

General > Post by: (b)(6), (b)(7)(C) Jul 1, 2021

7/1/21 11:45 AM

Hello everyone, You may get a new invite to join wickr. The configuration has changed and compliance change. Very simple to re-enroll, but if you have questions, please let me know.

[2/1 10:54 AM] (b)(6), (b)(7)(C) just spoke with (b)(6), (b)(7)(C) about the wickr foia

[2/1 10:54 AM] (b)(6), (b)(7)(C) there's an 80 chance she's just PDFing her entire wickr folder on outlook and sending it to me LOL

[2/4 9:21 AM] (b)(6), (b)(7)(C)

Good morning, Ok, have another question is there a way to send you a folder full of adobe, or do i just need to email you all of these. I think it is 8 or 9 that i found

[2/4 9:24 AM] (b)(6), (b)(7)(C)

since made it easy, here they are

[FW_ Wickr User Accounts Transition to Compliance Network.pdf]

(b)(7)(E)

[4/14 12:50 PM] (b)(6), (b)(7)(C)

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

(b)(7)(E) 12/2/21 11:02 AM

Secure messaging came up on this call too. Everybody and their brother still on What's App of course. Sounds like they finally limited the ability to download it on gov devices. Told the group we have 3000 licenses for Wickr, an ATOD system. There is a workgroup currently assessing the records retention, privacy, etc. of a few options. WhatsApp, Wickr, and Signal were specifically mentioned.

(b)(7)(E) 12/28/21 8:47 AM

"

Furthermore, WICKR uses open source code for their application, and rather than resolving it themselves they are awaiting the open source community to post a fix, against which they will test it against/with their application. Therefore, they have no ETA on when they will have a fix pending the open-source community."

(b)(7)(E) 12/28/21 8:54 AM

Well we both know that none of this (including user count) is good for Wickr

(b)(7)(E) 11/19/21 2:46 PM

unrelated, i guess you caught up with wickr and rebooted discussion about federation to wickr pro. going to get folks together to talk more but wanted to check with you if any landmines or relevant context

(b)(7)(E) 12/28/21 8:54 AM

Biggest hindrance for Wickr is that it's mostly pointless for CONUS users when they have access to teams. It's the OCONUS teams that need it

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

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

5-18-22

MS Teams Chat

Search

- All
- Messages
- People
- Files

Type
Teams and channels
From
Date
@mentions me
Has attachment
Hide apps & bots

Top results

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

11/8/21 12:59 PM

Go to message

NARA Letter Check-inMeeting chat

...Whatsapp and **Wickr** are SMS or MMS services, so not sure this specifically applies to them

technically I don't believe Whatsapp and Wi... by (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C) 11/8/21 12:59 PM

technically I don't believe Whatsapp and Wickr are SMS or MMS services, so not sure this specifically applies to them

- (b)(6), (b)(7)(C) in meeting chat

10/28/21 11:37 AM

Go to message

Discuss CBP RIM Action Plan to address NARA letter-part 2Meeting chat

...WhatsApp and **Wickr** have resulted in the unauthorize destruction of Federal records before the approved retention period.

The Federal Records Act requires all Federa... by (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C) 10/28/21 11:37 AM

The Federal Records Act requires all Federal Agencies retain records for a period of time authorized by the NARA-approved records retention schedules. Use of WhatsApp and Wickr have resulted in the unauthorize destruction of Federal records before the approved retention period.

- (b)(6), (b)(7)(C) in meeting chat

10/28/21 11:39 AM

Go to message

Discuss CBP RIM Action Plan to address NARA letter-part 2Meeting chat

...WhatsApp and **Wickr** do not retain messages consistent with NARA-approved retention schedules, their use violated this the Federal Records ACT and CBP ...

The Federal Records Act requires all federa... by (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C) 10/28/21 11:39 AM

The Federal Records Act requires all federal agencies retain records for periods of time authorized by NARA-Approved records retention schedules. Because WhatsApp and Wickr do not retain messages consistent with NARA-approved retention schedules, their use violated this the Federal Records ACT and CBP and DHS policy. This resulted in illegal and Unauthorized Destruction of important federal records.

- (b)(6), (b)(7)(C) in meeting chat

10/27/21 11:02 AM

Go to message

w/attachments - PRIORITY - discuss OIG report on use of WhatsApp and WickrMeeting chat

...overall WhatsApp//Wickr solution as an interim state (may include a grandfather clause for a while) and final transition state. This memo should be ...

FYSA and ACTION – Please send to all OIT XD... by (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C) 10/27/21 11:02 AM

FYSA and ACTION – Please send to all OIT XDs, CTO and Division Directors through your Taskings process

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

- You have lead action to respond from records management (b)(6), (b)(7)(C)
- Please work with XD (b)(6), (b)(7)(C) and Team, who are developing an overall WhatsApp//Wickr solution as an interim state (may include a grandfather clause for a while) and final transition state. This memo should be sent to the parties affected in CBP and should include RIM considerations. [ENTSD]
- The rest of the Apps for Records Management should be tracked with XDs (b)(6), (b)(7)(C) + XDs]
- It should also be briefed at OIT staff and ITGC as a news/action item underway. [CTO]

- (b)(6), (b)(7)(C) in meeting chat

10/28/21 11:31 AM

Go to message

Discuss CBP RIM Action Plan to address NARA letter-part 2Meeting chat

Wickr

All results

- (b)(6), (b)(7)(C) in meeting chat

11/17/21 1:56 PM

Go to message




Messaging Apps Policy Working Group *NEW TIME*Meeting chat

...texts from Wickr.

[no message was available]

One Drive:

Search Results in OneDrive - US Customs and Border Protection

	Wickr010121-0424221 (b)(6), (b)(7)(C) 5-20-2...	C:\Users\zbgott4\OneDrive - US Customs and Borde...	Size: 17.3 KB Author: (b)(6), (b)(7)(C)
	Audit-7737 (WickrWhatsApp)_status_5-16...	C:\Users\zbgott4\OneDrive - US Customs and Borde...	Size: 323 KB Author: (b)(6), (b)(7)(C)
	Audit-7737 (WickrWhatsApp)-22-5-16 sta...	C:\Users\zbgott4\OneDrive - US Customs and Borde...	Size: 296 KB Author: (b)(6), (b)(7)(C)

reports

[This document.]



Audit-7737%20(Wic
krWhatsApp)_status



Audit-7737%20(Wic
krWhatsApp)-22-5-1

Search Results

wickr

Search All Notebooks

Sort by Date Modified

Last Month

- ☐ 22-4-22 Msging WG 4/20/2022
Vic is testing the What's app and wickr

January 2022

- ☐ 22-1-12 Msg apps WG 1/12/2022
...due to the log4j vulnerability, we have temporarily turned down WICKR pending a fix from the vendor.
- ☐ NARA Letter Response - Unauth destr. 1/12/2022
KS - WhatsApp issue (she thinks now) vs Wickr Issue(she thinks longer term).
- ☐ 21-11-10 NARA Letter Team meeting 1/12/2022
Wickr issue - [redacted] understands clearly
- ☐ 21-11-10 NARA (b)(6), (b)(7)(C) Notes 1/12/2022
...sponsible for the technical solution will be reaching back to OIG to clarify the references to Wickr
- ☐ 21-11-10 - [redacted] Meeting-NARA Letter 1/12/2022
2 are still pursuing Wickr pilot (pros and cons) to include some capture of messages, involves manua...
- ☐ 21-11-2 - OIT After meeting 1/12/2022
...DW - outside folks get access to CBP? RL - yes, for using the CBP version of Wickr.
- ☐ 21-11-3 Notes-USBP-Interview NARA Letter 1/12/2022
What is USBP use of WhatsApp and Wickr in USBP?
- ☐ 21/11/2 - Msg Apps back ground 1/12/2022
...ranslation SIGNAL Teams Microsoft Teams is Wickr Enterprise is a Cloud-based team WhatsApp is a...
- ☐ 21/11/3 NARA Letter Tasks and Research 1/12/2022
Review Wickr and WhatsApp docs for records retention
- ☐ 21-12-15 Msging WG 1/12/2022
Talks to Wickr investigations and new version: Wickr Pro does not require license for up to 30 peopl...
- ☐ 21-11-2 Notes-OIT-NARA Letter-draft-ekc 1/12/2022
With respect to Wickr, NARA is concerned about the use of this messaging application as it has the ...
- ☐ 21-11-2 Notes-OFO-NARA Letter-OFO Interview 1/12/2022
MC - discussion of WhatsApp and Wickr

November 2021

- ☐ OIG Report/NARA Letter Agenda 11/2/2021
...agement risk associated with the improper use of Wickr, WhatsApp, or similar messaging applications.
- ☐ OIG Report and NARA Letter-Unauthorized Disposition 11/1/2021
...agement risk associated with the improper use of Wickr, WhatsApp, or similar messaging applications.

OIG Report/NARA Letter Agenda

Monday, November 1, 2021

2:59 PM

What is outline for report to NARA?

Sample Agenda:

Meeting purpose and desired outcome

1. provide input to address the NARA Letter to include unauthorized destruction
2. provide specific information related to the use of and retention practices for records created by WhatsApp and Wickr.
3. talk with the OFO POCs that participated in the OIG audit interviews and/or are working on remediation responses to the six recommendations that OIG cited in their report.

Introductions

Set stage: plan and schedule to respond to NARA letter, who is involved - what is needed high level.

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

General Questions:

- Have you read the OIG Report?
- Have you read the NARA Letter?
- Role in OIG Audit and OIG Audit Remediation activities
- Role in Records Management - are you working with your RAE or LRIM to address the records retention schedules for communications apps?
- Role in Recommendation 6
- Specific Questions (see below)
- Anyone else we should contact for information to complete response to NARA Letter
 - Recover any of the lost communications from WhatsApp?

Specific Questions:

Concerning the unauthorized destruction of records in the OIG Report (Scope - WhatsApp and Wickr during the period in question in the OIG Report during 2018 to 2019), can you provide any of the following?

1. a complete description of the records with volume and dates if known;
2. description of the office maintaining the records;
3. a statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records;
4. a statement of the safeguards established to prevent further loss of documentation;
5. details of the actions taken to salvage, retrieve, or reconstruct the records.
6. any records management corrective actions that CBP will be required to implement as a result of the OIG investigation
7. any documentation in the form of policies, training, approved records schedules or other resources CBP has established to mitigate the records management risk associated with the improper use of Wickr, WhatsApp, or similar messaging applications.
8. Any detains on the 4 officials in the report to support point 1 above?

- a. From page 28/31 - Unless the **four CBP officials'** WhatsApp accounts were their official CBP electronic account, they likely violated 44 U.S.C. § 2911, because they did not copy or forward all WhatsApp messages to their official CBP accounts.

Reference: List of Recommendations:

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

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

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

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

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

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

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

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

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

CBP Response to Recommendation 5: Concur. CBP's Privacy and Diversity Office, in coordination with various CBP components, will identify individuals and work units that regularly disclose PII to foreign partners, and will provide virtual training regarding all applicable policies and procedures by March 31, 2022. The Privacy and Diversity Office, in coordination with the Office of Training and Development, will also develop a new course focused on domestic and foreign information sharing in the DHS Performance and Learning Management System. CBP expects to complete these actions by December 30, 2022.

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

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

NARA Letter Response - Unauth destr.

Tuesday, November 16, 2021

9:50 AM

In accordance with 36 CFR Part 1230.14, CBP must respond to this letter with a report documenting the unauthorized disposition of the federal records that were identified in the OIG report. At a minimum, this report must include

<p>a complete description of the records with volume and dates if known;</p> <p>During the time period from October 2018 to February 2019 that was investigated in the OIG Report, an unknown number of WhatsApp messages were deleted or lost from the devices of several CBP Officials(OIG Report, page 29) supporting the Emergency Operations Center for Operation located in San Diego, CA.(OIG Report, page 2) Given the widespread use of WhatsApp during Operation Secure line, there is no way to estimate the volume of loss for CBP records during this time. (OIG Report, pages 2, 29)</p>	<p>Known from OIG Report:</p> <ul style="list-style-type: none"> • What - Messages with Mexico (various unknown including possible requests to deny entry to US Citizens and sending names and sensitive information; also found it (page 21) included information on foreign nationals) using WhatsApp (page 28) • How much - Unknown volumes (9 disclosures named on page 26 and in appendix C - only 1 was whatsapp) (caravan related-Page 28 - key description of the messages) • Scope - Page 29 - This is particularly troubling given the widespread use of WhatsApp during Operation Secure Line. 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. Yet, these officials did not consistently retain their WhatsApp messages or copy or forward them to their official CBP accounts • Timeframe- Oct 2018-Feb2019 • Where - EOC San Diego CA = Planning, Operations, Logistics, and Intelligence
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	<ul style="list-style-type: none"> Who - Pg 3- EOC also collaborated with Federal, state, local, and Mexican agencies. When exchanging information with Mexico <ul style="list-style-type: none"> the EOC worked with CBP's San Diego Foreign Operations Branch (FOB), which is responsible for liaising with local Mexican officials. Often, information sharing happened at a command post that Mexico and CBP established in November 2018 to share caravan related information. Mexican officials and CBP FOB officials staffed the command post around the clock, exchanged intelligence relating to migrant caravan movements and organizers, and coordinated U.S. and Mexican law enforcement and immigration operations. Dec 2018...asked Mexico...did not retain communication records (pg4) Location and offices - Page 34 CBP's Region IX Emergency Operations Center located in San Diego and the Foreign Operations Branch within the Border Patrol's San Diego Sector, CBP's National Targeting Center in the Washington, D.C. area. Who and what - Page 21 - at least 4 FOB officials, at least 8 occasions, messages and at least one PowerPoint to Mexican government immigration agency <ul style="list-style-type: none"> Appendix A - volumes of communications with CBP to conduct audit. Page 41 - footnotes re-emphasize the deletion of messages
<p>description of the office maintaining the records;</p> <p>Based on the information in the OIG Report, the discovery was centered at the CBP US Border Patrol Emergency Operations Center working with CBP's San Diego Foreign Operations Branch, which is responsible for liaising with local Mexican officials. (OIG Report, page 3)</p>	<p>From OIG Report</p> <ul style="list-style-type: none"> Unknown CBP Officials (4 referenced in document) Any CBP officer/agent using WhatsApp and on the EOC during this time frame. Page 21 - USBP San Diego Sector Border Patrol Chief received information from FOB official. Page 25 - another USBP reference to the officials. Page 26 - USBP and NTC QFO? NTC? Other? (page 24)
<p>a statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records;</p>	<p>From OIG Report</p> <ul style="list-style-type: none"> Page 21-23 - details on the messages and the behaviors of the officials.

<p>Though the exact circumstances are not known, the OIG Report states that CBP officials communicated with the Mexican government and that the text messages were most likely related to possible requests to deny entry to US Citizens that were being investigated as part of the 2018–2019 Migrant Caravan. (OIG Report, pages 21,22,23,28,29)</p>	<ul style="list-style-type: none"> • WhatsApp messages - possibly surrounding the investigation of Requests to Mexico to deny entry for selected individuals • Page 29 - This is particularly troubling given the widespread use of WhatsApp during Operation Secure Line. • 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. • Yet, these officials did not consistently retain their WhatsApp messages or copy or forward them to their official CBP accounts Many CBP officials told us they primarily used WhatsApp for non-substantive purposes such as scheduling, or that the information they received from Mexico was unsolicited and not relevant to their work. • However, from interviews and reviewing the contents of three CBP issued phones, we confirmed that CBP's use of WhatsApp was not confined to those purposes and that CBP officials also used WhatsApp to send and receive substantive messages that maybe subject to recordkeeping requirements.
<p>a statement of the safeguards established to prevent further loss of documentation; and</p> <p>CBP is currently working on multiple actions to establish safeguards to prevent the future loss of messages, including restricted access to the WhatsApp tool, training on the manual retentions of records, and investigation into tools to automatically capture messages from WhatsApp for records retention needs. See paragraph 6.</p>	<p>See (b)(6), (b)(7)(C) section</p> <p>New app for WhatsApp to capture all messages</p> <p>Training to WhatsApp users to manually save messages</p> <p>Control and Limit use of whatsapp</p>
<p>details of the actions taken to salvage, retrieve, or reconstruct the records.</p> <p>Due to the nature of WhatsApp functionality, there is no way to</p>	<p>None known to be available at this time.</p> <p>Due to the nature of WhatsApp functionality, there is no way to salvage, retrieve or reconstruct these records. The OIG Audit indicates that the 4 FOB Officials were not able to provide these messages during the course of the audit.</p>

salvage, retrieve or reconstruct these records. See paragraph 6.	
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- How do we get descriptions and volumes of records?
 - [redacted] - focus on WhatsApp allegations - only can expect the best description you can give us. Do not expect the exact messages and numbers.
 - ... "during this time period" .. By these roles... "relating to these issues" - "no way to estimate the volume of the loss"... used by x number of employees ...
 - [redacted] Then what are you going to do to prevent reoccurrence? How will the agency ensure capture of records from messaging apps. They will expect lots of detail here.
 - [redacted] The time frame for updates - monthly or quarterly.
 - [redacted] Actions taken to salvage, reconstruct?
 - [redacted] - as much as you can; the more you give the better. [redacted] will make a recommendation to senior leadership -
 - [redacted] WhatsApp issue (she thinks now) vs Wickr Issue (she thinks longer term).
 - [redacted] - Hopefully the action described in the report was implemented so further loss will not have to be documented. Document all these efforts as much as you can. What Leadership is communicating to the field how to document the mission. What is a record and what is not a record. (e.g., let's go to lunch). Ensure that until something more is in place, CBP has these interim instructions in place. Only certain individuals will be allowed the software.
-

22-4-22 Msging [redacted]

Wednesday, April 20, 2022

2:02 PM

The policy is in the pipeline to be signed

Vic is testing the What's app and wickr

Dawn gives status on NARA letter

Discussion on how Wickr and What's app will capture the msgs before they are deleted. Slightly different processes for each. Will most likely not need to offload msgs manually. They will be automatically offloaded to a CBP storage location (perhaps via email ?)

Memos sent before call?

Next step

Draft privacy impact assessment

Share comments from OFO

One item - exemption of policy

What are examples of OFO "extenuating circumstances"...?

Discuss at next call.

NTA - example for us, then might be if there are equipment failures that would push people to use personal devices. Or for agents in field who have emergencies and use the personal device because they do not have government devices. Hurricanes, isolated locations, etc.

OPR - FSD needs to determine the lay of the land and raise issues to ensure the apps are approved and staff have the tools they need when deployed so they are not pushed to doing things on the fly using personal devices.

How does CBP get ahead of these extenuating circumstances?

OCC - (b)(5)
(b)(5)

(b)(5)

Back to - management needs to work to deal with the need to have government devices. Not add a caveat and thereby gut the policy.

AOR - Area of Responsibility?

Example of two friends outside of work giving each other a heads-up to get ahead of a situation. Yikes.

No resolution. Conversation ended abruptly.

Call wraps up

Max and OCC to work together to get the document signed.

22-1-12 Msg apps (b)(6), (b)(7)(C)

Wednesday, January 12, 2022

1:30 PM

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

Sent: Wednesday, January 12, 2022 10:58 AM

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

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

Subject: RE: Messaging App Working Group Meeting

Hi all,

I may be late and/or on the phone for the beginning of today's mtg.

My responses in RED:

- (b)(6), (b)(7)(C) I take it the NARA response was adjudicated by DHS CIO and that has been sent over to NARA? If so, did we send the -final- to this IPT?

- I will send the final to the IPT – in the meantime I am waiting for NARA’s acknowledgement that they received and accepted our response. Hoping that comes shortly.
- (b)(6), (b)(7)(C) do we have a status on the Telemessage pilot yet?
- (b)(6), (b)(7)(C) I will report that due to the log4j vulnerability, we have temporarily turned down WICKR pending a fix from the vendor.
- (b)(6), (b)(7)(C) are we working on any “policy” docs still, and if so do you have a status?
 - I will work with (b)(6), (b)(7)(C) to get on the agenda for the next meeting to have a RIM team member walk through the draft. We need to get a preliminary review from some of our normal stakeholders outside of the IPT first.
- (b)(6), (b)(7)(C) we can report you are working on a message to come from the C1 on broader RIM responsibilities, and we intend to include a blurb that will focus on messaging apps in particular.
 - Sounds good. Who in ENTSD can I work with to get some of that initial language and work through the review / update cycle?

I don’t have anything else at this time.

Thanks,

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

28 participants on call

- (b)(6), (b)(7)(C) - status of policy draft,
- (b)(6), (b)(7)(C) - status of records retention policy /schedule - to be ready for next meeting to present
- (b)(6), (b)(7)(C) - discussion of approval process of WhatsApp
 - Finalized NARA response - DHS approved and sent forward to NARA - we are waiting for acknowledgement; will send final draft to this team once received
 - Repeat of (b)(6), (b)(7)(C) status
 - Working on the C1 message - no ETA yet
 - Pilot updates: Wickr is not choice - low use; log4j impacted Wickr - no fix yet; Wickr turned down
 - Tele message pilot - for WhatsApp/Signal - in implementation planning and preparing for testing
 - (b)(6), (b)(7)(C) - what does it do?
 - (b)(6), (b)(7)(C) puts wrapper around it; copies what is sent or received via WhatsApp and stored in an archive for searching
 - (b)(6), (b)(7)(C) - what does it work with?
 - (b)(6), (b)(7)(C) SMS or MMS type platforms can be covered
 - (b)(6), (b)(7)(C) will do W/W/S - yes to SMS but not Apple msg;
 - (b)(6), (b)(7)(C) can we turn off msg?
 - (b)(6), (b)(7)(C) - yes we can turn it down if we determine that is policy
 - (b)(6), (b)(7)(C) where will C1 message be sent? Can you send it to OCC
 - (b)(6), (b)(7)(C) - yes
 - (b)(6), (b)(7)(C) - Next step?
 - Records management items
 - Telemessage pilot
 - PDO drafted document
 - (b)(6), (b)(7)(C) - does wifi only impact functionality of tele-message?
 - OIT - Do not know - will add to test plan

- Meeting ends at 1:48 pm
-

21-11-10_NARA Letter Team meeting

Wednesday, November 10, 2021

2:32 PM

- [REDACTED] - Summarizes the [REDACTED] Meeting
 - Next week - present deck at the PDO meeting with additions from ENTSD
 - [REDACTED] Summarizes meeting with NARA
 - Very supportive ; will give us as much leeway as they can
 - They recognize the limited information that is available
 - [REDACTED] [REDACTED] is our case worker
 - Started with [REDACTED] then other media reports then other group
 - The reason they went high fast - to get the visibility to get the response done
 - Understanding of the lack of data available [see notes]
 - Focus is on safeguards to prevent further loss
 - Periodic updates until issue is closed
 - [REDACTED] - Back to [REDACTED] meeting
 - Wickr issue - [REDACTED] understands clearly
-

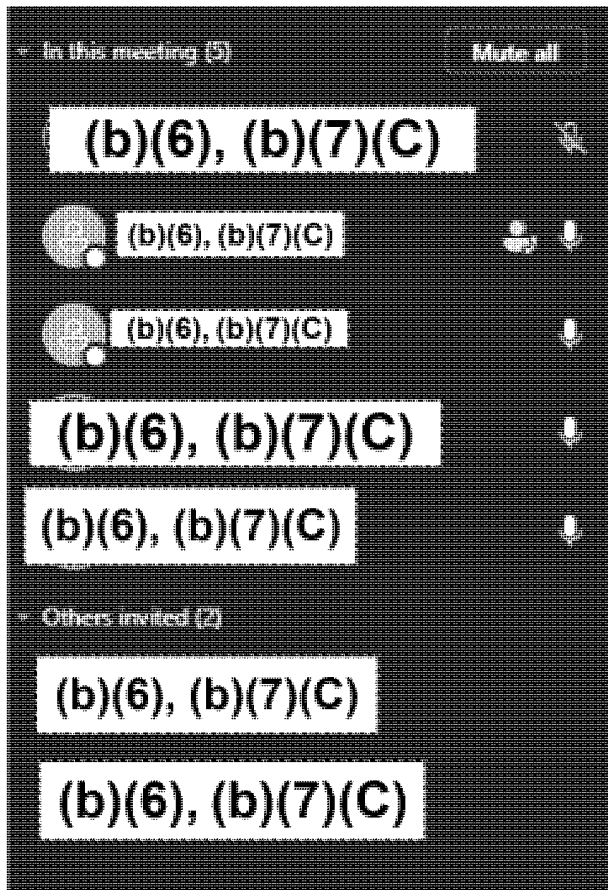
21-11-10_NARA [REDACTED] Notes

Wednesday, November 10, 2021

2:00 PM

[REDACTED]'s Topics:

1. The CBP team responsible for the technical solution will be reaching back to OIG to clarify the references to Wickr
2. CBP is actively working corrective action based on the OIG Report
3. CBP's response to NARA will not address the full OIG report – that is being handled, tracked, and reported via the CBP Audit Oversight Branch
4. This report must include (getting this information prior to the response due date may be difficult) it may be an item that is fully covered in periodic status reporting
 - a. a complete description of the records with volume and dates if known;
 - b. description of the office maintaining the records;
 - c. a statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records;
 - d. a statement of the safeguards established to prevent further loss of documentation;
 - e. and details of the actions taken to salvage, retrieve, or reconstruct the records.
5. Knowing that CBP will be required to provide NARA with periodic progress reports of the actions being taken; at what intervals?



Discussion:

- (b)(6), (b)(7)(C) started with Wickr which came from (b)(6), (b)(7)(C) contact; then Open Government sent the OIG Report; and other sources
- (b)(6), (b)(7)(C) what can I do to help?
 - (b)(6), (b)(7)(C) Do we owe periodic updates on our initial response? Our initial response will not have a permanent solution.
 - (b)(6), (b)(7)(C) do not expect that. Can send project plan or spreadsheet. Do expect periodic updates to the plan as it progresses.
- (b)(6), (b)(7)(C) - How do we get descriptions and volumes of records?
 - (b)(6), (b)(7)(C) focus on WhatsApp allegations - only can expect the best description you can give us. Do not expect the exact messages and numbers.
 - "text messages were most likely related to the following areas"... "during this time period" .. By these roles... "relating to these issues" "no way to estimate the volume of the loss"... used by x number of employees ...
 - (b)(6), (b)(7)(C) - Then what are you going to do to prevent reoccurrence? How will the agency ensure capture of records from messaging apps. They will expect lots of detail here.
 - (b)(6), (b)(7)(C) The time frame for updates - monthly or quarterly.
 - (b)(6), (b)(7)(C) Actions taken to salvage, reconstruct?
 - (b)(6), (b)(7)(C) as much as you can; the more you give the better. (b)(6), (b)(7)(C) will make a recommendation to senior leadership -
 - (b)(6), (b)(7)(C) WhatsApp issue (she thinks now) vs Wickr Issue (she thinks longer term).
- (b)(6), (b)(7)(C) - what is your new due date? 12/10/21.

- (b)(6), (b)(7)(C) keep me in the loop and I will communicate to leadership.
- (b)(6), (b)(7)(C) observation - WhatsApp use is not insignificant - engrained in how they do their work. Realistically not easy for officers to get their job done so there is possibility that more stuff will get lost before technical solution becomes viable. Best effort will not close gap soon enough to prevent more spillage.
- (b)(6), (b)(7)(C) understand; concern - *****any additional spillage we will need to document as a loss.*****
 - (b)(6), (b)(7)(C) no confidence that WhatsApp has been stopped. If stopped - the mission would suffer immensely...
 - what is being done will be to communicate to field to manually retain records in the interim.
- (b)(6), (b)(7)(C) concern - manual process needs to be implemented sooner; if not followed then will again need to communicate loss.
- (b)(6), (b)(7)(C) - WhatsApp was locked down immediately when recommendation was made
- (b)(6), (b)(7)(C) - Hopefully the action described in the report was implemented so further loss will not have to be documented. Document all these efforts as much as you can. What Leadership is communicating to the field how to document the mission. What is a record and what is not a record. (e.g., let's go to lunch). Ensure that until something more is in place, CBP has these interim instructions in place. Only certain individuals will be allowed the software.
- (b)(6), (b)(7)(C) please reach out at any time

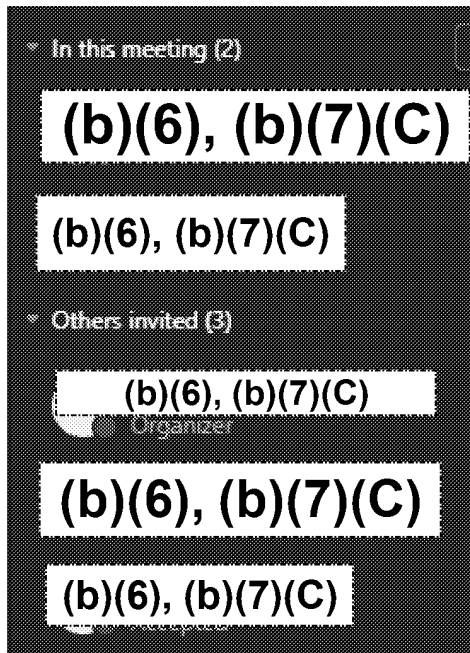
Meeting ends 2:30 pm

21-11-10 - (b)(6), (b)(7)(C) Meeting-NARA Letter

Wednesday, November 10, 2021

10:55 AM

<<XD NARA Letter 211110 0906.pptx>>



- [REDACTED] - opens meeting and reviews slide 2
- [REDACTED] - are we the only agency in this position? Who else uses secure messaging apps? Is CBP being singled out? What about ICE, USCIS, DoD, Dept of State, others? Are we again out in front on this issue?
 - [REDACTED] - Yes. It is true that we are at the front. We do not know if any other agencies have solved this problem.
- [REDACTED] Slide 3 review (emphasis on breaking the law) [REDACTED] concurs and understands
- [REDACTED] slide 4 review of recommendation 6 - emphasis on the retention schedules...
 - [REDACTED] not entirely accurate.... Need these three items in the response
 - 1 replace WhatsApp or make it compliant - capture the records and retain them.
 - 2 are still pursuing Wickr pilot (pros and cons) to include some capture of messages, involves manual intervention and licensing
 - 3 There is PDO established working group to address the messaging issue. References the requirement - need to deal with the external issue with the other partners also using secured messaging
 - [REDACTED] - agreed; highlights the final report line with the OIG Analysis. CBP RIM focus is on Rec 6 to address NARA Letter
 - [REDACTED] - Where is Wickr referenced in the OIG Report?
 - [REDACTED] - Take offline
 - [REDACTED] - why is NARA leaning to Wickr? Not part of OIG report.
 - Why does the OIG response indicate a pilot to replace WhatsApp when CBP did not indicate that in our response.
 - [REDACTED] we want to be able to provide NARA with assurances that actions are taking place to address points in the NARA letter
 - Will address
 - Slide 5
 - [REDACTED] - Point 1 concerns - no assurances are in place today.

- Our partners also use WhatsApp to communicate. How do we smoothly indicate that. Mission impact if we turn it off without replacement.
- (b)(6), (b)(7)(C) - point 2 - we do control and regulate it. But we have not removed it. We have not started capturing messages.
- (b)(6), (b)(7)(C) - CBP tip of spear again. Others still using it. Want to be careful in our response. We are doing this out of necessity.]
- (b)(6), (b)(7)(C) - thank you and re-emphasis on hearing his message.
- (b)(6), (b)(7)(C) - reference back to the PDO group about the policy going forward. They will decide. The agency is trying to determine the solution to this problem. Uncharted territory. New technologies. Policies not keeping pace.
- (b)(6), (b)(7)(C) - this response will go through significant thorough vetting within CBP.
- (b)(6), (b)(7)(C) - Wickr not mentioned in CBP response to OIG Report.
- (b)(6), (b)(7)(C) - Also did not find it.
- (b)(6), (b)(7)(C) - NARA pulled Wickr from somewhere else. Discussed the Wickr implementation in CBP.
- (b)(6), (b)(7)(C) - acknowledged. In interest of time.... We ensure our response will correct any misunderstandings about Wickr
- (b)(6), (b)(7)(C) - who can we talk to to get response to these?
- (b)(6), (b)(7)(C) - how are you going to tell the story? About us following others in using WhatsApp for the mission? CBP did not decide to do this in a vacuum. We acknowledge that records are difficult to capture and not being captured. However there are potentials to make them compliant. Summary - given new dynamic in coms, PDO and CBP is looking at new and updated policies concerning these apps. CBP taking corrective actions. Balance mission with records retention. Given them the context.
- (b)(6), (b)(7)(C) - NARA letter is public, CBP response will be public. There will be response.
- (b)(6), (b)(7)(C) - "secure messaging applications with partners" Tools our partners use.
- (b)(6), (b)(7)(C) - CBP is taking action to prevent going forward.
- (b)(6), (b)(7)(C) - CBP is now controlling apps.
- (b)(6), (b)(7)(C) - asking for POC to give words and to review response.
- (b)(6), (b)(7)(C) - yes - we will give words. Points above and the three points at start of meeting.
- CW - suggest floating response to PDO group. Has all the key players.
 - (b)(6), (b)(7)(C) - meeting next week - Wednesday. 11/17. 1:00 pm.
 - (b)(6), (b)(7)(C) - work on a quick slide with response points for the meeting in advance of the words response
 - (b)(6), (b)(7)(C) - summary - use this deck as presentation
 - (b)(6), (b)(7)(C) - yes - emphasis that now there is more pressure on the policy side now; CBP response includes the policy side
 - (b)(6), (b)(7)(C) - summary and addition to the records schedule development
 - (b)(6), (b)(7)(C) - hole - training on the manual saving of messages today.
 - (b)(6), (b)(7)(C) - CSD was going to push this?
 - (b)(6), (b)(7)(C) - yes
 - (b)(6), (b)(7)(C) - where are those steps?
 - (b)(6), (b)(7)(C) - yes I have the draft training j- I will send out. Need to be updated. Great bones.
 - (b)(6), (b)(7)(C) - I will push forward.
- (b)(6), (b)(7)(C) - slide 6 - details of the required response

- [REDACTED] - no way we can provide the answer to these questions. OIG probably could not either and they did the audit. No intentional act. Just the result of the behavior of the secure messaging appl. We are still using the app. We can send out the training to manually save the records. Nothing we can do to retrieve the messages.
 - [REDACTED] - we have also asked OFO to USBP to respond to.
 - [REDACTED] - Again need to show the PDO so the policy can be written to address so to prevent this. This is what results when we do not have correct policy.
 - PDO - policy, counsel, OFO, USBP, and others
 - [REDACTED] - this group grew into this bigger policy need
 - [REDACTED] - a group was in place prior to the OIG Audit. [REDACTED] - was not successful.
 - [REDACTED] - text msgs also a sloppy issue in today's world. Again - not just a cbp problem.
 - [REDACTED] - agreed. The tip of the iceberg.
 - [REDACTED] - "dung along the way"
 - [REDACTED] - slide 7 - recap and summary
 - [REDACTED] - get in front of the PDO
 - [REDACTED] - good slide - he summaries the CBP response again
 - Response due 11/21 with a few days extra [REDACTED] did not give the date)
 - Internally
 - DHS
 - NARA
 - [REDACTED] - will push the training out to address 1 point
 - [REDACTED] - should come from Commissioner, not just an OIT problem. (again to cover the three points above at start of meeting)
 - [REDACTED] - slide 9 - re-emphasizing the law behind this letter.
 - Thank you.
 - [REDACTED] - summary:
 - Work on response to NARA
 - Message to everybody about use of WhatsApp
 - Work on policy
 - Meeting ends at 11:57 am
-

21-11-2 - OIT After meeting

Friday, November 5, 2021

9:53 AM

11/2/21 - 4:35 pm after meeting

- What now?
- What to do about documentation? Not if in draft or pre-decisional. Do not provide.
- If we talk about something, we will then have to report progress on it.
 - Keep it simple
- No warm and fuzzy. Who is watching this.
- [REDACTED] - how do we respond to the safeguards question? Re-enforce the manual process. The technical solution is still undecided. How do we pick what to write back. Rec Sched is in flight. No policies or such.

