

Message

From:

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

Sent:

12/6/2021 12:30:18 PM

To:

CC:

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

Subject: FOR 9am discussion - CBP Unauthorized Disposition Report / response to NARA- use of WhatsApp....

Attachments: NARA Unauth Disp Report Mockup 211206dw v1-draft.docx; CBP ack WhatsApp letter 120621 v1-draft.docx

Importance: High

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

Attached is the reformatted CBP response to NARA's Unauthorized Disposition Letter regarding the use of WhatsApp and Wicker and the possible loss of records. In the letter NARA wanted to 'ensure' records management regulations are being adhered to and to ensure that the CBP is regulating the use of these messaging applications consistent with NARA's and the Department's records management policies. NARA also specifically required that CBP respond to their letter with a report.

These documents provide a solid and complete response and are traceable and verifiable to NARA's letter.

Attached:

1. CBP's acknowledgement of the Letter with attachment
2. Attachment: Unauthorized Disposition Report which addresses, in order presented within the Letter, CBP's response to NARA's request 'to ensure' regulations are being followed, as well as addressing each area called out in the letter:
 - Documenting the unauthorized disposition of the federal records that were identified in the OIG report
 - Include a complete description of the records with volume and dates if known;
 - i. Description of the office maintaining the records;
 - ii. A statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records;
 - iii. A statement of the safeguards established to prevent further loss of documentation; and
 - iv. Details of the actions taken to salvage, retrieve, or reconstruct the records
 - Records management corrective actions that CBP will be required to implement as a result of the OIG investigation.
 - 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.

Looking forward to talking with you at 9am this morning.

Thanks,

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

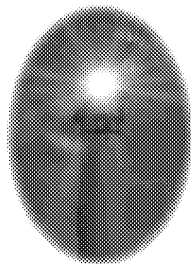
Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

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

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

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Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



Message

From:

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

Sent:

12/7/2021 2:24:30 PM

To:

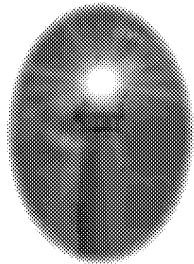
(b)(6), (b)(7)(C)

Subject:

FW: Link issues - CBP Unauthorized Disposition Report / response to NARA- use of WhatsApp....-Follow-Up

FYI

(b)(6), (b)(7)(C) CBP Chief Records Officer
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(b)(6), (b)(7)(C)
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National Suicide Prevention Lifeline
800-273-8255

CBP Employee Assistance Program
800-755-7002



From:

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

Sent: Tuesday, December 7, 2021 9:07 AM

To:

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

Cc:

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

Subject: RE: Link issues - CBP Unauthorized Disposition Report / response to NARA- use of WhatsApp....-Follow-Up

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

(b)(6), (b)(7)(C) and I are good with the updated draft report making its way to DHS RIM in final form for the SAORMs review.

Thank you,

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

Very Respectfully,

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

DHS Records Officer

Chief Data Officer Directorate

Office of Chief Information Officer

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

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

Sent: Tuesday, December 7, 2021 7:22 AM

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

Subject: Link issues - CBP Unauthorized Disposition Report / response to NARA- use of WhatsApp....

Importance: High

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

Our discussion yesterday was to provide the full documents as attachments below. Thinking about it further, I am hesitant to provide the full documents knowing they will automatically become publicly available via NARA's site. If a citizen wants to submit a FOIA request then they would probably be provided but I prefer not to provide them without a specific request through the proper channels.

I propose we provide the excerpts as part of the Report as indicated below. Now that the document is more clearly organized it should work well and doesn't add that much additional text to the overall product.

Supplemental Policies and Training Documentation Summary

- **DHS Policy Directive 141-03**
- **CBP's Records and Information Management (RIM) Directive (2110-040) and updated Records and Information Management Handbook (HB 2100-05B) (Part 3, Section M)**
- **CBP RIM's "RIM 101" training deck**
- **Required Annual Records Management Training**

The following text would be added in this section – it will provide what NARA is seeking without providing the whole public arena with specific documents that should not necessarily be published. Please let me know if you concur.

DHS Policy Directive 141-03 directs DHS employees that:

All DHS business transactions by electronic means are required to comply with the Department's records management policies. DHS employees should take steps to establish and maintain federal records when conducting business using chat, text, or instant messaging.

CBP's Records and Information Management (RIM) Directive (2110-040) and updated Records and Information Management Handbook (HB 2100-05B) were published in June 2019. CBP RIM is currently reviewing and updating both documents with publication expected in 2022.

In the CBP RIM Handbook, CBP users are directed to do the following for Electronic Messages in non-official CBP accounts (Part 3, Section M):

All CBP email and messaging accounts contain federal records. This includes email accounts with multiple users (such as public correspondence email addresses) or email accounts for an individual on multiple systems (such as classified and unclassified email accounts), text, and instant messaging, including third party applications (such as Twitter, Instagram, and Snapchat). All email and messaging created in the course of conducting CBP business is a record and is treated like any other record. (To determine its retention period, refer to the file plans under the record category to which it pertains.) ...

- In 2014, the Federal Records Act was amended to require that officers and employees may not create or send a record using a non-official electronic messaging account unless they:
 - Copy an official electronic messaging account of the officer or employee in the original creation or transmission of the record; or
 - Forward a complete copy of the record to an official electronic messaging account of the officer or employee no later than 20 calendar days after the original creation or transmission of the record.
- NARA guidance further requires that if an officer or employee of an executive agency receives electronic messages on a personal account, they must forward a complete copy of the record to an official electronic messaging account of the officer or employee no later than 20 calendar days after the original creation or transmission of the record.

CBP RIM's "RIM 101" training deck is available to CBP employees and contractors on the CBP RIM internal website. Included in this deck are references to the topics mentioned above from the CBP RIM Policy.

CBP Employees are required to take annual records management training developed by DHS. That training reminds employees about the requirement to send email records from non-DHS accounts to a DHS account within 20 days of creation ("What is a Federal Record?" slides in the Records Management for Everyone training).

Thanks,

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

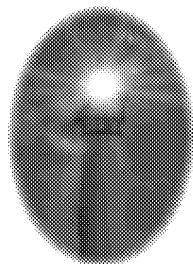
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(C) (b)(6), (b)(7)(C)

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

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Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



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

Sent: Monday, December 6, 2021 7:30 AM

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

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

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

Subject: FOR 9am discussion - CBP Unauthorized Disposition Report / response to NARA- use of WhatsApp....

Importance: High

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

Attached is the reformatted CBP response to NARA's Unauthorized Disposition Letter regarding the use of WhatsApp and Wicker and the possible loss of records. In the letter NARA wanted to 'ensure' records management regulations are being adhered to and to ensure that the CBP is regulating the use of these messaging applications consistent with NARA's and the Department's records management policies. NARA also specifically required that CBP respond to their letter with a report.

These documents provide a solid and complete response and are traceable and verifiable to NARA's letter.

Attached:

1. CBP's acknowledgement of the Letter with attachment
2. Attachment: Unauthorized Disposition Report which addresses, in order presented within the Letter, CBP's response to NARA's request 'to ensure' regulations are being followed, as well as addressing each area called out in the letter:
 - Documenting the unauthorized disposition of the federal records that were identified in the OIG report
 - Include a complete description of the records with volume and dates if known;
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Looking forward to talking with you at 9am this morning.

Thanks,

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

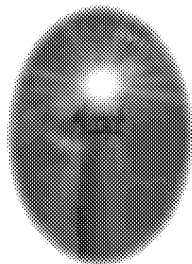
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CBP Employee Assistance Program
800-755-7002



Message

From:

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

Sent:

11/3/2021 3:11:18 PM

To:

CC:

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

Subject:

OFO actions from meeting RE: NARA Lttr mtg with OFO 11/2/21

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

These are the actions I pulled from the notes taken during the OFO meeting:

- To Director (b)(6), (b)(7)(C) –
 - Referring to the OFO 90-day updates to the OIG Report Recommendations, please provide the OIG Report Full response (MID pulls the full response together for CBP as a whole)
 - Please provide the OPR communications sent out “a couple of years” ago concerning use of messaging applications
 - This was completed on 11/3/21
 - Provide any documentation or messages concerning use of personal phones and unknown platforms for government information (such as WhatsApp and translation applications) that we can share with NARA
- To OFO (Both Dir (b)(6), (b)(7)(C) and Dir (b)(6), (b)(7)(C))
 - Provide response to NARA Letter 7 points as shown in Meeting Invite:

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

1. CBP must respond to this letter with a **report documenting the unauthorized disposition** of the federal records that were identified in the OIG report.
2. Ensure that Records Management regulations are being adhered to
3. Ensure that the CBP is regulating the use of these messaging applications consistent with NARA's and the Department's records management policies
4. 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
5. The final response from CBP must include:
 - a. a complete description of the records with volume and dates if known
 - b. a description of the office maintaining the records
 - c. a statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records
 - d. a statement of the safeguards established to prevent further loss of documentation
 - e. details of the actions taken to salvage, retrieve, or reconstruct the records
6. 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
7. Additionally, the response must include any documentation in the form of policies, training, approved records schedules or other resources CBP has established to mitigate the records management risk associated with the improper use of Wickr, WhatsApp, or similar messaging applications.

- Provide suggestions for other POCs

Please let me know if any corrections are needed.

Thanks!

Regards,

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

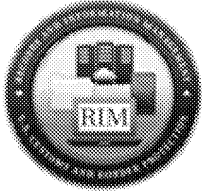
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(b)(6), (b)(7)(C)

MSTeams



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

Sent: Wednesday, November 3, 2021 7:50 AM

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

Subject: Re: NARA Lttr mtg with OFO

Yes. Post as draft but clean up over the next couple days so they can be used and preserved to reference as we build the response.

