables and/or measurements of contractor success is provided.

A couple other questions: I believe that (b)(6), (b)(7)(C) Friday may be able to answer the questions below as AQM doesn't manage the contract.

1. Are all of the licenses in the SOW currently active?
2. The 300 hours of support, is this FFP/T&M and how do we track what the hours are being used for?
  - a. Is there any kind of approval required for them to use these hours for the support we are requesting?

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/ENTSD

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

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

---

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

Sent: Thursday, March 3, 2022 7:57 AM

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

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

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

Subject: RE: WICKR Secure Communications - Renewal

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

Mornin'

Getting to the three sets of documents sent on Tuesday.

We are paying close to \$1M and there are no deliverables or no measurement of contractor success written out in the SOW. How do we fix this?

A couple other questions:

1. Are all of the licenses in the SOW currently active?
2. The 300 hours of support, is this FFP/T&M and how do we track what the hours are being used for?
  - a. Is there any kind of approval required for them to use these hours for the support we are requesting?

Please let me know.

Thank you,

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

---

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

**Sent:** Tuesday, March 1, 2022 11:03 AM

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

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

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

**Subject:** WICKR Secure Communications - Renewal

**Importance:** High

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

AQM is starting to work on the renewal of the WICKR Secure Communications requirement, attached is last years' SOW and IGCE, can you please review and provide your concurrence? Also, if there are any changes, can you please provide those in red font so that they can be easily identified.

Can you please provide the below?

- (b)(6), (b)(7)(C) was the Technical POC – Since (b)(6), (b)(7)(C) is no longer with us, who will be the new Tech POC?
- Last Year (b)(6), (b)(7)(C) was the COR – Who would you like the COR to be?

Please let me know if you have any questions. Thank you.

P.S. (b)(6), (b)(7)(C) is being copied since this is an MCB requirement per the FY22 PR Tracker.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/ENTSD

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

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

---

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

**Sent:** Tuesday, July 20, 2021 1:11 PM

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

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

**Subject:** RE: Wickr Project

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

During today's PR Status Reviews meeting, thank you for confirming that the WICKR Project will be renewed in FY22, we have created PR # 2012-8129. Thanks again.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/ENTSD

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

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

"Believe you can and you're halfway there."-Theodore Roosevelt

---

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

Sent: Tuesday, July 20, 2021 11:23 AM

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

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

Subject: Wickr Project

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

As we are creating FY22 PRs, just wanted to check with you if we will be renewing the WICKR Project in FY22? And if so, should we use the projected amount of \$973,843.50 as indicated in the ES for FY21? Please let me know if you have any questions. Thank you.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/ENTSD

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

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

"Believe you can and you're halfway there."-Theodore Roosevelt



**Bill of Materials (BOM)****Period of Performance: 09/16/2022 - 09/15/2023****Technical POC:** (b)(6), (b)(7)(C)**Phone:** (b)(6), (b)(7)(C)

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

<b>Contract Line Item Number (CLIN)</b>	<b>Scope</b>	<b>Type</b>	<b>Quantity</b>
0001	Professional Service Hours above Level III support for system management. (300 hours)	Hours	300
0002	Wickr Enterprise Licenses	Each	4,000
0003	Wickr Enterprise Compliance Module	Each	4,000

Message

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

**Sent:** 4/20/2022 12:11:33 PM

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

**Subject:** RE: WICKR Secure Communications - Renewal

**Attachments:** 2012-8129 - BOM-v1 - Wickr Software Licenses.xlsx

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

Please review the attached BOM and provide your concurrence, if you don't have any changes, AQM will be sending it out for Market Research. Thank you.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/EIOD

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

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

---

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

**Sent:** Tuesday, April 19, 2022 10:01 AM

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

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

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

**Subject:** RE: WICKR Secure Communications - Renewal

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

If we can reduce the number of licenses to 1000 with the option of buying additional licenses in 100 or 500 increments, that would be ideal. CBP INVNT as plans to integrate WICKR with ATAK/chat so we will need the full 4000 at some point.

As far as tracking the 300 technical/engineering hours. Is this something that we can put on the vendor to track? Example, they track the hours and alert us when we are 25% left, then we can have an option to buy more hours (if needed)? If not, then ENTSD/MCB will track the hours.