- [REDACTED] people are still using their personal phones to do government business.
 - [REDACTED] - we do know what we do not know. How do we enforce compliance when people will continue to do what they do and talk on the phone.
 - CBP is not yet capturing messages from their phone use. Other than possibly Targeting Center, no one is saving off messages.
 - [REDACTED] need to re-enforce the archiving task. And not using personal phone.
 - Policy for use of apps comes from leadership. RIM only provides the schedule.
 - [REDACTED] all we can do is to get them to focus on their record retention requirements.
 - [REDACTED] outside folks get access to CBP? RL - yes, for using the CBP version of Wickr.
 - [REDACTED] AD groups - used to control the loading of WhatsApp on phone. Security check.
 - [REDACTED] - does this AD secure group count as safeguarding information. Also to train on Archiving. And finally the future capability on the new capabilities for automating message archiving.
 - [REDACTED] - what will be the format of our response back? Previous responses are on our channel. Do we need to address some of those other things? Review the letter point by point to determine how to address each.
 - [REDACTED] sees 2 sections: (1) on Unauth desc and (2) RL will work on WhatsApp response. Including the training and saving of records
 - [REDACTED] - how to prepare for OBP?
 - [REDACTED] seems OFO thought the actions were to OBP. Also would provide POCs
 - Ask - is there any guidance on how to use those apps? Can you provide it to us?
 - [REDACTED] what do we want to do about the deletions outside the OIG report?
 - [REDACTED] - we need to report what we see. Ensure we make people aware of the policies and consequences. We cannot monitor as a de-centralized function.
-

21-11-3_Notes-USBP-Interview_NARA Letter

Wednesday, November 3, 2021

8:57 AM

Attendees:

1. (b)(6), (b)(7)(C) - Head of USBP OCONUS and Foreign Operations Branch
2. (b)(6), (b)(7)(C) - USBP Audit Team
3. (b)(6), (b)(7)(C) - USBP Audit Team
4. (b)(6), (b)(7)(C) - CBP Chief Records Officer
5. (b)(6), (b)(7)(C) - CBP Records and Information Management Team
6. (b)(6), (b)(7)(C) - CBP Records and Information Management Team
7. (b)(6), (b)(7)(C) - CBP Records and Information Management Team

[REDACTED] - Introductions

- Provided summary of NARA Letter that was sent to participants
- Clarification to focus on only Records Management Program
- Coordination with OFO and OIT
- Draft due to review cycle 11/12/21

[REDACTED]

- what is USBP role in Audit and coordination to respond to audit (for background only - is not part of RIM action to NARA Letter).
- What is USBP use of WhatsApp and Wickr in USBP?
- (b)(6), (b)(7)(C) Tasked with R6 - and sat in on phone calls and meetings for entire response
 - Is responsible for the OCONUS and Foreign Operations Branch - use WhatsApp for operational need - used extensively outside US.
 - Communicated to OIG during audit - Is a necessity for USBP
 - Open to replacement if foreign partners are in agreement
 - Outside that - we will support RIM
- (b)(6), (b)(7)(C) - shows specific NARA Letter questions 1-7; How can we work with USBP to address these items?
 - (b)(6), (b)(7)(C) not aware of any USBP specific policies (will check) - only CBP wide policies
 - Training - will also look into training (foreign disclosure class is one example)
 - Currently standing by for OIT guidance on WhatsApp or other apps.
 - (b)(6), (b)(7)(C) - who in OIT do you comm with?
 - (b)(6), (b)(7)(C) not working with anyone - last comms was exit interview call.
 - (b)(6), (b)(7)(C) is lead for foreign operations - may not be part of comms
 - (b)(6), (b)(7)(C) - others on call?
 - (b)(6), (b)(7)(C) - yes - will look at status updates typically 90 day updates; will look for other updates - get to you?
 - Ask to RIM - please send request to the audit team via email - -
 - (b)(6), (b)(7)(C) - will also ask to Please include the foreign disclosure training
 - (b)(6), (b)(7)(C) please respond quickly -
 - (b)(6), (b)(7)(C) - emphasizing the visibility of the NARA letter and the need
- Open to others to ask questions:
 - (b)(6), (b)(7)(C) - won't be able to meet 11/12/21 deadline but will to work to it
 - (b)(6), (b)(7)(C) - don't wait - send as you get it.
 - (b)(6), (b)(7)(C) Will you have CBP wide call to plan steps or go over response?
 - (b)(6), (b)(7)(C) - not plan to have a meeting but to use email to coordinate.
 - Might use the ITGCE meeting forum to communicate
 - Will add a meeting to go over draft response
 - (b)(6), (b)(7)(C) please send request with due dates to audit team mailbox
 - (b)(6), (b)(7)(C) will send reply to the invitees on this call?
 - (b)(6), (b)(7)(C) yes it covers it.
 - (b)(6), (b)(7)(C) - conversations with OIT on requirements?
 - (b)(6), (b)(7)(C) no - only discussion with OIT - would be on foreign appl need. Communications need.
 - (b)(6), (b)(7)(C) there was a meeting (his personal notes) for R6 with OIT on requirements for comms app. He quickly summarizes his notes. 8/21/21.
 - (b)(6), (b)(7)(C) any OIT names or actions from that meeting?
 - (b)(6), (b)(7)(C) - yes please add to the email -
 - (b)(6), (b)(7)(C) Question - request for WhatsApp documentation and messaging
 - (b)(6), (b)(7)(C) - will check again for USBP but believes it is all CBP level.
- (b)(6), (b)(7)(C) - Summary of meeting
 - Any other stakeholders we should reach out to?
 - (b)(6), (b)(7)(C) do not think so (b)(6), (b)(7)(C) and (b)(6), (b)(7)(C) will reach out locally if identified and will share if needed.

- (b)(6), (b)(7)(C) - Is there any way RIM can be more pro-active when these events come up to help address records management topics?
- (b)(6), (b)(7)(C) - yes, please let us know if there are specific topics. USBP audit team works with CBP level. Typically audits come from OIG or GAO - USBP then will communicate to CBP to coordinate.
 - Will add the Records Management view when they evaluate each audit and reach out to CBP RIM as needed.
 - ODIO - a new audit organization coming
 - [provides summary of audit process]
- USBP audit Lead POC - (b)(6), (b)(7)(C)

After meeting

- Seems OIT is not engaging the business owners? Does ITGCE need to get engaged? Next meeting is 11/17/21?
- [redacted] - Write up actions to team ASAP
- Action - AJ/RC - create something on NARA letter to present to ITGCE

21/11/2 - Msg Apps back ground

Wednesday, November 3, 2021

7:39 AM

[illegible][illegible]

Wednesday, November 3, 2021
8:57 AM

1. (b)(6), (b)(7)(C) - Head of USBP OCONUS and Foreign Operations Branch
2. (b)(6), (b)(7)(C) USBP Audit Team
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 - Will add the Records Management view when they evaluate each audit and reach out to CBP RIM as needed.
 - ODIO - a new audit organization coming

- [provides summary of audit process]
- USBP audit Lead POC - (b)(6), (b)(7)(C)

After meeting

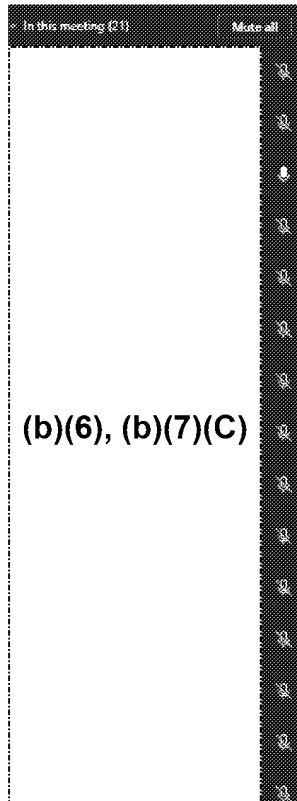
- Seems OIT is not engaging the business owners? Does ITGCE need to get engaged? Next meeting is 11/17/21?
- (b)(6), (b)(7)(C) Write up actions to team ASAP
- Action (b)(6), (b)(7)(C) create something on NARA letter to present to ITGCE

21-12-15 Msging (b)(6), (b)(7)(C)

Wednesday, December 15, 2021

1:27 PM

Attendees include:



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

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

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

Notes:

- (b)(6), (b)(7)(C) provided status on documents sent after last meeting; existing users did receive notice on how to preserve records; comments from group incorporated and document is with DHS CIO then to NARA. Official response will be provided to this group after sent to NARA.
 - (b)(6), (b)(7)(C) - pilot with vendor to capture messages; progress with Tele-message; more meetings to wrap up. Not fed ramped; more to come
 - (b)(6), (b)(7)(C) - need to work on approval process; no movement; Open Action Item. Currently being approved by OIT.
 - (b)(6), (b)(7)(C) OIG audit finding response; asked for extension to work on 3rd party product - end of January
 - (b)(6), (b)(7)(C) RIM working on updated retention schedule to be shared with this call in next 2 weeks
- (b)(6), (b)(7)(C) approval process question: is there parallel to social media approvals? Could we build it in?
 - (b)(6), (b)(7)(C) do not know. Will look into it.
 - (b)(6), (b)(7)(C) OGA/NTC - SILO program Lead - manual process - manual approval described then grant access; going to SalePoint from current email process

- Three levels - 1st line supervisor, Privacy, OGA/NTC
- [REDACTED] sounds like good process we can emulate
 - Talks to Wickr investigations and new version; Wickr Pro does not require license for up to 30 people.
 - Not many use Wickr; request to group for case studies about using Wickr
- [REDACTED] comment - challenge with approvals - ahead of policy; likes supervisor involvement
 - Next steps - can we draft a policy for review with group?
- [REDACTED] - request for updates on Use Cases
 - [REDACTED] - request to operators to share why they use WhatsApp
 - [REDACTED] can share from Innovation Team perspective; consult with non-CBP partners; traffic flows, intelligence; foreign counterparts; Fed, state and local folks at events;
 - [REDACTED] - talks to the secure nature of these apps; and the companies non-retention policies
 - [REDACTED] like the quick nature; no email; etc
 - [REDACTED] discusses why CBP uses WhatsApp because all the others do use it.
 - [REDACTED] can attach anything to a WhatsApps msg
 - [REDACTED] can we tell them not to?
 - [REDACTED] do not know how to enforce that
 - [discussion continues back and forth on topic]
 - [REDACTED] this is much broader than originally thought
 - (b)(6), (b)(7)(C) - discussion of approach to capturing msgs and keeping as records
 - [REDACTED] - discussion of how to implement PII rules from email to WhatsApp
 - [REDACTED] no linkages to other apps; only screen shots seem to be the way
 - [REDACTED] is end-to-end encrypted on a Whatsapp servers; Tele-message will only hold the info for a second before sending to CBP. But will be there for a second - so needs to be Fed-ramped
 - [REDACTED] - we do not know who is doing what today; have no way to know; policies only are as good as the ability to enforce.
 - [REDACTED] - attest to policy in a PALMs training completion
 - [REDACTED] yes could be done
 - [REDACTED] - maybe use cases do not matter - focus policy on "how to use the tool" rather than when and why to use it.
 - [REDACTED] agree
 - Only 33% of CBP has a government phone; willingness to pay
 - Discussion of records [REDACTED] speaks to retention policy - applying to personal devices as well. (in case of emergency only)
 - (b)(6), (b)(7)(C) - discussion of use of only government devices and discourage use of personal devices.
 - [REDACTED] 2000 using WhatsApp - a steady number after OAR event
 - (b)(6), (b)(7)(C) - Is there government instance of WhatsApp that can be loaded to a personal device?
 - [REDACTED] there is not one for WhatsApp; wickr would be that
- [REDACTED] - next steps: draft policy for January meeting; do we need a directive?
 - [REDACTED] - need to have it come from the top; support with training; and refreshing norms currently ; needs to come from higher than OIT
- [REDACTED] - will treat like other PDO directives

Meeting ends 2:30 pm

21-11-2_Notes-OIT-NARA Letter-draft-ekc

Tuesday, November 2, 2021

12:00 PM

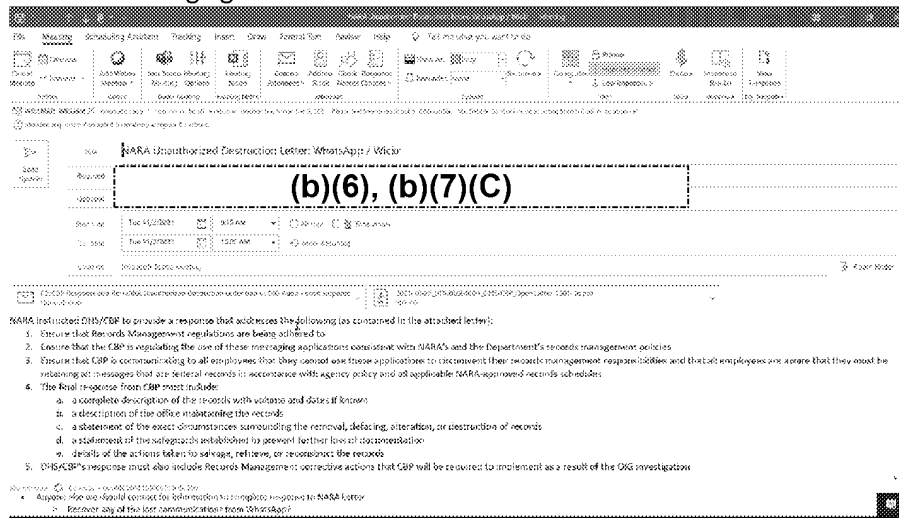
Unedited Notes from meeting with OIT concerning NARA Letter.

Attendees:

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

Opens meeting

- XD (b)(6), (b)(7)(C) will not be attending? Confirmed.
- Not auditors or inspectors, not OIG report recommendations
- Focus - NARA Letter only
- Talking with OFO, OBP, OCC, DHS RIM, DHS CIO, CBP CIO/AC (in addition to OIT)
- Response scheduled to be ready for review 11/12/21 for the review cycle
- 1st step - respond to NARA letter, then put together a CAP and periodically report on progress.
- Will be visible activity to leadership.
- Screen share of meeting agenda



- Review of the 6 actions from NARA letter
- (b)(6), (b)(7)(C) - What did you share? Has it been sent? This specific set of words.
 - (b)(6), (b)(7)(C) - yes, as part of the tasker. Is a pull from the letter.
 - (b)(6), (b)(7)(C) - the words are in the letter, but were reformatted to have numbers in the email shown by (b)(6), (b)(7)(C)
- (b)(6), (b)(7)(C) - wish to gather info from you on the part concerning WhatsApp/Wickr.

- Information we need in order to properly respond to NARA includes:
 - i. 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
 1. [REDACTED] - re-enforce that manual archiving must be done; Targeting Center also doing a training and SOP to save off to one drive. The SOC [I think] has end of November date. Will send Targeting Center document. SOC may not have bought into do this. Might be better as a training class.
 2. [REDACTED] - [sharing suggestions] Do we want to review this comms from RIM POV?
 3. [REDACTED] - yes. Need to see if SOC is doing this. Need to address the RIM requirements in the Targeting Center training.
 4. [REDACTED] - Was his suggestion. Not accepted by SOC yet.
 5. [REDACTED] - Need to follow up with the SOC POC for this audit.
 6. [REDACTED] - this training and change in procedure is not being tracked or monitored within CBP. No validation that it is being done. No records management.
 7. [REDACTED] - who is the owner of the appl? Is part of the TRM?
 8. [REDACTED] - TRM lists it as restricted for Android and prohibited for IOS. [This is a mistake in TRM.]
 - a. Should both be the same thing. If wanted, managed though Act Dir security group. Android last 2 months, IOS since weekend.
 9. SOC has not yet taken this task/process over from AD Security Group but will soon. SOC receives ticket to approve appl. And soon will start to add to AD Security Group. The Operation Afghan ... needs the appl.
 10. [REDACTED] - Airwatch is controlling. It can take over an app. And manage it. Control versions. Happening with WhatsApp.
 - a. SOC owns WhatsApp now that it is locked down. This new process has not been fully tested by SOC.
 - b. 2010 people have WhatsApp from downloading prior to change in control.
 - c. No documentation on this process yet. The training is the initial information available.
 - d. Jack will send to distro now.
 11. [REDACTED] - what is guidance to how long to keep records, etc.
 - a. [REDACTED] - No guidance on records management at all. The training from Targeting Center is closest:

b.



12. What done 2 years ago but died before release.
13. No way to confirm amount and frequency of doing this records management procedure. It is all there is until a compliance piece is implemented and this is done automatically. Only in use at the targeting center, initiated by an individual at the targeting center
14. [REDACTED] who else to contact? [REDACTED] at SOC; someone at Targeting Center
 - a. [REDACTED] Meeting number 2 tomorrow 1:30 pm - working group for messaging applications. 1st meeting 10/27/21 - run by [REDACTED] (b)(6), (b)(7)(C) Privacy Division. AC, XDs, Innovation Office.
 - i. This group will be putting the answer together to address the issue of messaging apps in CBP.
 - ii. The long term solution for WhatsApp.
 1. [REDACTED] - is CBP going to research technologies to capture WhatsApp?
 2. [REDACTED] - yes - munity otherwise.
 - iii. Updates on the Wickr Enterprise deployment
 1. [REDACTED] - [not a good idea - better to use the money to address capturing WhatsApp messages and usage]
 2. [REDACTED] - 4000 licenses. Only 30 people are using Wickr. Not as popular as WhatsApp. CBP has on-prem version. \$210 per license. And all your friends need to have CBP version too. A year. No validation for external people. Also, need to address the federalization of this implementation.
 3. [REDACTED] also need to look into Signal. A new app now on TRM as permitted. Used by AC, EAC, C1, and 258 other people. Same functionality as WhatsApp.
 - a. Same issue as what was found for WhatsApp.
 - b. [REDACTED] - SolarWinds - comms on this event was done only in Signal.
 - i. AMO asked to have it pushed to all AMO...
 - c. Telemessage and SMARSH can capture Signal app messages.
 - d. Telemessage can also do WeChat and standard txt message (but not imsg or Wickr). E3 has a compliance module right now. Can put the messages into O365 today. Significantly cheaper.
 - e. Everyone must agree to transfer the message to CBP. Will be sitting on non CBP non-fedRamp servers for a moment before the transfer.
 4. [REDACTED] - who is in charge of addressing this issue?

- a. [REDACTED] - the working group that will meet tomorrow. [just cancelled during discussion].
- b. Shared a chart of Draft data on the messaging apps. Work in progress, not available for distribution
- i. Can turn off apple imsg if something else is implemented
- ii. Shared a second chart - Not ready for Distribution: Discussion of costs
- c. [REDACTED] - discusses the available functionality (or not) and the cost impacts
- i. *Did he say... DHS uses WhatsApp?*
5. [REDACTED] who are the decision makers in the working group?
- a. [REDACTED] - will be a very long discussion (months); meeting purpose:
- iii.
- Following CBP's acquisition of secure messaging services through the award of a contract with Wickr, the Privacy Division will be leading an EIR & Privacy Impact Assessment (PIA) and a Secure Messaging Platform Policy. I will provide an outline of the EIR and PIA process to the working group members who are prepared to provide their thoughts about potential privacy impacts that may be necessary around the use of Wickr.
- The Privacy Division is requesting all representatives of all operational and support offices involved in the use of Wickr or other secure messaging group members be prepared to provide their thoughts about potential privacy impacts that may be necessary around the use of Wickr.
- Following the meeting, I will send out meeting minutes with their acts as well as a invite for the next meeting. Please forward this invite to all members related to this group, please let me know.
- Regards,
- [REDACTED]
6. [REDACTED] - lots to consider.
7. [REDACTED] - more details on the available messaging apps; discussion on that the NARA and O365 E3 compliance pieces were not addressed in original award.
- iv. Any documentation, policies, and training material that exists for WhatsApp, Wickr, or other communication apps under your control.
1. [REDACTED] - covered in above discussions. We plan to address only what was asked.
2. [REDACTED] - will send docs for Wickr - instructions and templates, etc. [they makes it sound better than it is] Action - mark it with pre-decisional.
- a. No documentation on WhatsApp.
3. [REDACTED] - if you can send any other available stuff.
- v. [REDACTED] - what is driver for all this?
1. [REDACTED] - OIG audit - Wickr stood up in last 2 years. CBP instance is blocked to outside. No technical support for it in the current contract. No way to manage the licenses outside CBP.
- vi. [REDACTED] - the acquisition - how did this happen?
1. [REDACTED] - name is on contract. Office of Innovation (paid for) had OIT (retired AC [REDACTED]) go stand up Wickr. AS time permitted over 2 years, with compliance piece. And start to federate the users. But can't do with State and Local. All the setup of uses done manually. Right now Airwatch is doing this stuff. Will need a team dedicated to this (5-7 people) plus TSD - no automation. Will be giving access to CBP network... Wickr was renewed in September.
2. [REDACTED] - FOIA request reference. [lol - used by drug dealers and CBP]
3. Wickr is 100% secure. Not like others.
- a. Will be compliant when procurement of the message capturing app is finalized.

4. Only WhatsApp is used outside US. How does CBP deal with that using Wickr?
 5. Wickr is a solution no one will use.
 6. SMARSH or Telemesssage are the more useful solutions.
 7. (b)(6),(b)(7)(C) ... ??? Who is this - reports to ???
- vii. (b)(6),(b)(7)(C) - Recommendation 6 words refer to "immediate action to end the use of WhatsApp"
1. (b)(6),(b)(7)(C) - this was done. Met with various liaisons. Mutiny on phone. It is an absolute requirements. Led to let's look at what ways to make it compliant. NARA compliant even. Back to interim solution - manually archive messages. Would it have happened? No. Would it be in telemesssage? Yes.
- viii. (b)(6),(b)(7)(C) - OIG comms? How and when did that happen?
1. (b)(6),(b)(7)(C) - Update coming tomorrow. Is a word doc. AI 7737 - the corrective action plan? In Judy's tool.
 2. (b)(6),(b)(7)(C) - will send an update to the doc Reviewed the milestones with us.

3.

U. S. Customs & Border Protection		Office of Information & Technology	
		Corrective Action Plan (CAP)	
Audit Report			
OIG 21-		CBP Targeted Americans Associated with the 2018-2019 Migrant Caravan	
CAITS CAP No.	Current Status	Last Office	Related Audit No.
0022	On Track	ENTSD	AI-7737
Related Audit Name: Allegations that CBP Targeted Journalists, Advocates, and Other Associated with the Migrant Caravan			
Condition/Finding/Vulnerability			
OIG recommends that the Senior Official Performing the Duties of the Commissioner of CBP take immediate action to end the use of WhatsApp for operational purposes or to ensure that WhatsApp messages are retained in compliance with legal and policy requirements including records retention schedules.			
Auditor Recommendation			
Recommendation 8: OIG recommends that the Senior Official Performing the Duties of the Commissioner of CBP take immediate action to end the use of WhatsApp for operational purposes or to ensure that WhatsApp messages are retained in compliance with legal and policy requirements including records retention schedules.			

4. The working group thing and the NARA letter will probably change the due dates for the CAP milestones.
 5. Action - revisit CAITS to find the presentation that (b)(6),(b)(7)(C) showed us.
- ix. (b)(6),(b)(7)(C) - anything else?
1. Please forward the information mentioned during conversation
 2. (b)(6),(b)(7)(C) - looks like we have what we need to craft a response
 3. (b)(6),(b)(7)(C) - agree. Will re-validate with you and others.

4.

with the 2018-2019 Migrant Caravan," that the Customs and Border Protection (CBP) has been [REDACTED] Accordingly, I wanted to reach out to ensure that records management regulations are being adhered to and to ensure that the CBP is regulating the use of these messaging applications consistent with DHS's and the Department's records management policies. [REDACTED]

With respect to WhatsApp, the OIG report notes that their ability to determine whether proper processes and procedures were followed was hampered by a failure to retain communication records, including records in WhatsApp (page 4). Further, the OIG report states that there are "instances of CBP officers not documenting information they obtained during caravan-related inspections" (page 12); that CBP officials did not retain communication records (page 17); and that "the CBP officials' failure to retain WhatsApp messages likely violated DHS and CBP records retention policies because the messages were information that CBP created or received in carrying out its mission and contained substantive information that was necessary to adequately and properly document the activities and functions of the CBP officials" (page 28).

Additionally, the OIG report found that during this operation, it is not even clear if CBP policies permit the use of WhatsApp.

With respect to Wickr, NARA is concerned about the use of this messaging application as it has the capability to auto-delete messages after a specified period of time has passed. In light of the information in the OIG report, NARA is concerned about agency-wide deployment of a messaging application that has this functionality without appropriate policies and procedures governing its use.

DHS employees using these applications without complying with established recordkeeping

5. [REDACTED] - Noted the following from letter:

- a. With respect to Wickr, NARA is concerned about the use of this messaging application as it has the capability to auto-delete messages after a specified period of time has passed. In light of the information in the OIG report, NARA is concerned about agency-wide deployment of a messaging application that has this functionality without appropriate policies and procedures governing its use.
- b. This still is in compliance. Even though the information disappears, the message is captured.

- Notes are not complete - [REDACTED] left before end of meeting.

21-11-2_Notes-OFO-NARA Letter-OFO Interview

Tuesday, November 2, 2021

9:01 AM

Unedited notes captured during meeting with OFO PPAE and Director for Travel Entry Program. Posted to Teams on 11-3-21.

Attendees:

1. (b)(6), (b)(7)(C) - OFO PPAE
2. (b)(6), (b)(7)(C)
3. (b)(6), (b)(7)(C)
4. (b)(6), (b)(7)(C) - Director for OFO PPAE
5. (b)(6), (b)(7)(C) -
6. (b)(6), (b)(7)(C) - Director for Traveler Entry program
7. (b)(6), (b)(7)(C)
8. (b)(6), (b)(7)(C)
9. (b)(6), (b)(7)(C)
10. (b)(6), (b)(7)(C)

Questions and responses

- [REDACTED] - Introduction and scope (not auditors). We are records management.
 - NARA Letter introduction
 - Not responding to OIG Audit, responding to the NARA Letter
 - Will include OCC and OPR to ensure response is accurate
 - After letter, there will be a corrective action plan for the NARA Letter
- Pause... any questions?
- [REDACTED] - OIG Report Recommendations assignments
 - [REDACTED] - Director for Traveler Entry program - responsible for Recommendations 1 and 2
 - R3 - Office International Affairs
 - R4 and R5 - Privacy and Diversity Office
 - R6 - OIT
 - They are doing 90 day updates (summary of the flow)
 - MID puts the full response together for CBP as a whole
 - [REDACTED] asks for this to be part of response back)
- [REDACTED] - discussion of WhatsApp and Wickr
 - Opens call with summary of the interactions OFO has with travelers: Believes the references in the OIG report might be referring to the encounters that happen in Secondary, where interviews can last a long time and the officer might just be entering a summary of the entire encounter in secondary into TECS. During the secondary encounter: The reporting for that interview might be less than the time allotted. A paragraph to summarize the secondary.
 - *Referrals* are recorded in TECS
 - As an example: Talks to translation apps and saving that information - working with??? OIT? To address that need.
 - WhatsApp is not currently a CBP app; no contract for information in data base?[Reference to a possible company databased, not in CBP control?]
 - OIT is currently working on something... maybe able to save info in future
 - Currently BPAs [Border Patrol Agents?] are not to share info for Lookouts , but to use to communicate to other law enforcement agencies because they are not on same platforms [Note: still records]
 - To be able to share information - [this information was learned by [REDACTED] from participating in a call with border patrol]
 - We cannot save records from Whatapp. (also mentioned google translate, babble_ no saving of records in these apps)
 - OPR sent info out a couple of years ago about reminding officers to not use apps for government work... also to not use personal phones
 - If WhatsApp still in use; not able to save records or retrieve from the company
 - If Wickr - private version and a CBP pilot version (in use at San Francisco International Airport) - the CBP pilot should allow retrieval of information. Not sure if CBP is going forward with Wickr; then should have ability to retrieve... only if officer is using the govt Wickr, not personal Wickr.
- [REDACTED] - Communicates the scope for CBP RIM: shows the agenda in meeting invite; summarizes points in invite
 - Q1 and Q2 summary
 - Q3 - Aligns point 3 to statement from MC concerning - do not use apps for official business; OIT also addressing a policy for this

- Q4 summary and elaboration of each point (reference to the timing and the aging of the recommendations versus today's processes)
 - Q5 and Q6 summary
- Pause
- [REDACTED] - concern/clarification - OIG audit understanding - WhatsApp is for border patrol agents. Does not know who in OBP was interviewed. Cannot answer for OBP.
- R1 and 2 came to OFO because they are Program Office for TECS.
- [REDACTED] - yes - will also talk to OBP and other offices; will ask all participants the same questions
- Open for questions from OFO and CBP
 - OFO - EM - send any additional questions to OFO AUDITS < [REDACTED] (b)(6), (b)(7)(C) >
 - For OBP - reach out to OBP staff
- [REDACTED] - should we interview OFO and OBP together? Due date is Mid November from DHS CIO; vetting must occur through CBP and DHs (2 weeks review period) Nov12 to be ready to put through the review cycles
 - How quickly can OFO respond for those 6 points things you have answer to and suggestions for other POCs?
 - [REDACTED] - can look at quickly and have Field operations tactical division look at - they comms to the field; memos and such; Director [REDACTED] (b)(6), (b)(7)(C) office?
 - [REDACTED] - will look at it Operations directorate and passenger directorate. Muster to the field from Operations directorate.
- [REDACTED] - what is your understanding of any policies on use of Whatapp for field? Follow-on - are people following it?
 - [REDACTED] most people understand why they should not use personal phone or use unknown platforms for govt information; but there is the push/pull (translate as example) ... the immediate need in the field versus the policy requirements. Sometimes the officer needs the tool - if the policy is given they also try to provide the tools to give the capabilities they need in field. Happy with OIT providing the capabilities the field needs.
 - Most people are following the policy and understand the implications of using personal phones and then being used in court cases.
 - [REDACTED] - could you provide any documentation or messages concerning above that we can share with NARA? (also the dated OPR message that was sent out years ago
 - [REDACTED] took the action. [REDACTED] will support [REDACTED] to meet this action. [REDACTED] has contacts he will reach out to.
- [REDACTED] - Google Translate reference. Reminder - if we are using these other communications apps, they also fall under the records mandate. Must save everything until we have an approved schedule. A schedule is in the works for Google Translate.

Meeting Summary

- Confirm - send through OFO AUDITS < [REDACTED] (b)(6), (b)(7)(C) >
- Request for response in next 2 days if possible.
- Please send questions to the distro for this call and use the CBP RIM mailbox
-

OIG Report and NARA Letter-Unauthorized Disposition

Thursday, October 28, 2021

7:35 AM

NARA Letter Excerpt

In accordance with 36 CFR Part 1230.14, CBP must respond to this letter with a report documenting the unauthorized disposition of the federal records that were identified in the OIG report.

At a minimum, this report must include

- a complete description of the records with volume and dates if known;
- description of the office maintaining the records;
- a statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records;
- A statement of the safeguards established to prevent further loss of documentation;
- and details of the actions taken to salvage, retrieve, or reconstruct the records. This report must also
- include any records management corrective actions that CBP will be required to implement as a result of the OIG investigation.
- Additionally, please include in your report any documentation in the form of policies, training, approved records schedules or other resources CBP has established to mitigate the records management risk associated with the improper use of Wickr, WhatsApp, or similar messaging applications.

OIG Report - Contacts:

From page 28/31 - Unless the **four CBP officials'** WhatsApp accounts were their official CBP electronic account, they likely violated 44 U.S.C. § 2911, because they did not copy or forward all WhatsApp messages to their official CBP accounts.

Unauthorized Disposition References

Government Regulation

eCFR :: 36 CFR Part 1230 -- Unlawful or Accidental Removal, Defacing, Alteration, or Destruction of Records

Also referred to ask Title 36 Chapter XII Subchapter B

NARA

- unauthorized disposition cases from October 1, 2016 to present

DHS

RIM Policies and Regulations (dhs.gov) no reference to Unauthorized Destruction

Records and Information Management (dhs.gov) (reference to the CFR)

DHS Mandatory: Records Management for Everyone



Transcript of training:

- 223

Electronic Records Management Updates for Chat, Text, and Instant Messaging (dhs.gov) - 2/23/2018 - Policy Memorandum; references an instruction that is no longer available. Instruction (found) references the 36 CFR Chapter 12 subpart B but does not use terms "unauthorized destruction"

CBP

HB2100-05B RIM Handbook_aC1.pdf (sharepoint.com) June 3, 2019

- Page 21 - OMB Circular A-130 Part E
- Page 28 - 18 U.S.C. 2071(b)
 - 36 C.F.R. §1222.24
- Page 38 - electronic records
- Page 40 - ESI can be erased or altered. This increases the risk of unauthorized destruction of federal records. Since electronic records are official federal records, they may not be destroyed without proper authorization from NARA in an approved RCS.
- Page 62 - email
- Page 90 - Appendix 5 - Reporting Unauthorized Disposal of Federal Records
- Page 93 - Storage Practices

CBP Records and Information Management Program - Unauthorized Disposals - All Documents (sharepoint.com) - file of documents on previous CBP unauthorized disposals

RIM Process Review List - CBP Reporting Unauthorized Disposal of Records SOP (sharepoint.com) metadata on SOP

CBP Reporting Unauthorized Disposal of Records SOP 200924 FINAL.docx (sharepoint.com) SOP ****
Unauthorized Records Disposition Research.xlsx (sharepoint.com) looks like list of news article references - not same as official NARA list - and all agencies in fed govt -

LRIM-SelfService-FINAL_Training_200831.pptx (sharepoint.com) (page 76)

https://cbpgov.sharepoint.com/sites/OIT/RIM/Records%20Management%20Team%20Area/Policy%20and%20Processes/Email_Retention/m-14-16.pdf#search=unauthorized M-14-16 2014 memorandum on emails

CBP-RIM-Leadership-Brochure_Training_200630.pdf (sharepoint.com)
Senior_Official_RIM_Training.pptx (sharepoint.com) (December 2019)

CBP Records Control Handbook (sharepoint.com) (2016 - pre-decisional version)
Initial Submission Draft US CBP RIG Handbook Sept 2016 160930 2153 LRC.docx (sharepoint.com)
US Custom Handbook_2001_rev2016 ABJ Fixed.docx (sharepoint.com) US Customs

Message

From: (b)(6), (b)(7)(C)
Sent: 4/21/2022 12:43:11 PM
To: CBPRECORDSMANAGEMENT; (b)(6), (b)(7)(C)
Subject: FW: CBP Records & Information Management (RIM) – Week of 4/11/2022

From: (b)(6), (b)(7)(C)
Sent: Thursday, April 21, 2022 7:09 AM
To: OIT WMB; (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: CBP Records & Information Management (RIM) – Week of 4/11/2022

Sorry for the delay.