Thanks,

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

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DHS/CBP/OIT/RIM

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

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

gmb.cbprecsmanagement@cbp.dhs.gov

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

Sent: Wednesday, November 3, 2021 7:15:17 AM

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

Subject: RE: NARA Lttr mtg with OFO

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

Yes, I will do that now - My notes are very rough – ok to post for internal use only?

- (b)(6), (b)(7)(C) Recommendations assignments - doing 90 day updates (summary of the flow) MID puts the full response together for CBP as a whole (DW asks for this to be part of response back)
 - Recommendations 1 and 2 - (b)(6), (b)(7)(C) - Director for Traveler Entry program, OFO
 - R3 - Office International Affairs
 - R4 and R5 - Privacy and Diversity Office
 - R6 - OIT

Regards,

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

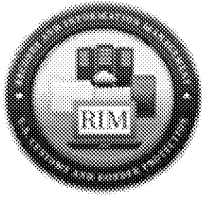
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(b)(6), (b)(7)(C)

MSTeams



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

Sent: Wednesday, November 3, 2021 7:12 AM

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

Subject: NARA Lttr mtg with OFO

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

Will you send me the POC offices for each of the 6 OIG recommendations that were mentioned during our mtg with OFO yesterday? Will you be posting your notes on the Teams site?

Thanks,

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

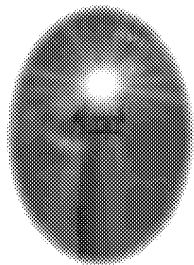
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DHS/CBP/OIT/RIM

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

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

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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: 11/3/2021 5:21:26 PM

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

CC:

Subject: Actions RE: NARA Letter mtg with USBP 11/3/21

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

These are the actions I pulled from the notes taken during the USBP meeting:

Request for response as soon as possible, before 11/12/21:

- CBP/ (b)(6), (b)(7)(C)
 - Send the information requests with due dates to the invitees on the call to include the USBP Audit team mailbox and (b)(6), (b)(7)(C) the USBP OIG Report Audit Lead
 - Arrange for CBP wide call to review response to NARA Letter
- USBP/ (b)(6), (b)(7)(C)
 - Provide USBP specific policies, guidance, and training for WhatsApp use and other messaging applications – if any are available in addition to what CBP sent out
 - Provide any applicable USBP training such as Foreign Disclosure class
- USBP/ (b)(6), (b)(7)(C)
 - Provide information on the status of the OIG Report Recommendation actions
 - Provide response to NARA Letter 7 points:
 1. CBP must respond to this letter with a **report documenting the unauthorized disposition** of the federal records that were identified in the OIG report.
 2. Ensure that Records Management regulations are being adhered to
 3. Ensure that the CBP is regulating the use of these messaging applications consistent with NARA's and the Department's records management policies
 4. 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
 5. The final response from CBP must include:
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 6. 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
 7. Additionally, the response must include any documentation in the form of policies, training, approved records schedules or other resources CBP has established to mitigate the records

management risk associated with the improper use of Wickr, WhatsApp, or similar messaging applications.

- Provide OIT names/POCs from the 8/21/21 OIG Report Recommendation meeting
- Provide suggestions for other POCs

Please let me know if any corrections are needed.

Thanks!

Regards,

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

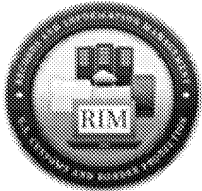
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(b)(6), (b)(7)(C)

MS Teams



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

Sent: Wednesday, November 3, 2021 7:50 AM

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

Subject: Re: NARA Lttr mtg with OFO

Yes. Post as draft but clean up over the next couple days so they can be used and preserved to reference as we build the response.

Thanks,

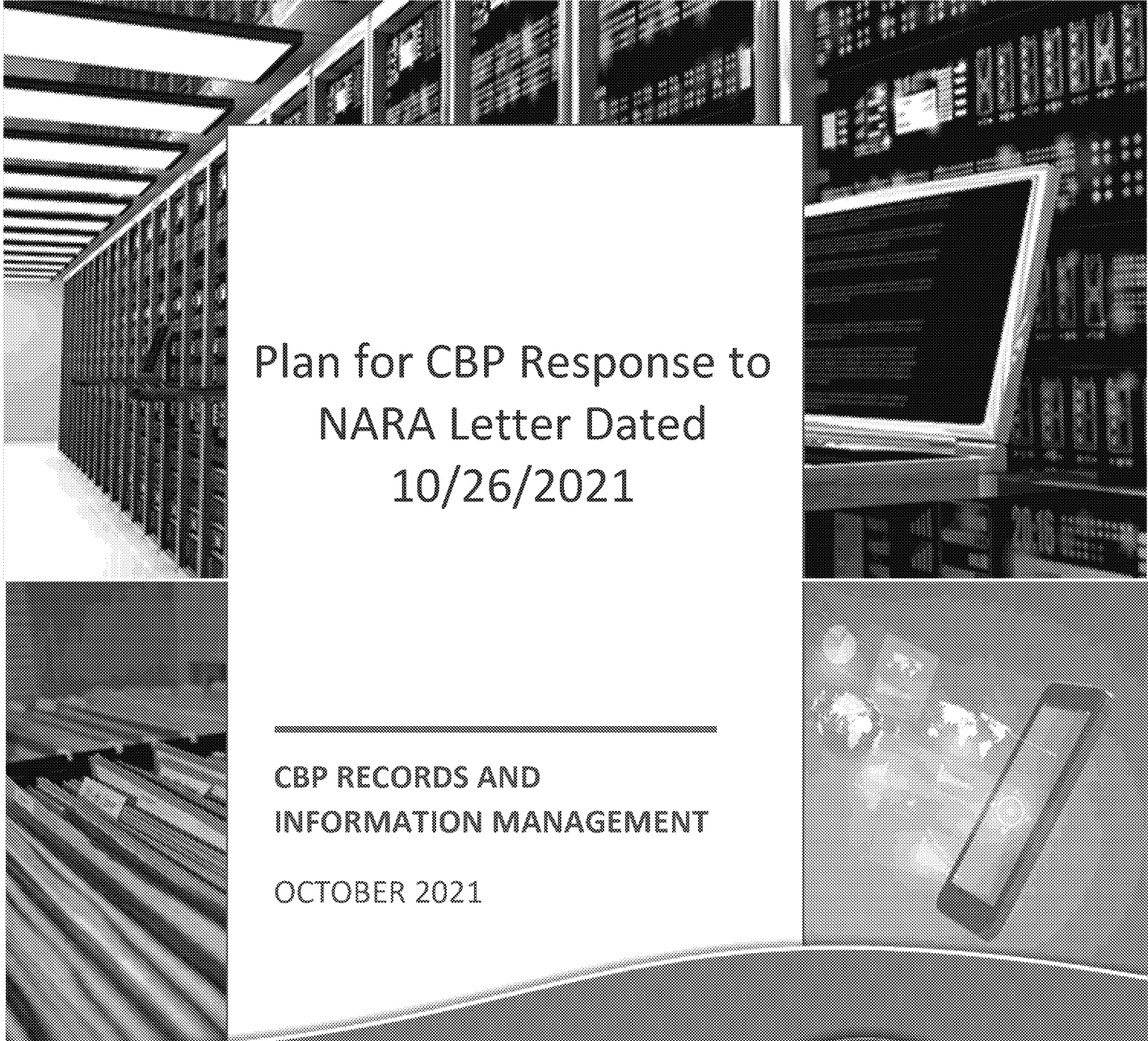
(b)(6), (b)(7)(C)

Records & Information Management Program (RIM)

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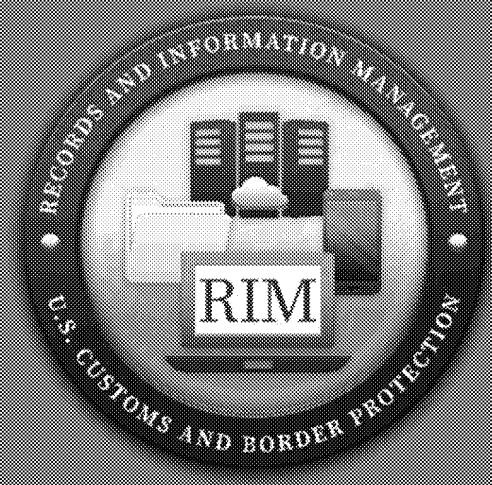
(b)(6), (b)(7)(C)



Plan for CBP Response to NARA Letter Dated 10/26/2021

**CBP RECORDS AND
INFORMATION MANAGEMENT**

OCTOBER 2021



CONTENTS:

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Introduction

1. Response Requirements

Findings

- 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).
- 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)
- “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”
- 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.
- NARA is concerned about agency-wide deployment of a messaging application that has this functionality without appropriate policies and procedures governing its use.
- As a reminder, all actual or impending instances of unauthorized disposition must be reported to NARA per the requirements in 36 CFR Part 1230

Report Requirements:

- Ensure records management regulations are being adhered to
- Ensure that CBP is regulating the use of these messaging applications consistent with NARA’s and the Department’s records management policies
- Ensure that CBP is communicating to all employees that they cannot use these applications to circumvent the 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
- Document the unauthorized disposition of the federal records that were identified in the OIG report.
- 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;
 - details of the actions taken to salvage, retrieve, or reconstruct the records.

- Records management corrective actions that CBP will be required to implement as a result of the OIG investigation.
- 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.
- Report within 30 days of the date of this letter.