Thanks,

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

(b)(6), (b)(7)(C) | DHS | CBP | ES | OIT | EIOD | (b)(6), (b)(7)(C)

Director - Mobility, Collaboration and Projects



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

Sent: Tuesday, April 19, 2022 8:20 AM

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

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

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

Subject: RE: WICKR Secure Communications - Renewal

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

Any updates?

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/EIOD

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

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

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

Sent: Tuesday, April 12, 2022 2:19 PM

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

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

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

Subject: RE: WICKR Secure Communications - Renewal

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

Just circling back on the BOM for the renewal of the WICKR requirement. Thank you.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/EIOD

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

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

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

Sent: Friday, April 1, 2022 8:08 AM

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

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

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

Subject: RE: WICKR Secure Communications - Renewal

Correct. Thank you.

Hi [redacted]

Please chime in if I'm missing anything else.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/EIOD

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

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

Sent: Friday, April 1, 2022 8:06 AM

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

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

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

Subject: RE: WICKR Secure Communications - Renewal

Bear with me because I'm not a contracts guy.

What you're looking for is validation of the number of licenses? And some language on how we are going to track the 300 Support Hours as well as track/report on our satisfaction of the support?

Thanks,

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

(b)(6), (b)(7)(C) | DHS | CBP | ES | OIT | EIOD (b)(6), (b)(7)(C)

Director - Mobility, Collaboration and Projects



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

Sent: Friday, April 1, 2022 7:46 AM

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

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

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

AQM

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

**Subject:** RE: WICKR Secure Communications - Renewal

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

Per message below from (b)(6), (b)(7)(C) can you please update the attached SOW and the BOM, so that we can move forward with this requirement? Thank so much.

Note: these 2 documents are the ones from last year as they serve as reference for this year's requirement.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/EIOD

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

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

---

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

**Sent:** Friday, April 1, 2022 7:30 AM

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

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

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

**Subject:** RE: WICKR Secure Communications - Renewal

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

Mornin'

Why are you asking me to put the required language in the SOW.

There has to be a measure of performance and that comes for the SMEs since they are the ones that the COR normally goes to for assurances that everything meets the standard, we are satisfied with the services being provided and they are meeting the contractual requirement.

This needs to be in all documents as it is missing in many.

Thank you,

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

---

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

**Sent:** Tuesday, March 22, 2022 9:57 AM

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

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

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

**Subject:** RE: WICKR Secure Communications - Renewal

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

See my responses in-line blue font. Thank you.

What is needed from us to restructure the # of licenses and when they are being purchased? – Just provide AQM with a BOM denoting the number of licenses needed, the POP begins 09/16/22.

What language could we put in the PWS to ensure that we receive a monthly report that outlines number of active licenses and number of hours of support utilized, and for what, during that reporting period? That information can be placed in the SOW under Specific Tasks – Section 4. Last year SOW is attached for reference and updates based on what is needed this year. The BOM is also attached as a point of reference so that you can build the new one.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/ENTSD

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

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

---

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

Sent: Tuesday, March 22, 2022 9:46 AM

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

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

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

Subject: RE: WICKR Secure Communications - Renewal

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

Mornin'

What is needed from us to restructure the # of licenses and when they are being purchased?

What language could we put in the PWS to ensure that we receive a monthly report that outlines number of active licenses and number of hours of support utilized, and for what, during that reporting period?

(b)(6), (b)(7)(C) please chime in to make sure we are going the right direction.....

Thank you,

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

---

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

Sent: Tuesday, March 22, 2022 9:31 AM

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

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

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

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

Subject: RE: WICKR Secure Communications - Renewal

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

I've reached out to CBP INVNT on the possibility of reducing the number of WICKR licenses (currently 4000) to something like 1000 with an option to purchase bundles of 100 or 500 as needed. Awaiting their thoughts on that. CBP INVNT currently pays for when it goes live, the responsibility will move to OIT/ENTSD.

As far as the 300 support hours, we don't have a formal mechanism to track the hours used but can certainly do that. Our team meets with WICKR weekly for engineering and collaboration efforts and I can task them with tracking the hours (if that works) or I can track them myself.

Thanks,

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

(b)(6), (b)(7)(C) | DHS | CBP | ES | OIT | ENTSD | (b)(6), (b)(7)(C)



---

**From:** (b)(6), (b)(7)(C)  
**Sent:** Tuesday, March 22, 2022 9:00 AM  
**To:** (b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C); AQM (b)(6), (b)(7)(C)  
**Subject:** RE: WICKR Secure Communications - Renewal

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

Mornin'

Attempting to close the loop on this contract.