CBP Records & Information Management (RIM) – Week of 4/11/2022

RIM Initiative Progress

NARA Unauthorized Disposition Letter Responsive to OIG Audit 21-62

(b)(6), (b)(7)(C) CBP Chief Records Officer and (b)(6), (b)(7)(C) DHS CIO and DHS Senior Agency Official for Records Management, received a letter from (b)(6), (b)(7)(C) Chief Records Officer of the U.S. Government regarding CBP's planned deployment of Wickr and use of WhatsApp and possible unauthorized destruction of records as referenced in OIT Audit "CBP Targeted Americans with the 2018-2019 Migrant Caravan."

CBP RIM submitted an unauthorized disposition report and corrective actions to DHS, who submitted the report to NARA 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.

Capstone Email Management Archive 360 Implementation:

The CBP RIM Team and the Capstone IPT are working together to implement records management in Archive 360 for all CBP emails. The retention for CBP email is based on the role of the sender/receiver within the agency instead of the subject of the email. Capstone Officials (CBP has 60 Capstone Officials) email will be considered permanent. All other CBP employee and contractor email is temporary.

- Met with members of the IPT to discuss new dataset that needed to be imported into A360 and how that might affect timeline for Capstone implementation. We will implement the Capstone users in two phases – one with tenure dates ending before 11/2018 and the second for all tenure ending after that date. The second phase will happen after the new dataset is migrated and indexed in A360 which will most likely be in Q4 FY22.
- Continued implementation discussions with the eDiscovery team. Completed Phase 1 officials whose tenure ended through 2008. Current plan is to have Phase 1 searches completed by 5/11/22.
- Sent new tasker for update of the Capstone Historical list due 4/22. Corresponded with offices as needed.

Messaging Applications Policy and Schedule

- Messaging Schedule 234 form was approved by Privacy, OCC, Business Owner and the LRIM and has been submitted for NARA review.

- Received comments from OCC on the latest draft of the AC communication memo, will be doing an internal review next week.

USCIS/CBP RIM Coordination

CBP RIM is responsible for managing the USCIS SLA and associated services that USCIS provides to CBP concerning immigration file (A-file) processes. This requires coordination between USCIS, CBP A-file user community, and CBP RIM to ensure the effective management USCIS SLA and supporting initiatives such as:

USCIS SLA / Invoice Review and Support:

- CBP RIM continues to identify the correct CBP points of contact in the mission offices to assist when questions are raised by USCIS
- CBP RIM is reviewing the current USCIS SLA to determine which services are currently being performed versus what items are not currently performed

Review of USCIS Records Policy Manual (RPM):

- CBP RIM continues to participate in the USCIS RPM refresh working group to keep informed on the services provided by the USCIS SLA. CBP RIM is also working to identify CBP subject matter experts to assist in reviews of the manual.
- CBP RIM is working with USCIS to communicate the new 100 Million Series A-Numbers policy update to the CBP A-file user community.
- CBP RIM is coordinating with CBP POCs to provide requested USEC and UIP training materials to USCIS Training Team for internal USCIS training needs.

Southwest Border (SWB) Support Records Management Discussion:

- CBP mission representatives continue to participate in the USCIS review to identify the Digitized A-file list of forms for the SWB Pilot.
- CBP RIM continues to research the CBP forms that will require CBP records schedules.

Digital Immigration Processing/Digital A-file Services MVP project:

- CBP RIM continues to attend weekly status updates

Information Quality Act- CBP Compliance- Chief Records Officer:

Implementing CBP Information Quality Act compliance has been informally delegated to the Chief Records Officer.

- Completed initial draft of CBP's Information Quality Directive based on DHS Information Quality Directive (DHS 139-02) and Instruction (139-02-001). CRO review of draft completed September 20th.
- Completed IQ Working Group Charter discussion draft
- Next IQ actions include:
 - Draft Directive review with DHS IQ Official
 - Convene IQ IPT to review and comment on proposed IQ Directive
- IQ Working Group Charter discussion draft completed and reviewed by CRO
- CRO will brief Director, Strategic Vision and Planning, CISM and seek guidance on next steps to establish a CBP Information Quality Program appropriately aligned with CBP OIT Data Strategy Initiative.

Electronic Records Management (ERM)

Electronic Records Management Program:

- Program Plan
 - The goals of the ERM Program Plan are:
 - Address the gaps found in the 2018 NARA Inspection Report
 - Fully integrate RIM into the design, development, and implementation of new systems
 - Bring existing systems to full compliance with the Federal Records Act
 - Support adequate management of electronic messages
 - Provide recommendations to prepare CBP for implementation of a records management application
 - Program Plan was approved on 4/6/21
- Product Activities

- Submitted Electronic Information System (EIS) Minimum RIM Requirements to external stakeholders from JICMS, HRBE, and BECN for review and feedback. When finalized, these requirements will be the foundation for a RIM Certification and EIS RIM Survey
 - RIM Certification and Survey will close NARA Inspection Report Recommendations 4.1 and 4.2
 - **NARA Inspection Recommendation 4.1:** *The CBP must update and implement its policies and procedures for IT management and systems development to include records management in the design, development, and implementation of EIS. (36 CFR 1220.34(e), 36 CFR 1236.6(b), 36 CFR 1236.10 and OMB Circular A-130)*
 - **NARA Inspection Recommendation 4.2:** *The CBP OIT must maintain and make available to CBP RIG staff up-to-date documentation about EIS that specifies all technical characteristics necessary for reading and processing records contained in systems, defines the contents of the files and records, indicates restrictions on access and use, describes update cycles or conditions and rules for adding, changing, or deleting information in the system, and contains authorized disposition authorities. (36 CFR 1220.34(e) and 36 CFR 1236.26(b))*
 - Started new draft version of the RIM Certification procedures
- Completed review of survey questions and guidance with CRO. Sent questions for external review to contact in the CIO office for feedback.
- Continued work on communication messaging for the survey including the start of a slide deck for executive awareness
- Continued internal review of the Digitization guide.
- Initiated development of Product 5 – Electronic Records Storage RIM Technical Guidance. Continued research on current CBP guidance and other agency approaches.
- Systems Inventory
 - Planning Review and update of inventory to scheduling initiatives to finalize data.
 - **NARA Inspection Recommendation 9:** *The CBP RIG program must conduct regular inventories of existing electronic and non-electronic records to identify scheduled, unscheduled, and vital records. (36 C.F.R. 1223.14, 36 C.F.R. 1224.10 and 36 C.F.R. 1225.12)*
 - System inventory tracking tool is being updated with basic scheduling information in the system scheduling section of the tracker
 - 3 courtesy emails from (b)(6), (b)(7)(C) regarding system changes
 - Updating the system inventory SOP and maintenance instructions

Records Retention Analyses

CBP RIM continues to systematically review Privacy Threshold Analyses to provide records retention guidance, while working to develop or ensure coverage with existing National Archives and Records Administration (NARA) approved records retention schedules for all CBP's records, especially CBP's IT systems.

<u>Date</u>	<u>Description</u>	<u>CBP Offices Involved</u>	<u>Systems / Areas Included</u>
<u>4/15/2022</u>	Scanning Hardcopy Files to PDF – CBP RIM met with OCC to address questions (b)(5) <div style="border: 1px dashed black; padding: 20px; text-align: center; font-size: 48px; font-weight: bold;">(b)(5)</div>	Office of Chief Counsel	N/A

Training

Training Program Plan:

- Approved by Chief Records Officer 09/2021

RAE Training:

- Training Product Plan being revised based on new training content and program direction
- Training Materials (Intro Deck & Intermediate Deck) under development
- Developing additional resource content including a wiki and community resource page using MS Teams

LRIM Training:

- Continuing review/revision of LRIM Training deck through review with Records Management Working Group
- Reviewed content ensuring all previous edits and comments from previous RMWG Monthly Meetings were addressed
- Updated notes to ensure all proposed edits and changes will be addressed in the final LRIM deck update

RIM 101:

- Held 2 Quarterly RIM 101 sessions week of November 29th, 2021.
- Two Quarterly RIM 101 sessions held the week of February 21, 2022.

Needs Assessment:

- Needs Assessment will engage members of the CBP RIM community to better understand their training needs. What areas do they need more information? What information do they wish they would have had when they joined the RIM community? How can we prepare them to address the challenges and benefit from the opportunities they face? We will use the data from the Needs Assessment to plan, create, and deploy trainings, jobs aids, and content.
 - Needs Assessment Product Plan in draft
 - Adding timeline out outline for survey/questionnaire, panel discussions/interviews, and MS Teams pages

SES On-and Off-boarding Materials:

- Reviewed and revised Senior Leadership brochure and offboarding deck and processes to ensure currency and comprehensiveness
- Contacted on- and off-boarding POCs to update content and process
- Continued project development- training needs and timelines
- Brochure update and training deck updated
- Links & updated content provided to external POC

Separating Employees:

- Created short training deck by request of CRO for separating employees
- Separating employees training deck has been reviewed and approved
- Researched and reviewed DHS CBP Forms 141-02, 242, Legacy Forms website, new e-Forms website, and the internal On & Offboard SOP

RMWG Monthly Breakout Sessions

- Developed and shared Breakout Session plan with RMWG and will begin to schedule trainings
- Multiple meetings with presenters and team to discuss topics, dates, planning, etc.
- File Plans Breakout sessions week of March 29
 - Training Material
 - Attendance Report
- Scheduling future sessions.
 - 1 in April
 - 1 in May
 - 2 in June
- Updated schedule and calendar based on changes to breakout session offerings

Records Custodian Curriculum Project:

- Reviewing NARA videos for potential leverage and reference
- Assisted community member with curriculum plan for their Component Office

Iron Mountain - Transition of Off-Site Records Storage

The CBP Records and Information Management (RIM) Team made the following progress toward Iron Mountain Transition completion:

Planning:

- FRCs are now open with no occupancy limits and are working to reduce backlogs. CBP RIM is in discussions with the NARA Program Manager to determine schedules for moving CBP inventory based on FRC staff workloads. NARA has provided CBP with a notional FRC move schedule so CBP can begin planning for moving records to Iron Mountain.
- Iron Mountain staff BI security packages are still in progress. Five locations now have CBP-cleared staff to accept CBP records. Three locations also have cleared drivers to transport records.
- The team continues to coordinate with NARA personnel to plan the logistics for the physical transfer of CBP records from 15 NARA Federal Records Centers to 7 NARA certified Iron Mountain facilities. Detailed planning is moving forward for the NARA Federal Records Center in Pittsfield to move CBP records within the next quarter.
- The team has begun research to identify Disposition Authorities and Disposition Dates for 4,271 boxes of records that are currently unscheduled in the NARA FRCs. Resolution of these unscheduled records will allow CBP to reduce costs for storage in the NARA FRCs and consolidate our remaining holdings as we move to Iron Mountain.

Iron Mountain Initial Pilot:

- CBP RIM met with Component offices on Iron Mountain connect off-site storage initiative and began Iron Mountain Connect user profiles set up
 - OFO Miami
 - OFO Los Angeles (LAX)

CBP RIM Component Office Evaluation Program

CBP RIM annually evaluates the maturity of CBP's 30 Component Office RIM Programs via a progressively comprehensive set of evaluation questions to ensure compliance with the Federal Records Act, implementing regulations, and other Federal RIM guidance and memoranda.

FY21 Evaluation:

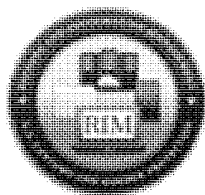
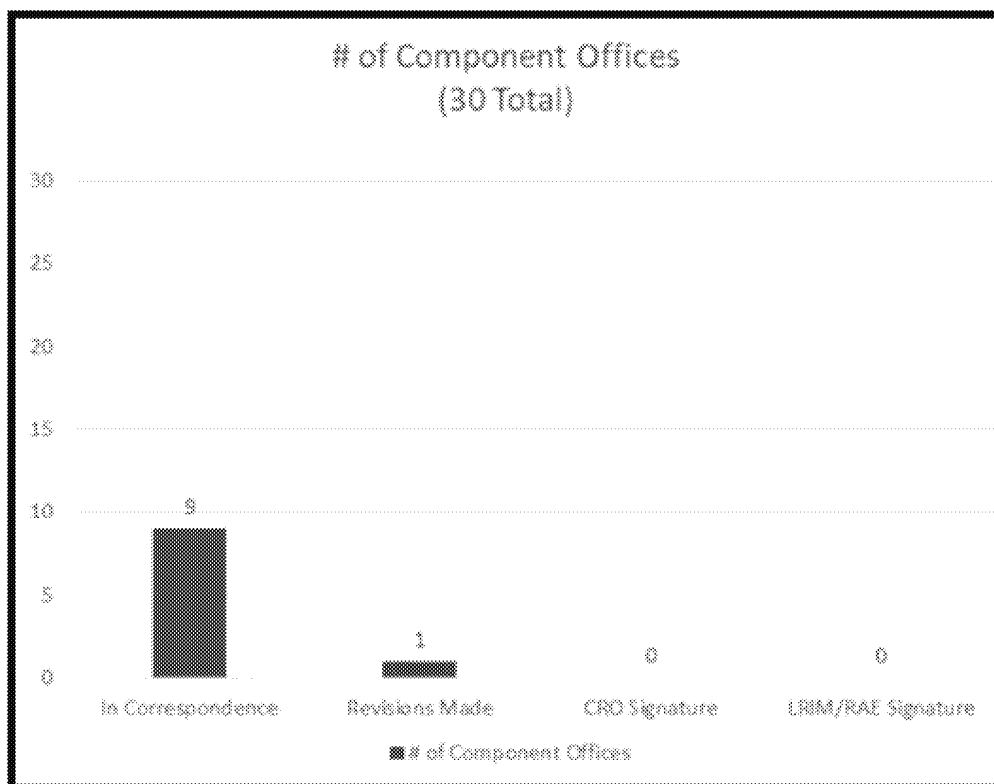
- For FY21 **29** Component Offices submitted their Evaluation answers, and **27** fully completed the tasker
- CBP RIM distributed FY21 Component Office Maturity Report Scorecards and Maturity Reports to all 30 Component Offices 12/30.
- CBP RIM continues developing the CBP-Wide Maturity Report, which will be briefed up through senior leadership after finalized.

CBP RIM File Plans

The 30 Component Offices are responsible for updating their File Plans annually in coordination with CBP Records and Information Management to ensure their File Plans are a current, complete picture of the records created and managed within the Component Office; providing retention instructions for their records covered by existing retention schedules and identifying records that need new retention schedules drafted to comply with the Federal Records Act.

FY22 Annual File Plan Review:

- CBP RIM completed updates to the 30 Component Office File Plans and converted them into FY22 File Plan Drafts.
 - CBP RIM staff is incorporating NARA Transmittal 32 GRS updates to the already disseminated Draft File Plans.
 - The newly created record series have been sent out to LRIMs/RAEs for review and possible inclusion in their File Plan updates.
 - CBP RIM is revised the Draft Component Office File Plans to reflect updates to existing record series.
- The FY22 File Plan Review tasker was disseminated to CBP Component Offices March 31 with a suspense date of April 27.
 - OC PDO submitted their Draft FY22 File Plan submission. CBP RIM is currently reviewing.



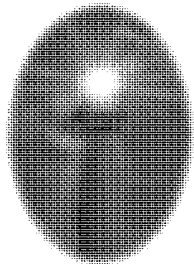
Message

From: (b)(6), (b)(7)(C)
Sent: 4/21/2022 12:43:36 PM
To: CBPRECORDSMANAGEMENT; (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: FW: CBP RIM WMB input for last week

From: (b)(6), (b)(7)(C)
Sent: Thursday, April 7, 2022 7:24 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: CBP RIM WMB input for last week

I sent it – thanks for checking.

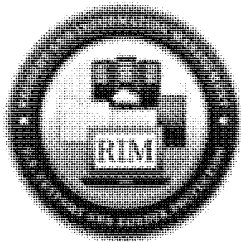
(b)(6), (b)(7)(C) CBP Chief Records Officer
CBP Records and Information Management Program (RIM)
DHS/CBP/OIT/RIM
(C) (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
[RIM Website](#) | [Email Us](#)



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, April 7, 2022 7:18 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: CBP RIM WMB input for last week

Did this go out yesterday?

I have no comments.

Regards,

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

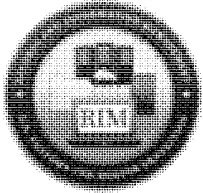
Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

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

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

MSTeams



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

Sent: Tuesday, April 5, 2022 5:00 PM

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

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

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

Subject: CBP RIM WMB input for last week

Please see below for CBP RIM WMB input language, word doc is [here](#):

CBP Records & Information Management (RIM) – Week of 3/28/2022

RIM Initiative Progress

NARA Unauthorized Disposition Letter Responsive to OIG Audit 21-62

(b)(6), (b)(7)(C) CBP Chief Records Officer, and Eric Hysen, DHS CIO and DHS Senior Agency Official for Records Management, received a letter from (b)(6), (b)(7)(C) Chief Records Officer of the U.S. Government regarding CBP's planned deployment of Wickr and use of WhatsApp and possible unauthorized destruction of records as referenced in OIT Audit "CBP Targeted Americans with the 2018-2019 Migrant Caravan."

CBP RIM submitted an unauthorized disposition report and corrective actions to DHS, who submitted the report to NARA 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.

Capstone Email Management Archive 360 Implementation:

The CBP RIM Team and the Capstone IPT are working together to implement records management in Archive 360 for all CBP emails. The retention for CBP email is based on the role of the sender/receiver within the agency instead of the subject of the email. Capstone Officials (CBP has 60 Capstone Officials) email will be considered permanent. All other CBP employee and contractor email is temporary.

- Distributed tasker for populating the SharePoint Capstone Historical User list. Continuing to monitor the Capstone Historical User list updates and answering component office questions. Tasker deadline was 08/20/21,

but some offices requested extensions. Will continue following up with component offices to gather the correct information. CBP RIM has updated email addresses for officials on the list.

- Met with members of the IPT to discuss new dataset that needed to be imported into A360 and how that might affect timeline for Capstone implementation. We will implement the Capstone users in two phases – one with tenure dates ending before 11/2018 and the second for all tenure ending after that date. The second phase will happen after the new dataset is migrated and indexed in A360 which will most likely be in Q4 FY22.
- Continued implementation discussions with the eDiscovery team. Completed Phase 1 officials whose tenure ended through 2005. Current plan is to have Phase 1 searches completed by 5/11/22. Also updated the VIP Procedure with the steps to load user holds into A360.
- Continued work on Disposition procedure.
- Created materials for new tasker to be sent week of 4/4 for updates to the Capstone List

Messaging Applications Policy and Schedule

- Messaging Schedule 234 form was approved by Privacy, OCC, and the Business Owner and now is out to the LRIM for signature.

USCIS/CBP RIM Coordination

CBP RIM is responsible for managing the USCIS SLA and associated services that USCIS provides to CBP concerning immigration file (A-file) processes. This requires coordination between USCIS, CBP A-file user community, and CBP RIM to ensure the effective management USCIS SLA and supporting initiatives such as:

USCIS SLA / Invoice Review and Support:

- CBP RIM continues to identify the correct CBP points of contact in the mission offices to assist when questions are raised by USCIS
- CBP RIM is reviewing the current USCIS SLA to determine which services are currently being performed versus what items are not currently performed

Review of USCIS Records Policy Manual (RPM):

- CBP RIM continues to participate in the USCIS RPM refresh working group to keep informed on the services provided by the USCIS SLA. CBP RIM is also working to identify CBP subject matter experts to assist in reviews of the manual.

Southwest Border (SWB) Support Records Management Discussion:

- CBP mission representatives continue to participate in the USCIS review to identify the Digitized A-file list of forms for the SWB Pilot

Digital Immigration Processing/Digital A-file Services MVP project:

- CBP RIM continues to attend weekly status updates

Information Quality Act- CBP Compliance- Chief Records Officer:

Implementing CBP Information Quality Act compliance has been informally delegated to the Chief Records Officer.

- Completed initial draft of CBP's Information Quality Directive based on DHS Information Quality Directive (DHS 139-02) and Instruction (139-02-001). CRO review of draft completed September 20th.
- Completed IQ Working Group Charter discussion draft
- Next IQ actions include:
 - Draft Directive review with DHS IQ Official
 - Convene IQ IPT to review and comment on proposed IQ Directive
- IQ Working Group Charter discussion draft completed and reviewed by CRO
- CRO will brief Director, Strategic Vision and Planning, CISM and seek guidance on next steps to establish a CBP Information Quality Program appropriately aligned with CBP OIT Data Strategy Initiative.

Electronic Records Management (ERM)

Electronic Records Management Program:

- Program Plan
 - The goals of the ERM Program Plan are:
 - Address the gaps found in the 2018 NARA Inspection Report
 - Fully integrate RIM into the design, development, and implementation of new systems

- Bring existing systems to full compliance with the Federal Records Act
 - Support adequate management of electronic messages
 - Provide recommendations to prepare CBP for implementation of a records management application
 - Program Plan was approved on 4/6/21
- Product Activities
 - Submitted Electronic Information System (EIS) Minimum RIM Requirements to external stakeholders from JICMS, HRBE, and BECN for review and feedback. When finalized, these requirements will be the foundation for a RIM Certification and EIS RIM Survey
 - RIM Certification and Survey will close NARA Inspection Report Recommendations 4.1 and 4.2
 - **NARA Inspection Recommendation 4.1:** *The CBP must update and implement its policies and procedures for IT management and systems development to include records management in the design, development, and implementation of EIS. (36 CFR 1220.34(e), 36 CFR 1236.6(b), 36 CFR 1236.10 and OMB Circular A-130)*
 - **NARA Inspection Recommendation 4.2:** *The CBP OIT must maintain and make available to CBP RIG staff up-to-date documentation about EIS that specifies all technical characteristics necessary for reading and processing records contained in systems, defines the contents of the files and records, indicates restrictions on access and use, describes update cycles or conditions and rules for adding, changing, or deleting information in the system, and contains authorized disposition authorities. (36 CFR 1220.34(e) and 36 CFR 1236.26(b))*
 - Reviewed latest draft of Requirements document with the system tiers with CRO. Sent draft to UPRO team and BECN team for feedback on the updated requirements.
 - Started review of EIS survey questions and guide with CRO
 - Continued work on communication messaging for the survey
 - Continued developing Digitization guide
 - Initiated development of Product 5 – Electronic Records Storage RIM Technical Guidance.
- Systems Inventory
 - Planning Review and update of inventory to scheduling initiatives to finalize data.
 - **NARA Inspection Recommendation 9:** *The CBP RIG program must conduct regular inventories of existing electronic and non-electronic records to identify scheduled, unscheduled, and vital records. (36 C.F.R. 1223.14, 36 C.F.R. 1224.10 and 36 C.F.R. 1225.12)*
 - System inventory tracking tool is being updated with basic scheduling information in the system scheduling section of the tracker

Records Retention Analyses

CBP RIM continues to systematically review Privacy Threshold Analyses to provide records retention guidance, while working to develop or ensure coverage with existing National Archives and Records Administration (NARA) approved records retention schedules for all CBP's records, especially CBP's IT systems.

<u>Date</u>	<u>Description</u>	<u>CBP Offices Involved</u>	<u>Systems / Areas Included</u>
<u>3/30/2022</u>	Tableau Records Schedule Discussion – CBP RIM met with the CBPnet and Tableau teams to discuss the records schedule that has been drafted for CBP Operational Statistics that are being provided to the public.	Office of Finance, Privacy	Tableau, CBPnet

<u>Date</u>	<u>Description</u>	<u>CBP Offices Involved</u>	<u>Systems / Areas Included</u>
<u>3/31/2022</u>	Security Management Assessment Risk Tool Countermeasures (SMART CM) - CBP RIM met with the SMART CM team to discuss how the records should be handled during the system's decommissioning process.	Office of Information Technology, Office of Professional Responsibility, Privacy	SMART CM
<u>3/31/2022</u>	Splunk Cold Storage Discussion – CBP RIM met with the Splunk team to discuss the retention of audit logs within the Splunk tool.	Office of Information Technology	Splunk

Training

Training Program Plan:

- Approved by Chief Records Officer 09/2021

RAE Training:

- Training Product Plan being revised based on new training content and program direction
- Training Materials (Intro Deck & Intermediate Deck) under development
- Developing additional resource content including a wiki and community resource page using MS Teams

LRIM Training:

- Continuing review/revision of LRIM Training deck through review with Records Management Working Group
- Reviewed content ensuring all previous edits and comments from previous RMWG Monthly Meetings were addressed

RIM 101:

- Held 2 Quarterly RIM 101 sessions week of November 29th, 2021.
- Two Quarterly RIM 101 sessions held the week of February 21, 2022.

Needs Assessment:

- Needs Assessment will engage members of the CBP RIM community to better understand their training needs. What areas do they need more information? What information do they wish they would have had when they joined the RIM community? How can we prepare them to address the challenges and benefit from the opportunities they face? We will use the data from the Needs Assessment to plan, create, and deploy trainings, jobs aids, and content.
 - Needs Assessment Product Plan in draft
 - Adding timeline out outline for survey/questionnaire, panel discussions/interviews, and MS Teams pages

SES On-and Off-boarding Materials:

- Reviewed and revised Senior Leadership brochure and offboarding deck and processes to ensure currency and comprehensiveness
- Contacted on- and off-boarding POCs to update content and process
- Continued project development- training needs and timelines

Separating Employees:

- Created short training deck by request of CRO for separating employees
- Separating employees training deck has been reviewed and approved
- Researched and reviewed DHS CBP Forms 141-02, 242, Legacy Forms website, new e-Forms website, and the internal On & Offboard SOP.

RMWG Monthly Breakout Sessions

- Developed and shared Breakout Session plan with RMWG and will begin to schedule trainings

- Multiple meetings with presenters and team to discuss topics, dates, planning, etc.
- File Plans Breakout sessions week of March 29
 - Training Material
 - Attendance Report
- Scheduling future sessions.
 - 1 in April
 - 1 in May
 - 2 in June

Records Custodian Curriculum Project:

- Reviewing NARA videos for potential leverage and reference
- Assisted community member with curriculum plan for their Component Office

Iron Mountain - Transition of Off-Site Records Storage

The CBP Records and Information Management (RIM) Team made the following progress toward Iron Mountain Transition completion:

Planning:

- The limited staffing at NARA Federal Records Centers (FRC) continues to impact the ability to move records from FRCs to Iron Mountain. FRCs are open with no occupancy limits and are working to reduce backlogs. CBP RIM is in discussions with the NARA Program Manager to determine schedules for moving CBP inventory based on FRC staff workloads.
- Iron Mountain staff BI security packages are still in progress. Iron Mountain has instituted a new process to track their internal BI application completion processes more closely. Five locations now have CBP-cleared staff to accept CBP records. Three locations also have cleared drivers to transport records.
- The team continues to coordinate with NARA personnel to plan the logistics for the physical transfer of CBP records from 15 NARA Federal Records Centers to 7 NARA certified Iron Mountain facilities. Detailed planning has started for the NARA Federal Records Center in Pittsfield.
- The team has begun research to identify Disposition Authorities and Disposition Dates for 4,271 boxes of records that are currently unscheduled in the NARA FRCs. Resolution of these unscheduled records will allow CBP to reduce costs for storage in the NARA FRCs and consolidate our remaining holdings as we move to Iron Mountain.

Iron Mountain Initial Pilot:

- CBP RIM has scheduled Iron Mountain Connect training with the Pilot component offices for the new off-site storage initiative.
- CBP RIM continues discussion with Component offices on Iron Mountain connect off-site storage initiative.

CBP RIM Component Office Evaluation Program

CBP RIM annually evaluates the maturity of CBP's 30 Component Office RIM Programs via a progressively comprehensive set of evaluation questions to ensure compliance with the Federal Records Act, implementing regulations, and other Federal RIM guidance and memoranda.

FY21 Evaluation:

- For FY21 29 Component Offices submitted their Evaluation answers, and 27 fully completed the tasker
- CBP RIM distributed FY21 Component Office Maturity Report Scorecards and Maturity Reports to all 30 Component Offices 12/30.
- CBP RIM continues developing the CBP-Wide Maturity Report, which will be briefed up through senior leadership after finalized.

CBP RIM File Plans

The 30 Component Offices are responsible for updating their File Plans annually in coordination with CBP Records and Information Management to ensure their File Plans are a current, complete picture of the records created and managed within the Component Office; providing retention instructions for their records covered by existing retention schedules and identifying records that need new retention schedules drafted to comply with the Federal Records Act.

FY22 Annual File Plan Review:

- CBP RIM completed updates to the 30 Component Office File Plans and converted them into FY22 File Plan Drafts.
- The FY22 File Plan Review tasker was disseminated to CBP Component Offices March 31 with a suspense date of April 27.

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

Project Manager

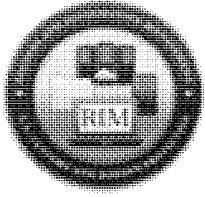
Contact Info: Teams: **(b)(6), (b)(7)(C)**

Capital Advisors on Technology, LLC

Records and Information Management

OIT | CBP | DHS

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



Message

From: (b)(6), (b)(7)(C)
Sent: 4/19/2022 9:05:08 PM
To: (b)(6), (b)(7)(C)
CC:
Subject: FOR FED REVIEW: WMB for last week

Please see below for CBP RIM input for WMB, word doc is [here](#):

CBP Records & Information Management (RIM) – Week of 4/11/2022

RIM Initiative Progress

NARA Unauthorized Disposition Letter Responsive to OIG Audit 21-62

(b)(6), (b)(7)(C) CBP Chief Records Officer, and (b)(6), (b)(7)(C) DHS CIO and DHS Senior Agency Official for Records Management, received a letter from (b)(6), (b)(7)(C) Chief Records Officer of the U.S. Government regarding CBP's planned deployment of Wickr and use of WhatsApp and possible unauthorized destruction of records as referenced in OIT Audit "CBP Targeted Americans with the 2018-2019 Migrant Caravan."

CBP RIM submitted an unauthorized disposition report and corrective actions to DHS, who submitted the report to NARA 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.

Capstone Email Management Archive 360 Implementation:

The CBP RIM Team and the Capstone IPT are working together to implement records management in Archive 360 for all CBP emails. The retention for CBP email is based on the role of the sender/receiver within the agency instead of the subject of the email. Capstone Officials (CBP has 60 Capstone Officials) email will be considered permanent. All other CBP employee and contractor email is temporary.

- Met with members of the IPT to discuss new dataset that needed to be imported into A360 and how that might affect timeline for Capstone implementation. We will implement the Capstone users in two phases – one with tenure dates ending before 11/2018 and the second for all tenure ending after that date. The second phase will happen after the new dataset is migrated and indexed in A360 which will most likely be in Q4 FY22.
- Continued implementation discussions with the eDiscovery team. Completed Phase 1 officials whose tenure ended through 2008. Current plan is to have Phase 1 searches completed by 5/11/22.
- Sent new tasker for update of the Capstone Historical list due 4/22. Corresponded with offices as needed.

Messaging Applications Policy and Schedule

- Messaging Schedule 234 form was approved by Privacy, OCC, Business Owner and the LRIM and has been submitted for NARA review.
- Received comments from OCC on the latest draft of the AC communication memo, will be doing an internal review next week.

USCIS/CBP RIM Coordination

CBP RIM is responsible for managing the USCIS SLA and associated services that USCIS provides to CBP concerning immigration file (A-file) processes. This requires coordination between USCIS, CBP A-file user community, and CBP RIM to ensure the effective management USCIS SLA and supporting initiatives such as:

USCIS SLA / Invoice Review and Support:

- CBP RIM continues to identify the correct CBP points of contact in the mission offices to assist when questions are raised by USCIS
- CBP RIM is reviewing the current USCIS SLA to determine which services are currently being performed versus what items are not currently performed

Review of USCIS Records Policy Manual (RPM):

- CBP RIM continues to participate in the USCIS RPM refresh working group to keep informed on the services provided by the USCIS SLA. CBP RIM is also working to identify CBP subject matter experts to assist in reviews of the manual.
- CBP RIM is working with USCIS to communicate the new 100 Million Series A-Numbers policy update to the CBP A-file user community.
- CBP RIM is coordinating with CBP POCs to provide requested USEC and UIP training materials to USCIS Training Team for internal USCIS training needs.

Southwest Border (SWB) Support Records Management Discussion:

- CBP mission representatives continue to participate in the USCIS review to identify the Digitized A-file list of forms for the SWB Pilot.
- CBP RIM continues to research the CBP forms that will require CBP records schedules.

Digital Immigration Processing/Digital A-file Services MVP project:

- CBP RIM continues to attend weekly status updates

Information Quality Act- CBP Compliance- Chief Records Officer:

Implementing CBP Information Quality Act compliance has been informally delegated to the Chief Records Officer.

- Completed initial draft of CBP's Information Quality Directive based on DHS Information Quality Directive (DHS 139-02) and Instruction (139-02-001). CRO review of draft completed September 20th.
- Completed IQ Working Group Charter discussion draft
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 - Convene IQ IPT to review and comment on proposed IQ Directive
- IQ Working Group Charter discussion draft completed and reviewed by CRO
- CRO will brief Director, Strategic Vision and Planning, CISM and seek guidance on next steps to establish a CBP Information Quality Program appropriately aligned with CBP OIT Data Strategy Initiative.