2. Definition of Done

- Defined Records management corrective actions required to implement OIG recommendations related to records management
- Response to NARA's letter that has been fully vetted up to and through DHS CIO

3. Response Approach

1. Send Informational Memo via OIT Tasker to XDs, CTO, Directors
 - Inform them of NARA letter based on Audit XYZ - attach letter
 - Specific actions out of the letter are 1-x
 - who will be responsible for providing the information RIM needs in each of those actions;
 - Short-term CBP RIM will work directly with ENTSD on current remediation activities as they relate to RIM requirements;
 - CBP RIM will be working with appropriate stakeholders to address NARA's identification of unauthorized disposal activity
 - This will be briefed and tracked through ITGC in coordination with CTO
2. Gather info from OFO and Border Patrol on WhatsApp and deleted records during the timeframe covered by the OIG Audit Report
 - Execute the Unauthorized Destruction SOP
 - 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;
 - details of the actions taken to salvage, retrieve, or reconstruct the records.
3. How do we interact with DHS on this response
 - Level of (b)(6), (b)(7)(C) involvement
4. Review OIG Report
5. Corrective Actions and Milestone report - understand how CBP is already responding to audit
6. Who else needs to be involved in this effort?
 - RAEs in the loop
 - OFO (see if POCs are identified within the Corrective Action Plan)
 - USBP (see if POCs are identified within the Corrective Action Plan)
 - OCC – understand if any policy discussions were held about WhatsApp

- Give them a heads up, then loop in on OCC review of draft response before submission
 - (b)(6), (b)(7)(C) and Team, ENTSD – future direction for WhatsApp and Wickr (keep contained to issues related to letter)
 - Ask SOC (?) which devices have these apps and what Component Offices have them
 - XDs
 - 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]
 - Make leadership aware that a grandfather clause constitutes continuing unauthorized destruction
 - CBP RIM should be working with Chris Wurst and his Team as they make this interim solution
 - DHS RIM
- 7. Find out if there are any other messaging apps in use
 - Who are the platform owners
 - What are policies
 - What training or SOPs were developed and followed
- 8. Gather documentation, policies, training for WhatsApp and Wickr
- 9. Identify corrective actions
 - A statement of the safeguards established to prevent further loss of documentation;
- 10. Develop the response – Madman, Architect, Carpenter, Judge
- 11. Develop tasker for vetting of response
- 12. Revise response based on tasker feedback
- 13. Submit to DHS for response back to NARA

From CIO:

- (put together a reach out via OIT Taskings to work with these guys XDs, CTO, Directors)
 - Informational tasker- inform them of NARA letter based on Audit XYZ; attach letter; specific actions out of the letter are 1-10; who will be responsible for providing the information RIM needs in each of those actions; Short-term CBP RIM will work directly with ENTSD on current remediation activities as they relate to RIM requirements; CBP RIM will be working with appropriate stakeholders to address NARA's identification of unauthorized disposal activity; this will be briefed and tracked through ITGC in coordination with CTO
- You have lead action to respond from records management (b)(6), (b)(7)(C) (responsible for response to the letter, and gathering everything we need to create that response)
- 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 (from the Comm Apps PPT) 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] (High level of letter, how it ties to audit report, brief on rest of Apps, go to next ITGC and brief as news/action item underway)

4.Tasks

#	Title	Description	Lead/ Support	Start	Target Complete
	Develop Initial Information Memo via OIT Tasking	Develop internal informational tasking to OIT, XDs, CTO, Directors	(b)(6), (b)(7)(C)	10/27/2021	10/28/2021
	Review OIG Report	Review the OIG report for details on the audit findings related to the items mentioned in the NARA letter		10/27/2021	10/28/2021
	Understand CBP's Response to OIG Report	Review CBP's ongoing response to the OIG Audit Report (if any)		10/27/2021	11/2/2021
	Execute Unauthorized Destruction SOP with OFO and USBP	Gather the information from OFO and USBP on any deleted records from WhatsApp mentioned in the OIG report		10/28/2021	11/5/2021
	Identify OFO and USBP Participants in OIG Audit				
	Communicate with OFO and USBP Audit Liaisons	Determining what remediation actions these offices have taken thus far in response to the OIG Audit Report and identify POCs that CBP RIM can work with			
	Identify OFO and USBP required actions to address NARA Letter	Identify OFO and USBP required actions to address NARA Letter			
	Meet with and coordinate the status and responses from USBP and OFO				
	Creation of POAM for issues identified in the NARA Letter	Specific tasks necessary to remediate the issues identified in NARA's letter and subsequent exploration and findings			
	Track progress on POAM				

#	Title	Description	Lead/ Support	Start	Target Complete
	Determine DHS Interaction Approach	Meet with the DHS CRO to discuss approach to the response	(b)(6), (b)(7)(C)	10/27/2021	10/27/2021
	Understand CBP's Response to OIG Report	Review CBP's ongoing response to the OIG Audit Report (if any)		10/27/2021	11/2/2021
	Identify other Participants	Determine who else will need to provide input to the response. POCs within the OIT offices for messaging apps.		10/27/2021	11/3/2021
	Research additional Messaging Apps	Determine if there are other messaging apps in use other than those already identified. If any are found, then gather any documentation, policies, and training material.		10/28/2021	11/5/2021
	Gather Documentation and Policies related to WhatsApp and Wickr	Work with OIT to gather all documentation related to WhatsApp and Wickr use		10/28/2021	11/5/2021
	Identify Corrective Actions	Research any corrective actions to take to address NARA concerns		11/3/2021	11/5/2021
	Develop Response Letter	Internal draft of response letter		11/3/2021	11/12/2021
	Submit Response for Feedback via Tasker	Submit letter for component response via an OIT Tasker		11/12/2021	11/17/2021
	Update Response Letter based on Tasker Feedback	If there is any feedback from the Tasker, update the response appropriately		11/15/2021	11/18/2021
	Submit for Response for CBP CIO Approval via Bluesheet			11/18/2021	11/22/2021
	Submit to DHS	Submit final response to DHS so that they can provide the official response back to NARA		11/23/2021	11/23/2021
	DHS Responds to NARA	Submit official response to NARA	DHS CIO	11/25/2021	11/25/2021

#	Title	Description	Lead/ Support	Start	Target Complete

5. Responsibility Assignment Matrix

R – Responsible, A- Accountable, C-Consulted, I- Informed, S-Supporting

Responsibility Assignment Matrix													
Task	(b)(6), (b)(7)(C)						USBP	OFO	OIT-XDs	OCC	ENTSD	OPR	DHS RM
Develop Initial Information Memo via OIT Tasking	R, A	I	I	I	I	I			I				
Execute Unauthorized Destruction SOP with OFO and USBP	A		R										
Determine DHS Interaction Approach													
Review OIG Report													
Understand CBP's Response to OIG Report													
Identify other Participants													
Research additional Messaging Apps													
Gather Documentation and Policies related to WhatsApp and Wickr													
Identify Corrective Actions													
Develop Response Letter													

Responsibility Assignment Matrix													
Task	(b)(6), (b)(7)(C)						USBP	OFG	OIT-XDs	OCC	ENTSD	OPR	DHS RM
Submit Response for Feedback via Tasker													
Update Response Letter based on Tasker Feedback													
Submit for Response for CBP CIO Approval via Bluesheet													
Submit to DHS													
DHS Responds to NARA													

Message

From: (b)(6), (b)(7)(C)
Sent: 8/10/2021 2:43:31 PM
To: (b)(6), (b)(7)(C)
Subject: RE: WhatsApp Conversation v!

Now down to (b)(4)

Obtain accurate listing of CBP WhatsApp users.

(b)(6), (b)(7)(C) :: we have the exact list of users and can refresh at any point.

Have listing vetted through CoS Office to assess if everyone that has the app, actually is in need of it for the purpose of work.

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

Take over management of WhatsApp through Airwatch

(b)(6), (b)(7)(C) :: add a note which says prior communication would need to go to each end user as they will get a pop up on their mobile device which they must acknowledge in order for airwatch to "take over" management of the app

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

Update and reinforce training concerning ability to export your WhatsApp conversation to your DHS email for recordkeeping monthly.

(b)(6), (b)(7)(C) :: Concur, the question is who will own the training? The suggestion is this is the responsibility of the SOC and would be part of mandatory training. Requests have been sent to the resources full drafted the initial training to see if there's an updated version.

Send out end user notification to inform users of access removal and or notification that an access message will be presented on device.

(b)(6), (b)(7)(C) :: this must be done in the step above called "Take over management of WhatsApp through Airwatch"

CBP owns and operates a Wickr App.

(b)(6), (b)(7)(C) :: CBP doesn't own it we just have licenses for our own instance of it.

Messages are filed and can be retrieved in accordance with policy. We currently have (b)(4) and an additional (b)(4)

(b)(4) Licenses are owned by Office of Innovation.

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

If a decision is made to switch to Wickr, a new procurement will be needed. Licenses and compliance will be (b)(4)

(b)(4)

(b)(6), (b)(7)(C) :: Depending on the number of licenses required, a modification to the existing procurement would be needed.

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

Sent: Monday, August 9, 2021 5:11 PM

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

Subject: WhatsApp Conversation v!

Per our discussion concerning the use of "WhatsApp" and OIG's Recommendation to - 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.

There are currently (b)(4) that use WhatsApp. Currently the SOC is the approver for WhatsApp for official use.

1. Obtain accurate listing of CBP WhatsApp users.
2. Have listing vetted through CoS Office to assess if everyone that has the app, actually is in need of it for the purpose of work.
3. Take over management of WhatsApp through Airwatch
4. Create AD Security Group to be added for only CBP WhatsApp users.
5. Update and reinforce training concerning ability to export your WhatsApp conversation to your DHS email for recordkeeping monthly.
6. Send out end user notification to inform users of access removal and or notification that an access message will be presented on device.

CBP owns and operates a Wickr App. Messages are filed and can be retrieved in accordance with policy. We currently have (b)(4) Licenses are owned by Office of Innovation. If a decision is made to switch to Wickr, a new procurement will be needed. (b)(4)

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)

Message

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

Sent: 12/1/2021 2:03:13 PM

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

CC:

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

Flag: Read

Apologies for not responding sooner, (b)(6), (b)(7)(C), we could set this up as a 30-day reminder.

Nicholas Leaphart

CBP Mobility

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

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

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

Sent: Tuesday, November 30, 2021 3:39 PM

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

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

Cc: VCT WIRELESS REQUEST (b)(6), (b)(7)(C)

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

Initially it needs to come from AC as part of the OIG audit.