Based on the meeting last week we were going to revisit the number of licenses required, potentially accomplishing a smaller initial buy and have some sort of unfunded, pre-priced CLIN structure for future, follow-on licenses as needed.

We were also going to try and see what kind of mechanism we could put in place to account for/track the 300 hours to see if this is adequate or these could potentially be reduced in the future?

Please let us know what is needed from this end so that we can put some sort of performance measure in the contract.

Thank you,

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

---

**From:** (b)(6), (b)(7)(C)  
**Sent:** Tuesday, March 15, 2022 6:43 AM  
**To:** (b)(6), (b)(7)(C)  
**Cc:** AQM <AQM@cbp.dhs.gov> (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)  
**Subject:** RE: WICKR Secure Communications - Renewal  
**Importance:** High

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

Any updates on the below. Thank you.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst  
DHS-Program Financial Management Level I  
DHS/CBP/OIT/ENTSD

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

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

---

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

**Sent:** Tuesday, March 8, 2022 10:16 AM

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

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

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

**Subject:** RE: WICKR Secure Communications - Renewal

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

Just circling back with you on the requirements for WICKR. Would you please advise. Thanks so much.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst  
DHS-Program Financial Management Level I  
DHS/CBP/OIT/ENTSD

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

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

---

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

**Sent:** Thursday, March 3, 2022 8:19 AM

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

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

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

**Subject:** RE: WICKR Secure Communications - Renewal

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

Please see my answers below, in-line *blue* font.

We are paying close to \$1M and there are no deliverables or no measurement of contractor success written out in the SOW. How do we fix this? I believe this is a question that needs to be addressed by the SME. AQM can update the SOW once the deliverables and/or measurements of contractor success is provided.



A couple other questions: I believe that (b)(6), (b)(7)(C) may be able to answer the questions below as AQM doesn't manage the contract.

1. Are all of the licenses in the SOW currently active?
2. The 300 hours of support, is this FFP/T&M and how do we track what the hours are being used for?
  - a. Is there any kind of approval required for them to use these hours for the support we are requesting?

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/ENTSD

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

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

---

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

**Sent:** Thursday, March 3, 2022 7:57 AM

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

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

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

**Subject:** RE: WICKR Secure Communications - Renewal

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

Mornin'

Getting to the three sets of documents sent on Tuesday.

We are paying close to \$1M and there are no deliverables or no measurement of contractor success written out in the SOW. How do we fix this?

A couple other questions:

1. Are all of the licenses in the SOW currently active?
2. The 300 hours of support, is this FFP/T&M and how do we track what the hours are being used for?
  - a. Is there any kind of approval required for them to use these hours for the support we are requesting?

Please let me know.

Thank you,

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

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Sent: Tuesday, March 1, 2022 11:03 AM

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

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

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

Subject: WICKR Secure Communications - Renewal

Importance: High

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Can you please provide the below?

- (b)(6), (b)(7)(C) was the Technical POC – Since (b)(6), (b)(7)(C) is no longer with us, who will be the new Tech POC?
- Last Year (b)(6), (b)(7)(C) was the COR – Who would you like the COR to be?

Please let me know if you have any questions. Thank you.

P.S. (b)(6), (b)(7)(C) is being copied since this is an MCB requirement per the FY22 PR Tracker.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/ENTSD

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

---

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

Sent: Tuesday, July 20, 2021 1:11 PM

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

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

Subject: RE: Wicr Project

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

During today's PR Status Reviews meeting, thank you for confirming that the WICKR Project will be renewed in FY22, we have created PR # 2012-8129. Thanks again.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/ENTSD

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

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

"Believe you can and you're halfway there."-Theodore Roosevelt

---

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

Sent: Tuesday, July 20, 2021 11:23 AM

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

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

Subject: Wickr Project

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

As we are creating FY22 PRs, just wanted to check with you if we will be renewing the WICKR Project in FY22? And if so, should we use the projected amount of \$973,843.50 as indicated in the ES for FY21? Please let me know if you have any questions. Thank you.

Thank you,

(b)(6), (b)(7)(C) - FFMCP

Management and Program Analyst

DHS-Program Financial Management Level I

DHS/CBP/OIT/ENTSD

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

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

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

"Believe you can and you're halfway there."-Theodore Roosevelt