Electronic Records Management (ERM)

Electronic Records Management Program:

- Program Plan
 - The goals of the ERM Program Plan are:
 - Address the gaps found in the 2018 NARA Inspection Report
 - Fully integrate RIM into the design, development, and implementation of new systems
 - Bring existing systems to full compliance with the Federal Records Act
 - Support adequate management of electronic messages
 - Provide recommendations to prepare CBP for implementation of a records management application
 - Program Plan was approved on 4/6/21
- Product Activities
 - Submitted Electronic Information System (EIS) Minimum RIM Requirements to external stakeholders from JICMS, HRBE, and BECN for review and feedback. When finalized, these requirements will be the foundation for a RIM Certification and EIS RIM Survey
 - RIM Certification and Survey will close NARA Inspection Report Recommendations 4.1 and 4.2
 - **NARA Inspection Recommendation 4.1:** *The CBP must update and implement its policies and procedures for IT management and systems development to include records management in the design, development, and implementation of EIS. (36 CFR 1220.34(e), 36 CFR 1236.6(b), 36 CFR 1236.10 and OMB Circular A-130)*

- **NARA Inspection Recommendation 4.2:** *The CBP OIT must maintain and make available to CBP RIG staff up-to-date documentation about EIS that specifies all technical characteristics necessary for reading and processing records contained in systems, defines the contents of the files and records, indicates restrictions on access and use, describes update cycles or conditions and rules for adding, changing, or deleting information in the system, and contains authorized disposition authorities. (36 CFR 1220.34(e) and 36 CFR 1236.26(b))*
 - Started new draft version of the RIM Certification procedures
- Completed review of survey questions and guidance with CRO. Sent questions for external review to contact in the CIO office for feedback.
- Continued work on communication messaging for the survey including the start of a slide deck for executive awareness
- Continued internal review of the Digitization guide.
- Initiated development of Product 5 – Electronic Records Storage RIM Technical Guidance. Continued research on current CBP guidance and other agency approaches.
- Systems Inventory
 - Planning Review and update of inventory to scheduling initiatives to finalize data.
 - **NARA Inspection Recommendation 9:** *The CBP RIG program must conduct regular inventories of existing electronic and non-electronic records to identify scheduled, unscheduled, and vital records. (36 C.F.R. 1223.14, 36 C.F.R. 1224.10 and 36 C.F.R. 1225.12)*
 - System inventory tracking tool is being updated with basic scheduling information in the system scheduling section of the tracker
 - 3 courtesy emails from (b)(6), (b)(7)(C) regarding system changes
 - Updating the system inventory SOP and maintenance instructions

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<u>Date</u>	<u>Description</u>	<u>CBP Offices Involved</u>	<u>Systems / Areas Included</u>
<u>4/15/2022</u>	Scanning Hardcopy Files to PDF – CBP RIM met with OCC to address questions that they have been receiving from the field about the digitization of paper records. The purpose of this discussion was to explain digitization and establish next steps as to how these types of requests should be handled in the future.	Office of Chief Counsel	N/A

Training

Training Program Plan:

- Approved by Chief Records Officer 09/2021

RAE Training:

- Training Product Plan being revised based on new training content and program direction
- Training Materials (Intro Deck & Intermediate Deck) under development
- Developing additional resource content including a wiki and community resource page using MS Teams

LRIM Training:

- Continuing review/revision of LRIM Training deck through review with Records Management Working Group
- Reviewed content ensuring all previous edits and comments from previous RMWG Monthly Meetings were addressed
- Updated notes to ensure all proposed edits and changes will be addressed in the final LRIM deck update

RIM 101:

- Held 2 Quarterly RIM 101 sessions week of November 29th, 2021.
- Two Quarterly RIM 101 sessions held the week of February 21, 2022.

Needs Assessment:

- Needs Assessment will engage members of the CBP RIM community to better understand their training needs. What areas do they need more information? What information do they wish they would have had when they joined the RIM community? How can we prepare them to address the challenges and benefit from the opportunities they face? We will use the data from the Needs Assessment to plan, create, and deploy trainings, jobs aids, and content.
 - Needs Assessment Product Plan in draft
 - Adding timeline out outline for survey/questionnaire, panel discussions/interviews, and MS Teams pages

SES On-and Off-boarding Materials:

- Reviewed and revised Senior Leadership brochure and offboarding deck and processes to ensure currency and comprehensiveness
- Contacted on- and off-boarding POCs to update content and process
- Continued project development- training needs and timelines
- Brochure update and training deck updated
- Links & updated content provided to external POC

Separating Employees:

- Created short training deck by request of CRO for separating employees
- Separating employees training deck has been reviewed and approved
- Researched and reviewed DHS CBP Forms 141-02, 242, Legacy Forms website, new e-Forms website, and the internal On & Offboard SOP

RMWG Monthly Breakout Sessions

- Developed and shared Breakout Session plan with RMWG and will begin to schedule trainings
- Multiple meetings with presenters and team to discuss topics, dates, planning, etc.
- File Plans Breakout sessions week of March 29
 - Training Material
 - Attendance Report
- Scheduling future sessions.
 - 1 in April
 - 1 in May
 - 2 in June
- Updated schedule and calendar based on changes to breakout session offerings

Records Custodian Curriculum Project:

- Reviewing NARA videos for potential leverage and reference
- Assisted community member with curriculum plan for their Component Office

Iron Mountain - Transition of Off-Site Records Storage

The CBP Records and Information Management (RIM) Team made the following progress toward Iron Mountain Transition completion:

Planning:

- FRCs are now open with no occupancy limits and are working to reduce backlogs. CBP RIM is in discussions with the NARA Program Manager to determine schedules for moving CBP inventory based on FRC staff workloads.

NARA has provided CBP with a notional FRC move schedule so CBP can begin planning for moving records to Iron Mountain.

- Iron Mountain staff BI security packages are still in progress. Five locations now have CBP-cleared staff to accept CBP records. Three locations also have cleared drivers to transport records.
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- The team has begun research to identify Disposition Authorities and Disposition Dates for 4,271 boxes of records that are currently unscheduled in the NARA FRCs. Resolution of these unscheduled records will allow CBP to reduce costs for storage in the NARA FRCs and consolidate our remaining holdings as we move to Iron Mountain.

Iron Mountain Initial Pilot:

- CBP RIM met with Component offices on Iron Mountain connect off-site storage initiative and began Iron Mountain Connect user profiles set up
 - OFO Miami
 - OFO Los Angeles (LAX)

CBP RIM Component Office Evaluation Program

CBP RIM annually evaluates the maturity of CBP's 30 Component Office RIM Programs via a progressively comprehensive set of evaluation questions to ensure compliance with the Federal Records Act, implementing regulations, and other Federal RIM guidance and memoranda.

FY21 Evaluation:

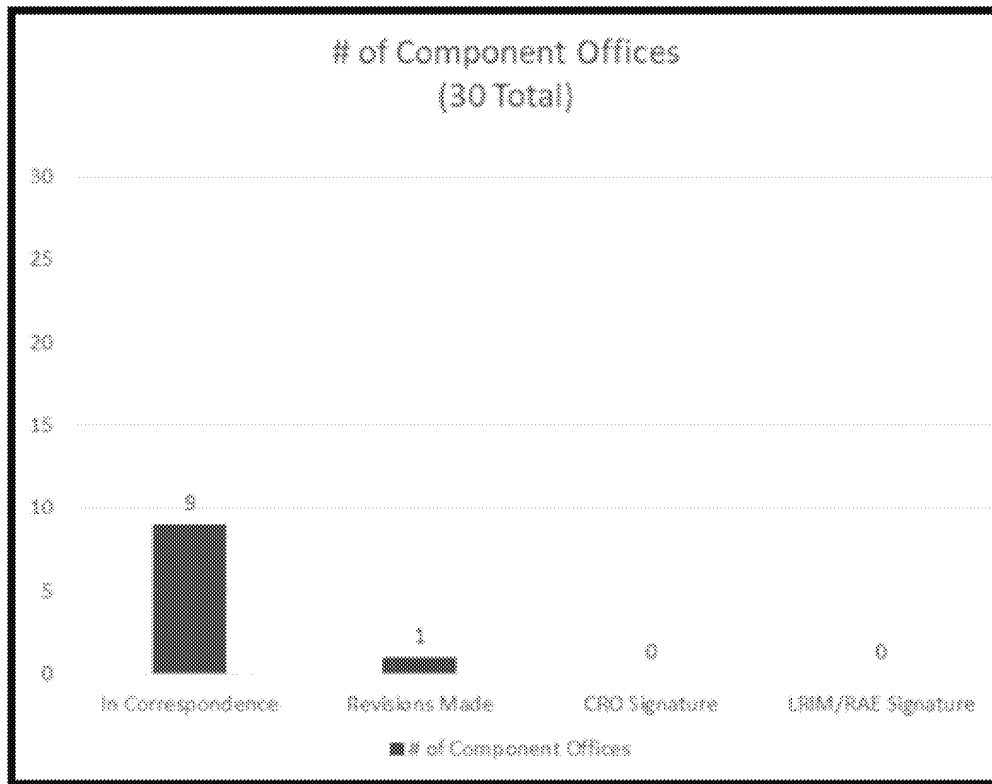
- For FY21 **29** Component Offices submitted their Evaluation answers, and **27** fully completed the tasker
- CBP RIM distributed FY21 Component Office Maturity Report Scorecards and Maturity Reports to all 30 Component Offices 12/30.
- CBP RIM continues developing the CBP-Wide Maturity Report, which will be briefed up through senior leadership after finalized.

CBP RIM File Plans

The 30 Component Offices are responsible for updating their File Plans annually in coordination with CBP Records and Information Management to ensure their File Plans are a current, complete picture of the records created and managed within the Component Office; providing retention instructions for their records covered by existing retention schedules and identifying records that need new retention schedules drafted to comply with the Federal Records Act.

FY22 Annual File Plan Review:

- CBP RIM completed updates to the 30 Component Office File Plans and converted them into FY22 File Plan Drafts.
 - CBP RIM staff is incorporating NARA Transmittal 32 GRS updates to the already disseminated Draft File Plans.
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- The FY22 File Plan Review tasker was disseminated to CBP Component Offices March 31 with a suspense date of April 27.
 - OC PDO submitted their Draft FY22 File Plan submission. CBP RIM is currently reviewing.



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

Project Manager

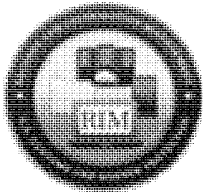
Contact Info: Teams- (b)(6), (b)(7)(C)

Capital Advisors on Technology, LLC

Records and Information Management

OIT | CBP | DHS

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



Message

From: (b)(6), (b)(7)(C)
Sent: 4/21/2022 11:09:23 AM
To: OIT WMB (b)(6), (b)(7)(C)
CC: (b)(6), (b)(7)(C)
Subject: CBP Records & Information Management (RIM) – Week of 4/11/2022

Sorry for the delay.

CBP Records & Information Management (RIM) – Week of 4/11/2022

RIM Initiative Progress

NARA Unauthorized Disposition Letter Responsive to OIG Audit 21-62

(b)(6), (b)(7)(C) CBP Chief Records Officer, and (b)(6), (b)(7)(C), DHS CIO and DHS Senior Agency Official for Records Management, received a letter from (b)(6), (b)(7)(C) Chief Records Officer of the U.S. Government regarding CBP's planned deployment of Wickr and use of WhatsApp and possible unauthorized destruction of records as referenced in OIT Audit "CBP Targeted Americans with the 2018-2019 Migrant Caravan." CBP RIM submitted an unauthorized disposition report and corrective actions to DHS, who submitted the report to NARA 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.

Capstone Email Management Archive 360 Implementation:

The CBP RIM Team and the Capstone IPT are working together to implement records management in Archive 360 for all CBP emails. The retention for CBP email is based on the role of the sender/receiver within the agency instead of the subject of the email. Capstone Officials (CBP has 60 Capstone Officials) email will be considered permanent. All other CBP employee and contractor email is temporary.

- Met with members of the IPT to discuss new dataset that needed to be imported into A360 and how that might affect timeline for Capstone implementation. We will implement the Capstone users in two phases – one with tenure dates ending before 11/2018 and the second for all tenure ending after that date. The second phase will happen after the new dataset is migrated and indexed in A360 which will most likely be in Q4 FY22.
- Continued implementation discussions with the eDiscovery team. Completed Phase 1 officials whose tenure ended through 2008. Current plan is to have Phase 1 searches completed by 5/11/22.
- Sent new tasker for update of the Capstone Historical list due 4/22. Corresponded with offices as needed.

Messaging Applications Policy and Schedule

- Messaging Schedule 234 form was approved by Privacy, OCC, Business Owner and the LRIM and has been submitted for NARA review.
- Received comments from OCC on the latest draft of the AC communication memo, will be doing an internal review next week.

USCIS/CBP RIM Coordination

CBP RIM is responsible for managing the USCIS SLA and associated services that USCIS provides to CBP concerning immigration file (A-file) processes. This requires coordination between USCIS, CBP A-file user community, and CBP RIM to ensure the effective management USCIS SLA and supporting initiatives such as:

USCIS SLA / Invoice Review and Support:

- CBP RIM continues to identify the correct CBP points of contact in the mission offices to assist when questions are raised by USCIS
- CBP RIM is reviewing the current USCIS SLA to determine which services are currently being performed versus what items are not currently performed

Review of USCIS Records Policy Manual (RPM):

- CBP RIM continues to participate in the USCIS RPM refresh working group to keep informed on the services provided by the USCIS SLA. CBP RIM is also working to identify CBP subject matter experts to assist in reviews of the manual.
- CBP RIM is working with USCIS to communicate the new 100 Million Series A-Numbers policy update to the CBP A-file user community.
- CBP RIM is coordinating with CBP POCs to provide requested USEC and UIP training materials to USCIS Training Team for internal USCIS training needs.

Southwest Border (SWB) Support Records Management Discussion:

- CBP mission representatives continue to participate in the USCIS review to identify the Digitized A-file list of forms for the SWB Pilot.
- CBP RIM continues to research the CBP forms that will require CBP records schedules.

Digital Immigration Processing/Digital A-file Services MVP project:

- CBP RIM continues to attend weekly status updates

Information Quality Act- CBP Compliance- Chief Records Officer:

Implementing CBP Information Quality Act compliance has been informally delegated to the Chief Records Officer.

- Completed initial draft of CBP's Information Quality Directive based on DHS Information Quality Directive (DHS 139-02) and Instruction (139-02-001). CRO review of draft completed September 20th.
- Completed IQ Working Group Charter discussion draft
- Next IQ actions include:
 - Draft Directive review with DHS IQ Official
 - Convene IQ IPT to review and comment on proposed IQ Directive
- IQ Working Group Charter discussion draft completed and reviewed by CRO
- CRO will brief Director, Strategic Vision and Planning, CISM and seek guidance on next steps to establish a CBP Information Quality Program appropriately aligned with CBP OIT Data Strategy Initiative.

Electronic Records Management (ERM)

Electronic Records Management Program:

- Program Plan
 - The goals of the ERM Program Plan are:
 - Address the gaps found in the 2018 NARA Inspection Report
 - Fully integrate RIM into the design, development, and implementation of new systems
 - Bring existing systems to full compliance with the Federal Records Act
 - Support adequate management of electronic messages
 - Provide recommendations to prepare CBP for implementation of a records management application
 - Program Plan was approved on 4/6/21
- Product Activities
 - Submitted Electronic Information System (EIS) Minimum RIM Requirements to external stakeholders from JICMS, HRBE, and BECN for review and feedback. When finalized, these requirements will be the foundation for a RIM Certification and EIS RIM Survey
 - RIM Certification and Survey will close NARA Inspection Report Recommendations 4.1 and 4.2
 - **NARA Inspection Recommendation 4.1:** *The CBP must update and implement its policies and procedures for IT management and systems development to include records management in the design, development, and implementation of EIS. (36 CFR 1220.34(e), 36 CFR 1236.6(b), 36 CFR 1236.10 and OMB Circular A-130)*
 - **NARA Inspection Recommendation 4.2:** *The CBP OIT must maintain and make available to CBP RIG staff up-to-date documentation about EIS that specifies all technical*

characteristics necessary for reading and processing records contained in systems, defines the contents of the files and records, indicates restrictions on access and use, describes update cycles or conditions and rules for adding, changing, or deleting information in the system, and contains authorized disposition authorities. (36 CFR 1220.34(e) and 36 CFR 1236.26(b))

- Started new draft version of the RIM Certification procedures
 - Completed review of survey questions and guidance with CRO. Sent questions for external review to contact in the CIO office for feedback.
 - Continued work on communication messaging for the survey including the start of a slide deck for executive awareness
 - Continued internal review of the Digitization guide.
 - Initiated development of Product 5 – Electronic Records Storage RIM Technical Guidance. Continued research on current CBP guidance and other agency approaches.
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 - NARA Inspection Recommendation 9:** *The CBP RIG program must conduct regular inventories of existing electronic and non-electronic records to identify scheduled, unscheduled, and vital records. (36 C.F.R. 1223.14, 36 C.F.R. 1224.10 and 36 C.F.R. 1225.12)*
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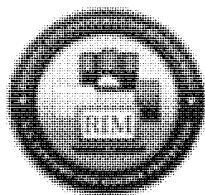
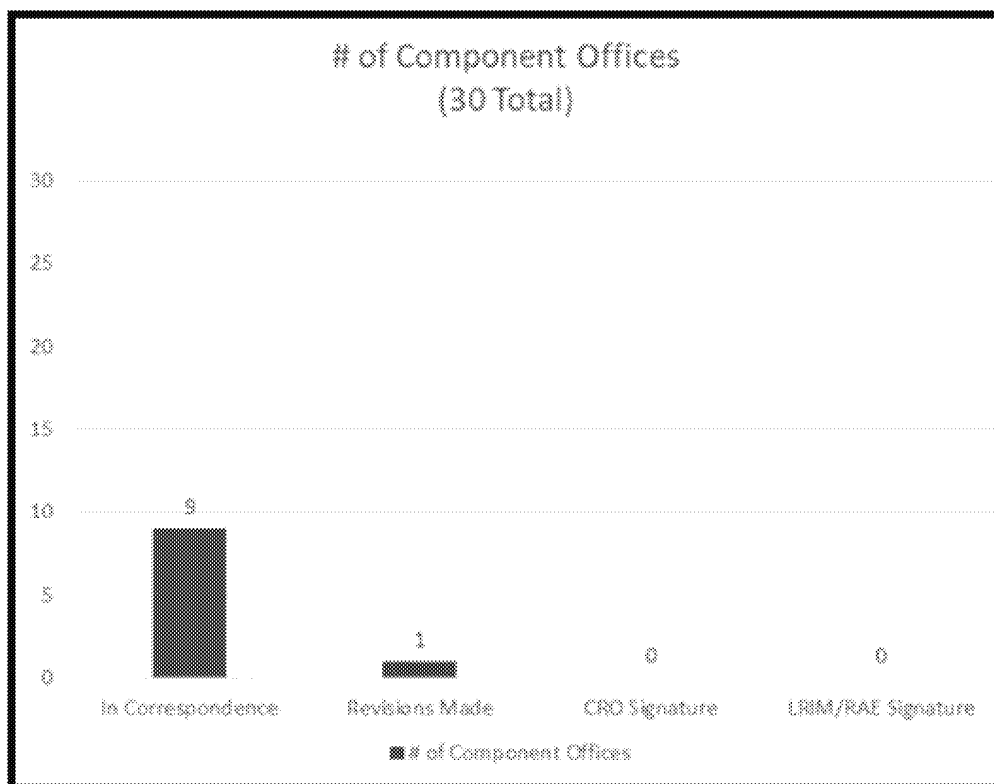
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Message

From: (b)(6), (b)(7)(C)
Sent: 6/16/2021 12:22:31 PM
To: (b)(6), (b)(7)(C)
Subject: RE: RIM Chat Application Briefing

Thanks (b)(6), (b)(7)(C) for this info. Interesting read...

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

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

Security INFOSEC

Information Systems Security Manager (ISSM)

Department of Homeland Security
Bureau of Customs and Border Protection
Office of Information and Technology
Supporting Enterprise Networks & Technology Support Directorate and TALMEC

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

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

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

Don't Trust and continue to Verify (DTactV)

From: (b)(6), (b)(7)(C)
Sent: Wednesday, June 16, 2021 6:28 AM
To: (b)(6), (b)(7)(C)
Subject: RIM Chat Application Briefing

Attached is the briefing the Records and Information Management Program (RIM) will be giving XD (b)(6), (b)(7)(C) today at 1600. This was a request XD (b)(6), (b)(7)(C) made to the RIM team.

This briefing mentions the retention timeframe for Webex and Wickr.

It also mentions there is no way to centrally store Text messages unless a product like Smarsh is implemented.

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

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

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

Message

From: (b)(6), (b)(7)(C)
Sent: 4/2/2021 7:47:28 PM
To: (b)(6), (b)(7)(C)
Subject: Fwd: Collaboration Apps at CBP

For Wickr, what is the retention, where is it stored and how would someone access it ?

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

From: (b)(6), (b)(7)(C)
Sent: Friday, April 2, 2021 3:45:46 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: Re: Collaboration Apps at CBP

None of these are apps managed by CBP/Airwatch. CBP is not capturing any data from these apps and therefore no retention.

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

From: (b)(6), (b)(7)(C)
Sent: Friday, April 2, 2021 3:24:08 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: Collaboration Apps at CBP

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

I'm working with (b)(6), (b)(7)(C) and (b)(6), (b)(7)(C) on compiling information about chat and other collaboration data sources at CBP and your name was given to me as a contact for some of the applications. We're looking for information on applications like Smarsh, WhatsApp, Duo, Facetime, and others that may exist. Specifically, we're trying to get information on whether these apps are capturing records, what type of retention may be in place, and where the data is being stored. Would you have some time next week for a meeting to discuss these topics?

Thanks.

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

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

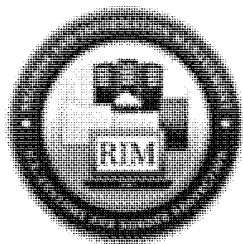
Capstone Project Lead

Capitol Advisors on Technology

CBP Records and Information Management (RIM)

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

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



Message

From:

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

Sent:

11/28/2021 1:09:41 PM

To:

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

CC:

Subject:

Quick Clarification needed: NARA letter response

Importance: High

Flag: Read

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

Will you please clarify if there is currently a pilot of Wickr or if there is a 'planned' pilot of Wickr?

Within our response: Should the below paragraph read 'implementing a pilot' instead of 'continuing the deployment'?

The first involves continuing the deployment of the Enterprise version of the Wickr communication application for potential replacement of some WhatsApp instances. The Enterprise version of Wickr captures all messages to and from CBP personnel and stores them in a central repository. This version captures messages from Wickr instances even if they have been configured for immediate deletion. The repository contains compliance functionality, allowing retention periods to be configured for messages. CBP RIM will work with CBP to implement the appropriate retention schedule after NARA approval. This is currently the Wickr version in use at CBP and all messages are currently retained indefinitely until CBP RIM implements an approved retention schedule.

XD (b)(6), (b)(7)(C) indicated via email: We are working with the INVNT team and the user community to identify a WICKR pilot case or two. So they are in the -planning- stage.

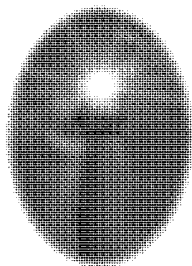
(b)(6), (b)(7)(C) indicated via email: implementing a small pilot of users that could use the CBP instance of the WICKR messaging application as it includes compliance

Thanks,

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

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

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

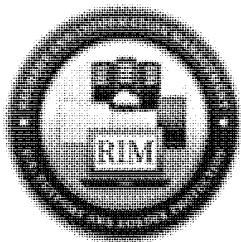


Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline
800-273-8255

CBP Employee Assistance Program
800-755-7002

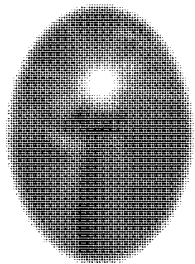


Message

From: (b)(6), (b)(7)(C)
Sent: 11/30/2021 6:47:08 PM
To: (b)(6), (b)(7)(C)
Subject: RE: Quick Clarification needed: NARA letter response
Flag: Read

Making final updates from OCC feedback and will get to you ASAP.

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

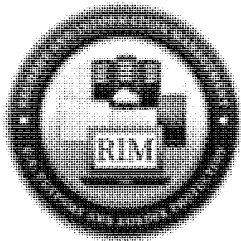


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From: (b)(6), (b)(7)(C)
Sent: Tuesday, November 30, 2021 12:16 PM
To: (b)(6), (b)(7)(C)
Subject: RE: Quick Clarification needed: NARA letter response

(b)(6), (b)(7)(C) could you please send the current version of the letter? Thanks

From: (b)(6), (b)(7)(C)
Sent: Sunday, November 28, 2021 2:07 PM
To: (b)(6), (b)(7)(C)
Subject: RE: Quick Clarification needed: NARA letter response

Thanks!!! I will update the text accordingly.

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

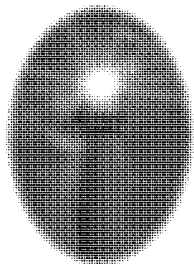
Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

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

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

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



Shine a Light

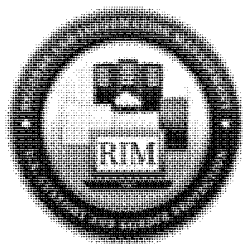
Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



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

Sent: Sunday, November 28, 2021 1:54 PM

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

Cc:

Subject: Re: Quick Clarification needed: NARA letter response

WICKR is already implemented so it would be continuing the rollout of WICKR to additional users to have them try it vs using WhatsApp.

The "pilot" would just involve giving more people access to use it.

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

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

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

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

Sent: Sunday, November 28, 2021 8:09:41 AM

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

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

Subject: Quick Clarification needed: NARA letter response

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

Will you please clarify if there is currently a pilot of Wickr or if there is a 'planned' pilot of Wickr?

Within our response: Should the below paragraph read 'implementing a pilot' instead of 'continuing the deployment'?

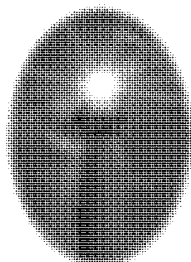
The first involves continuing the deployment of the Enterprise version of the Wickr communication application for potential replacement of some WhatsApp instances. The Enterprise version of Wickr captures all messages to and from CBP personnel and stores them in a central repository. This version captures messages from Wickr instances even if they have been configured for immediate deletion. The repository contains compliance functionality, allowing retention periods to be configured for messages. CBP RIM will work with CBP to implement the appropriate retention schedule after NARA approval. This is currently the Wickr version in use at CBP and all messages are currently retained indefinitely until CBP RIM implements an approved retention schedule.

XD: (b)(6), (b)(7)(C) **indicated via email:** We are working with the INVNT team and the user community to identify a WICKR pilot case or two. So they are in the -planning- stage.

(b)(6), (b)(7)(C) **indicated via email:** implementing a small pilot of users that could use the CBP instance of the WICKR messaging application as it includes compliance

Thanks,

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



Shine a Light

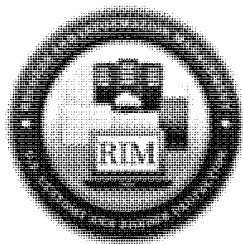
Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



Message

From:

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

Sent:

6/16/2021 10:27:41 AM

To:

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

Subject: RIM Chat Application Briefing

Attachments: RIM Chat Application Briefing (1).pptx

Attached is the briefing the Records and Information Management Program (RIM) will be giving XD (b)(6), (b)(7)(C) today at 1600. This was a request XD (b)(6), (b)(7)(C) made to the RIM team.

This briefing mentions the retention timeframe for Webex and Wickr.

It also mentions there is no way to centrally store Text messages unless a product like Smarsh is implemented.

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

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

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

Message

From:

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

Sent:

11/30/2021 1:37:45 PM

To:

OIT Senior Management

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

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

OIT EAs

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

CSPO STAFF

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

EDME-STAFF

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

ENTS-STAFF

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

FS-STAFF

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

GREENE, TAMMY L

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

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

CC: OIT WMB: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: [REMINDER] Weekly Management Brief (WMB)/Weekly Activity Report (WAR) Input - Due NOON on Wednesday
Attachments: IT Weekly Report_11-19-21 FINAL.docx

All,

This is a reminder that your Weekly Management Brief (WMB)/Weekly Activity Report (WAR) input is due to "OIT WMB" by **noon Wednesday, December 1**. In addition to the WMB, we are using this input to inform the ES Weekly Activity Report (WAR) to the EAC, C2, and Acting C1, AC talking points, etc.

We are organizing the WAR according to the goals and initiatives of the CBP Strategy 2021-2026. We will try to align the activities we report in the WAR with at least the overall intent of the strategic initiatives.

Additionally, with each item we're trying to "tell the story" of how the highlighted activity benefits CBP operations and/or mission support efforts. For any items that you think should be included in the WAR for the week, **we'd ask that you to include background on how the activity/effort supports CBP's mission or our customers' needs.**

For reference, attached is the OIT WAR from two weeks prior, November 19. Highlighted items were submitted to ES for the overall ES WAR.

Links to previous WARs and WMBs:

WAR: (b)(7)(E) (Report for C1, C2, COO, and EAC)
WMB: (b)(7)(E) (Report for AC and DAC)

Best,

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

Deputy Chief of Staff
Office of Information and Technology
U.S. Customs and Border Protection
Office: (b)(6), (b)(7)(C) | Mobile: (b)(6), (b)(7)(C)

OPERATION ALLIES WELCOME/SAFE HAVEN

Operation Allies Welcome (OAW) Continued Support: OIT continued support for the OAW effort and provided coordination with USCIS and other OIT directorates as needed. An additional OAW flight is expected sometime this week at a time to be determined. OIT also planned a meeting with the State Department for December 3 to discuss an increase in the number of missing or delayed passports, missing passport photos, and missing RFID passport cards. Given the overall impact to CBP operations, this meeting has been elevated to senior leadership for a speedy resolution. (Jay Alalasundaram, 571-468-5614)

SOUTHWEST BORDER OPERATIONS SUPPORT

Brownsville Migrant Protection Protocol (MPP)/Immigrant Hearing Facilities (IHF) Re-mobilization: CBP has completed construction of the Brownsville MPP/IHF with 24 Merit

Rooms and three Master Court Rooms for phase 1, and the teams have begun phase 2. An Office of Facilities and Asset Management representative is onsite and coordinating team efforts with OIT staff and the contractor.



Multiple OIT *Figure 1: Brownsville MPP/IHF*

teams are working with ICE to complete the remainder of installation requirements for network, VTC, phone, and desktop connectivity for the second phase. The local team completed the OIT staging areas and equipment has been delivered. All switches have been configured and are pending MPP LAN 3 cable completions. A planned go-live date is tentative pending the contractor re-mobilization plan and site prep as well as equipment return from ICE Enforcement and Removal Operations and DOJ Executive Office of Immigration Review. The equipment includes Cisco VTC, desktop computers, and printers/copiers/scanners in each court room for remainder of phase 2. (b)(6), (b)(7)(C)

Laredo MPP/IHF Hardware Setup and Operational Test Updated: CBP teams completed installation and setup video equipment for immigration hearings. This includes testing of 14 Merit Rooms and three Master Court Rooms at the IHF location in Laredo. The site is fully operational and readily available for processing. (b)(6), (b)(7)(C)



Figure 2: Aerial view of IAH Laredo

ACTIVITIES IN SUPPORT OF CBP STRATEGY 2021-2026

Counter Network

OIT Assists Suspected Interference Investigation Near Canadian Border: OIT met with Innovation, Science and Economic Development Canada to assist the Canadian government with a suspected interference issue near the border. The team coordinated with a Canadian government request for assistance to investigate the issue to confirm interference on U.S. side before contacting the Federal Communications Commission (FCC). The OIT team escorted representatives along the border with monitoring equipment and researched FCC license information of possible interfering sites in the area. Canadian government representatives expressed appreciation for the high level of support and assistance from CBP. OIT was able to rule out interference from CBP equipment and helped the Canadian government garner required information to send to the FCC for further investigation. (Angela Bartow, 406-366-3017)

Secure and Compliant Trade

ACE Collections Release 4 – Billing Progression: CBP successfully deployed Collections Billing - Release 4 to the Automated Commercial Environment (ACE) on October 16. As of November 4, ACE Collections has successfully issued over 6K bills with over \$259M processed in the CBP Cloud. The Collections Release 4 - Billing continues to streamline and allow CBP

the ability to manage the bill lifecycle in one system and enables increased visibility of the bill history within the entry lifecycle. Members of the trade community are now able to view bill data within the ACE reports. With each release, CBP increases modernization for users and reduces ACS dependency to ultimately retire the mainframe. This release is the first of three releases governed and funded by the GSA Technology Modernization Fund (TMF) and continues to set a precedence for future TMF funding requests by DHS. (b)(6), (b)(7)(C)

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

Preparation for Border Opening in Calais Maine: OIT completed processing systems checks in advance of a border opening in Maine. The team installed new document readers, cameras and new workstations at the Calais Port of Entry. This included the installation of Simplified Arrival and ACE. OIT also completed Windows 20H2 upgrades at Calais Border Patrol Station.

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

Data and Analytics

NARA Unauthorized Disposition Letter Responsive to OIG Audit: CBP Chief Records Officer (b)(6), (b)(7)(C) and DHS CIO (b)(6), (b)(7)(C), DHS CIO received a letter from (b)(6), (b)(7)(C) Chief Records Officer of the U.S. Government, regarding CBP's planned deployment of Wickr and use of WhatsApp and the possible unauthorized destruction of records as referenced in OIT Audit "CBP Targeted Americans with the 2018-2019 Migrant Caravan." The letter requires a CBP response within 30 days to include:

- A report documenting the unauthorized disposition
- Assurance that Records and Information Management (RIM) regulations are being adhered to
- Assurance that CBP is communicating to all employees that messages are federal records and must be retained as such
- Records Management corrective actions CBP will implement in response to OIG audit –
 - To include creation of a NARA approved Records Retention Schedule for all messaging applications
- Any documentation in form of policy, training, approved records schedule, and any other mitigating resources.

CBP RIM is coordinating with relevant stakeholders to include DHS RIM, OFO, USBP, OCC, OIT, and others to develop the response. (b)(6), (b)(7)(C)

Unified Immigration Portal Enhancements: OIT completed the following enhancements to the Unified Immigration Portal (UIP) this week:

- Deployed an encounter details sheet outlining all encounters from the previous day to the MCAT Dashboard, which improves user insight into near-real time operations for subjects in CBP custody. The MCAT Dashboard provides a comprehensive view of CBP encounters and subjects in custody along the Southwest Border.
- Compared the current capacity of every CBP location with pre-COVID capacity in the MCAT, CBP Family Unit, and USBP InCustody dashboards to enable users to understand how capacity limitations at CBP facilities impact operation under COVID-19 policies.

OIT Weekly Activity Report: November 19, 2021

- Provided CBP Office of Acquisition with an update on UIP's progress towards key acquisition milestones and detailed recent accomplishments, outstanding risks, cost information, and upcoming milestones.
- Strengthened access controls for interagency users to view and pull common data in UIP's back-end architecture based on established security and data-sharing agreements.
- Updated the person baseball card to better display event information, including duration, and involved agency. This allows users to easily understand a subject's immigration events.

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

Message

From: (b)(6), (b)(7)(C)
Sent: 1/11/2022 1:09:40 PM
To: (b)(6), (b)(7)(C)
CC: (b)(6), (b)(7)(C)
Subject: RE: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

WICKR – I'm getting an update on patch and implementation
TeleMessage – I'm getting an update
C1 Suite – I'll reach out to (b)(6), (b)(7)(C) re: testing the HP SLICE solution in suite.

Thanks,

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

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



From: (b)(6), (b)(7)(C)
Sent: Tuesday, January 11, 2022 8:02 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: FW: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp
Importance: High

Morning (b)(6), (b)(7)(C) welcome back and welcome back to the hot seat...haha.

A few things the are top of your list:

- WICKR – still need the patch to get that turned back on.
- Telemessage Pilot – need a status when you get a second. Per the OIG audit and our NARA response, we need to try to complete the pilot and have our overall go-forward plan for retention (particularly on WhatsApp) by the end of this month.
- Need an update on the plan for C1 Suite – what are we upgrading, and still not sure what \$\$ we need (can't recall if we were going with Bridges, if we were using/testing a teams-oriented device, etc). there was also talk of upgrading all the monitors since they were old. I need a BOM so I can get the \$\$ tied to the plan and we can get this going.
 - It would be helpful if I can get this in a drawing or a picture, of the as-is configuration and the to-be.
- We will need to review this email and provide appropriate response as well.