After that we could do with a compliance message; however how would that work? Could we set it up to repeat every 30 days as a reminder?

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

Sent: Tuesday, November 30, 2021 1:56 PM

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

Cc: VCT WIRELESS REQUEST (b)(6), (b)(7)(C)

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

(b)(6), (b)(7)(C) we could also explore the possibility of sending out this as an automated compliance message. Let me know your thoughts.

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

CBP Mobility

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

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

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

Sent: Tuesday, November 30, 2021 1:19 PM

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

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

Cc: VCT WIRELESS REQUEST (b)(6), (b)(7)(C)

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

(b)(6), (b)(7)(C) updated version of the backup steps are attached.

Please save PDF versions of these where we save other documentation and send me the links to each.

There is a memo going out today to existing Whatsapp users and we are including links.

Thanks

From: (b)(6), (b)(7)(C)
Sent: Wednesday, November 10, 2021 10:29 PM
To: (b)(6), (b)(7)(C)
Subject: RE: Response to NARA Questions about WhatsApp/Wickr

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

Here's a first draft for iOS and Android. Need to confirm that the steps are accurate and update screenshots and incorporate feedback, but hopefully this will start us down the right path.

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

CBP Mobility

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

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

From: (b)(6), (b)(7)(C)
Sent: Wednesday, November 10, 2021 12:17 PM
To: (b)(6), (b)(7)(C)
Subject: FW: Response to NARA Questions about WhatsApp/Wickr

Could you all look at the attached and turn this into a useable instruction doc? This is something that would go to current Whatsapp users as a stop gap telling them how to archive messages until we have something that automatically does compliance capturing.

Let me know when you think you could have it.

Thanks

From: (b)(6), (b)(7)(C)
Sent: Wednesday, November 10, 2021 11:56 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: FW: Response to NARA Questions about WhatsApp/Wickr

As discussed on the call today, the attached is the draft training document that NTC made "WhatsApp Training - DRAFT v2.pptx". This draft is something the SOC could use for the messaging to users re the record retention process for WhatsApp (or Signal) until there is an automatic method in place. This was put together by (b)(6), (b)(7)(C)

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

The attached was not a finished product. This was the draft document and it was not completed by NTC. It would need to be completed.

If the SOC needs help getting the document updated, someone on the Airwatch team could assist with updating this to something usable.

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

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

Sent: Tuesday, November 2, 2021 9:08 AM

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

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

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

Subject: Response to NARA Questions about WhatsApp/Wickr

When: Tuesday, November 2, 2021 11:00 AM-12:00 PM (UTC-06:00) Central Time (US & Canada).

Where: Microsoft Teams Meeting

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

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

Microsoft Teams meeting

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Message

From: (b)(6), (b)(7)(C)
Sent: 6/15/2021 5:26:30 PM
To: (b)(6), (b)(7)(C)
Subject: FW: funds received from OC
Attachments: SDR-1442 INVNT WICKR.pdf

FYI – We got the funding for the WICKR package, yeah!

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

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

From: (b)(6), (b)(7)(C)
Sent: Tuesday, June 15, 2021 12:53 PM
To: AQM <(b)(6), (b)(7)(C)>
Cc: ENTS-FMT <(b)(6), (b)(7)(C)>; ENCM (b)(6), (b)(7)(C) FRIDAY, REINA A
<(b)(6), (b)(7)(C)>
Subject: FW: funds received from OC

AQM,

Please see the below funding allocation from FMD and proceed to execute the funds. If a funding reprogram is required for this request let me know since all of the funding came in OCC31 and you have a line for Professional services.

Thanks in advance!

(b)(6), (b)(7)(C)
Financial Management Branch
Enterprise Networks & Technology Support Directorate (ENTSD)
Office of Information and Technology
Enterprise Services
U.S. Customs and Border Protection
P: (b)(6), (b)(7)(C)
C:
Email: (b)(6), (b)(7)(C)
ENTS-FMT: (b)(6), (b)(7)(C)

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

Sent: Tuesday, June 15, 2021 10:45 AM

To: (b)(6), (b)(7)(C); ENTS-FMT (b)(6), (b)(7)(C)

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

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

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

Subject: funds received from OC

All,

The following funds have been received from OC and the signed SDR is attached:

(b)(4)

Please proceed with funds execution.

Thanks,

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



U.S. Customs and
Border Protection

**Office of Information and Technology
Service Delivery Requirements Document
Wickr**

CBP Originating Office: Office of the Commissioner

Originating Office POC (Name): (b)(6), (b)(7)(C)

Originating Office POC (Phone Number): (b)(6), (b)(7)(C)

Date of Request: April 23, 2021

Detailed Description of Requirement:

The CBP Office of Innovation (INVNT) and OIT/ENTSD have partnered together on the Wickr Project. The INVNT project would like to procure (b)(4) licenses and professional services in support of the current Wickr secure messaging platform which will also require AWS1 cloud utilization.

Historical Information/Background on Requirement:

CBP utilizes Wickr as its secure messaging platform that enables voice and video chat, as well as file, video and photo transfers. Wickr is an instant messaging application which provides users with a secure messaging platform that enables voice and video chat, as well as file, video and photo transfers. For example, CBP requires a secure messaging application to meet multiple use-cases across all components. In particular CBP users require the ability to securely share operationally relevant information between field users, between primary and secondary inspection areas in Ports of Entry, the ability to communicate with agency counterparts while on foreign assignment, and the ability to distribute strategic communications from senior leadership to the officer and agent level. CBP-approved users of Wickr will be able to access the application from mobile devices, laptops and workstations. This will allow for greater coordination at the operational and strategic planning level, as well as tactical coordination when needed.

Funding Source:

Office of the Commissioner agrees to provide the current year and recurring costs for current year and out year funding identified below for the requirement described above. Recurring costs are to be provided at the beginning of the Fiscal Year (October 1, 20XX) by the originating office until such a time that the requirement is cancelled by the originating office and services/items are discontinued or until such time that a permanent adjustment to OIT base budget is made to cover the requirement.

Group	Type	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
ENTSD	Gov't Position	(b)(4)					
ENTSD	New Investment						
ENTSD	O&M						

ENTSD	O&M	(b)(4)
	Total	

Detailed Description of Government Position Cost:

ENTSD

n/a

Detailed Description of New Investment Cost (for each FY as applicable):

ENTSD

Office of the Commissioner

Below is the FY21 Wickr Software Licenses costs

Scope unit, per year)	Type	Quantity	Unit Price	TOTAL
(b)(4)				

Detailed Description of O&M Cost (for each FY as applicable):

ENTSD

Office of the Commissioner

(b)(4)

Description	Quantity	FY22 TOTAL
Software System Subscription (per unit, per year)	(b)(4)	
Wickr Enterprise Licenses		
Wickr Enterprise Compliance Module		
Services		
Professional Service Hours above Level III support for system management.		
GRAND TOTAL		

ENTSD

Office of the Commissioner

Cloud Connectivity Costs - CACE/AWS1

Originating Office Approval: (b)(6), (b)(7)(C) 6/10/21

Name Date

Originating Office Signature: (b)(6), (b)(7)(C) 6/10/21

Signature Date

HQ Budget Officer Approval: (b)(6), (b)(7)(C) 6/11/2021

Name Date

HQ Budget Officer Signature: (b)(6), (b)(7)(C)

Signature Date

Alignment to CBP
Major/non-major investment:

Approval History:

Approver:	Status:	Approved By:	Approval Date:
EDMED	Approved without Budget	(b)(6), (b)(7)(C)	April 26, 2021
ENTSD	Approved with Budget		April 23, 2021
FSD	Approved without Budget		April 26, 2021

CSD	Approved without Budget	(b)(6), (b)(7)(C)	April 23, 2021
FMD	Approved without Budget		April 26, 2021
CTO	Approved		May 11, 2021
DAC	Approved		May 13, 2021

Expiration Date: September 30, 2021

Message

From:

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

Sent:

5/27/2021 4:12:12 PM

To:

CC:

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

Subject:

WICKR Meeting with CBP INVT

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

Here are the meeting minutes from today's meeting:

External Users Meeting with CBP INVT

Thursday, May 27, 2021

11:03 AM

Attn:

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

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

Overview of the CBP Enterprise how is currently operates.

-

(b)(4)

-

Problem Statement -

(b)(4)

(b)(4)

Product Options - WICKR Me, WICKR PRO, and WICKR Enterprise

(b)(4)

Mission Controls-

-

(b)(4)

-

-

•

(b)(4)

Proposed Solutions -

Option 1- Dedicated WICKR Ent. Solution for personal device.

Pros:

•

•

•

•

Cons:

•

•

•

•

•

(b)(4)

Option 2 - Existing WICKR Ent. Solution with dedicated Networks - Solution that is recommended by ENTSD and CBP INVT.

Pros:

•

•

(b)(4)

Cons same as option 1.

Outcome – ENTSD MDM will work with the vendor to create a schedule and processed with option 2. The target is to deliverable a tool in the next two weeks.

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: 7/15/2021 4:59:21 PM
To: (b)(6), (b)(7)(C)
Subject: RE: CMS Compliance Server

Adding (b)(4) Per (b)(6), (b)(7)(C) we cannot do as (b)(4) Seeing if we can use other internal tools.

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, July 15, 2021 12:33 PM
To: (b)(6), (b)(7)(C)
Subject: RE: CMS Compliance Server

What is this for?

From: (b)(6), (b)(7)(C)
Sent: Thursday, July 15, 2021 9:17 AM
To: (b)(6), (b)(7)(C)
Subject: RE: CMS Compliance Server

What is this for?