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

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

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

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

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

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

Sent: Monday, January 10, 2022 8:32 PM

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

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

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

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

Subject: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

Importance: High

Hi all,

In addition to coordination and insight into remediation progress from the OIG Audit and NARA Open Letter of Unauthorized Disposition (see email below from 1/7/22), CBP RIM is responding to a list of questions from the **S1/AC1 NGO engagement on 11/19**. The below question is from Citizens for Responsible and Ethics in Washington (CREW) and references the OIG report and NARA Open Letter. CBP RIM parsed the questions into the table below and provided the CBP RIM response for each.

ASK of ENTSD: please review the CBP RIM Responses in the table below and let us know if the response is accurate based on current ENTSD progress to address the OIG findings.

Full paragraph with questions:

Q: (b)(6), (b)(7)(C) (Citizens for Responsible and Ethics in Washington) - On the issue of transparency: reports have revealed a troubling pattern of CBP officials illegally deleting records that may provide evidence of misconduct or criminal behavior. An OIG report issued last month found that CBP officials improperly deleted sensitive communications with their Mexican counterparts carried out via unofficial WhatsApp accounts. There is no indication disciplinary action or criminal referrals were made following this report. More recently, current CBP leadership have approved agencywide deployment of Wickr, an encrypted messaging app that includes an auto-delete feature. Some of these issues are addressed in a letter sent by the National Archives in October: <https://www.archives.gov/files/records-mgmt/resources/ud-2022-0001-dhschbp-open-letter.pdf> - what steps is CBP taking to ensure employees don't delete evidence of misconduct and to appropriately discipline employees who do?

Questions parsed into a table with CBP RIM response:

Q: (b)(6), (b)(7)(C) (Citizens for Responsible and Ethics in Washington) - On the issue of transparency: reports have revealed a troubling pattern of CBP officials illegally deleting records that may provide evidence of misconduct or criminal behavior. An OIG report issued last month found that CBP officials improperly deleted sensitive communications with their Mexican counterparts carried out via unofficial WhatsApp accounts. There is no indication disciplinary action or criminal referrals were made following this report.	CBP RIM Response: This is outside CBP RIM scope of responsibility- uncertain whom within CBP is responsible for any disciplinary action that may be required
More recently, current CBP leadership have approved agencywide deployment of Wickr, an encrypted messaging app that includes an auto-delete feature.	CBP RIM Response: CBP is piloting an enterprise instance of the Wickr messaging application. The Enterprise version of Wickr captures all

	<p>messages to and from CBP personnel and stores them in a CBP controlled repository. This version captures messages from Wickr even if they have been configured for immediate deletion. The repository contains compliance functionality, allowing retention periods to be configured for messages. This is currently the Wickr version in use at CBP and all messages are retained indefinitely until CBP implements a NARA-approved retention schedule.</p>
<p>Some of these issues are addressed in a letter sent by the National Archives in October: https://www.archives.gov/files/records-mgmt/resources/ud-2022-0001-dhscbp-open-letter.pdf - what steps is CBP taking to ensure employees don't delete evidence of misconduct and to appropriately discipline employees who do?</p>	<p>CBP RIM Response: CBP is taking steps to ensure messages are automatically preserved regardless of content. In the meantime, users have received instructions on how to manually preserve content, and have been made aware of consequences for noncompliance according to 44 USC/36 CFR.</p>
<p>Some of these issues are addressed in a letter sent by the National Archives in October: https://www.archives.gov/files/records-mgmt/resources/ud-2022-0001-dhscbp-open-letter.pdf - what steps is CBP taking to ensure employees don't delete evidence of misconduct and to appropriately discipline employees who do?</p>	<p>CBP RIM Response: This is outside CBP RIM scope of responsibility- uncertain whom within CBP is responsible for any disciplinary action that may be required.</p>

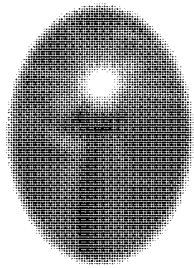
ASK of ENTSD:

1. Review the CBP RIM Responses for the S1 Questions in the table above and let us know if the response is accurate based on current ENTSD progress to address the OIG findings
2. (from email below) Provide ENTSD POC that CBP RIM can work with to obtain and maintain insight into what OIT/ENTSD is doing to address findings in the OIG report so that CBP RIM can provide NARA with status based on CBP's response to the Open Letter of Unauthorized Disposition.

Please let me know if you have any questions or need additional clarification on what is needed.

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](#)

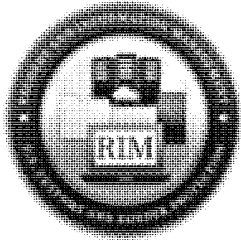


Shine a Light

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: Friday, January 7, 2022 1:39 PM

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

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

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

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

Subject: C1 CBP RIM communication - FW: Retention message for WhatsApp

Hi all and Happy New Year,

Since we learned that (b)(6), (b)(7)(C) has moved on to CISA ☹️ I am reaching out to all of you for coordination.

First, I am inquiring as to the new ENTSD POC that is working on solutions to address the OIG audit findings and the NARA Letter findings... CBP RIM is required to provide a status back to NARA over the next couple weeks based on our response but I am not certain who picked up the activity that (b)(6), (b)(7)(C) was doing... I would like to schedule a meeting over the next couple weeks to capture progress we can include in the NARA status.

XD: (b)(6), (b)(7)(C) Not sure if this status meeting should include XDs (b)(6), (b)(7)(C)

Secondly, CBP RIM received the green light from the aDAC to create a communication message regarding CBP RIM requirements that will be distributed via C1. ~But~ I am hoping we can leverage the proposed action that was floated to create a message from C1 regarding Records retention for WhatsApp. The message will include WhatsApp as a topic example but address RIM requirements more broadly as a refresher / reminder to all of CBP of the requirements and implications of non-compliance with DHS/NARA/CBP RIM regulations, laws, and directives. Some of those implications as we know are, OIG audits, NARA unauthorized destruction cases, Congressional inquiries, CREW lawsuits, FOIA requests, etc. This communication to all of CBP is one of the requirements from the NARA Letter that we must complete.

CBP RIM will draft the C1 message building on what (b)(6), (b)(7)(C) sent to the specific users but it will not include the 'instruction' for manual retention. Please let me know your thoughts on this and who within ENTSD we should work with.

Thanks,

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

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

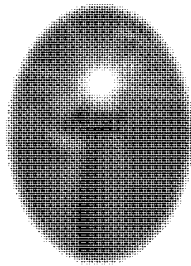
CBP Records and Information Management Program (RIM)

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, December 15, 2021 2:15 PM

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

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

Subject: Retention message for WhatsApp

As discussed on the call today, this is the message that went to all WhatsApp users.

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

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

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

Message

From:

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

Sent:

2/7/2022 3:43:10 PM

To:

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

CC:

Subject:

WICKR Federation

XD,

We are at a point where we can make the necessary changes to federate our WICKR ENTERPRISE (internal) with WICKR PRO (external) but need to address the Security Policy that currently requires either an ISA or a waiver to enable us to make this connection and provide the proof part of this Proof of Concept.

(b)(6), (b)(7)(C) has provided us the information below and I just want to make sure we aren't exposed (literally and figuratively) from an IT Security perspective. Should I work with (b)(6), (b)(7)(C) on a waiver?

Thanks,

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

If the outside system using Wickr Pro is on another approved GSA ATO system, then answer technically is yes; However, CBP would still require an ISA with said entities system verifying a secure connection. Additionally, the Pro users' communications would have to adhere to CBPs current retention policy. (Managing and retaining communications from Wickr Enterprise out to Wickr Pro and Pro into Wickr Enterprise) which we are not currently doing. Please see the ISA policy below for review.

1.8 General CBP Security Policy

Connections between CBP information systems and any other systems or networks not under CBP authority are unauthorized, unless documented by a formally approved

Interconnection Security Agreement (ISA) signed by the Deputy Director, Office of Information and Technology (OIT)/Cyber Security Directorate. If the system or network not under CBP authority is owned by another DHS component, an ISA is still required. The non-CBP system representatives must have the authority to represent their organization, when defining security requirements to be included in the ISA (See Attachment N, Preparation of Interconnection Security Agreements).

5.4.3 Network Connectivity

A system interconnection is the direct connection of two or more information systems for the purpose of sharing data and other information resources by passing data between each other via a direct system-to-system interface without human intervention. Any physical connection that allows other systems to share data (pass thru) also constitutes an interconnection, even if the two systems connected do not share data between them.

5.4.3.g: CBP documents interconnections between the CBP network and external (Non-DHS) networks with an ISA for each connection.

Attachment N, Preparation of Interconnection Security Agreements:

"ELECTRONIC CONNECTIONS BETWEEN IT SYSTEMS MUST BE ESTABLISHED IN ACCORDANCE WITH NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY (NIST) SPECIAL PUBLICATION (SP) 800-47, "SECURITY GUIDE FOR INTERCONNECTING INFORMATION TECHNOLOGY SYSTEMS." AN ISA IS REQUIRED WHENEVER THE SECURITY POLICIES OF THE INTERCONNECTED SYSTEMS ARE NOT IDENTICAL AND THE SYSTEMS ARE NOT ADMINISTERED BY THE SAME AUTHORIZING OFFICIAL (AO)."

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

| DHS | CBP | ES | OIT | ENTSD |

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



Message

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

Sent: 4/3/2022 5:31:49 PM

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

CC:

Subject: RE: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

Apparently, a quick turn-around ad hoc request came through CBP OPA mid-week, which DAC (b)(6), (b)(7)(C) and XD (b)(6), (b)(7)(C) handled after working with OCC (legal) and OPA. They provided a response that pertained to CBP – but they can clarify

DAC will also research the additional background that CBP Records Officer, CISO etc. usually coordinate:

1. Our regular records communications go through CBP RIM to DHS records. CBP RIM submitted an unauthorized disposition report and corrective actions to DHS, who submitted the report to NARA 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.
2. Also, any formal audit or other oversight responses go through our CISO audit team and shared with DHS audit teams regularly.
3. Ad hoc OPA inquiries are looked at case-by-case within Legal/OPA.
4. We share our information regularly on all operational fronts.

Team will check if anything missing on item 3.

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

Please research and respond.

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

Sent: Sunday, April 3, 2022 12:50 PM

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

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

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

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

Subject: Fwd: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

Hi folks,

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

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

Chief Information Officer & Senior Official Performing the Duties of the Deputy Under Secretary for Management
U.S. Department of Homeland Security

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

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 12:31 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: FW: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

(b)(6), (b)(7)(C) flagging this. CBP issued a statement that inferred they no longer are using the app, but let us know if there is further info that should be provided.

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 9:56 AM
To: PressTeam (b)(6), (b)(7)(C); OPA Strategic Communications (b)(6), (b)(7)(C)
Subject: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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 (b)(6), (b)(7)(C), senior counsel for Citizens for Responsibility and Ethics in Washington ((b)(6), (b)(7)(C))), 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.”

(b)(6), (b)(7)(C) 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. (b)(6), (b)(7)(C) is asking CBP to “fully and promptly process (b)(6), (b)(7)(C) 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.”

(b)(6), (b)(7)(C) 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 (b)(6), (b)(7)(C) 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 David Tatel 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). A 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.

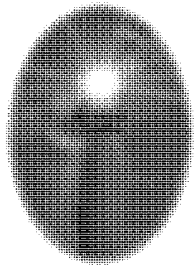
Message

From: (b)(6), (b)(7)(C)
Sent: 4/3/2022 5:35:53 PM
To: (b)(6), (b)(7)(C)
Subject: FW: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

Sirs,
I did not see the final version of information CBP OPA provided to the reporter. I reached out to OCC / and (b)(6), (b)(7)(C) Media Division, Office of Public Affairs a short time ago to request a copy of the language that was provided to the NBC news reporter. I will provide that if and when I get a response.

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: Sunday, April 3, 2022 12:57 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: Fwd: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

FYSA - was there a response or heads up to DHS?

Get [Outlook for iOS](#)

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

Sent: Sunday, April 3, 2022 12:50 PM

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

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

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

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

Subject: Fwd: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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Ben Goggin and Louise Matsakis

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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.

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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."

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Message

From: (b)(6), (b)(7)(C)
Sent: 4/3/2022 7:37:19 PM
To: (b)(6), (b)(7)(C)
CC:
Subject: FW: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

How close are you on the draft? Honestly, I just got back from my hike. I have had my cocoa – son ready for anything you send.

Vr/s

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 2:22 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: Re: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

No rush! Enjoy your walk in the woods...🌲🍪👍

Get [Outlook for iOS](#)

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 1:59:08 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: Re: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

Ok, will do. Thanks!

Get [Outlook for iOS](#)

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 1:58:41 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: Re: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

Please ePrepare the response and send to DHS OCIO directly.

You can let him know that while everything else worked in our process, in the future you all will give COS and me a RTS text to send to DHS OCIO as a heads up (which we normally do) but unaware this time as unaware he was mentioned.

Thanks

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

Get Outlook for iOS

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

Sent: Sunday, April 3, 2022 1:36 PM

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

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

Subject: Re: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

The NBC News inquiry came into the CBP Public Affairs office. Recall we were asked to help OPA formulate their response. To my knowledge we did not give DHS a heads up on the NBC News story/inquiry.

The reference to the DHS CIO is because the letter from NARA that we helped respond to came from NARA to the DHS CIO. RIM led the effort to provide a draft response that did go through the DHS CIO's office before it was sent to NARA, so he is aware of that.

Unfortunately, we did not give him a heads up on the NBC News story.

(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: Sunday, April 3, 2022 12:57:10 PM

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

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

Subject: Fwd: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

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

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Sent: 4/3/2022 9:16:41 PM
To: (b)(6), (b)(7)(C)
Subject: RE: 2nd draft of text - RE: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

I made some modifications and sent to AC. I'll get his feedback before moving forward – this is a sensitive relationship with DHS.

vr/s

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 4:59 PM
To: (b)(6), (b)(7)(C)
Subject: 2nd draft of text - RE: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

My apologies for a second response but I shortened the yellow text a bit and added the text in green also for your consideration. Please let me know if you have any questions or need additional clarification.

Sir,

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

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

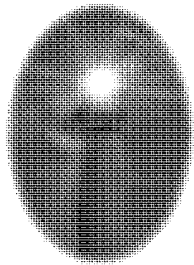
CBP Records and Information Management Program (RIM)

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: Sunday, April 3, 2022 4:46 PM

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

Subject: RE: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

I think this is good. I can work with this ...

Vr/s

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

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

Sent: Sunday, April 3, 2022 3:51 PM

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

Subject: RE: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

Below are a couple of paragraphs for consideration. Not sure if this is along the lines of what you are looking for... please let me know if you have questions or would like further clarification or elaboration.

Potential language for part of the response back to CIO (b)(6), (b)(7)(C)

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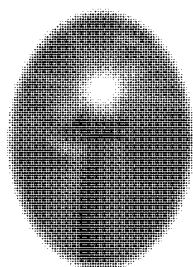
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(b)(6), (b)(7)(C) CBP Chief Records Officer
CBP Records and Information Management Program (RIM)
DHS/CBP/OIT/RIM
(C) (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
[RIM Website](#) | [Email Us](#)



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Cc: (b)(6), (b)(7)(C)
Subject: FW: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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How close are you on the draft? Honestly, I just got back from my hike. I have had my cocoa – son ready for anything you send.

Vr/s

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No rush! Enjoy your walk in the woods... 🌲 🍄 👍

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Sent: Sunday, April 3, 2022 1:59:08 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: Re: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

Ok, will do. Thanks!

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From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 1:58:41 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: Re: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

DAC

Please ePrepare the response and send to DHS OCIO directly.

You can let him know that while everything else worked in our process, in the future you all will give COS and me a RTS text to send to DHS OCIO as a heads up (which we normally do) but unaware this time as unaware he was mentioned.

Thanks

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

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

Sent: Sunday, April 3, 2022 1:36 PM

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

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

Subject: Re: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

Hi AC,

The NBC News inquiry came into the CBP Public Affairs office. Recall we were asked to help OPA formulate their response. To my knowledge we did not give DHS a heads up on the NBC News story/inquiry.

The reference to the DHS CIO is because the letter from NARA that we helped respond to came from NARA to the DHS CIO. RIM led the effort to provide a draft response that did go through the DHS CIO's office before it was sent to NARA, so he is aware of that.

Unfortunately, we did not give him a heads up on the NBC News story.

(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: Sunday, April 3, 2022 12:57:10 PM

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

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

Subject: Fwd: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

FYSA - was there a response or heads up to DHS?

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

Sent: Sunday, April 3, 2022 12:50 PM

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

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

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

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

Subject: Fwd: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

Hi folks,

My understanding is that CBP is continuing to pilot Wickr but has fully implemented technical controls that ensure records retention, correct? Or has that changed since the last update I received in December?

If the CBP responses to this reporter came through you all for review, would have appreciated a heads up as I'm named in the story.

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

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

Chief Information Officer & Senior Official Performing the Duties of the Deputy Under Secretary for Management
U.S. Department of Homeland Security

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

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

Sent: Sunday, April 3, 2022 12:31 PM

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

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

Subject: FW: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

(b)(6), (b)(7)(C) flagging this. CBP issued a statement that inferred they no longer are using the app, but let us know if there is further info that should be provided.

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

Sent: Sunday, April 3, 2022 9:56 AM

To: PressTeam (b)(6), (b)(7)(C); OPA Strategic Communications (b)(6), (b)(7)(C)

Subject: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

Ben Goggin and Louise Matsakis

In October, Laurence Brewer, 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.

Brewer, 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."

Brewer addressed his letter to Eric Hysen, 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."

Tammy T. Melvin, 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). CREW 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 David Tatel 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, Brewer 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.

Melvin 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, Melvin, 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 Melvin. A 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.

Message

From:

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

Sent:

4/3/2022 8:59:19 PM

To:

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

Subject:

2nd draft of text - RE: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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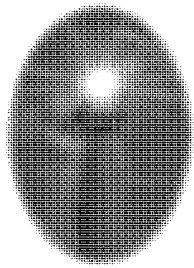
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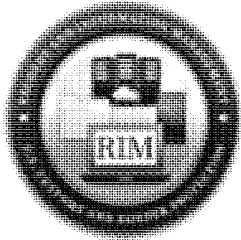


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Sent: Sunday, April 3, 2022 4:46 PM

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

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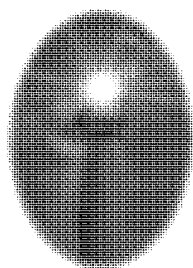
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DHS/CBP/OIT/RIM

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

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

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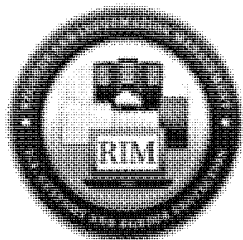
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Cc: (b)(6), (b)(7)(C)

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

Subject: Re: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

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

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The NBC News inquiry came into the CBP Public Affairs office. Recall we were asked to help OPA formulate their response. To my knowledge we did not give DHS a heads up on the NBC News story/inquiry.

The reference to the DHS CIO is because the letter from NARA that we helped respond to came from NARA to the DHS CIO. RIM led the effort to provide a draft response that did go through the DHS CIO's office before it was sent to NARA, so he is aware of that.

Unfortunately, we did not give him a heads up on the NBC News story.

(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: Sunday, April 3, 2022 12:57:10 PM

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

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

Subject: Fwd: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

FYSA - was there a response or heads up to DHS?

Get [Outlook for iOS](#)

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

Sent: Sunday, April 3, 2022 12:50 PM

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

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

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

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

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

Subject: Fwd: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

Hi folks,

My understanding is that CBP is continuing to pilot Wickr but has fully implemented technical controls that ensure records retention, correct? Or has that changed since the last update I received in December?

If the CBP responses to this reporter came through you all for review, would have appreciated a heads up as I'm named in the story.

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

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

Chief Information Officer & Senior Official Performing the Duties of the Deputy Under Secretary for Management
U.S. Department of Homeland Security

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

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

Sent: Sunday, April 3, 2022 12:31 PM

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

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

Subject: FW: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

(b)(6), (b)(7)(C) flagging this. CBP issued a statement that inferred they no longer are using the app, but let us know if there is further info that should be provided.

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

Sent: Sunday, April 3, 2022 9:56 AM

To: PressTeam (b)(6), (b)(7)(C); OPA Strategic Communications (b)(6), (b)(7)(C)

Subject: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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.

Brewer, 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."

Brewer 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 CBPI 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.”

(b)(6), (b)(7)(C) 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). CREW 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 David Tatel 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). A 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.

Message

From: (b)(6), (b)(7)(C)
Sent: 5/20/2021 3:51:12 PM
To: (b)(6), (b)(7)(C)
Subject: FW: Discuss CBP Chat Applications

I have a meeting with records management tomorrow and one of the items is going to be WICKR and retention.

please send me the current list of what needs to be done along with the dates it's expected to be completed

From: (b)(6), (b)(7)(C)
Sent: Tuesday, April 13, 2021 10:24 AM
To: (b)(6), (b)(7)(C)
Subject: RE: Discuss CBP Chat Applications

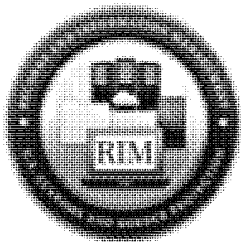
So with the Enterprise package, are all messages currently stored on a CBP Server?

Thanks.

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

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

Capstone Project Lead
Capitol Advisors on Technology
CBP Records and Information Management (RIM)
[RIM Website](#) | [Request RIM Service](#) | [Email Us](#)
Cell: (b)(6), (b)(7)(C)



From: (b)(6), (b)(7)(C)
Sent: Thursday, April 8, 2021 2:09 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: Discuss CBP Chat Applications

We have Wickr Enterprise Package. We will have access to the upcoming compliance tool which is in development and is to be ready in the next 6 months.

From: (b)(6), (b)(7)(C)
Sent: Thursday, April 8, 2021 3:04 PM

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

Subject: RE: Discuss CBP Chat Applications

I was looking up the different service plans for Wickr and was wondering which plan was in use as CBP. Does CBP have the version which includes the "Compliance, unlimited data retention, and eDiscovery capabilities"?

Thanks.

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

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

Capstone Project Lead

Capitol Advisors on Technology

CBP Records and Information Management (RIM)

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

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



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

Sent: Thursday, April 8, 2021 12:37 PM

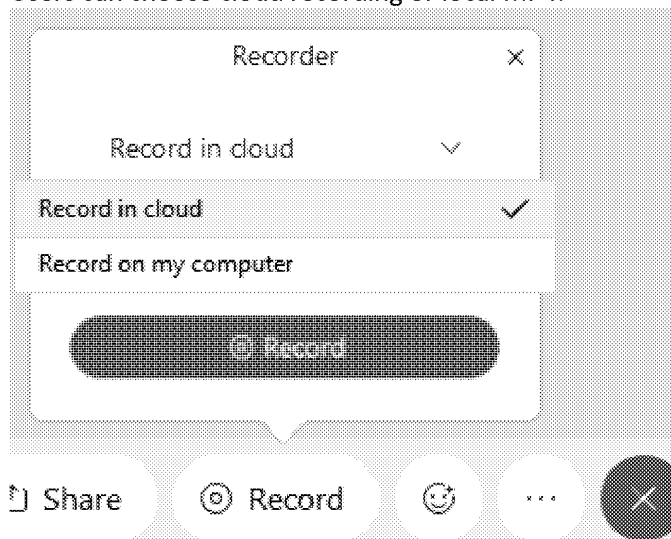
To: (b)(6), (b)(7)(C)

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

Subject: RE: Discuss CBP Chat Applications

As discussed on the call re Webex...

Users can choose cloud recording or local MP4:



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

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

Sent: Monday, April 5, 2021 9:34 AM

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

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

Subject: Discuss CBP Chat Applications

When: Thursday, April 8, 2021 11:00 AM-11:30 AM (UTC-06:00) Central Time (US & Canada).

Where: Microsoft Teams Meeting

Wanted to discuss CBP's use of non-Microsoft chat and collaboration applications and is the content from those applications is stored and retained.

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

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

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

Message

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

Sent: 5/20/2021 3:59:20 PM

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

Subject: RE: Discuss CBP Chat Applications

Attachments: RIM Chat Application Briefing.pptx

Pages six and seven on the attached is what I need to provide an update on

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

Sent: Thursday, May 20, 2021 11:51 AM

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

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

Subject: FW: Discuss CBP Chat Applications

I have a meeting with records management tomorrow and one of the items is going to be WICKR and retention.

please send me the current list of what needs to be done along with the dates it's expected to be completed

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

Sent: Tuesday, April 13, 2021 10:24 AM

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

Subject: RE: Discuss CBP Chat Applications

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Thanks.

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

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

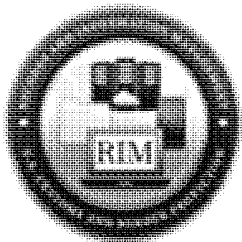
Capstone Project Lead

Capitol Advisors on Technology

CBP Records and Information Management (RIM)

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

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



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

Sent: Thursday, April 8, 2021 2:09 PM

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

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

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

Sent: Thursday, April 8, 2021 3:04 PM

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

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

Subject: RE: Discuss CBP Chat Applications

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Thanks.

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

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

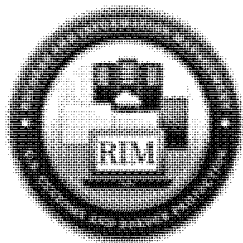
Capstone Project Lead

Capitol Advisors on Technology

CBP Records and Information Management (RIM)

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

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



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

Sent: Thursday, April 8, 2021 12:37 PM

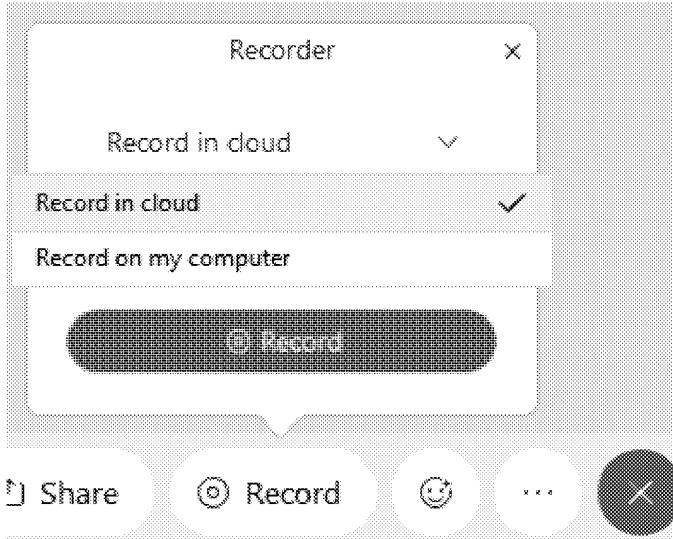
To: (b)(6), (b)(7)(C)

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

Subject: RE: Discuss CBP Chat Applications

As discussed on the call re Webex...

Users can choose cloud recording or local MP4:



Admin can set retention days, currently 2600 days (7.1 years)

☒ **Support Recording Auto-Deletion Policy** (Warning: recordings older than the retention period entered will be moved to trash on a daily basis)

Recording Retention Days: 2800

Cloud recording allotment: 10,240 GB, currently using 264.127 GB. Will auto delete after 7 years.

Record no storage allocation:

10240 GB (Please contact Veeva to increase your allocation)

☐ Allow Overlap:

☐ Unlimited coverage

GB coverage

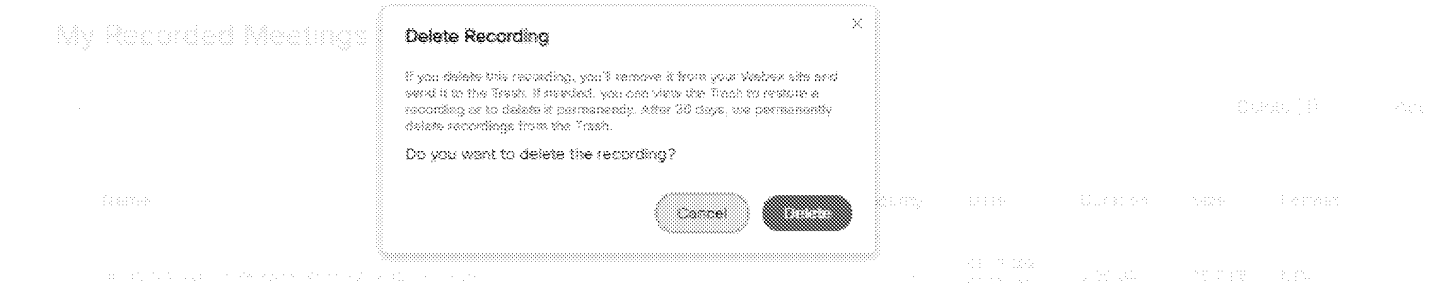
Total allocation:

10240 GB (Used: 264.127 GB)

Notify site administrator if storage exceeds	50	% of total allocated space
--	----	----------------------------

☐ Send notification by email☐ Display warning message on Site Admin

Users do have the ability to delete a recording:



Questions to Cisco have been asked (cisco case # (b)(7)(E))

- Is there a way to limit recording options for only cloud versus having the option of choosing MP4 prior to clicking record ?
- Is there a way to retain recordings made by users even if they delete them?

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

Mobile: (b)(7)(E)

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

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

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

Sent: Monday, April 5, 2021 9:34 AM

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

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

Subject: Discuss CBP Chat Applications

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Wanted to discuss CBP's use of non-Microsoft chat and collaboration applications and is the content from those applications is stored and retained.

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Join on your computer or mobile app

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

Message

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

Sent: 10/28/2021 9:47:10 PM

To:

CC:

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

Subject: RE: Discovered Messaging Applications & Wickr Federation Project Briefing

Maximum retention timeframe is yet to be defined. Unlimited until we run out of space.

(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.

----- Original message -----

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

Date: 10/28/21 3:31 PM (GMT-05:00)

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

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

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

Subject: RE: Discovered Messaging Applications & Wickr Federation Project Briefing

Message

From:

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

Sent:

3/9/2022 7:51:54 PM

To:

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

CC:

Subject:

RE: Disabling iMessage on iOS devices

Yes. This was from a conversation on our bi-weekly Messaging Apps Policy Working Group. I'm not trying to create more work so we don't necessarily need to add it to our backlog.

This centers around the use of WICKR or TeleMessage/WhatsApp and Records Retention policies. We know that iMessage uses an encryption that we can't "break" so we cannot retain conversations unless it is done via screenshots – which may not be admissible in court or in legal proceedings. The questions were around can we disable iMessage and only use the SMS capabilities on iOS devices but those conversations are NOT encrypted. So, no need to spend a great deal of time on this.

One question would be if iMessage is disabled does that affect Apple Appstore? Facetime? And other Apple-centric capabilities?

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: Wednesday, March 9, 2022 2:47 PM

To:

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

Cc:

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

Subject: Re: Disabling iMessage on iOS devices

Importance: High

This is a loaded request that requires details such as the technical feasibility, impact on existing users, data loss and historical context on why this effort has failed twice at CBP.

Would you be ok to move this into Sprint 03 since the areas to cover require testing and research.

The Jira board is loaded with excellent work for Sprint 02 that is directly aligned with our top priorities.

Thoughts?

(b)(6), (b)(7)(C) for intake of all new requests that are placed into the backlog. (b)(6), (b)(7)(C) will further define the scope of this request when applicable)

(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: Wednesday, March 9, 2022 at 2:11 PM

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

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

Subject: Disabling iMessage on iOS devices

What are all the ugly and pain points in disabling iMessage on iOS devices. I wanna hear all the ugliness that could be encountered 😬

Thanks,

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

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



Message

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

Sent: 1/20/2022 1:55:42 PM

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

CC:

Subject: FW: WhatsApp

Importance: High

Need this list of folks enabled for WhatsApp soonest.

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: Thursday, January 20, 2022 7:10 AM

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

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

Subject: RE: WhatsApp

Good morning.

Following is the list of names of OT staff who are requesting to have WhatsApp installed:

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

What are the next steps?

Thanks again for your help.

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

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

Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection

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

(MS Teams Phone)

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

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

Sent: Thursday, January 13, 2022 7:44 AM

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

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

Subject: RE: WhatsApp

Need a list of users that you want added.

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

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

(b)(6), (b)(7)(C) (desk)
(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, January 13, 2022 7:37 AM

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

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

Subject: RE: WhatsApp

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

What would next steps be?

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

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

Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection

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

(MS Teams Phone)

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

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

Sent: Tuesday, January 11, 2022 1:50 PM

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

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

Subject: RE: WhatsApp

Hi XD,

We can certainly permit a few more folks to use WhatsApp.

Keep in mind there are manual steps that each user is required to take/perform to ensure the retention policies are met when using the messaging app (we provide those when granting access for its use).

As you probably know, we've been hit by an OIG audit as well as NARA over our lack of retention of such messages, and at this time we are dependent on the end-user to ensure compliance.

Depending on who they need to communicate with/amongst, we could also offer the WICKR messaging app, for which we have some retention capabilities and policies already built in.

(b)(6), (b)(7)(C) copied, is the new and improved (b)(6), (b)(7)(C) FYI.

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

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

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

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

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

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

Sent: Wednesday, January 5, 2022 7:31 AM

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

Subject: RE: WhatsApp

Thanks, (b)(6), (b)(7)(C) I dropped (b)(6), (b)(7)(C) ..looks like he is now at CISA??

(b)(6), (b)(7)(C) let me know what next steps should be. This is not an urgent request...so definitely at your convenience.

Thanks for your help.

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

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

Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection

(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) (National Place Office)
(b)(6), (b)(7)(C) (Beauregard Office)
(b)(6), (b)(7)(C) (Mobile)

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

Sent: Tuesday, January 4, 2022 10:15 AM

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

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

Subject: Re: WhatsApp

Good Morning XD (b)(6), (b)(7)(C) Happy New Year. I am adding XD (b)(6), (b)(7)(C) and (b)(6), (b)(7)(C)

Thanks,

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

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

title : "Chief Technology Officer ",

office : "Customs & Border Protection",

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

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

message of the day : "01001001 01110100 00100000 01101001 01110011 00100000 01100001 01101100 01101100
00100000 01100001 01100010 01101111 01110101 01110100 00100000 01100011 01101111 01100100 01100101" }

To schedule an calendar appointment, please contact:

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

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

Date: Tuesday, January 4, 2022 at 9:24 AM

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

Subject: WhatsApp

Hi (b)(6), (b)(7)(C) Happy New Year!

Hey, we've got a group in OT asking about the possibility of getting WhatsApp installed. Is that something that is available within CBP? Looks like they need something they can use to collaborate with external parties...who don't seem to use Teams.

Thanks.

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

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

Executive Director, Trade Transformation Office

Office of Trade

U.S. Customs and Border Protection

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

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

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

(Mobile)

Message

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

Sent: 1/20/2022 5:06:29 PM

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

CC:

Subject: RE: WhatsApp

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

(b)(6), (b)(7)(C) took care of if this morning.

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: Thursday, January 20, 2022 11:49 AM

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

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

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

Subject: Re: WhatsApp

Confirming we are still waiting on a list of users requesting WhatsApp.

Thanks,

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

Project Manager

Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

Desk: TBD

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

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

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

Sent: Thursday, January 20, 2022 8:55:42 AM

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

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

Subject: FW: WhatsApp

Need this list of folks enabled for WhatsApp soonest.

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: Thursday, January 20, 2022 7:10 AM

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

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

Subject: RE: WhatsApp

Good morning.

Following is the list of names of OT staff who are requesting to have WhatsApp installed:

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

What are the next steps?

Thanks again for your help.

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

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

Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection

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

(b)(6), (b)(7)(C) (MS Teams Phone)
(b)(6), (b)(7)(C) (National Place Office)
(b)(6), (b)(7)(C) (Mobile)

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

Sent: Thursday, January 13, 2022 7:44 AM

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

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

Subject: RE: WhatsApp

Need a list of users that you want added.

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

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

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

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

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

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

Sent: Thursday, January 13, 2022 7:37 AM

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

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

Subject: RE: WhatsApp

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

What would next steps be?

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

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

Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection

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

(b)(6), (b)(7)(C) (MS Teams Phone)
(b)(6), (b)(7)(C) (National Place Office)
(b)(6), (b)(7)(C) (Mobile)

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

Sent: Tuesday, January 11, 2022 1:50 PM

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

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

Subject: RE: WhatsApp

Hi XD,

We can certainly permit a few more folks to use WhatsApp.

Keep in mind there are manual steps that each user is required to take/perform to ensure the retention policies are met when using the messaging app (we provide those when granting access for its use).

As you probably know, we've been hit by an OIG audit as well as NARA over our lack of retention of such messages, and at this time we are dependent on the end-user to ensure compliance.

Depending on who they need to communicate with/amongst, we could also offer the WICKR messaging app, for which we have some retention capabilities and policies already built in.

(b)(6), (b)(7)(C) copied, is the new and improved (b)(6), (b)(7)(C) FYI.

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

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

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

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

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

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

Sent: Wednesday, January 5, 2022 7:31 AM

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

Subject: RE: WhatsApp

Thanks, (b)(6), (b)(7)(C) I dropped (b)(6), (b)(7)(C) looks like he is now at CISA??

(b)(6), (b)(7)(C) let me know what next steps should be. This is not an urgent request...so definitely at your convenience.

Thanks for your help.

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

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

Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection

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

(b)(6), (b)(7)(C) (National Place Office)
(b)(6), (b)(7)(C) (Beauregard Office)
(b)(6), (b)(7)(C) (Mobile)

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

Sent: Tuesday, January 4, 2022 10:15 AM

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

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

Subject: Re: WhatsApp

Good Morning XD (b)(6), (b)(7)(C) Happy New Year. I am adding XD (b)(6), (b)(7)(C) and (b)(6), (b)(7)(C)

Thanks,

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

{ name : "(b)(6), (b)(7)(C)"
title : "Chief Technology Officer",
office : "Customs & Border Protection",
phone : "(b)(6), (b)(7)(C)",
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message of the day : "01001001 01110100 00100000 01101001 01110011 00100000 01100001 01101100 01101100
00100000 01100001 01100010 01101111 01110101 01110100 00100000 01100011 01101111 01100100 01100101" }

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

From: (b)(6), (b)(7)(C)
Date: Tuesday, January 4, 2022 at 9:24 AM
To: (b)(6), (b)(7)(C)
Subject: WhatsApp

Hi (b)(6), (b)(7)(C) Happy New Year!

Hey, we've got a group in OT asking about the possibility of getting WhatsApp installed. Is that something that is available within CBP? Looks like they need something they can use to collaborate with external parties...who don't seem to use Teams.

Thanks.

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

(b)(6), (b)(7)(C)
Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection

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

(b)(6), (b)(7)(C) (National Place Office)
(b)(6), (b)(7)(C) (Beauregard Office)
(b)(6), (b)(7)(C) (Mobile)

Message

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

Sent: 1/20/2022 5:06:45 PM

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

CC:

Subject: Re: WhatsApp

Thank you!

Thanks,

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

Project Manager

Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

Desk: TBD

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

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

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

Sent: Thursday, January 20, 2022 12:06:29 PM

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

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

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

Subject: RE: WhatsApp

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

(b)(6), (b)(7)(C) took care of if this morning.

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: Thursday, January 20, 2022 11:49 AM

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

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

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

Subject: Re: WhatsApp

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Thanks,

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

Project Manager

Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

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Desk: TBD

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

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

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

Sent: Thursday, January 20, 2022 8:55:42 AM

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

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Subject: FW: WhatsApp

Need this list of folks enabled for WhatsApp soonest.

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: Thursday, January 20, 2022 7:10 AM

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

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

Subject: RE: WhatsApp

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Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection

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

(b)(6), (b)(7)(C) (MS Teams Phone)
(b)(6), (b)(7)(C) (National Place Office)
(b)(6), (b)(7)(C) (Mobile)

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

Sent: Thursday, January 13, 2022 7:44 AM

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

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

Subject: RE: WhatsApp

Need a list of users that you want added.

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

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

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

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

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

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Sent: Thursday, January 13, 2022 7:37 AM

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

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

Subject: RE: WhatsApp

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

What would next steps be?

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

Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection

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

Sent: Tuesday, January 11, 2022 1:50 PM

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

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

Subject: RE: WhatsApp

Hi XD,

We can certainly permit a few more folks to use WhatsApp.

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Enterprise Networks & Technology Support (ENTSD)
Office of Information and Technology (OIT)
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Department of Homeland Security

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

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

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

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

Sent: Wednesday, January 5, 2022 7:31 AM

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

Subject: RE: WhatsApp

Thanks, Sunil. I dropped (b)(6), (b)(7)(C). looks like he is now at CISA??

(b)(6), (b)(7)(C) let me know what next steps should be. This is not an urgent request...so definitely at your convenience.

Thanks for your help.

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

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

Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection

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

(National Place Office)

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

(Mobile)

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

Sent: Tuesday, January 4, 2022 10:15 AM

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

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

Subject: Re: WhatsApp

Good Morning XD (b)(6), (b)(7)(C) Happy New Year. I am adding XD (b)(6), (b)(7)(C)

Thanks,

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

{ name : "(b)(6), (b)(7)(C)",

title : "Chief Technology Officer ",

office : "Customs & Border Protection",

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

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

message of the day : "01001001 01110100 00100000 01101001 01110011 00100000 01100001 01101100 01101100
00100000 01100001 01100010 01101111 01110101 01110100 00100000 01100011 01101111 01100100 01100101" }

To schedule an calendar appointment, please contact:

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

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

Date: Tuesday, January 4, 2022 at 9:24 AM

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

Subject: WhatsApp

Hi (b)(6), (b)(7)(C) Happy New Year!

Hey, we've got a group in OT asking about the possibility of getting WhatsApp installed. Is that something that is available within CBP? Looks like they need something they can use to collaborate with external parties...who don't seem to use Teams.

Thanks.

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

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

Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection

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

(National Place Office)

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

(Beauregard Office)

(Mobile)

Message

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

Sent: 2/7/2022 12:48:58 PM

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

Subject: RE: CSM (Wickr) Federation

Let's pull together our security concerns about moving forward and/or the interpretation that our existing security posture will not allow for it. I can take that information to the XD and allow him to determine if he wants to pursue an Exception or Waiver to move forward. Will need this sooner rather than later. Bad news doesn't get better with age (22)

Thanks guys,

(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: Sunday, February 6, 2022 9:08 AM

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

Subject: RE: CSM (Wickr) Federation

That is correct we are still in limbo.

Thanks,

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

Project Manager



Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

Desk: TBD

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

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

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

Sent: Friday, February 4, 2022 7:50 PM

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

Subject: FW: CSM (Wickr) Federation

Nothing about this response suggests that we are approved to proceed.

Thoughts?

(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: Friday, February 4, 2022 at 3:35 PM

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

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

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

Subject: RE: CSM (Wickr) Federation

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

If the outside system using Wickr Pro is on another approved GSA ATO system, then answer technically is yes; However, CBP would still require an ISA with said entities system verifying a secure connection. Additionally, the Pro users' communications would have to adhere to CBPs current retention policy. (Managing and retaining communications from Wickr Enterprise out to Wickr Pro and Pro into Wickr Enterprise) which we are not currently doing. Please see the ISA policy below for review.

1.8 General CBP Security Policy

Connections between CBP information systems and any other systems or networks not under CBP authority are unauthorized, unless documented by a formally approved

Interconnection Security Agreement (ISA) signed by the Deputy Director, Office of Information and Technology (OIT)/Cyber Security Directorate. If the system or network not under CBP authority is owned by another DHS component, an ISA is still required. The non-CBP system representatives must have the authority to represent their organization, when defining security requirements to be included in the ISA (See Attachment N, Preparation of Interconnection Security Agreements).

5.4.3 Network Connectivity

A system interconnection is the direct connection of two or more information systems for the purpose of sharing data and other information resources by passing data between each other via a direct system-to-system interface without human intervention. Any physical connection that allows other systems to share data (pass thru) also constitutes an interconnection, even if the two systems connected do not share data between them.

5.4.3.g: CBP documents interconnections between the CBP network and external (Non-DHS) networks with an ISA for each connection.

Attachment N, Preparation of Interconnection Security Agreements:

“ELECTRONIC CONNECTIONS BETWEEN IT SYSTEMS MUST BE ESTABLISHED IN ACCORDANCE WITH NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY (NIST) SPECIAL PUBLICATION (SP) 800-47, “SECURITY GUIDE FOR INTERCONNECTING INFORMATION TECHNOLOGY SYSTEMS.” AN ISA IS REQUIRED WHENEVER THE SECURITY POLICIES OF THE INTERCONNECTED SYSTEMS ARE NOT IDENTICAL AND THE SYSTEMS ARE NOT ADMINISTERED BY THE SAME AUTHORIZING OFFICIAL (AO).”

Regards,

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

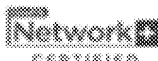
Information Systems Security Officer (ISSO)

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: Thursday, February 3, 2022 3:34 PM

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

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

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

Subject: CSM (Wickr) Federation

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

Under the current ATO for CSM, is Wickr Enterprise approved to Federate with Wickr PRO? ENTSD Mobility is able to make the changes to the backend but want to make sure the we are covered via the active ATO.

Thanks,

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

Project Manager



Customs and Border Protection / Department of Homeland Security
Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

Desk: TBD

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

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

Message

From: (b)(6), (b)(7)(C)
Sent: 2/6/2022 2:07:31 PM
To: (b)(6), (b)(7)(C)
Subject: RE: CSM (Wickr) Federation

That is correct we are still in limbo.

Thanks,

(b)(6), (b)(7)(C)
Project Manager



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

From: (b)(6), (b)(7)(C)
Sent: Friday, February 4, 2022 7:50 PM
To: (b)(6), (b)(7)(C)
Subject: FW: CSM (Wickr) Federation

Nothing about this response suggests that we are approved to proceed.

Thoughts?

(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: Friday, February 4, 2022 at 3:35 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)

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

Subject: RE: CSM (Wickr) Federation

Hi [REDACTED],

If the outside system using Wickr Pro is on another approved GSA ATO system, then answer technically is yes; However, CBP would still require an ISA with said entities system verifying a secure connection. Additionally, the Pro users' communications would have to adhere to CBPs current retention policy. (Managing and retaining communications from Wickr Enterprise out to Wickr Pro and Pro into Wickr Enterprise) which we are not currently doing. Please see the ISA policy below for review.

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Regards,

[REDACTED]
(b)(6), (b)(7)(C)

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

[REDACTED] (W)
[REDACTED] (C)

[REDACTED]
(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: Thursday, February 3, 2022 3:34 PM

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

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

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

Subject: CSM (Wickr) Federation

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

Under the current ATO for CSM, is Wickr Enterprise approved to Federate with Wickr PRO? ENTSD Mobility is able to make the changes to the backend but want to make sure the we are covered via the active ATO.

Thanks,

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

Project Manager



Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

Desk:TBD

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

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

Message

From:

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

Sent:

2/7/2022 9:42:21 PM

To:

CC:

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

Subject:

RE: WICKR Federation

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

Thanks for the clarification. I'll work with the team to move this forward.

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

Have we identified a potential outside Wickr Pro User organization?

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,

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From:

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

Sent: Monday, February 7, 2022 2:46 PM

To:

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

Cc:

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

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

Subject: RE: WICKR Federation

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

Just to clarify. The federation that we're attempting to establish will be between CBP's WICKR Enterprise instance and an external (non-Government) WICKR Pro instance. It is understood that ordinarily these types of connections require an ISA between entities, but this "proof of concept" is simply to show that federation between the two WICKR instances CAN be achieved. It is also understood that we (CBP) will most likely only have the ability to retain the communication record for the ½ of the conversation initiated by the CBP participant and not of the responses either returned by the external user or initiated by the external user. Once we verify that this type of connection between systems can be established, we will then defer to senior CBP/OIT (and possibly DHS) leadership to determine IF we should pursue this solution as a viable option for records retention when using 3rd party messaging apps such as these.

I've added (b)(6), (b)(7)(C) for awareness and to fill any gaps. My intention in this response was to provide a high-level explanation of what we're trying to do, not whether or not it should (or will) be a long-term solution.

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: Monday, February 7, 2022 12:46 PM

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

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

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

Subject: RE: WICKR Federation

Gents,

Please keep in mind that although its technically possible to have CSM communicate with other outside entities using WICKr Pro, that those entities need to meet certain criteria:

1. ISA agreements
2. Outside entity communication devices must be on GSA equipment with an ATO for WICKr pro/ Federated
3. Secure communications between each outside entity's networks (No visibility into the CBP network)
4. Must meet the CBP's CBP RIM Directive 2110-0410 Policy to ensure that all CBP) Secure Messaging outgoing and **incoming** communications from WICKr Pro users can be captured and saved per CBP Policy which WICKr Pro cannot currently support per WICKr during our last meeting on 2/2/22.
5. See link below for review.
6. We need to somehow ensure the that gap between Technical and Security policy; that this important Policy is accounted for during the ATT/ATO process.

(b)(7)(E)

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,

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Professionals built the Titanic!”

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

Sent: Monday, February 7, 2022 10:59 AM

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

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

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

Subject: Fwd: WICKR Federation

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

(b)(6), (b)(7)(C) will work with your team to help complete this effort.

Thanks,

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

Get [Outlook for iOS](#)

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

Sent: Monday, February 7, 2022 10:57:00 AM

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

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

Subject: Fwd: WICKR Federation

(b)(6), (b)(7)(C) Go ahead and work with (b)(6), (b)(7)(C) team to move this forward.

Thanks

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

Get [Outlook for iOS](#)

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

Sent: Monday, February 7, 2022 10:53:31 AM

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

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

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

Subject: RE: WICKR Federation

Yes, work with (b)(6), (b)(7)(C) on it.

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

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

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

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

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

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

Sent: Monday, February 7, 2022 10:43 AM

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

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

Subject: WICKR Federation

XD,

We are at a point where we can make the necessary changes to federate our WICKR ENTERPRISE (internal) with WICKR PRO (external) but need to address the Security Policy that currently requires either an ISA or a waiver to enable us to make this connection and provide the proof part of this Proof of Concept.

(b)(6), (b)(7)(C) has provided us the information below and I just want to make sure we aren't exposed (literally and figuratively) from an IT Security perspective. Should I work with (b)(6), (b)(7)(C) on a waiver?

Thanks,

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

If the outside system using Wickr Pro is on another approved GSA ATO system, then answer technically is yes; However, CBP would still require an ISA with said entities system verifying a secure connection. Additionally, the Pro users' communications would have to adhere to CBPs current retention policy. (Managing and retaining communications from Wickr Enterprise out to Wickr Pro and Pro into Wickr Enterprise) which we are not currently doing. Please see the ISA policy below for review.

1.8 General CBP Security Policy

Connections between CBP information systems and any other systems or networks not under CBP authority are unauthorized, unless documented by a formally approved Interconnection Security Agreement (ISA) signed by the Deputy Director, Office of Information and Technology (OIT)/Cyber Security Directorate. If the system or network not under CBP authority is owned by another DHS component, an ISA is still required. The non-CBP system representatives must have the authority to represent their organization, when defining security requirements to be included in the ISA (See Attachment N, Preparation of Interconnection Security Agreements).

5.4.3 Network Connectivity

A system interconnection is the direct connection of two or more information systems for the purpose of sharing data and other information resources by passing data between each other via a direct system-to-system interface without human intervention. Any physical connection that allows other systems to share data (pass thru) also constitutes an interconnection, even if the two systems connected do not share data between them.

5.4.3.g: CBP documents interconnections between the CBP network and external (Non-DHS) networks with an ISA for each connection.

Attachment N, Preparation of Interconnection Security Agreements:

“ELECTRONIC CONNECTIONS BETWEEN IT SYSTEMS MUST BE ESTABLISHED IN ACCORDANCE WITH NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY (NIST) SPECIAL PUBLICATION (SP) 800-47, “SECURITY GUIDE FOR INTERCONNECTING INFORMATION TECHNOLOGY SYSTEMS.” AN ISA IS REQUIRED WHENEVER THE SECURITY POLICIES OF THE INTERCONNECTED SYSTEMS ARE NOT IDENTICAL AND THE SYSTEMS ARE NOT ADMINISTERED BY THE SAME AUTHORIZING OFFICIAL (AO).”

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

| DHS | CBP | ES | OIT | ENTSD |

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



Message

From: (b)(6), (b)(7)(C)
Sent: 2/7/2022 9:53:38 PM
To: (b)(6), (b)(7)(C)
Subject: FW: WICKr Enterprise to WICKr Pro Communications with Outside Entities

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: Friday, February 4, 2022 3:52 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: WICKr Enterprise to WICKr Pro Communications with Outside Entities

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

If the outside system using Wickr Pro is on another approved GSA ATO system, then answer technically is yes; However, CBP would still require an ISA with said entities system verifying a secure connection. Additionally, the Pro users' communications would have to adhere to CBPs current retention policy. (Managing and retaining communications from Wickr Enterprise out to Wickr Pro and Pro into Wickr Enterprise) which we are not currently doing. Please see the ISA policy below for review.

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to represent their organization, when defining security requirements to be included in the ISA (See Attachment N, Preparation of Interconnection Security Agreements).

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Regards,

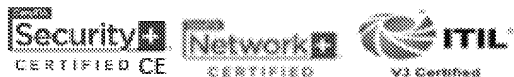
(b)(6), (b)(7)(C)

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:

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Message

From:

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

Sent:

2/8/2022 11:44:31 AM

To:

CC:

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

Subject:

RE: WICKR Federation

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

Thanks for the clarification regarding WICKr Pro's functionality. Your second statement which identifies WICKr Pro as a global entity, allowing unknown/unlimited users from any email address gives me serious pause for concern from a security standpoint. The potential exposure to our internal network from unknown users, bad actors who could send harmful files ransomware etc. is a serious concern that needs to be considered.

Can you put together a technical presentation on how the flow of communication would look in a diagram so that we may identify the pros and cons?

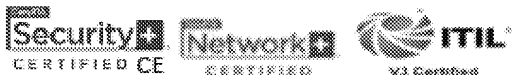
Regards,

(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:

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From:

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

Sent: Monday, February 7, 2022 5:26 PM

To:

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

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

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

Subject: RE: WICKR Federation

There is no user organization or sub section of users in Wickr Pro.

Wickr Pro is a global entity which has an unknown amount of users. All are welcome to engage with CBP as long as they have an email address for the recipient who is being contacted.

Post Federation you may restrict a select group of users from CBP Wickr Enterprise (e.g. 5 users using any number of GFE devices) to communicate with any public Wickr Pro User. However, as a resultant, ANY amount of Wickr Pro user(s) from their global directory can then engage with the select group of authorized CBP Wickr Enterprise users.

Hope this helps.

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

----- Original message -----

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

Date: 2/7/22 4:42 PM (GMT-05:00)

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

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

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

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

Subject: RE: WICKR Federation

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

Thanks for the clarification. I'll work with the team to move this forward.

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

Have we identified a potential outside Wickr Pro User organization?

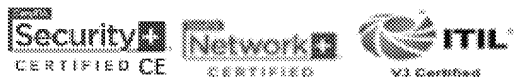
Regards,

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

Information Systems Security Officer(ISSO)

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

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



On Change and Innovation:

“Never be afraid to try something new,

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Professionals built the Titanic!”

From: (b)(6), (b)(7)(C)
Sent: Monday, February 7, 2022 2:46 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: WICKR Federation

Just to clarify. The federation that we’re attempting to establish will be between CBP’s WICKR Enterprise instance and an external (non-Government) WICKR Pro instance. It is understood that ordinarily these types of connections require an ISA between entities, but this “proof of concept” is simply to show that federation between the two WICKR instances CAN be achieved. It is also understood that we (CBP) will most likely only have the ability to retain the communication record for the ½ of the conversation initiated by the CBP participant and not of the responses either returned by the external user or initiated by the external user. Once we verify that this type of connection between systems can be established, we will then defer to senior CBP/OIT (and possibly DHS) leadership to determine IF we should pursue this solution as a viable option for records retention when using 3rd party messaging apps such as these.

I’ve added (b)(6), (b)(7)(C) for awareness and to fill any gaps. My intention in this response was to provide a high-level explanation of what we’re trying to do, not whether or not it should (or will) be a long-term solution.

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: Monday, February 7, 2022 12:46 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)

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

Subject: RE: WICKR Federation

Gents,

Please keep in mind that although its technically possible to have CSM communicate with other outside entities using WICKr Pro, that those entities need to meet certain criteria:

1. ISA agreements
2. Outside entity communication devices must be on GSA equipment with an ATO for WICKr pro/ Federated
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5. See link below for review.
6. We need to somehow ensure the that gap between Technical and Security policy; that this important Policy is accounted for during the ATT/ATO process.

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

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,

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Professionals built the Titanic!"

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

Sent: Monday, February 7, 2022 10:59 AM

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

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

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

Subject: Fwd: WICKR Federation

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

(b)(6), (b)(7)(C) will work with your team to help complete this effort.

Thanks,

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

Get Outlook for iOS

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

Sent: Monday, February 7, 2022 10:57:00 AM

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

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

Subject: Fwd: WICKR Federation

(b)(6), (b)(7)(C). Go ahead and work with (b)(6), (b)(7)(C) team to move this forward.

Thanks

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

Get Outlook for iOS

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

Sent: Monday, February 7, 2022 10:53:31 AM

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

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

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

Subject: RE: WICKR Federation

Yes, work with (b)(6), (b)(7)(C) on it.

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

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

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

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

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

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

Sent: Monday, February 7, 2022 10:43 AM

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

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

Subject: WICKR Federation

XD,

We are at a point where we can make the necessary changes to federate our WICKR ENTERPRISE (internal) with WICKR PRO (external) but need to address the Security Policy that currently requires either an ISA or a waiver to enable us to make this connection and provide the proof part of this Proof of Concept.

(b)(6), (b)(7)(C) has provided us the information below and I just want to make sure we aren't exposed (literally and figuratively) from an IT Security perspective. Should I work with (b)(6), (b)(7)(C) on a waiver?

Thanks,

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

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Vick B. Navangul | DHS | CBP | ES | OIT | ENTSD | (b)(6), (b)(7)(C)



Message

From: (b)(6), (b)(7)(C)
Sent: 1/11/2022 9:07:52 PM
To: (b)(6), (b)(7)(C)
Subject: FW: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp
Importance: High

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

I'm looking for the answers to the same questions Dawn outlined below for the update to the Corrective Action Plan for the audit. I will plug the information into the CAP form and insert dates tbd with completion dates estimated by your team. Thanks.

ENTSD Audit Liaison

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

Enterprise Networks & Technology Support Directorate
U.S. Customs and Border Protection
SEND ALL RESPONSES TO THE ENTS-Audit mailbox

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

From: (b)(6), (b)(7)(C)
Sent: Tuesday, January 11, 2022 2:33 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)

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

Subject: RE: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

Thanks (b)(6), (b)(7)(C) I will incorporate your language into our response to the data call.

Are you also the POC for the other inquiry below that I sent on Friday, 1/7/22 to discuss remediation status / solutions for the effort with WhatsApp / Wickr and the associated communication that was discussed to be sent from the C1?

1. As part of responding to the NARA Unauthorized Disposition Letter, CBP RIM is compiling a communication regarding RIM compliance from a broader RIM perspective but it makes sense that we include any specific 'messaging app' communication that ENTSD wants the C1 to disseminate since we are likely only going to get the C1 to engage once.
2. As part of responding to the NARA Unauthorized Disposition Letter, over the next couple weeks CBP RIM will owe NARA a 'status' with regard to progress on the findings in their letter and our subsequent response. i.e:
 - a. What is status of identifying a solution for WhatsApp to retain records other than the manual retention instruction that Jack sent out?
 - b. What is status of creating and implementing a process to cover receiving, reviewing, approving, and tracking the users that are asking for and receiving approval to load WhatsApp on their devices?
 - c. What is status of locking / unlocking the other apps that (b)(6), (b)(7)(C) and team identified and were tracking?
 - d. What is status of enterprise level Wickr pilot?
 - e. Etc....

Can we schedule time in the next week to review these items so CBP RIM can begin compiling our interim status to NARA?

Thanks,

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

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

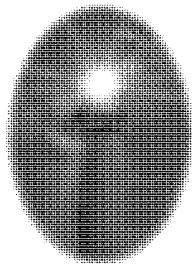
CBP Records and Information Management Program (RIM)

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, January 11, 2022 1:47 PM

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

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

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

Subject: RE: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

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

Referencing the 2nd CBP RIM Response:

CBP RIM Response: CBP is piloting an enterprise instance of the WICKR messaging application. The Enterprise version of WICKR captures all messages to and from CBP personnel and stores them in a CBP controlled repository. This version captures and retains all texts/messages from WICKR even if they have been configured by the user for immediate deletion. The repository contains compliance functionality, allowing retention periods to be configured for messages. This is currently the WICKR version in use at CBP and all messages are retained indefinitely until CBP implements a NARA-approved retention schedule. At this time, services for WICKR have been temporarily disabled pending delivery of a security patch to address the LOG4J vulnerability in the existing code and underlying systems. Currently, the vendor is awaiting release of that security patch which will then be tested and validated in their non-production environment, prior deployment in the production environment at reestablishing functionality.

Additionally for the 3rd CBP RIM Response:

CBP RIM Response: CBP is taking steps to ensure messages are automatically preserved regardless of content. In the meantime, users have received instructions on how to manually preserve content, and have been made aware of consequences for noncompliance according to 44 USC/36 CFR. CBP will configure and implement WICKR in such a manner that regardless of the users' settings for text/message deletion, CBP will retain those messages indefinitely or in accordance with a future NARA-approved retention schedule.

Thanks,

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

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



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

Sent: Tuesday, January 11, 2022 7:56 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: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

Request response by **COB 1/12/22**.

Thanks,

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

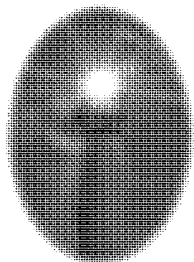
CBP Records and Information Management Program (RIM)

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, January 11, 2022 7:54 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: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

When do you need a response by (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)
Executive Director, on detail supporting
Enterprise Networks & Technology Support (ENTSD)
Office of Information and Technology (OIT)
U.S. Customs and Border Protection
Department of Homeland Security
(b)(6), (b)(7)(C) (desk)
(b)(6), (b)(7)(C) (cell)
(b)(6), (b)(7)(C)

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

From: (b)(6), (b)(7)(C)
Sent: Monday, January 10, 2022 8:32 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp
Importance: High

Hi all,
In addition to coordination and insight into remediation progress from the OIG Audit and NARA Open Letter of Unauthorized Disposition (see email below from 1/7/22), CBP RIM is responding to a list of questions from the **S1/AC1 NGO engagement on 11/19**. The below question is from Citizens for Responsible and Ethics in Washington (CREW) and references the OIG report and NARA Open Letter. CBP RIM parsed the questions into the table below and provided the CBP RIM response for each.

ASK of ENTSD: please review the CBP RIM Responses in the table below and let us know if the response is accurate based on current ENTSD progress to address the OIG findings.

Full paragraph with questions:

Q: (b)(6), (b)(7)(C) (Citizens for Responsible and Ethics in Washington) - On the issue of transparency: reports have revealed a troubling pattern of CBP officials illegally deleting records that may provide evidence of misconduct or criminal behavior. An OIG report issued last month found that CBP officials improperly deleted sensitive communications with their Mexican counterparts carried out via unofficial WhatsApp accounts. There is no indication disciplinary action or criminal referrals were made following this report. More recently, current CBP leadership have approved agencywide deployment of Wickr, an encrypted messaging app that includes an auto-delete feature. Some of these issues are addressed in a letter sent by the National Archives in October: <https://www.archives.gov/files/records-mgmt/resources/ud-2022-0001-dhscbp-open-letter.pdf> - what steps is CBP taking to ensure employees don't delete evidence of misconduct and to appropriately discipline employees who do?

Questions parsed into a table with CBP RIM response:

Q: (b)(6), (b)(7)(C) (Citizens for Responsible and Ethics in Washington) - On the issue of transparency: reports have revealed a troubling pattern of CBP officials illegally deleting records that may provide evidence of misconduct or criminal behavior. An OIG report issued last month found that CBP officials improperly deleted sensitive communications with their Mexican counterparts carried out via unofficial WhatsApp accounts. There is no indication disciplinary action or criminal referrals were made following this report.	CBP RIM Response: This is outside CBP RIM scope of responsibility- uncertain whom within CBP is responsible for any disciplinary action that may be required
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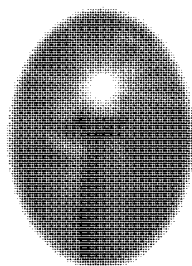
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1. Review the CBP RIM Responses for the S1 Questions in the table above and let us know if the response is accurate based on current ENTSD progress to address the OIG findings
2. (from email below) Provide ENTSD POC that CBP RIM can work with to obtain and maintain insight into what OIT/ENTSD is doing to address findings in the OIG report so that CBP RIM can provide NARA with status based on CBP's response to the Open Letter of Unauthorized Disposition.

Please let me know if you have any questions or need additional clarification on what is needed.

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: Friday, January 7, 2022 1:39 PM

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

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

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

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

Subject: C1 CBP RIM communication - FW: Retention message for WhatsApp

Hi all and Happy New Year,

Since we learned that (b)(6), (b)(7)(C) has moved on to CISA ☹️ I am reaching out to all of you for coordination.

First, I am inquiring as to the new ENTSD POC that is working on solutions to address the OIG audit findings and the NARA Letter findings... CBP RIM is required to provide a status back to NARA over the next couple weeks based on our response but I am not certain who picked up the activity that Jack was doing... I would like to schedule a meeting over the next couple weeks to capture progress we can include in the NARA status.

XD: (b)(6), (b)(7)(C) Not sure if this status meeting should include XDs (b)(6), (b)(7)(C) and (b)(6), (b)(7)(C)

Secondly, CBP RIM received the green light from the aDAC to create a communication message regarding CBP RIM requirements that will be distributed via C1. ~But~ I am hoping we can leverage the proposed action that was floated to create a message from C1 regarding Records retention for WhatsApp. The message will include WhatsApp as a topic example but address RIM requirements more broadly as a refresher / reminder to all of CBP of the requirements and implications of non-compliance with DHS/NARA/CBP RIM regulations, laws, and directives. Some of those implications as we know are, OIG audits, NARA unauthorized destruction cases, Congressional inquiries, CREW lawsuits, FOIA requests, etc. This communication to all of CBP is one of the requirements from the NARA Letter that we must complete.

CBP RIM will draft the C1 message building on what (b)(6), (b)(7)(C) sent to the specific users but it will not include the 'instruction' for manual retention. Please let me know your thoughts on this and who within ENTSD we should work with.

Thanks,

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

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

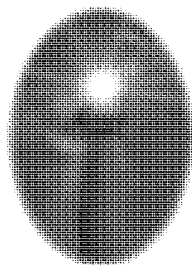
CBP Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

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

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

RIM Website | Email Us



Shine a Light

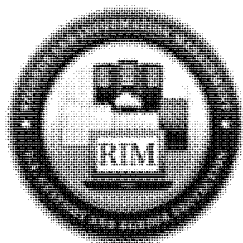
Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



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

Sent: Wednesday, December 15, 2021 2:15 PM

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

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

Subject: Retention message for WhatsApp

As discussed on the call today, this is the message that went to all WhatsApp users.

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

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

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

Message

From: (b)(6), (b)(7)(C)
Sent: 1/13/2022 1:49:52 PM
To: (b)(6), (b)(7)(C)
CC:
Subject: RE: Response due 1/12/22 - WhatsApp CAP 22 Remediation

Totally understood. I have submitted the information you forwarded as the update for the pre-brief with DAC (Quarterly Pre-Brief: Quarterly Outstanding GAO/OIG Audit Recommendations and On-going Audits) to OIT ALT. You should have received an invite for tomorrow to discuss along with DXD and XD. I have also informed them we are still working milestone updates. Thanks

ENTSD Audit Liaison

(b)(6), (b)(7)(C)
Enterprise Networks & Technology Support Directorate
U.S. Customs and Border Protection
SEND ALL RESPONSES TO THE ENTS-Audit mailbox
(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)
Sent: Thursday, January 13, 2022 8:35 AM
To: (b)(6), (b)(7)(C)
Cc: ENTS-AUDIT (b)(6), (b)(7)(C)
Subject: RE: Response due 1/12/22 - WhatsApp CAP 22 Remediation

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

I'll need to take some time to wrap my head around this to make sure I respond correctly. (b)(6), (b)(7)(C) departure was a bit sudden and we didn't have a chance to have any "hand-off" 😊 I'm not necessarily in the dark but I do need some light 😊

Thanks,

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

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



From: (b)(6), (b)(7)(C)
Sent: Thursday, January 13, 2022 8:31 AM
To: (b)(6), (b)(7)(C)
Cc: ENTS-AUDIT (b)(6), (b)(7)(C)
Subject: Response due 1/12/22 - WhatsApp CAP 22 Remediation
Importance: High

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

The information requested by (b)(6), (b)(7)(C) is for her RIM's team response questions posed to them, same subject matter. Sorry for the confusion, as I stated there are dual request and (b)(6), (b)(7)(C) provided the input for both. The audit request for ENTSD is to update the attached Corrective Action Plan. Please see my Questions below in purple concerning the attached plan and verification of next steps in remediation to be reported up.

Milestone M00093 Manual archiving will be required until a solution such as Smarsh or TeleMessage is in place. Airwatch team provided access to CBP SOC to manage the AD Security Group on 11/16/21. New WhatsApp requests are now only managed via the Active Directory security group SG-ENTS-AW-SOC. As new requests come in for WhatsApp access the SOC can now manage the installs automatically using this Security Group. See attached for artifact (iOS_WhatsAppBackup.pptx & Android_WhatsAppBackup.pptx). XD (b)(6), (b)(7)(C) CBP RIM, and CBP SOC are creating a memo which will be sent to all current WhatsApp users by 11/30/21. **Verify date completed** This memo may be sent from OIT AC or potentially or CBP C1. This initial measure will require the end user to archive the messages and it will be detailed in the memo that goes out. A longer term measure will be to implement a product which will automatically archive messages and will be retrievable by e-Discovery team (this is already a milestone with date of 9/30/22).