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

From: (b)(6), (b)(7)(C)
Sent: Thursday, July 15, 2021 8:34 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: CMS Compliance Server
When: Thursday, July 15, 2021 1:00 PM-1:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where:

Microsoft Teams meeting

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Message

From: (b)(6), (b)(7)(C)
Sent: 8/4/2021 2:32:00 PM
To: (b)(6), (b)(7)(C)
Subject: FW: Check Out This Month's Security Content Roundup

Looks like WICKR was bought by AWS.

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: // wickr <(b)(6), (b)(7)(C)>
Sent: Thursday, July 29, 2021 4:26 PM
To: (b)(6), (b)(7)(C)
Subject: Check Out This Month's Security Content Roundup

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

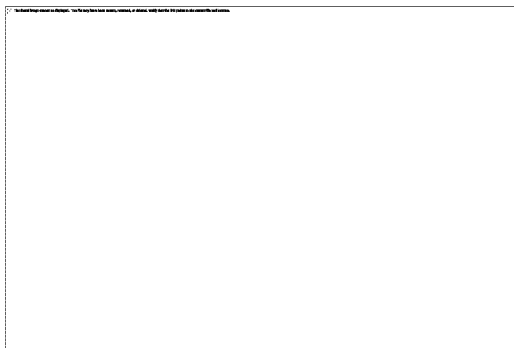




Wickr Has Been Acquired by Amazon and is Now Part of the Amazon Web Services (AWS) Team

We're proud to have created highly trusted, secure communication solutions for messaging, video conferencing, file sharing, and more. From our founding ten years ago, we have grown to serve organizations across a wide range of industries, all over the world. Together with AWS, we look forward to taking our solutions to the next level for our customers and partners.

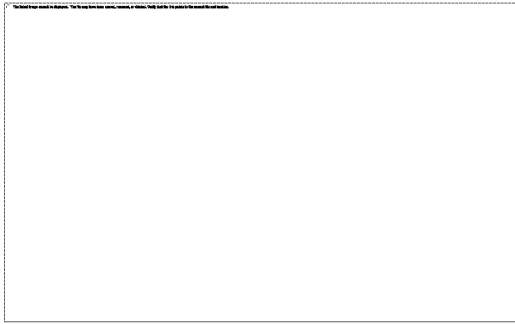
[Read more →](#)



Best Practices for Cybersecurity Compliance

How can you help ensure compliance with dozens of security regulations that may affect your organization?

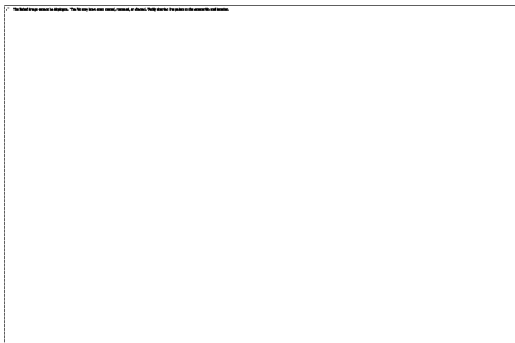
[Read more →](#)



Why End-to-End Encryption is a Must-Have for Enterprises

If unauthorized parties access an organization's server, they won't be able to use end-to-end encrypted data.

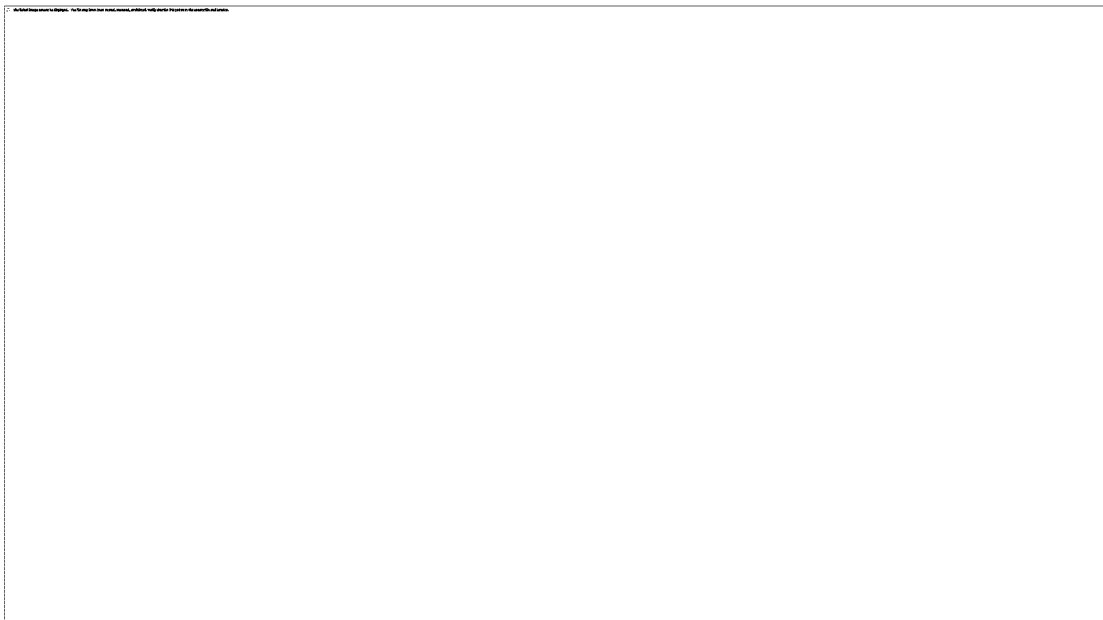
[Read more →](#)



How to Define Your Security Posture [Infographic]

Your organization's security posture refers to the overall strength of your cybersecurity. It's a combination of control and compliance.

[Read more →](#)



Try the New Cross-Platform Collaboration Feature

Global Federation allows all Wickr users across Wickr RAM, Enterprise, Pro and Me platforms to intercommunicate using state of the art end-to-end encryption while maintaining the highest level of security, administrative control, and compliance. This is a major step forward in securing data and communications as part of the supply chain.

[Learn More →](#)



Wickr, Inc., 254 W 31st St, New York, NY 10001, USA

[Unsubscribe](#)

Message

From: (b)(6), (b)(7)(C)
Sent: 1/13/2022 2:35:05 PM
To: (b)(6), (b)(7)(C)
Subject: FW: QUESTIONS FROM S1 NGO ENGAGEMENT
Attachments: NGOQuestionsNov19 Taskings.docx

Good morning,

Do you know who in PDO is working this tasker?

I am reaching out on behalf of PD to see if you need any assistance on the following question.

: (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?

Thanks,

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

From: (b)(6), (b)(7)(C)
Sent: Wednesday, January 12, 2022 1:05 PM
To: (b)(6), (b)(7)(C)
Subject: FW: QUESTIONS FROM S1 NGO ENGAGEMENT

Here you go.

From: (b)(6), (b)(7)(C)
Sent: Wednesday, January 12, 2022 12:18 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: FW: QUESTIONS FROM S1 NGO ENGAGEMENT

Team

Please review and please provide any insights you may have on these items .

I will work with USBP on the BWC/IDVRS info and Sam please contact PDO to find out who is working this issue and see what they need from us time
or the question on Page 2 (listed in red below)

Here are some policies references that come to mind (not all inclusive)

CBP Operational Use of Social Media | 5410-003A

The last question on page 2 appears to be directed to PDO and us-

(b)(5)

(b)(5)

: (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?

Does anyone see anything we need to address now? I think we should wait till the draft response product on most of them.

VR

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

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

Sent: Monday, January 3, 2022 2:09 PM

To: HRM TASKINGS (b)(6), (b)(7)(C); OPRTASKING-CBP (b)(6), (b)(7)(C); PD TASKERS

(b)(6), (b)(7)(C); LESC TASKINGS (b)(6), (b)(7)(C) OS Taskings (b)(6), (b)(7)(C)

OCC TASKING (b)(6), (b)(7)(C) PDOTASKING (b)(6), (b)(7)(C) BPTasking

(b)(6), (b)(7)(C); OFO-TASKINGS (b)(6), (b)(7)(C) OTDTASKING (b)(6), (b)(7)(C) >

Subject: QUESTIONS FROM S1 NGO ENGAGEMENT

Component Taskings

Attached are a list of questions from the S1/AC1 NGO engagement on 11/19. OC Chief of Staff and IPL have reviewed to determine who should provide input. There are comments in the margins about which office or offices should provide the response. Please let me know if you have any questions or think a particular question should be routed elsewhere.

Please send your comments/input using tracked changes to (b)(6), (b)(7)(C) in IPL by COB 1/13.

Thanks

Message

From: (b)(6), (b)(7)(C)
Sent: 8/12/2021 8:14:09 PM
To: (b)(6), (b)(7)(C)
Subject: FW: Your Webex recording is available for viewing: Wickr Compliance Network Creation (b)(6), (b)(7)(C)

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

MDM Engineering



Customs and Border Protection / Department of Homeland Security
Enterprise Networks & Technology Support Directorate (ENTSD)
Network Architecture & Engineering Division (NAED)
ENTSD/OIT/CBP/DHS

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

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

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

From: (b)(6), (b)(7)(C)
Sent: Tuesday, May 18, 2021 1:48 PM
To: (b)(6), (b)(7)(C)
Subject: Your Webex recording is available for viewing: Wickr Compliance Network Creation (b)(6), (b)(7)(C)



Your Webex recording is available for viewing.

Wickr Compliance Network Creation- (b)(6), (b)(7)(C)

Tuesday, May 18, 2021 | 1:31 pm | Eastern Daylight Time (New
York, GMT-04:00)

Duration: 2 hr 0 min 24 sec

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

Play recording

Need help? Go to <https://help.webex.com>

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Message

Sent: 3/11/2022 11:20:38 PM

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

CC:

Subject: Wickr Federation Diagrams and Supplemental Information

Attachments: Wickr Federation EtoP Diagram.jpg; Wickr Federation EtoE Diagram.jpg; Wickr // Global Federation & Compliance



Attached are the 2 diagrams displaying the federation between Enterprise to Pro and Enterprise to Enterprise.