Milestone M00094 CBP SOC can provide statistics of who has been added to the Active Directory Security Group. The periodic reports will show proof of remediation efforts. This milestone is past due. Will the SOC still be involved and provide report? If so, we will need a sample report to submit as objective evidence.

Milestone M00096 All future access justification to WhatsApp will be granted/approved by SOC. **Completed 11/18/21.** Pls verify modification: If no longer true we will need to have this milestone removed and replaced with **update**. OIT Executive Leadership is expected to make a decision about the permanent approval process by 1/31/22. In the interim, any requests for WhatsApp are being routed to ENTSD Airwatch and approvals are being done by XD Wurst on a case by case basis and once approved users are sent instructions on how to manually archive WhatsApp messages. Or since the milestone has already been closed should we just add an additional milestones 1 to state change, and 2nd milestone to state when permanent approval process to be decided?

Milestone M00097 The pricing for Smarsh has been received and pricing has been requested from an alternative vendor, TeleMessage. This would need to be approved... Should we modify this and input your CBP RIM Response pt 1 instead?

ENTSD Audit Liaison

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

Enterprise Networks & Technology Support Directorate
U.S. Customs and Border Protection

SEND ALL RESPONSES TO THE ENTS-Audit mailbox

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

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

Sent: Tuesday, January 11, 2022 1:47 PM

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

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

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

Subject: RE: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

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

Referencing the 2nd CBP RIM Response:

CBP RIM Response: CBP is piloting an enterprise instance of the WICKR messaging application. The Enterprise version of WICKR captures all messages to and from CBP personnel and stores them in a CBP controlled repository. This version captures and retains all texts/messages from WICKR even if they have been configured by the user for immediate deletion. The repository contains compliance functionality, allowing retention periods to be configured for messages. This is currently the WICKR version in use at CBP and all messages are retained indefinitely until CBP implements a NARA-approved retention schedule. At this time, services for WICKR have been temporarily disabled pending delivery of a security patch to address the LOG4J vulnerability in the existing code and underlying systems. Currently, the vendor is awaiting release of that security patch which will then be tested and validated in their non-production environment, prior deployment in the production environment at reestablishing functionality.

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Sent: Tuesday, January 11, 2022 7:56 AM

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

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

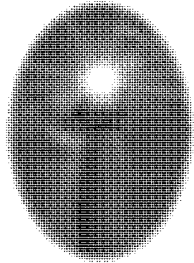
(b)(6), (b)(7)(C)

Subject: RE: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

Request response by COB 1/12/22.

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

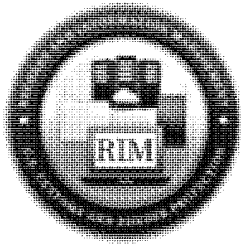
Suicide Prevention and Awareness

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

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Subject: RE: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

When do you need a response by (b)(6), (b)(7)(C)

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

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

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

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

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

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

Sent: Monday, January 10, 2022 8:32 PM

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

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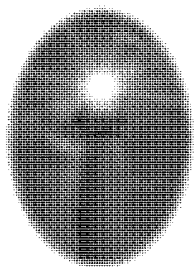
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Thank you,

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



Shine a Light

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National Suicide Prevention Lifeline

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CBP Employee Assistance Program

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

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

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

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XD (b)(6), (b)(7)(C) Not sure if this status meeting should include XDs (b)(6), (b)(7)(C) and (b)(6), (b)(7)(C)

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Dawn

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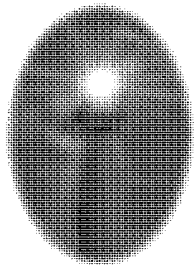
CBP Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

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

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

RIM Website | Email Us

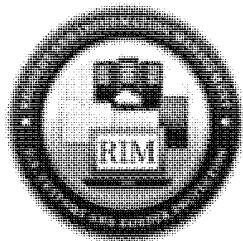


Shine a Light

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, December 15, 2021 2:15 PM

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

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

Subject: Retention message for WhatsApp

As discussed on the call today, this is the message that went to all WhatsApp users.

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

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

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

Message

From: (b)(6), (b)(7)(C)
Sent: 1/13/2022 1:31:24 PM
To: (b)(6), (b)(7)(C)
CC: ENTS-AUDIT; (b)(6), (b)(7)(C)
Subject: Response due 1/12/22 - WhatsApp CAP 22 Remediation
Attachments: CAP-0022 7737 ENTSD.pdf
Importance: High

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

The information requested by (b)(6), (b)(7)(C) is for her RIM's team response questions posed to them, same subject matter. Sorry for the confusion, as I stated there are dual request and (b)(6), (b)(7)(C) provided the input for both. The audit request for ENTSD is to update the attached Corrective Action Plan. Please see my Questions below in purple concerning the attached plan and verification of next steps in remediation to be reported up.

Milestone M00093 Manual archiving will be required until a solution such as Smarsh or TeleMessage is in place. Airwatch team provided access to CBP SOC to manage the AD Security Group on 11/16/21. New WhatsApp requests are now only managed via the Active Directory security group SG-ENTS-AW-SOC. As new requests come in for WhatsApp access the SOC can now manage the installs automatically using this Security Group. See attached for artifact (iOS_WhatsAppBackup.pptx & Android_WhatsAppBackup.pptx). XD (b)(6), (b)(7)(C) CBP RIM, and CBP SOC are creating a memo which will be sent to all current WhatsApp users by 11/30/21. **Verify date completed** This memo may be sent from OIT AC or potentially or CBP C1. This initial measure will require the end user to archive the messages and it will be detailed in the memo that goes out. A longer term measure will be to implement a product which will automatically archive messages and will be retrievable by e-Discovery team (this is already a milestone with date of 9/30/22).

Milestone M00094 CBP SOC can provide statistics of who has been added to the Active Directory Security Group. The periodic reports will show proof of remediation efforts. This milestone is past due. Will the SOC still be involved and provide report? If so, we will need a sample report to submit as objective evidence.

Milestone M00096 All future access justification to WhatsApp will be granted/approved by SOC. **Completed 11/18/21.** Pls verify modification: If no longer true we will need to have this milestone removed and replaced with **update**. OIT Executive Leadership is expected to make a decision about the permanent approval process by 1/31/22. In the interim, any requests for WhatsApp are being routed to ENTSD Airwatch and approvals are being done by XD (b)(6), (b)(7)(C) on a case by case basis and once approved users are sent instructions on how to manually archive WhatsApp messages. Or since the milestone has already been closed should we just add an additional milestones 1 to state change, and 2nd milestone to state when permanent approval process to be decided?

Milestone M00097 The pricing for Smarsh has been received and pricing has been requested from an alternative vendor, TeleMessage. This would need to be approved... Should we modify this and input your CBP RIM Response pt 1 instead?

ENTSD Audit Liaison

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

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

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

Sent: Tuesday, January 11, 2022 1:47 PM

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

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

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

Subject: RE: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

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

Referencing the 2nd CBP RIM Response:

CBP RIM Response: CBP is piloting an enterprise instance of the WICKR messaging application. The Enterprise version of WICKR captures all messages to and from CBP personnel and stores them in a CBP controlled repository. This version captures and retains all texts/messages from WICKR even if they have been configured by the user for immediate deletion. The repository contains compliance functionality, allowing retention periods to be configured for messages. This is currently the WICKR version in use at CBP and all messages are retained indefinitely until CBP implements a NARA-approved retention schedule. At this time, services for WICKR have been temporarily disabled pending delivery of a security patch to address the LOG4J vulnerability in the existing code and underlying systems. Currently, the vendor is awaiting release of that security patch which will then be tested and validated in their non-production environment, prior deployment in the production environment at reestablishing functionality.

Additionally for the 3rd CBP RIM Response:

CBP RIM Response: CBP is taking steps to ensure messages are automatically preserved regardless of content. In the meantime, users have received instructions on how to manually preserve content, and have been made aware of consequences for noncompliance according to 44 USC/36 CFR. CBP will configure and implement WICKR in such a manner that regardless of the users' settings for text/message deletion, CBP will retain those messages indefinitely or in accordance with a future NARA-approved retention schedule.

Thanks,

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

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

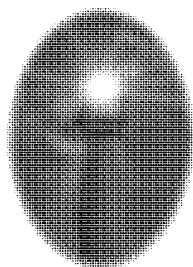


From: (b)(6), (b)(7)(C)
Sent: Tuesday, January 11, 2022 7:56 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

Request response by **COB 1/12/22**.

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

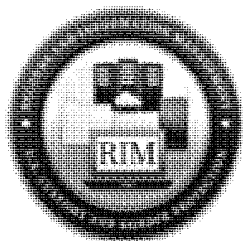
Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



From: (b)(6), (b)(7)(C)
Sent: Tuesday, January 11, 2022 7:54 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

When do you need a response by (b)(6), (b)(7)(C)?

(b)(6), (b)(7)(C)
Executive Director, on detail supporting
Enterprise Networks & Technology Support (ENTSD)

Office of Information and Technology (OIT)
U.S. Customs and Border Protection
Department of Homeland Security

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

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

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

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

Sent: Monday, January 10, 2022 8:32 PM

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

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

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

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

Subject: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

Importance: High

Hi all,

In addition to coordination and insight into remediation progress from the OIG Audit and NARA Open Letter of Unauthorized Disposition (see email below from 1/7/22), CBP RIM is responding to a list of questions from the **S1/AC1 NGO engagement on 11/19**. The below question is from Citizens for Responsible and Ethics in Washington (b)(6), (b)(7)(C) and references the OIG report and NARA Open Letter. CBP RIM parsed the questions into the table below and provided the CBP RIM response for each.

ASK of ENTSD: please review the CBP RIM Responses in the table below and let us know if the response is accurate based on current ENTSD progress to address the OIG findings.

Full paragraph with questions:

Q: (b)(6), (b)(7)(C) (Citizens for Responsible and Ethics in Washington) - On the issue of transparency: reports have revealed a troubling pattern of CBP officials illegally deleting records that may provide evidence of misconduct or criminal behavior. An OIG report issued last month found that CBP officials improperly deleted sensitive communications with their Mexican counterparts carried out via unofficial WhatsApp accounts. There is no indication disciplinary action or criminal referrals were made following this report. More recently, current CBP leadership have approved agencywide deployment of Wickr, an encrypted messaging app that includes an auto-delete feature. Some of these issues are addressed in a letter sent by the National Archives in October: <https://www.archives.gov/files/records-mgmt/resources/ud-2022-0001-dhscbp-open-letter.pdf> - what steps is CBP taking to ensure employees don't delete evidence of misconduct and to appropriately discipline employees who do?

Questions parsed into a table with CBP RIM response:

Q: (b)(6), (b)(7)(C) (Citizens for Responsible and Ethics in Washington) - On the issue of transparency: reports have revealed a troubling pattern of CBP officials illegally deleting records that may provide evidence of misconduct or criminal behavior. An OIG report issued last month found that CBP officials improperly deleted sensitive communications with their Mexican counterparts carried out via unofficial WhatsApp accounts. There is no indication disciplinary action or criminal referrals were made following this report.	CBP RIM Response: This is outside CBP RIM scope of responsibility- uncertain whom within CBP is responsible for any disciplinary action that may be required
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More recently, current CBP leadership have approved agencywide deployment of Wickr, an encrypted messaging app that includes an auto-delete feature.	CBP RIM Response: CBP is piloting an enterprise instance of the Wickr messaging application. The Enterprise version of Wickr captures all messages to and from CBP personnel and stores them in a CBP controlled repository. This version captures messages from Wickr even if they have been configured for immediate deletion. The repository contains compliance functionality, allowing retention periods to be configured for messages. This is currently the Wickr version in use at CBP and all messages are retained indefinitely until CBP implements a NARA-approved retention schedule.
Some of these issues are addressed in a letter sent by the National Archives in October: https://www.archives.gov/files/records-mgmt/resources/ud-2022-0001-dhscbp-open-letter.pdf - what steps is CBP taking to ensure employees don't delete evidence of misconduct and to appropriately discipline employees who do?	CBP RIM Response: CBP is taking steps to ensure messages are automatically preserved regardless of content. In the meantime, users have received instructions on how to manually preserve content, and have been made aware of consequences for noncompliance according to 44 USC/36 CFR.
Some of these issues are addressed in a letter sent by the National Archives in October: https://www.archives.gov/files/records-mgmt/resources/ud-2022-0001-dhscbp-open-letter.pdf - what steps is CBP taking to ensure employees don't delete evidence of misconduct and to appropriately discipline employees who do?	CBP RIM Response: This is outside CBP RIM scope of responsibility- uncertain whom within CBP is responsible for any disciplinary action that may be required.

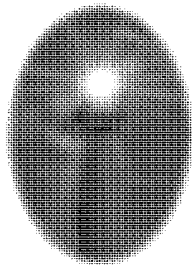
ASK of ENTSD:

1. Review the CBP RIM Responses for the S1 Questions in the table above and let us know if the response is accurate based on current ENTSD progress to address the OIG findings
2. (from email below) Provide ENTSD POC that CBP RIM can work with to obtain and maintain insight into what OIT/ENTSD is doing to address findings in the OIG report so that CBP RIM can provide NARA with status based on CBP's response to the Open Letter of Unauthorized Disposition.

Please let me know if you have any questions or need additional clarification on what is needed.

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

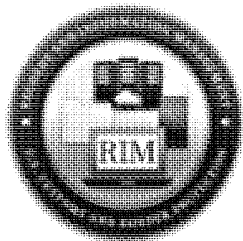
Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



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

Sent: Friday, January 7, 2022 1:39 PM

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

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

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

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

Subject: C1 CBP RIM communication - FW: Retention message for WhatsApp

Hi all and Happy New Year,

Since we learned that (b)(6), (b)(7)(C) has moved on to CISA ☹️ I am reaching out to all of you for coordination.

First, I am inquiring as to the new ENTSD POC that is working on solutions to address the OIG audit findings and the NARA Letter findings... CBP RIM is required to provide a status back to NARA over the next couple weeks based on our response but I am not certain who picked up the activity that (b)(6), (b)(7)(C) was doing... I would like to schedule a meeting over the next couple weeks to capture progress we can include in the NARA status.

XD (b)(6), (b)(7)(C): Not sure if this status meeting should include XDs (b)(6), (b)(7)(C)

Secondly, CBP RIM received the green light from the aDAC to create a communication message regarding CBP RIM requirements that will be distributed via C1. ~But~ I am hoping we can leverage the proposed action that was floated to create a message from C1 regarding Records retention for WhatsApp. The message will include WhatsApp as a topic example but address RIM requirements more broadly as a refresher / reminder to all of CBP of the requirements and implications of non-compliance with DHS/NARA/CBP RIM regulations, laws, and directives. Some of those implications as we know are, OIG audits, NARA unauthorized destruction cases, Congressional inquiries, (b)(6), (b)(7)(C) lawsuits, FOIA requests, etc. This communication to all of CBP is one of the requirements from the NARA Letter that we must complete.

CBP RIM will draft the C1 message building on what (b)(6), (b)(7)(C) sent to the specific users but it will not include the 'instruction' for manual retention. Please let me know your thoughts on this and who within ENTSD we should work with.

Thanks,

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

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

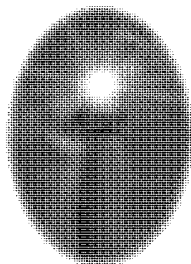
CBP Records and Information Management Program (RIM)

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, December 15, 2021 2:15 PM

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

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

Subject: Retention message for WhatsApp

As discussed on the call today, this is the message that went to all WhatsApp users.

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

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

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

Message

From: (b)(6), (b)(7)(C)
Sent: 1/26/2022 6:13:00 PM
To: (b)(6), (b)(7)(C)
CC:
Subject: FW: 7737YB Allegations that CBP Targeted Journalists, Advocates, and Others Associated with the Migrant Caravan - CAP-0022/Milestones due
Importance: High

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

We are still in need of an update to the Milestones below for CAP 22. Please provide update by 2/4. Thanks!

Milestone M00093 Manual archiving will be required until a solution such as Smarsh or TeleMessage is in place. Airwatch team provided access to CBP SOC to manage the AD Security Group on 11/16/21. New WhatsApp requests are now only managed via the Active Directory security group SG-ENTS-AW-SOC. As new requests come in for WhatsApp access the SOC can now manage the installs automatically using this Security Group. See attached for artifact (iOS_WhatsAppBackup.pptx & Android_WhatsAppBackup.pptx). XD (b)(6), (b)(7)(C), CBP RIM, and CBP SOC are creating a memo which will be sent to all current WhatsApp users by 11/30/21. Verify date completed This memo may be sent from OIT AC or potentially or CBP C1. This initial measure will require the end user to archive the messages and it will be detailed in the memo that goes out. A longer term measure will be to implement a product which will automatically archive messages and will be retrievable by e-Discovery team (this is already a milestone with date of 9/30/22).

M-00093

Program Office **OIT-ENTSD**
Status **Past Due**

(b)(7)(E)

2/4

1/10/22, 11:47 AM

CAP-0022 ~ Salesforce - Unlimited Edition

Description **Manual archiving will be required until a solution such as Smarsh or TeleMessage is in place.**

Original Estimated Completion Date **11/30/2021**

Current Estimated Completion Date **11/30/2021**

Actual Completion Date

M-00094

Program Office **OIT-ENTSD**
Status **Past Due**

Description **CBP SOC can provide statistics of who has been added to the Active Directory Security Group. The periodic reports will show proof of remediation effort.**

Original Estimated Completion Date **11/30/2021**

Current Estimated Completion Date **11/30/2021**

Actual Completion Date

ENTSD Audit Liaison

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

Enterprise Networks & Technology Support Directorate
U.S. Customs and Border Protection

SEND ALL RESPONSES TO THE ENTS-Audit mailbox

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

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

Sent: Wednesday, January 26, 2022 8:52 AM

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

Cc: OIT Audit Liaison (b)(6), (b)(7)(C)

Subject: 7737YB Allegations that CBP Targeted Journalists, Advocates, and Others Associated with the Migrant Caravan - CAP-0022/Milestones due

Good Morning,

Just a reminder it's time for a CAP update and MS-00093/M-00094 are overdue as of 11/30. I know you had a SME change. Please provide update by 2/4.

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

OIT Audit Liaison Team Lead
U.S. Customs and Border Protection
Work Cell: (b)(6), (b)(7)(C)

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

Sent: Thursday, January 13, 2022 8:43 AM

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

Cc: ENTS-AUDIT (b)(6), (b)(7)(C) OIT Audit Liaison (b)(6), (b)(7)(C)

Subject: RE: NEW DUE DATE: Quarterly Pre-Brief: Quarterly Outstanding GAO/OIG Audit Recommendations and On-going Audits

Importance: High

Good Morning,

The below is the update for the brief. I am still awaiting some specifics from the SME concerning the milestones for CAP 22. As soon as I have them, I will forward. We had some personnel changes so the previous SME providing input has left CBP.

CBP is piloting an enterprise instance of the WICKR messaging application. The Enterprise version of WICKR captures all messages to and from CBP personnel and stores them in a CBP controlled repository. This version captures and retains all texts/messages from WICKR even if they have been configured by the user for immediate deletion. The repository contains compliance functionality, allowing retention periods to be configured for messages. This is currently the WICKR version in use at CBP and all messages are retained indefinitely until CBP implements a NARA-approved retention schedule. At this time, services for WICKR have been temporarily disabled pending delivery of a security patch to address the LOG4J vulnerability in the existing code and underlying systems. Currently, the vendor is awaiting release of that security patch which will then be tested and validated in their non-production environment, prior deployment in the production environment at reestablishing functionality.

CBP is taking steps to ensure messages are automatically preserved regardless of content. In the meantime, users have received instructions on how to manually preserve content, and have been made aware of consequences for noncompliance according to 44 USC/36 CFR. CBP will configure and implement WICKR in such

a manner that regardless of the users' settings for text/message deletion, CBP will retain those messages indefinitely or in accordance with a future NARA-approved retention schedule.

ENTSD Audit Liaison

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

Enterprise Networks & Technology Support Directorate

U.S. Customs and Border Protection

SEND ALL RESPONSES TO THE ENTSD-Audit mailbox

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

Message

From:

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

Sent:

10/27/2021 2:41:49 AM

To:

CC:

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

Subject:

Discovered Messaging Applications & Wickr Federation Project Briefing

Attachments:

Messaging Applications 102621 DRAFT - Production Managed Airwatch Devices .xlsx; Wickr Federation Pilot - Process Briefing.pdf

Importance:

High

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

Attached please find the following documents for your review

1. Messaging Applications 102621 DRAFT - Production Managed AirWatch Devices
 - a. Comprehensive list of managed and unmanaged messaging applications present on Production Mobile Devices as of 102621
2. Wickr Federation Project – System Status & Non-DHS User Pilot Brief
 - a. Page 3 – Solution Engineering Request
 - b. Page 7 – Pilot Solution requested by Customer & Approved by ISSO
 - c. Page 10 – Process for Non-DHS User Deployment Pilot
 - d. Page 11 – Ongoing Support Limitations during Pilot

Sincerely,

(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.

Device Platform	App Name	App Identifier
Apple iOS	Message+	com.verizon.vzmessages
Apple iOS	Salesforce	com.salesforce.chatter
Apple iOS	TextFree	com.pinger.textfreeWithVoice
Apple iOS	Snapchat	com.toyopagroup.picaboo
Apple iOS	Air Chat	com.themediacorporation.airchat
Apple iOS	Talkroute	com.talkroute.iosapp
Apple iOS	ChatApp+	com.watchapp.ios
Apple iOS	Chat	com.google.Dynamite
Apple iOS	Rocket.Chat	chat.rocket.ios
Apple iOS	WhatsPad Chat	com.WhatsPad.messenger
Apple iOS	TextNow	com.tinginteractive.usms
Apple iOS	Polls	com.nearfuturespecialists.imessagepoll
Apple iOS	Messenger Kids	com.facebook.talk
Apple iOS	Kik	com.kik.chat
Apple iOS	Safe Message	com.qaqee.safemessage
Apple iOS	KakaoTalk	com.iwilab.KakaoTalk
Apple iOS	DingTalk	com.alibaba.dingtalklite
Apple iOS	百度	com.baidu.BaiduMobile
Apple iOS	Bridge4PS	chat.rocket.m4ps.ios
Apple iOS	TextMe	com.textmeinc.textme2
Apple iOS	WeChat	com.tencent.xin
Apple iOS	Talkatone	im.talkme.talkmeim
Apple iOS	JusTalk	com.juphoon.JusTalk
Apple iOS	Secure Messaging	com.cirius.securemessaging
Apple iOS	TickTalk	com.xdreamllc.ticktalk3
Apple iOS	Facebook	com.facebook.Facebook
Apple iOS	Teams	com.microsoft.skype.teams
Apple iOS	Messenger for WhatsApp	com.weza.Messenger-for-WhatsApp-Pro
Apple iOS	Messenger for WhatsApp Web	com.HenriqueVelloso.MultiTabMessenger
Apple iOS	Wickr Me	com.mywickr.wickr
Apple iOS	Wickr Pro	com.wickr.pro.prod
Apple iOS	Messenger	com.facebook.Messenger
Apple iOS	Messenger	app.whatsapp.ipad
Apple iOS	Teams	com.microsoft.skype.teams
Apple iOS	Wickr Enterprise	com.wickr.enterprise
Apple iOS	WhatsApp	net.whatsapp.WhatsApp
Android	Signal	org.thoughtcrime.securesms
Android	Hangouts	com.google.android.talk
Android	TAK Chat	com.atakmap.android.takchat.plugin
Android	Messages	com.google.android.apps.messaging
Android	Message+	com.verizon.messaging.vzmsgs
Android	Snapchat	com.snapchat.android
Android	Textra	com.textra
Android	Talkroute	com.talkroute
Android	PS Messages	com.playstation.mobilemessenger
Android	WhatsUp Messenger	com.moez.whatssms

Android	Chat	com.google.android.apps.dynamite
Android	Tapatalk	com.quoord.tapatalkpro.activity
Android	Nextplus	me.nextplus.smsfreetext.phonecalls
Android	textPlus	com.gogii.textplus
Android	ESChat	com.slacorp.eptt.android
Android	Chomp	com.p1.chompsms
Android	Facebook	com.facebook.katana
Android	Facebook	org.chromium.webapk.a1fff8eb16b0c26_v2
Android	Lite for Facebook	com.galaxy2jan.fblite
Android	Teams	com.microsoft.teams
Android	WhatsApp	com.whatsapp
Android	WhatsApp Business	com.whatsapp.w4b
Android	Guide For Whatsapp	com.whatsapp.guideforgalaxysamdung
Android	Wickr Pro	com.wickr.pro
Android	Wickr Me	com.mywickr.wickr2
Android	Messenger	com.facebook.orca
Android	WhatsMessenger App	com.mobicomkit.sample
Android	Teams	com.microsoft.teams
Android	Wickr Enterprise	com.wickr.enterprise

<u>SMS_Chat_app?</u>	<u>Count</u>
YES	8
YES	40
YES	3
YES	59
YES	2
YES	2
YES	1
YES	7
YES	2
YES	7
YES	4
POSSIBLE	2
YES	6
YES	7
YES	1
YES	2
YES	1
YES	1
YES	1
YES	1
YES	1
YES	1
YES	1
YES	1
YES	1
YES	1
YES	404
YES	1
YES	1
YES	4
YES	13
YES	10
YES	291
YES	1
YES	15902
YES	96
YES	1619
YES	258
YES	12
YES	2
YES	24
YES	834
YES	10
YES	2
YES	1
YES	1
YES	1

YES	1
YES	1
YES	1
YES	1
YES	1
YES	1
YES	390
YES	1
YES	1
YES	2
YES	27
YES	2
YES	1
YES	1
YES	3
YES	54
YES	1
YES	9138
YES	67

WICKR (CBP SM)

Solutions for Federating External (Non DHS) Users



U.S. Customs & Border Protection Agency

CBP Wickr Enterprise

- System Location - AWS 1 DMZ
- Networking
 - Route 1 - CBP Users via AW Managed Devices leveraging Airwatch VPN
 - Route 2 - CBP Users via Managed Workstations leveraging Global Protect VPN
 - Route 3 - Non-DHS Users via Authenticated Public Endpoint leveraging OneNet RP Solution (Currently RESTRICTED by DHS to U.S. IP Address Range)
- CBP Employees
 - Enrolled - 46
 - Active - 3 Daily / 24 Monthly
 - Licensed - 4000

Solution Engineering Request

- Problem Statement
 - Agency Users are forced to use Public (Untrusted) Messaging Solutions (e.g. WhatsApp) to communicate with External Counterparts
- Customer Requirement
 - Engineer an easy to use Communications Solution to facilitate Secure Comms between the following groups of users
 - Trusted External Non-DHS (U.S & Foreign) Users
 - Assigned (Dedicated) Internal CBP Users

Product Options

Wickr ME

- ✓ 1:1 Messaging
- ✓ Group Messaging
- ✓ 1:1 Voice Calling
- ✓ 6 Day Message Retentions
- ✓ File Transfers of (10MB)
- ✓ Share My Location
- ✓ Secure Voice Memos

Wickr PRO

- ✓ 1:1 Messaging
- ✓ Group Messaging
- ✓ 1:1 Voice & Video Calling
- ✓ Group Voice & Video Calling
- ✓ Screen Share
- ✓ File Share (5 GB)
- ✓ Share My Location
- ✓ Secure Voice Memos
- ✓ Unlimited Storage
- ✓ Device Sync
- ✓ Admin Controls
- ✓ 1 year Message retention

Wickr Enterprise

- ✓ 1:1 Messaging
- ✓ Group Messaging
- ✓ 1:1 Voice & Video Calling
- ✓ Group Voice & Video Calling
- ✓ Screen Share
- ✓ File Share (Configurable)
- ✓ Share My Location
- ✓ Secure Voice Memos
- ✓ Unlimited Storage
- ✓ Device Sync
- ✓ Admin Control Integrations
- ✓ Self Hosted Deployment Models
- ✓ Compliance

CBP/DHS Mission Controls

- Identity of External user MUST be guaranteed
- Data Leak Protection Controls MUST be demonstrable
- If Approved by CSD System Risk MUST be restricted to Authorized Users
- CBP/DHS Internal Data MUST not be Accessible to Unauthorized External Users
- System Administration and Usage MUST be
 - Auditable
 - Owned and Operated by CBP - Subject to CSD Approval
 - Subjected to Ongoing Security Controls
 - Capable of Revoking Access for specific users

Proposed Solution #1

- Option 1
 - Dedicated Wickr Enterprise Solution for Personal Devices (Isolated from Domain)
 - Pros
 - Auditable
 - Data Owned and Operated by CBP
 - Shared Risk
 - External User Accounts are operated by CBP
 - Cons
 - Dedicated 24/7 Support Required
 - External User Identities not verifiable
 - Data Leaks are still possible (equal or below existing risk)
 - Dependencies
 - Authority to Operate may not be granted
 - Legal Ramifications - Unknown

Proposed Solution # 2

- Option 2
 - Existing Wickr Enterprise Solution with Dedicated Networks
 - Pros
 - Auditable
 - External User Accounts are operated by CBP
 - Cons
 - Dedicated 24/7 Support Required
 - External User Identities may not be verifiable - CSD Review Required
 - High Risk for CBP Users - CSD Approval Required
 - Low Risk for External Non-DHS Users
 - High Risk for Data Leaks
 - Dependencies
 - DHS Foreign IP Restrictions must be removed
 - External Identities must be verifiable across the board
 - CSD review Mandatory

Customer Decision

- Customer opted for Option#2
- ISSO approved deployment

Non DHS User Federation Pilot

Current External Non-DHS Users by Group

- | | |
|--|---------|
| • John Hopkins University Applied Physics Laboratory | 3 users |
| • Ontario Provincial Police (OPP) | 1 user |
| • Canada Border Services Agency | 2 users |

Current Internal Enrolled CBP Users

- | | |
|-----------------|----------|
| • CBP PROD CSSO | 47 users |
|-----------------|----------|

Process For External User Deployment

Step 1:

An external user or group is identified by CBP Innovation for the purpose of federating with specific CBP Wickr users.

Step 2:

CBP Innovation completes a *Wickr Enterprise Service Request Form* provided by ENTSD Mobility.

Step 3:

CBP Innovation submits a ServiceNow ticket with the form appended to the ticket.

Step 4:

ENTSD Mobility Engineering will review the ServiceNow ticket request to determine technical feasibility of request.

Step 5:

ENTSD Mobility Engineering submits request for leadership review and approval.

Step 6:

Once approved ENTSD Mobility will manually create each external user account individually and modify the security groups for the CBP users identified to federate with the requested external user.

Step 7:

ENTSD Mobility will send an email to the external user containing a username and complex 8-character temporary password requiring a combination of alphanumeric, special, and case-sensitive characters. The user will be immediately prompted to change their password upon initial log-in.

SUPPORT LIMITATIONS:

- Every external group or individual user added will require a completely new Wickr Network to be instantiated. This requires:
 - Bi-directional federation to be configured in each security group assigned to every user.
 - The creation and management of Wickr Compliance Bots for data retention.
- Coordination with external users during planned or unplanned outages.
- No process in place for vetting external user identity.
- No process in place for managing external user accounts.
- No support structure in place for external user network issues.
- No mechanism available to enforce minimum application versioning.
- No mechanism available to enforce device hardware requirements.
- Resource constraint

Questions?

Message

From:

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

Sent:

2/4/2022 8:35:06 PM

To:

CC:

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

Subject:

RE: CSM (Wickr) Federation

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

If the outside system using Wickr Pro is on another approved GSA ATO system, then answer technically is yes; However, CBP would still require an ISA with said entities system verifying a secure connection. Additionally, the Pro users' communications would have to adhere to CBPs current retention policy. (Managing and retaining communications from Wickr Enterprise out to Wickr Pro and Pro into Wickr Enterprise) which we are not currently doing. Please see the ISA policy below for review.

1.8 General CBP Security Policy

Connections between CBP information systems and any other systems or networks not under CBP authority are unauthorized, unless documented by a formally approved

Interconnection Security Agreement (ISA) signed by the Deputy Director, Office of Information and Technology (OIT)/Cyber Security Directorate. If the system or network not under CBP authority is owned by another DHS component, an ISA is still required. The non-CBP system representatives must have the authority to represent their organization, when defining security requirements to be included in the ISA (See Attachment N, Preparation of Interconnection Security Agreements).

5.4.3 Network Connectivity

A system interconnection is the direct connection of two or more information systems for the purpose of sharing data and other information resources by passing data between each other via a direct system-to-system interface without human intervention. Any physical connection that allows other systems to share data (pass thru) also constitutes an interconnection, even if the two systems connected do not share data between them.

5.4.3.g: CBP documents interconnections between the CBP network and external (Non-DHS) networks with an ISA for each connection.

Attachment N, Preparation of Interconnection Security Agreements:

“ELECTRONIC CONNECTIONS BETWEEN IT SYSTEMS MUST BE ESTABLISHED IN ACCORDANCE WITH NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY (NIST) SPECIAL PUBLICATION (SP) 800-47, “SECURITY GUIDE FOR

INTERCONNECTING INFORMATION TECHNOLOGY SYSTEMS.” AN ISA IS REQUIRED WHENEVER THE SECURITY POLICIES OF THE INTERCONNECTED SYSTEMS ARE NOT IDENTICAL AND THE SYSTEMS ARE NOT ADMINISTERED BY THE SAME AUTHORIZING OFFICIAL (AO).”

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: Thursday, February 3, 2022 3:34 PM

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

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

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

Subject: CSM (Wickr) Federation

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

Under the current ATO for CSM, is Wickr Enterprise approved to Federate with Wickr PRO? ENTSD Mobility is able to make the changes to the backend but want to make sure the we are covered via the active ATO.

Thanks,

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

Project Manager



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

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

Message

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

Sent: 3/2/2022 5:39:50 PM

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

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

Subject: RE: WICKR and the Path Forward

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

(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: Wednesday, March 2, 2022 12:18 PM

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

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

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

Subject: RE: WICKR and the Path Forward

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

The team meet with Wickr yesterday to discuss and confirm step taken to Federate between CBP Wickr Enterprise (CSM) and Wickr Pro. We reviewed the release notes provided by Wickr and discovered an issues that was not called out. Prior to Federating Wickr must deleted all accounts created under Wickr PRO that have a CBP email address. The backend system will not allow a user to Federate if the same username email was used to create and account in both CSM and Wickr Pro.

Wickr is providing CBP with a list of enrolled accounts on Wickr PRO using "@cbp.dhs.gov" email. CBP will attempt to notify users that their Wickr PRO accounts using CBP emails will be deleted. Once CSM is Federated with Wickr PRO, CBP users coming in through CSM their usernames will be appended with their CBP email (new feature in Federation).

Timeline

Wickr PRO email accounts Wednesday 3/2 – Saturday 3/5

- Wicker will provide a list of "@cbp.dhs.gov" email accounts created in Wickr Pro.
- CBP will notify user and inform them that their accounts in WICKR PRO created with a CBP email will be deleted by 3/5 on the public Wicker server.

SAT Federation Monday 3/7- Friday 3/11

- SAT Federation between CBP Wickr Enterprise and Wickr PRO is scheduled with Wickr for Monday 3/7 (**Pending Vendor Confirmation**).
 - Implementation Steps:
 - Clean Conflicting Security Groups
 - Cleanup Overlapping Federation (Enterprise)
 - Isolate target Security Groups for minimum impact
 - Enable Federation in replicated dashboard
 - Super Admin enables Global Federation in Admin Restriction login area
 - Create Federation Key (provided it to WICKR PRO)
 - DNS SRV is created for SAT
- Enroll User in WICKRSAT CSSO to ensure claims for new user contain address Wednesday 3/9
 - Conduct Use Case Scenarios
 - Update Enrollment guides with new steps
 - Verify compliance server is collecting exchange content from CBP users
- Provide XD findings Thursday 3/10
- Backout (Turn off Federation) Friday 3/11
 - Disable Federation in super admin restriction area
 - Delete Key (with Wicker PRO)
 - Disable global federation in replication dashboard

PROD Federation Monday 3/14- Friday 3/18

- Send COMMS to PROD users CBP Wickr Enterprise scheduled outage Friday 3/11
- SAT Federation between CBP Wickr Enterprise and Wickr PRO is scheduled with Wickr for Monday 3/14 (**Pending Vendor Confirmation**).
 - Implementation Steps:
 - Clean Conflicting Security Groups
 - Cleanup Overlapping Federation (remove accounts with non CBP users)
 - Isolate target Security Groups for minimum impact
 - Enable Federation in replicated dashboard
 - Super Admin enables Global Federation in Admin Restriction login area
 - Create Federation Key (provided it to WICKR PRO)
 - DNS SRV is created for PROD
- Enroll User in WICKRPROD CSSO to ensure claims for new user contain address 3/16
 - Conduct Use Case Scenarios
 - Update Enrollment guides with new steps
 - Verify compliance server is collecting exchange content from CBP users
- Backout (Turn off Federation) Friday 3/18
 - Disable Federation in super admin restriction area
 - Delete Key (with Wicker PRO)
 - Disable global federation in replication dashboard

Thanks,

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

Project Manager



Customs and Border Protection / Department of Homeland Security
 Enterprise Networks & Technology Support Directorate (ENTSD)
 Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

Desk: TBD

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

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

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

Sent: Tuesday, March 1, 2022 10:46 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: WICKR and the Path Forward

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

We're working an issue with DHS OneNet that seems to be affecting our VIPs so I'll be able to provide you a better update tomorrow morning.

Yes, our initial testing would be just to validate federation between WICKR Enterprise (internal) and WICKR Pro (external) and see what pieces of the conversation between a CBP user and a "Joe Schmo" user out in the world can be grabbed.

More to come, sir.

(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: Monday, February 28, 2022 4:13 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: WICKR and the Path Forward

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

Sorry my late response this time. Getting caught up after returning from travel.

I spoke with (b)(6), (b)(7)(C) today and we reviewed your last timeline. Below you say "Conduct use case testing between CBP WICKR Enterprise and Public WICKR PRO (~week of 2/28/22)". Is this just for the initial federation testing?

Upon completion, can we begin engaging on limited user testing as we discussed previously. We're getting a lot of questions from front office on this one and the development for potentially using Wickr as a TAK plugin for chat. Happy to catch up if you have a moment.

v/r

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

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

Sent: Friday, February 18, 2022 3:18 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: WICKR and the Path Forward

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

Sorry for the late response, but wanted to get you a clear picture of where we are and where we're going.

December 2021

- WICKR systems taken offline due to identified Log4J vulnerabilities

January 2022

- Log4J remediation patch received from WICKR and tested/validated in CBP WICKR environment
- WICKR brought back online

February 2022

- SSL certificates updated for WICKR environments (2/11/22)
- Worked with DHS OneNet (via CR) to fix the broken VIPs in the WICKR SAT and PROD environments (2/14/22)
 - System running on DC1, goal is to load-balance via DCAP1 but DHS OneNet is working an ongoing issue with this environment
- Update CBP WICKR backend allowing Federation with WICKR PRO (~week of 2/22/22)
- Conduct use case testing between CBP WICKR Enterprise and Public WICKR PRO (~week of 2/28/22)

March 2022

- Present findings from use case testing to ENTSD Leadership/XD (b)(6), (b)(7)(C) (~3/1/22)

Post-Use Case Discussions

- Present findings to Records Management POCs to determine if the level of visibility we have in the WICKR "conversations" meet their requirements for records retention.

Of course there is much more to do after the initial use case testing but hopefully this provides you some data for your senior leadership discussion.

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: Friday, February 18, 2022 10:25 AM

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

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

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

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

Subject: RE: WICKR and the Path Forward

Good Afternoon,

Thanks again for the meeting on the 25th. During that meeting there was mention of timelines for a federation POC. Do we have a better idea of timing on that now?

I expect the topic to come up on the next INVNT update to the AC on the 28th and just want to make sure we're all tracking the same target.

v/r

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

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

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

Sent: Tuesday, January 25, 2022 11:52 AM

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

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

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

Subject: WICKR and the Path Forward

When: Tuesday, February 1, 2022 1:00 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

Couple of key items to cover:

1. Status of bringing WICKR back online (with the log4j patch)
2. Integrating/leveraging WICKR pro version to allow external partners to connect with us.
 - a. Process for how to do this
 - b. Process for how a CBP-user requests/does this with their external partner (if necessary)
 - c. Evaluating WICKR pro, and does it really meet the spirit of our retention policies
 - i. Are there considerations for advising any external party that all texts will be captured and stored?
3. Further discussion on enhancing WICKR adoption
4. Status of testing/evaluating Telemesssage for its ability to bring WhatsApp (and other test messaging services) into retention policy compliance
 - a. (b)(6), (b)(7)(C) we can leverage your quad chart as a starting point for this.

Long story short, the agency is under intense scrutiny and visibility with using these apps as we are currently, and **this needs to be a priority for us (b)(6), (b)(7)(C)) over the next several weeks to determine technologically, policy-wise and operationally how we can/should move forward**. We will owe NARA, DHS, and OIG regular updates and responses until this is resolved.

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

Executive Director, on detail supporting

Enterprise Networks & Technology Support (ENTSD)
Office of Information and Technology (OIT)
U.S. Customs and Border Protection
Department of Homeland Security

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

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

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

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

United States, Arlington

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

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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.

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Message

From: (b)(6), (b)(7)(C)
Sent: 4/5/2021 1:04:12 PM
To: (b)(6), (b)(7)(C)
Subject: FW: Collaboration Apps at CBP

FYI

Thanks,

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

Project Manager



Customs and Border Protection / Department of Homeland Security
Enterprise Networks & Technology Support Directorate (ENTSD)
Network Architecture & Engineering Division (NAED)
ENTSD/OIT/CBP/DHS
Desk:TBD

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

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

From: (b)(6), (b)(7)(C)
Sent: Friday, April 2, 2021 3:47 PM
To: (b)(6), (b)(7)(C)
Subject: Fwd: Collaboration Apps at CBP

For Wickr, what is the retention, where is it stored and how would someone access it ?

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

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

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

From: (b)(6), (b)(7)(C)
Sent: Friday, April 2, 2021 3:45:46 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: Re: Collaboration Apps at CBP

None of these are apps managed by CBP/Airwatch. CBP is not capturing any data from these apps and therefore no retention.

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

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

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

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

Sent: Friday, April 2, 2021 3:24:08 PM

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

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

Subject: Collaboration Apps at CBP

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

I'm working with (b)(6), (b)(7)(C) and (b)(6), (b)(7)(C) on compiling information about chat and other collaboration data sources at CBP and your name was given to me as a contact for some of the applications. We're looking for information on applications like Smarsh, WhatsApp, Duo, Facetime, and others that may exist. Specifically, we're trying to get information on whether these apps are capturing records, what type of retention may be in place, and where the data is being stored. Would you have some time next week for a meeting to discuss these topics?

Thanks.

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

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

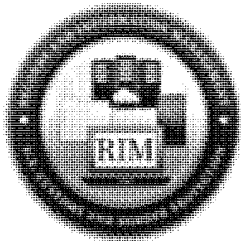
Capstone Project Lead

Capitol Advisors on Technology

CBP Records and Information Management (RIM)

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

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



Message

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

Sent: 5/21/2021 1:07:08 PM

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

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

Subject: Re: Discuss CBP Chat Applications

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

The user are re-enrolling into new network that will allow Federation (connect with non CBP GFE devices) and allow audit log. Their previous messages will not transfer over.

Thanks,

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

Project Manager
Customs and Border Protection / Department of Homeland Security
Enterprise Networks & Technology Support Directorate (ENTSD)
Network Architecture & Engineering Division (NAED)
ENTSD/OIT/CBP/DHS
Desk: TBD

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

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

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

Sent: Thursday, May 20, 2021 6:52 PM

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

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

Subject: Re: Discuss CBP Chat Applications

Thanks. What is involved in re-enrolling? What happens to their old messages ?

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

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

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

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

Sent: Thursday, May 20, 2021 5:39:49 PM

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

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

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

Subject: Re: Discuss CBP Chat Applications

The Compliance server is currently going through testing and verification in SAT. The team is expect to complete testing Monday 5/24/21. Production will be update on 6/8/21. All current users will need to re-enroll into PROD WICKR once the compliance server has been deployed. ENTSD Mobility will work with CBP Innovation Team to notify OFO, and USBP users.

Thanks,

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

Project Manager

Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

Desk:TBD

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

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

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

Sent: Thursday, May 20, 2021 11:59:20 AM

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

Subject: RE: Discuss CBP Chat Applications

Pages six and seven on the attached is what I need to provide an update on

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

Sent: Thursday, May 20, 2021 11:51 AM

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

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

Subject: FW: Discuss CBP Chat Applications

I have a meeting with records management tomorrow and one of the items is going to be WICKR and retention.

please send me the current list of what needs to be done along with the dates it's expected to be completed

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

Sent: Tuesday, April 13, 2021 10:24 AM

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

Subject: RE: Discuss CBP Chat Applications

So with the Enterprise package, are all messages currently stored on a CBP Server?

Thanks.

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

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

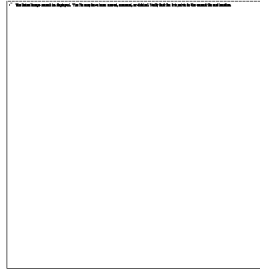
Capstone Project Lead

Capitol Advisors on Technology

CBP Records and Information Management (RIM)

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

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



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

Sent: Thursday, April 8, 2021 2:09 PM

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

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

Subject: RE: Discuss CBP Chat Applications

We have Wickr Enterprise Package. We will have access to the upcoming compliance tool which is in development and is to be ready in the next 6 months.

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

Sent: Thursday, April 8, 2021 3:04 PM

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

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

Subject: RE: Discuss CBP Chat Applications

I was looking up the different service plans for Wickr and was wondering which plan was in use as CBP. Does CBP have the version which includes the "Compliance, unlimited data retention, and eDiscovery capabilities"?

Thanks.



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

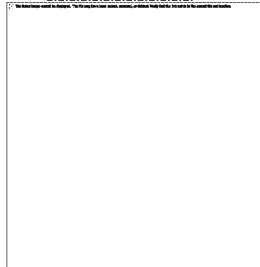
Capstone Project Lead

Capitol Advisors on Technology

CBP Records and Information Management (RIM)

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



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

Sent: Thursday, April 8, 2021 12:37 PM

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

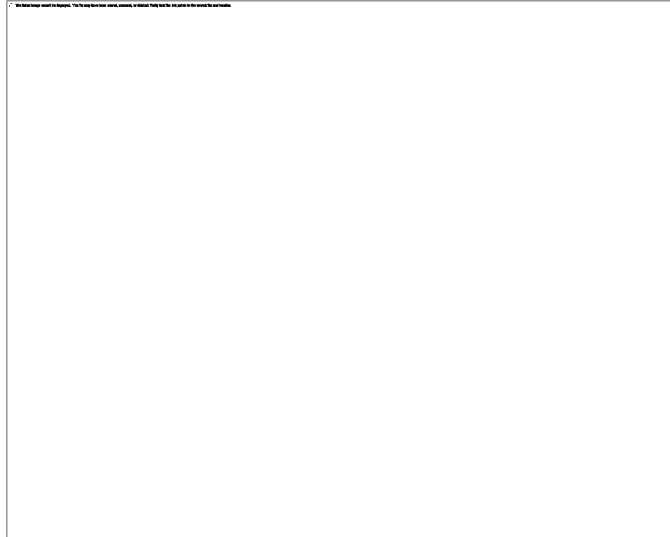
(b)(6), (b)(7)(C)

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

Subject: RE: Discuss CBP Chat Applications

As discussed on the call re Webex...

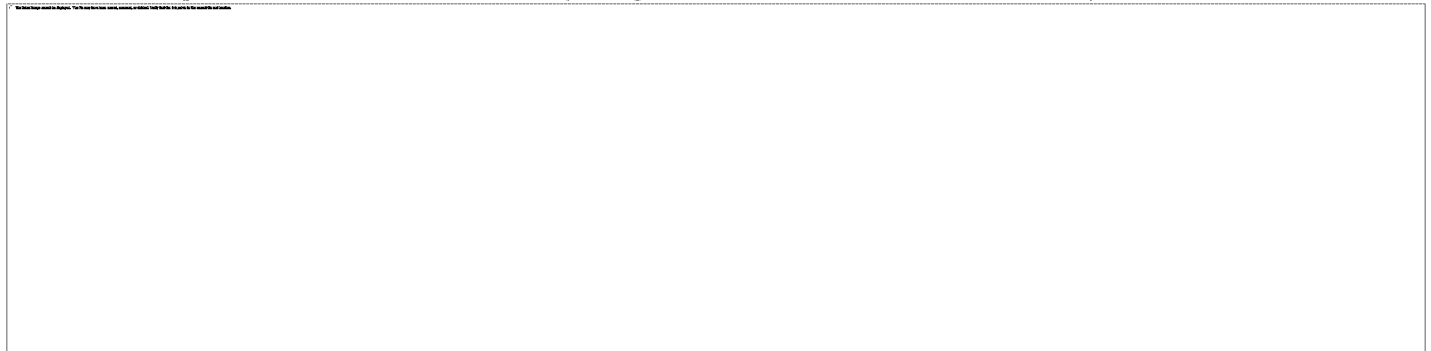
Users can choose cloud recording or local MP4:



Admin can set retention days, currently 2600 days (7.1 years)



Cloud recording allotment: 10,240 GB, currently using 264.127 GB. Will auto delete after 7 years.



Users do have the ability to delete a recording:



Questions to Cisco have been asked (cisco case # (b)(6), (b)(7)(C)).

- Is there a way to limit recording options for only cloud versus having the option of choosing MP4 prior to clicking record ?
- Is there a way to retain recordings made by users even if they delete them?

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

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

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

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

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

Sent: Monday, April 5, 2021 9:34 AM

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

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

Subject: Discuss CBP Chat Applications

When: Thursday, April 8, 2021 11:00 AM-11:30 AM (UTC-06:00) Central Time (US & Canada).

Where: Microsoft Teams Meeting

Wanted to discuss CBP's use of non-Microsoft chat and collaboration applications and is the content from those applications is stored and retained.

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

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Message

From: (b)(6), (b)(7)(C)
Sent: 5/20/2021 3:54:14 PM
To: (b)(6), (b)(7)(C)
Subject: Fwd: Discuss CBP Chat Applications

No sure (b)(6), (b)(7)(C) is going to get to this. Regarding WICKR what is the retention on the compliance server for records?

Thanks,

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

From: (b)(6), (b)(7)(C)
Sent: Thursday, May 20, 2021 11:51:12 AM
To: (b)(6), (b)(7)(C)
Subject: FW: Discuss CBP Chat Applications

I have a meeting with records management tomorrow and one of the items is going to be WICKR and retention.

please send me the current list of what needs to be done along with the dates it's expected to be completed

From: (b)(6), (b)(7)(C)
Sent: Tuesday, April 13, 2021 10:24 AM
To: (b)(6), (b)(7)(C)
Subject: RE: Discuss CBP Chat Applications

So with the Enterprise package, are all messages currently stored on a CBP Server?

Thanks.

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

(b)(6), (b)(7)(C)
Capstone Project Lead
Capitol Advisors on Technology
CBP Records and Information Management (RIM)
[RIM Website](#) | [Request RIM Service!](#) | [Email Us](#)
Cell: (b)(6), (b)(7)(C)



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

Sent: Thursday, April 8, 2021 2:09 PM

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

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

Subject: RE: Discuss CBP Chat Applications

We have Wickr Enterprise Package. We will have access to the upcoming compliance tool which is in development and is to be ready in the next 6 months.

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

Sent: Thursday, April 8, 2021 3:04 PM

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

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

Subject: RE: Discuss CBP Chat Applications

I was looking up the different service plans for Wickr and was wondering which plan was in use as CBP. Does CBP have the version which includes the "Compliance, unlimited data retention, and eDiscovery capabilities"?

Thanks.

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

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

Capstone Project Lead

Capitol Advisors on Technology

CBP Records and Information Management (RIM)

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



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

Sent: Thursday, April 8, 2021 12:37 PM

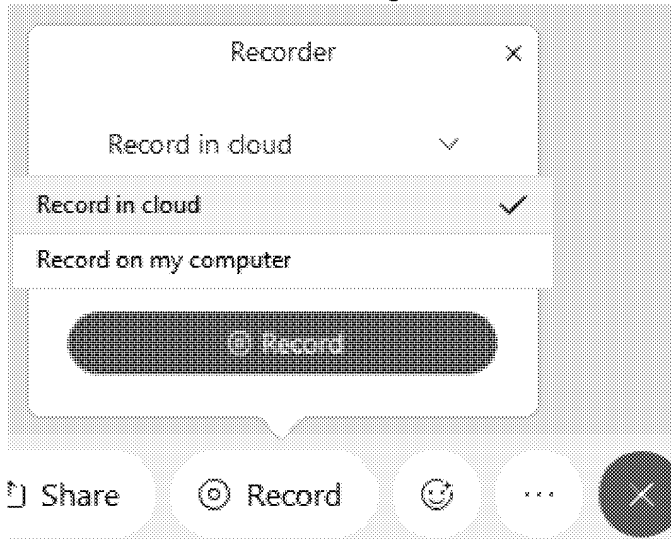
To: (b)(6), (b)(7)(C)

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

Subject: RE: Discuss CBP Chat Applications

As discussed on the call re Webex...

Users can choose cloud recording or local MP4:



Admin can set retention days, currently 2600 days (7.1 years)

☒ Support **Recording Auto-Deletion Policy** (Warning: recordings older than the retention period entered will be moved to trash on a daily basis)

Recording Retention Days:

Recording storage allocation: 10240 GB *(Please contact Webex to increase your allocation)*

☐ Allow Overage:

☐ Unlimited overage

☒ GB overage

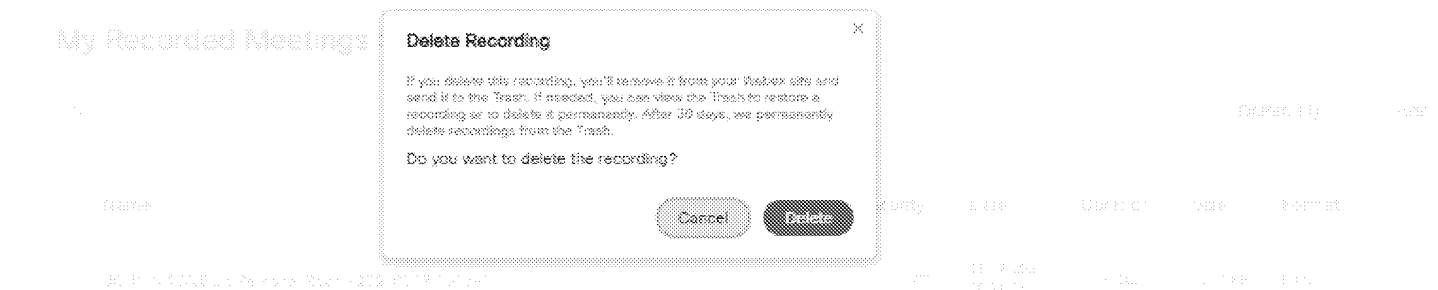
Total allocation: 10240 GB *(Used: 264.127 GB)*

Notify site administrator if storage exceeds % of total allocated space

☒ Send notification by email

☒ Display warning message on Site Admin

Users do have the ability to delete a recording:



Questions to Cisco have been asked (cisco case # (b)(7)(E) :

- Is there a way to limit recording options for only cloud versus having the option of choosing MP4 prior to clicking record ?
- Is there a way to retain recordings made by users even if they delete them?

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

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

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

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

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

Sent: Monday, April 5, 2021 9:34 AM

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

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

Subject: Discuss CBP Chat Applications

When: Thursday, April 8, 2021 11:00 AM-11:30 AM (UTC-06:00) Central Time (US & Canada).

Where: Microsoft Teams Meeting

Wanted to discuss CBP's use of non-Microsoft chat and collaboration applications and is the content from those applications is stored and retained.

Microsoft Teams meeting

Join on your computer or mobile app

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Message

From: (b)(6), (b)(7)(C)
Sent: 5/20/2021 10:52:55 PM
To: (b)(6), (b)(7)(C)
CC: (b)(6), (b)(7)(C)
Subject: Re: Discuss CBP Chat Applications

Thanks. What is involved in re-enrolling? What happens to their old messages ?

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

From: (b)(6), (b)(7)(C)
Sent: Thursday, May 20, 2021 5:39:49 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: Re: Discuss CBP Chat Applications

The Compliance server is currently going through testing and verification in SAT. The team is expect to complete testing Monday 5/24/21. Production will be update on 6/8/21. All current users will need to re-enroll into PROD WICKR once the compliance server has been deployed. ENTSD Mobility will work with CBP Innovation Team to notify OFO, and USBP users.

Thanks,

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

From: (b)(6), (b)(7)(C)
Sent: Thursday, May 20, 2021 11:59:20 AM
To: (b)(6), (b)(7)(C)
Subject: RE: Discuss CBP Chat Applications

Pages six and seven on the attached is what I need to provide an update on

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

Sent: Thursday, May 20, 2021 11:51 AM

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

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

Subject: FW: Discuss CBP Chat Applications

I have a meeting with records management tomorrow and one of the items is going to be WICKR and retention.

please send me the current list of what needs to be done along with the dates it's expected to be completed

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

Sent: Tuesday, April 13, 2021 10:24 AM

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

Subject: RE: Discuss CBP Chat Applications

So with the Enterprise package, are all messages currently stored on a CBP Server?

Thanks.

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

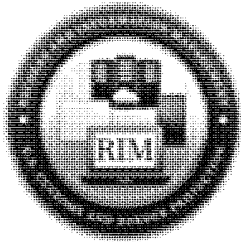
Capstone Project Lead

Capitol Advisors on Technology

CBP Records and Information Management (RIM)

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



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

Sent: Thursday, April 8, 2021 2:09 PM

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

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

Subject: RE: Discuss CBP Chat Applications

We have Wickr Enterprise Package. We will have access to the upcoming compliance tool which is in development and is to be ready in the next 6 months.

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

Sent: Thursday, April 8, 2021 3:04 PM

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

Subject: RE: Discuss CBP Chat Applications

I was looking up the different service plans for Wickr and was wondering which plan was in use as CBP. Does CBP have the version which includes the "Compliance, unlimited data retention, and eDiscovery capabilities"?

Thanks.

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

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

Capstone Project Lead

Capitol Advisors on Technology

CBP Records and Information Management (RIM)

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



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

Sent: Thursday, April 8, 2021 12:37 PM

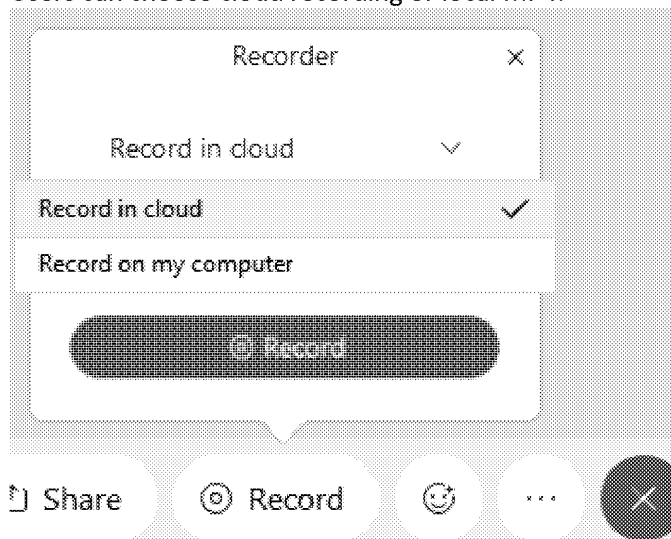
To: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: RE: Discuss CBP Chat Applications

As discussed on the call re Webex...

Users can choose cloud recording or local MP4:



-----Original Appointment-----

From: (b)(6), (b)(7)(C)

Sent: Monday, April 5, 2021 9:34 AM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: Discuss CBP Chat Applications

When: Thursday, April 8, 2021 11:00 AM-11:30 AM (UTC-06:00) Central Time (US & Canada).

Where: Microsoft Teams Meeting

Wanted to discuss CBP's use of non-Microsoft chat and collaboration applications and is the content from those applications is stored and retained.

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Message

From: (b)(6), (b)(7)(C)
Sent: 2/5/2022 12:50:07 AM
To: (b)(6), (b)(7)(C)
Subject: FW: CSM (Wickr) Federation

Nothing about this response suggests that we are approved to proceed.

Thoughts?

(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
(b)(6), (b)(7)(C) - 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: Friday, February 4, 2022 at 3:35 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: CSM (Wickr) Federation

Hi (b)(6), (b)(7)(C)

If the outside system using Wickr Pro is on another approved GSA ATO system, then answer technically is yes; However, CBP would still require an ISA with said entities system verifying a secure connection. Additionally, the Pro users' communications would have to adhere to CBPs current retention policy. (Managing and retaining communications from Wickr Enterprise out to Wickr Pro and Pro into Wickr Enterprise) which we are not currently doing. Please see the ISA policy below for review.

1.8 General CBP Security Policy

Connections between CBP information systems and any other systems or networks not under CBP authority are unauthorized, unless documented by a formally approved

Interconnection Security Agreement (ISA) signed by the Deputy Director, Office of Information and Technology (OIT)/Cyber Security Directorate. If the system or network not under CBP authority is owned by another DHS component, an ISA is still required. The non-CBP system representatives must have the authority

to represent their organization, when defining security requirements to be included in the ISA (See Attachment N, Preparation of Interconnection Security Agreements).

5.4.3 Network Connectivity

A system interconnection is the direct connection of two or more information systems for the purpose of sharing data and other information resources by passing data between each other via a direct system-to-system interface without human intervention. Any physical connection that allows other systems to share data (pass thru) also constitutes an interconnection, even if the two systems connected do not share data between them.

5.4.3.g: CBP documents interconnections between the CBP network and external (Non-DHS) networks with an ISA for each connection.

Attachment N, Preparation of Interconnection Security Agreements:

“ELECTRONIC CONNECTIONS BETWEEN IT SYSTEMS MUST BE ESTABLISHED IN ACCORDANCE WITH NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY (NIST) SPECIAL PUBLICATION (SP) 800-47, “SECURITY GUIDE FOR INTERCONNECTING INFORMATION TECHNOLOGY SYSTEMS.” AN ISA IS REQUIRED WHENEVER THE SECURITY POLICIES OF THE INTERCONNECTED SYSTEMS ARE NOT IDENTICAL AND THE SYSTEMS ARE NOT ADMINISTERED BY THE SAME AUTHORIZING OFFICIAL (AO).”

Regards,

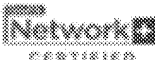
(b)(6), (b)(7)(C)

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: Thursday, February 3, 2022 3:34 PM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: CSM (Wickr) Federation

Hey (b)(6), (b)(7)(C)

Under the current ATO for CSM, is Wickr Enterprise approved to Federate with Wickr PRO? ENTSD Mobility is able to make the changes to the backend but want to make sure the we are covered via the active ATO.

Thanks,

(b)(6), (b)(7)(C)

Project Manager



Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

Desk: TBD

Mobile: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Message

From: CBPRECORDSMANAGEMENT (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Sent: 10/29/2021 7:25:38 PM

To:

CC:

(b)(6), (b)(7)(C)

Subject: FW: DHS/CBP Response to NARA Letter linked to OIG Audit Report

Attachments: 2021-10-26_UD-2022-0001_DHS-CBP_Open Letter-1301-1b.pdf

(b)(6), (b)(7)(C)

CBP RIM is working on a response to a NARA letter (see attached) referring to unauthorized destruction of records and use and policy around WhatsApp, Wickr and other communication applications. The questions were raised by NARA based on the recent OIG Audit report and responded to by CBP. The particular Audit Recommendation and Response that CBP RIM is most interested in is Recommendation 6.

Recommendation 6: Take immediate action to end the use of WhatsApp for operational purposes or to ensure that WhatsApp messages are retained in compliance with legal and policy requirements including records retention schedules.

CBP Response to Recommendation 6: Concur. CBP's Office of Information and Technology will explore the viability of the continued operational use of WhatsApp, which will include looking for a replacement. Office of Information and Technology is currently piloting a managed messaging platform to replace WhatsApp. CBP is currently working on an operational pilot. CBP expects to complete these actions by December 31, 2021.

Can you provide available times early next week for a discussion on the activities that are being undertaken to respond to the Audit recommendation? Information we need in order to properly respond to NARA includes:

- a. The details about the interim action of "manual archiving" of 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.

We are on a tight timeline to put this response together so hopefully we'll be able to find a time as early in the week as possible. Please let us know if you have any questions.

Thanks.

(b)(6), (b)(7)(C)

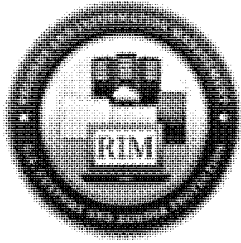
(b)(6), (b)(7)(C)

Capstone Project Lead
Capitol Advisors on Technology

CBP Records and Information Management (RIM)

[RIM Website](#) | [Email Us](#)

Cell: (b)(6), (b)(7)(C)



From: (b)(6), (b)(7)(C) **On Behalf Of** OIT TASKINGS

Sent: Thursday, October 28, 2021 12:36 PM

Subject: DHS/CBP Response to NARA Letter linked to OIG Audit Report

Good Afternoon_XD's and Directors,

Attached for review and action is a letter from (b)(6), (b)(7)(C) Chief Records Officer for the US Government sent to (b)(6), (b)(7)(C) Chief Information Officer (CIO), DHS Senior Agency Official for Records Management (SAORM), regarding CBP's planned deployment of *WICKR* and the information that NARA received in the OIG report, "CBP Targeted Americans with the 2018-2019 Migrant Caravan" regarding the use of *WhatsApp*. **With input from OIT Offices, CBP RIM is the lead for compiling the DHS/CBP response** (due 11/12/21) that will go from CIO (b)(6), (b)(7)(C) to the (b)(6), (b)(7)(C) Chief Records Officer for the US Government.

To ensure a full and accurate response CBP RIM will reach out to OIT Offices that are addressing the OIG audit findings (ENTDS) and others within CBP that can provide information for inclusion in the DHS/CBP response. Per NARA's letter, the response will include records management corrective actions being taken to address the OIG investigation. CBP RIM will be required to provide NARA periodic status of those corrective actions.

The NARA letter cites the following specific OIG Audit Report **Recommendation** within their audit report:

Recommendation 6: Take immediate action to end the use of WhatsApp for operational purposes or to ensure that WhatsApp messages are retained in compliance with legal and policy requirements including records retention schedules.

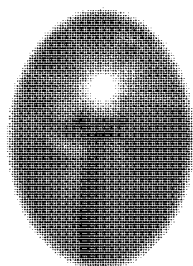
Please send all replies and questions to (b)(6), (b)(7)(C).

Tasker Name	Review NARA Letter to CIO Hysen and provide CBP Records and Information Management (RIM) with POCs from involved OIT offices.
Lead Office	CBP Records and Information Management (RIM)
Assigned Office(s)	OIT XDs, CTO and Division Directors

<p>Background</p>	<p>The Federal Records Act requires all federal agencies retain records for periods of time authorized by NARA-Approved records retention schedules. Because WhatsApp and Wickr do not retain messages consistent with NARA-approved retention schedules, their use violates the Federal Records ACT and CBP and DHS policy. This resulted in illegal and <i>Unauthorized Destruction</i> of important federal records..</p> <p>The National Archives and Records Administration (NARA) indicated in their letter to the DHS CIO that they became aware, through multiple media reports and the recent <u>Office of Inspector General (OIG)</u> report, “CBP Targeted Americans with the 2018-2019 Migrant Caravan,” that the Customs and Border Protection (CBP) has been using the messaging software <i>WhatsApp</i> and is deploying the encrypted messaging application <i>Wickr</i> across all components of the agency.</p> <p>NARA cites in their letter the OIG report which states: there are “instances of CBP officers not documenting information they obtained during caravan-related inspections” (page 12); that CBP officials did not retain communication records (page 17); and that “the CBP officials failure to retain <i>WhatsApp</i> messages likely violated DHS and CBP records retention policies because the messages were information that CBP created or received in carrying out its mission and contained substantive information that was necessary to adequately and properly document the activities and functions of the CBP officials” (page 28). This violation of policy resulted in what NARA identified as <i>unauthorized destruction</i> of records caused by use of WhatApp and Wickr.</p>
<p>Additional Instruction contained within NARA’s letter:</p>	<p>*** NARA instructed DHS/CBP to provide a response that addresses the following (as contained in the attached letter):</p> <ol style="list-style-type: none"> 1. Ensure that Records Management regulations are being adhered to 2. Ensure that the CBP is regulating the use of these messaging applications consistent with NARA’s and the Department’s records management policies 3. Ensure that CBP is communicating to all employees that they cannot use these applications to circumvent their records management responsibilities and that all employees are aware that they must be retaining all messages that are federal records in accordance with agency policy and all applicable NARA-approved records schedules 4. Include a complete description of the records with volume and dates if known; description of the office maintaining the records; a statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records; a statement of the safeguards established to prevent further loss of documentation; and details of the actions taken to salvage, retrieve, or reconstruct the records. <p>DHS/CBP’s response must also include Records Management corrective actions that CBP will be required to implement as a result of the OIG investigation.</p>

REQUEST:	<ol style="list-style-type: none"> 1. Please review the attached letter from (b)(6), (b)(7)(C) Chief Records Officer for the US Government to (b)(6), (b)(7)(C) Chief Information Officer (CIO), DHS Senior Agency Official for Records Management (SAORM), regarding CBP's planned deployment of WICKR and the information that NARA received in the OIG report, "CBP Targeted Americans with the 2018-2019 Migrant Caravan" regarding the use of WhatsApp. 2. Respond directly to (b)(6), (b)(7)(C) CBP RIM CRO with questions, comments, and POC names within your OIT office that CBP RIM can coordinate with to compile the DHS/CBP response.
POC for Questions / Response	Please contact (b)(6), (b)(7)(C) DUE COB 11/01/21

(b)(6), (b)(7)(C) CBP Chief Records Officer
Records and Information Management Program (RIM)
DHS/CBP/OIT/RIM
(C) (b)(6), (b)(7)(C)
dawn.watts@cbp.dhs.gov
RIM Website | Request RIM Service! | Email Us



Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline
800-273-8255
CBP Employee Assistance Program
800-755-7002