I have also attached an email recently sent by (b)(6), (b)(7)(C) from Wickr clarifying the federation abilities and limitations.

These are the steps highlighted in the diagrams:

1. (b)(4)
(b)(4)

2. (b)(4)
○ (b)(4)
○ (b)(4)

4. (b)(4)
(b)(4)
○ (b)(4)
○ (b)(4)
○ (b)(4)

6. (b)(4)
(b)(4)

7. (b)(4)

8. (b)(4)
(b)(4)

9. (b)(4)

(b)(6), (b)(7)(C)
MDM Engineering



Customs and Border Protection / Department of Homeland Security
Enterprise Networks & Technology Support Directorate (ENTSD)
Network Architecture & Engineering Division (NAED)
ENTSD/OIT/CBP/DHS

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

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

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

Appointment

From:

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

on behalf of

Sent: 11/24/2021 2:24:51 PM

To:

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

Subject: FW: Quick Status - Allegation of Unauthorized Disposition

Attachments: FW: Already went to (b)(6), (b)(7)(C) - FW: Allegation of Unauthorized Disposition

Location: Microsoft Teams Meeting

Start: 11/29/2021 7:00:00 PM

End: 11/29/2021 7:30:00 PM

Show Time As: Tentative

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

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

Sent: Tuesday, November 23, 2021 9:20 AM

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

Cc: OIT Calendar

Subject: Quick Status - Allegation of Unauthorized Disposition

When: Monday, November 29, 2021 2:00 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

WHY/PURPOSE/GOAL: ? To endure aDAC and AC are aware and provide concurrence on the content of CBP RIM's response. This meeting with aDAC is prior to (b)(6), (b)(7)(C) scheduling a status meeting with AC (if needed).

To discuss:

1. Review and gain concurrence from aDAC (b)(6), (b)(7)(C) on CBP RIM's submission in response to a NARA Unauthorized Disposition Letter / open case.

BACKGROUND – see attached:

WHERE: Virtual Teams

TIME URGENCY: as soon as possible. 11/26, 11/29, 11/30.

ACTION REQUIRED – information, decision, awareness, approval

PREBRIEF REQUIRED (with AC or DAC): This meeting with aDAC is prior to (b)(6), (b)(7)(C) scheduling a status meeting with AC if needed.

AMOUNT OF TIME: ? 45 mins

REQUESTED BY:

PARTICIPANTS: (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)

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

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

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

From: (b)(6), (b)(7)(C)
Sent: Monday, November 22, 2021 1:27 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: OIT Calendar (b)(6), (b)(7)(C)
Subject: AC calendar too? RE: Quick Status - RE: Already went to (b)(6), (b)(7)(C) - FW: Allegation of Unauthorized Disposition

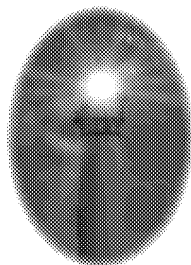
Hi all,

??? I am wonder if I should also be getting on the AC's calendar for a briefing? CBP's response to the NARA Letter will be provided to the DHS CIO (b)(6), (b)(7)(C) by 12/2/21 via the DHS RIM Agency Records Officer. I just learned that the DHS CIO's office will be sending the official response to NARA.

Not sure of the protocol or sequencing around briefing the aDAC / AC...

(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: Monday, November 22, 2021 8:17 AM

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

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

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

Subject: RE: Quick Status - RE: Already went to (b)(6), (b)(7)(C) - FW: Allegation of Unauthorized Disposition

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

(b)(6), (b)(7)(C) did reach out and I have scheduled this mtg for 11/26.

Thank you. Stay Healthy

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

Special Assistant to Acting DAC (b)(6), (b)(7)(C)

and Acting TASPD XD (b)(6), (b)(7)(C)

CBP/ES/OIT

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

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

CFC CAUSE OF THE WEEK: Children & Family Services

Subcauses: Youth Development, Adoption, Foster Care, Single Parent Services, Counseling (Child, Family, Couple), Family Shelters, Child Care, Family Caregivers, Military Spouses / Children, Domestic Violence, Human Trafficking

"There can be no keener revelation of a society's soul than the way in which it treats its children." - Nelson Mandela

Children are the future of our community, nation, and world. The emotional, physical, and social development children receive, especially in their first 1,000 days of life, will have a direct impact on who they become as adults. It is every family's and community's responsibility to ensure our children have the best chance to succeed. But many face tough challenges that can hinder their growth.

Interpersonal violence is the fourth-leading cause of death among adolescents globally. On average, 42% of boys and 37% of girls experience bullying. Half of all mental health disorders in adulthood start by age 14, but most cases are undetected and untreated. Further, mental health conditions account for 16% of the global burden of disease and injury in the 10-19 year-old age group. In America alone, 423,000 youth live in foster care. Only half of those include a case plan to return to their parents or primary caregivers.

Children and family services help with effective prevention and response strategies to address school-based bullying as well as reducing access to alcohol and firearms among children. These programs also support the development of educational opportunities and life skills. They provide counseling, advocacy, and welfare services when necessary.

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

Sent: Friday, November 19, 2021 8:00 PM

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

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

Subject: RE: Quick Status - RE: Already went to (b)(6), (b)(7)(C) - FW: Allegation of Unauthorized Disposition

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

Looping in OIT Calendar to help schedule a review with ADAC (b)(6), (b)(7)(C) in case you haven't already reached out to them.

Thanks,

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

Senior Advisor

Office of Information and Technology

U.S. Customs and Border Protection

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

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

Sent: Friday, November 19, 2021 4:54 PM

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

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

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

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

Subject: Quick Status - RE: Already went to (b)(6), (b)(7)(C) - FW: Allegation of Unauthorized Disposition

Sirs,

A quick status update on the task described below from NARA.

CBP RIM has:

- obtained response content from stakeholders with significant input coming from XD (b)(6), (b)(7)(C) and his team
- submitted the initial draft of the response for stakeholder comment and review
- coordinated with DHS RIM and provided status on a weekly basis
- worked with ENTSD to draft a communications memo on the use of messaging apps and training materials for retention of records
- drafted a retention schedule for messaging app records that will ultimately be submitted for NARA approval

CBP RIM needs to:

- schedule time on aDAC (b)(6), (b)(7)(C) calendar to review draft final response
- ?? should time also be scheduled to review response with AC (b)(6), (b)(7)(C) ??
- Tentatively on 12/2/21: review the aDAC approved response with DHS RIM and DHS Leadership from SAORM's office
- Provide final / approved CBP RIM response to SAORM's office for submission to NARA

NOTE: The official response to NARA will be submitted from the DHS CIO / SAORM's office

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

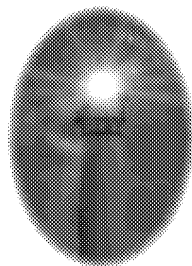
Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

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

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

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Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline
800-273-8255

CBP Employee Assistance Program
800-755-7002



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

Sent: Wednesday, October 27, 2021 9:08 AM

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

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

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

Subject: FW: Already went to (b)(6), (b)(7)(C) - FW: Allegation of Unauthorized Disposition

Importance: High

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]

Thanks

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

Assistant Commissioner, Office of Information & Technology (OIT) and CBP CIO

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

(b)(6), (b)(7)(C) (Scheduling Assistance)

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

Sent: Tuesday, October 26, 2021 5:39 PM

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

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

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

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

Subject: Already went to (b)(6), (b)(7)(C) - FW: Allegation of Unauthorized Disposition

Importance: High

AC and aDAC,

The attached memo was sent from NARA directly to (b)(6), (b)(7)(C) a within the last hour. It is concerning an OIG Audit report, “CBP Targeted Americans with the 2018-2019 Migrant Caravan,” that the Customs and Border Protection (CBP) has been using the messaging software *WhatsApp* and is deploying the encrypted messaging application *Wickr* across all components of the agency. The message from NARA to (b)(6), (b)(7)(C) is to ensure that records management regulations are being adhered to. NARA wants to ensure that the CBP is regulating the use of these messaging applications consistent with NARA’s and the Department’s records management

policies and to 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.

Current status with regard to CBP RIM:

Ove the past few months, CBP RIM has been working with others in OIT to identify the various communication platforms (see attached power point) to include, on slides 2 & 3 *WhatsApp* and *Wickr*.

Next Steps:

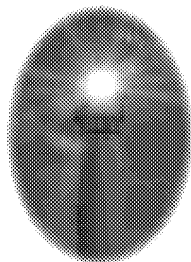
With your concurrence, I can take the lead on pulling CBP / OIT's response together for this (*In accordance with 36 CFR Part 1230.14, CBP must respond to this letter within 30 days with a report documenting the unauthorized disposition of the federal records that were identified in the OIG report.*) I will coordinate with (b)(6), (b)(7)(C) the audit team, USBP, and others as needed to obtain and compile a full response, to include if necessary any unauthorized disposition, vet it through leadership for approval and work through the DHS Records Management team to ensure it is provided back to NARA within the deadline.

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

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

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

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Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



From: (b)(6)

Sent: Tuesday, October 26, 2021 4:24 PM

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

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

Subject: Allegation of Unauthorized Disposition

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

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

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

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

Thank you

(b)(6)

Records Management Oversight and Reporting

College Park, MD 20740

Office - (b)(6)

Mobile - (b)(6)

Message

From:

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

Sent:

12/2/2021 5:52:23 PM

To:

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

Subject:

FW: Wickr Pro Federation Compliance and Costs

XD...

CBP INVNT has scheduled a meeting for Friday 12/3 930am to discuss WICKR Pro. It sounds like they're going to ask us to find a way to allow our WICKR enterprise to communicate with WICKR Pro users. If this is achievable it has multiple benefits with one downside.

Benefits:

-

(b)(4)

-

Downside:

-

(b)(4)

That's all we know about this request at the moment. If you are free at 9:30 Friday I could send the invite and you could hear about it first hand if you'd like. I am sure this will be brought up to the DAC so you may want to hear about it directly.

Thank you

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

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

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

From:

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

Sent: Thursday, December 2, 2021 12:38 PM

To:

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

Cc:

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

Subject: Wickr Pro Federation Compliance and Costs

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

I received some responses from the Wickr team regarding compliance and possible costs.

(b)(4)

Thanks,

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

MDM Engineering



Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

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

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

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

Message

From: (b)(6), (b)(7)(C)
Sent: 12/3/2021 2:29:47 PM
To: (b)(6), (b)(7)(C)
CC:
Subject: FW: WICKR Pilot Planning RE: Messaging Apps Policy Working Group
Attachments: CSM Overview Presentation_AKM.ppt

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

With the "Messaging Apps Policy Working Group" deliverables being reviewed (b)(6), (b)(7)(C) as WICKR ISSO" asked that I send this for current InfoSec related Compliance status.

As I read (b)(6), (b)(7)(C) answer back to NARA email thread, there is much emphasis on WICKR being an alternative.

Thanks,

(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, December 1, 2021 2:22 PM

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

Subject: FW: WICKR Pilot Planning

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

Can you send this to (b)(6), (b)(7)(C)? Not sure he's seen thi.

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, October 28, 2021 11:04 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 Pilot Planning

All,

Please see the presentation for this afternoon Meeting.

Regards,

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

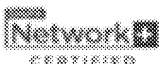
Information Systems Security Officer(ISSO)

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!”

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

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

Sent: Monday, October 25, 2021 1:50 PM

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

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

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

Subject: WICKR Pilot Planning

When: Thursday, October 28, 2021 12:00 PM-1:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

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:

12/15/2021 12:26:23 PM

To:

CC:

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

Subject:

RE: Adjudicated - RE: Questions due noon 12/3/21 - RE: Messaging Apps Policy Working Group

Thank (b)(6), (b)(7)(C) appreciate the follow-up and consideration of comments.

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

From:

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

Sent: Wednesday, December 15, 2021 7:17 AM

To:

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

Cc:

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

Subject: Adjudicated - RE: Questions due noon 12/3/21 - RE: Messaging Apps Policy Working Group

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

Thank you for conducting a review of the CBP response to the NARA Letter regarding unauthorized disposals. CBP RIM reviewed your comments and referenced / incorporated them into the final version which was reformatted for clarity and ease of reading. I have responded to each of your comments within the attached version.

Again, thank you for taking the time to review and provide your observations. If you have any questions or wish to discuss please let me know.

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

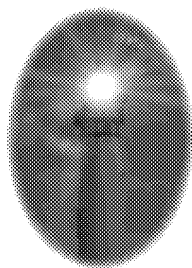
(b)(6), (b)(7)(C) CBP Chief Records Officer

Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

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

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Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline
800-273-8255

CBP Employee Assistance Program
800-755-7002



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

Sent: Thursday, December 2, 2021 2:44 PM

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

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

Subject: RE: Questions due noon 12/3/21 - RE: Messaging Apps Policy Working Group

Good afternoon, thanks for the opportunity to review.

Some edits and comments for consideration from PDO.

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

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

Sent: Wednesday, December 1, 2021 5:23 PM

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

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

Subject: Questions due noon 12/3/21 - RE: Messaging Apps Policy Working Group

Hi All,

Per discussion in today's WG session for your awareness I have attached DHS/CBP's draft response to a NARA Letter of Unauthorized Disposal (attached for reference).

BACKGROUND:

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

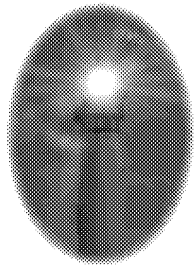
The response will be finalized and submitted to NARA from the DHS CIO / DHS RIM office next week. **If you have any questions please let me know by Noon, 12/3/21.**

Thank you,

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

(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



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

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

Sent: Wednesday, October 20, 2021 3:12 PM

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

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

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

Subject: Messaging Apps Policy Working Group

When: Wednesday, December 1, 2021 1:30 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

All,

Following CBP's acquisition of secure messaging services through the award of a contract with Wickr, the Privacy Division will be leading an effort to develop both Privacy Compliance Documentation [Privacy Threshold Analysis (PTA) & Privacy Impact Assessment (PIA)] and a Secure Messaging Platform Policy. I will provide an outline of the PTA and PIA process as well as provide a timeline for completion.

The Privacy Division is requesting all representatives of all operational and support offices involved in the use of Wickr or other secure messaging services come prepared to discuss their offices usage of these tools. In addition, working group members should be prepared to provide their thoughts about potential policy bounds that may be necessary around the usage of the messaging Apps.

Following the meeting, I will send out meeting minutes with due outs as well as a invite for the next meeting. Please forward this invite to anyone you think I may have missed. If you would like to be removed from future messages related to this group, please let me know.

Regards,

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

Microsoft Teams meeting

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Message

From:

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

Sent:

12/15/2021 12:16:52 PM

To:

CC:

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

Subject:

Adjudicated - RE: Questions due noon 12/3/21 - RE: Messaging Apps Policy Working Group

Attachments:

NARA Unauth Disp Report PDOcmts_RIMResponse.docx

Good morning

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

Thank you for conducting a review of the CBP response to the NARA Letter regarding unauthorized disposals. CBP RIM reviewed your comments and referenced / incorporated them into the final version which was reformatted for clarity and ease of reading. I have responded to each of your comments within the attached version.

Again, thank you for taking the time to review and provide your observations. If you have any questions or wish to discuss please let me know.

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

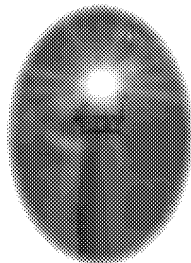
(b)(6), (b)(7)(C) CBP Chief Records Officer

Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

(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: Thursday, December 2, 2021 2:44 PM

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

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

Subject: RE: Questions due noon 12/3/21 - RE: Messaging Apps Policy Working Group

Good afternoon, thanks for the opportunity to review.

Some edits and comments for consideration from PDO.

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

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

Sent: Wednesday, December 1, 2021 5:23 PM

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

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

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

Subject: Questions due noon 12/3/21 - RE: Messaging Apps Policy Working Group

Hi All,

Per discussion in today's WG session for your awareness I have attached DHS/CBP's draft response to a NARA Letter of Unauthorized Disposal (attached for reference).

BACKGROUND:

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

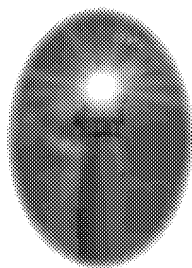
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Thank you,

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

(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



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

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

Sent: Wednesday, October 20, 2021 3:12 PM

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

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

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

Subject: Messaging Apps Policy Working Group

When: Wednesday, December 1, 2021 1:30 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

All,

Following CBP's acquisition of secure messaging services through the award of a contract with Wickr, the Privacy Division will be leading an effort to develop both Privacy Compliance Documentation [Privacy Threshold Analysis (PTA) & Privacy Impact Assessment (PIA)] and a Secure Messaging Platform Policy. I will provide an outline of the PTA and PIA process as well as provide a timeline for completion.

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Following the meeting, I will send out meeting minutes with due outs as well as a invite for the next meeting. Please forward this invite to anyone you think I may have missed. If you would like to be removed from future messages related to this group, please let me know.

Regards,

Microsoft Teams meeting

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Message

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

Sent: 1/11/2022 2:00:15 PM

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

CC:

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

My understanding that the AirWatch/MDM in the Cloud was paused for Log4j remediation and the CR Moratorium due to the Holidays, as well as the UEM upgrade to v21.05. Here is the high-level plan:

AirWatch Mobile Device Management (MDM) to the Cloud

Start December 2021 [On Hold]

ENTSD Mobility will migrate AirWatch from on-prem infrastructure to Internet computer-discovered Internet Communications Protocol (ICP) and Cloud environments. We are conducting this work in multiple phases. The

(b)(5)

ENTSDM-206 - Migration of SAT Tunnel Servers at ICP East 2/4/22 (tentative) Phase 1 – Migrate the SAT Tunnels (testing environment) to ICP East

- Preliminary design architecture baseline - Completed
- Requirements gathering - Completed
- Finalizing requirements and infrastructure design – Completed
- ENTSD Review Board and Government approval – Completed
- (b)(5)

(b)(5)

(b)(5)

- Predecessor - TIC 3.0 at AWS1 must be completed – Completed 11/14/21

(b)(5)

Workspace One AirWatch Authorization to Operate (ATO) Renewal

ENTSD Mobility was notified by the Information System Security Officer (ISSO) that the ATO renewal is initiated. The ATO is set to expire in March 2022. A kickoff meeting with CSAM, ISSO and ENTSD was held to review the

process, schedule, and open task. ENTSD continues to work with the Information System Security Officer (ISSO) to update security controls address Plan of Action and Milestones (POA&M) and diagrams.

(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 8:55 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

Thank you sir.

One more item, more long term is moving the Airwatch MDM to the cloud...

(b)(6), (b)(7)(C) reminded me of that one. 😊.

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

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

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

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

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

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

Sent: Tuesday, January 11, 2022 8:03 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

10-4. Working on it for you.

(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.
- (b)(4) 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 (b)(5)
(b)(5)
(b)(5) 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) (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) (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 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,

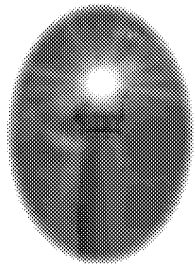
(b)(6), (b)(7)(C), CBP Chief Records Officer

CBP Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

(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)

(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) ?

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.

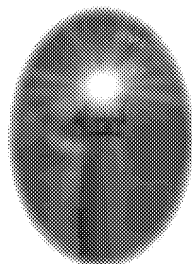
Thanks,

(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

(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:

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) PMP

Director, Mobility and Collaboration Branch (MCB)

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

Message

From:

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

Sent:

2/3/2022 7:27:59 PM

To:

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

Subject:

Staff Meeting Notes, 2/3/2022

WMD

-
-
-

(b)(7)(E)

-
-

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

(b)(7)(E)

SVP

- NARA self-assessment coming do; please respond if you were tasked.
- Strategy Development underway, will be engaging with Senior Advisors then Senior Leaders

SENIOR ADVISORS

- (b)(6), (b)(7)(C) – CBP LI Mentorship volunteers needed, looking for one more (SES)
- (b)(6), (b)(7)(C) – Working with Air Force to do collaboration. Monthly meetings will be set up.

TASPD

- C2 looking for a Cyber Brief on Insider Threat, (b)(6), (b)(7)(C) responded)
- Forced Labor Task Force meeting coming up on new Act, no additional funding associated with that.

PSPD

- (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)

FIELD SUPPORT

- (b)(7)(E) (b)(6), (b)(7)(C) to send the AC a summary of the situation.
- Future State of Voice being worked on, trying to work on how to handle reimbursable space.
- Looking at allocation of FTO's along the Northern Border.

FMD

- Self-Inspection has started.
- (b)(7)(E)
- February 18 is end of CR, (b)(7)(E)
 - (b)(7)(E)

ENTSD

- Port Elizabeth is the devolution site for HQ. SDR was created for circuit upgrades there. We will front the money and place the order.
- AWS Replication connectivity, tested and looks good, working with TASPD on configuration.
- Testing WICKR and What's App to meet NARA requirements, doing some testing now
- (b)(6) we need a policy officer in OIT. Wants to have some further discussion on this.

EDMED

- FY 22 priorities being worked
- ECIS keeping the pressure on.

CTO

- (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)

COS

- Town Hall on February 17 at 1 PM.
- (b)(7)(E)
- Workload Staffing Model being developed by ES/Deloitte, collecting information with (b)(6), (b)(7)(C)
- New Read Ahead Template
- Use of Planner Tool to track actions
- ES Career Maps being developed, 2210 included
- Working to finalize new OIT logo and EOY report
- Next week session for supervisors on dealing with poor performance

CSPD

- Truck rollout in Brownsville
- Portal Adoption, Trade participation is slow, perhaps due to multi factor authentication.
- Put CSPD perspective in Login.Gov memo. AC may reach out to DHS CIO on this.

CSD

- (b)(7)(E)
- Briefing this morning with OI and OPR went well. Looking forward to additional meetings.
- Ongoing Authorization issue being worked with DHS

BEMS

- From AC; Please see email from (b)(6), (b)(7)(C)

ASD

- UPRO, a good ADE-1 was held.
- Procurement call held today, EIS need a weekly status report, may happen between February 15-28.
- Docker software license contract needed, one month of P Card
- EBMO, surge is good for back up purposes
- XD (b)(6), (b)(7)(C) wants to know when industry's questions will be answered

ADAC

- Labor/Management Forum

AC

- Spoke about upcoming reorganization, communications will hopefully be coming out soon.
- Been looking at budget process, based on S1's visit money coming to CBP.
- AC needs help with day to day ops.

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

Chief of Staff

Office of Information and Technology

U.S. Customs and Border Protection

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



U.S. Customs and Border Protection
Securing America's Borders

Message

From: (b)(6), (b)(7)(C)
Sent: 3/3/2022 1:18:05 AM
To: (b)(6), (b)(7)(C)
CC:
Subject: RE: WICKR - Unforeseen issue(s) affecting timeline

10-4. Might be a better convo than an email ☺

Talk to you tomorrow.

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

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



From: (b)(6), (b)(7)(C)
Sent: Wednesday, March 2, 2022 5:31 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: WICKR - Unforeseen issue(s) affecting timeline

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

I was off-site most of the day and catching up on a few emails.

Not sure I fully understand the problem that you are citing...I'll call you in the AM to chat real quick so I can understand.

Thanks.

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

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

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

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

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

From: (b)(6), (b)(7)(C)
Sent: Wednesday, March 2, 2022 12:47 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: WICKR - Unforeseen issue(s) affecting timeline

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

Below is a write-up of what was discovered during the weekly technical call with WICKR re: Federation. Some of these issues were unknown and even undocumented, specifically the fact that any existing user who joined with an @cbp.dhs.gov address MUST be removed prior to federation. That connection between our WICKR Enterprise (@cbp.dhs.gov) will not allow for WICKR PRO users with our domain once federation happens. That means we'll have to contact the users on the "outside" and let them know that their WICKR will stop working during this proof-of-concept.

This is still very doable but will take a bit more time. Also, getting this (and TeleMessage) off our plates will free up resources to work on AirWatch Cloud/ICP Migration.

Just wanted to keep you in the know.

Thanks,

(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:

- - (b)(4)

- Enroll User in WICKRSAT CSSO to ensure claims for new user contain address Wednesday 3/9

- - (b)(4)

- Provide XD findings Thursday 3/10

- Backout (Turn off Federation) Friday 3/11

- - (b)(4)

-
-

(b)(4)

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:

-
-
-
-
-

(b)(4)

- Enroll User in WICKRPROD CSSO to ensure claims for new user contain address 3/16

-
-
-

(b)(4)

- Backout (Turn off Federation) Friday 3/18

-
-
-

(b)(4)

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

DHS | CBP | ES | OIT | ENTSD

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



Message

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

Sent: 3/16/2022 5:06:14 PM

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

CC:

Subject: RE: WhatsApp/Signal Applications

Ok, I got it. Thank you

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

Director, Air Operations

Air and Marine Operations

Information Analysis Center (IAC)

U.S. Embassy, Mexico City, MX

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

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

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

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

Sent: Wednesday, March 16, 2022 11:53 AM

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

Cc:

Subject: RE: WhatsApp/Signal Applications

Almost...if you use the web-based version, I believe it would NOT require TRM approval (you left out the NOT in your statement below).

If you want the client version, then it would require TRM approval to load that on the desktop.

(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)

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

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

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

Sent: Wednesday, March 16, 2022 12:41 PM

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

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

Subject: RE: WhatsApp/Signal Applications

Oh ok, I miss understood. If I understand correctly, once you do your thing, web based version would be simplest to access/use as apps/software would require TRM approval, do I have it right?

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

Director, Air Operations

Air and Marine Operations

Information Analysis Center (IAC)

U.S. Embassy, Mexico City, MX

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

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

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

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

Sent: Wednesday, March 16, 2022 11:34 AM

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

Cc:

Subject: RE: WhatsApp/Signal Applications

LOL, yes, that is the network change we need to implement with DHS.

(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)

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

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

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

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

Cc:

Subject: RE: WhatsApp/Signal Applications

Sir,

Good copy on all. As for web-based version, how would I access the site? When I try to get to the site, I get it cant be reached.



This site can't be reached

The webpage at <https://www.whatsapp.com/> might be temporarily down or it may have moved permanently to a new web address.

ERR_TUNNEL_CONNECTION_FAILED

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

Director, Air Operations

Air and Marine Operations

Information Analysis Center (IAC)

U.S. Embassy, Mexico City, MX

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

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

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

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

Sent: Wednesday, March 16, 2022 8:21 AM

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

Cc:

Subject: RE: WhatsApp/Signal Applications

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

Since this email, we are working w/DHS to open the port to allow for WhatsApp traffic into our environment. Let me double check on there that stands.

We would still suggest that the users leverage the web-based version, as that will simplify the install and not require us to update the TRM and/or do a tech insertion.

It sounds like everyone who will use this DOES have a phone, so that is good news!

Let me get back to you on where we stand with getting the port open, and once that is done we should be good to go, and we can test with a user using the web-version.

(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)

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

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

Sent: Tuesday, March 15, 2022 5:25 PM

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

Cc:

Subject: RE: WhatsApp/Signal Applications

Sir,

I'd like to follow up on this request and see if you need anything from me to help facilitate.

Please advise,

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

Director, Air Operations

Air and Marine Operations

Information Analysis Center (IAC)

U.S. Embassy, Mexico City, MX

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

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

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

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

Sent: Tuesday, March 8, 2022 4:14 PM

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

Cc:

Subject: RE: WhatsApp/Signal Applications

Sir,

Thank you for taking the time. We already use these platforms (b)(4) on our gov cell devices daily. We work in a CAA space and can't use our devices in our space. All we require is chat capabilities as we have these same limitations with TEAMS due to our CAA space limitations. We know all too well how to work with it. Getting these programs installed our watch computers is our only remaining hurdle.

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

Director, Air Operations

Air and Marine Operations

Information Analysis Center (IAC)

U.S. Embassy, Mexico City, MX

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

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

From: (b)(6), (b)(7)(C)
Sent: Tuesday, March 8, 2022 11:53 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: WhatsApp/Signal Applications

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

I know you said to comm over email, here is the situation.

(b)(6), (b)(7)(C) you have users that need/want to communicate via WhatsApp on a desktop device. As the AC said in a message below, Signal was really only used during a security incident with the Department.

Couple things to consider up front:

- WhatsApp still requires an account to be loaded on a phone (i.e. the user must have a phone with an active WhatsApp account on it)
 - Essentially, the desktop version (whether web or client install), makes a peer-to-peer connection to the WhatsApp application on the phone.
- Neither the desktop (client) or web-based versions allow for voice or video calls, only chat.
- If this is a requirement, we would recommend using the web-based version, as that would technically not require a TRM update. The user would be approved for use when they request the WhatsApp application on their phone.
 - We would have to make some networking changes to allow desktop browsers access to the WhatsApp website.
 - We would have to develop processes/procedures for each user to use to manually preserve the chats for compliance with retention policy.

Open to discussing what is required further when you and your team have a moment, but wanted to give you these key details up front for your consideration.

Let me know how you want to proceed.

Thanks.

(b)(6), (b)(7)(C)
Executive Director, on detail supporting
Enterprise Networks & Technology Support (ENTSD)
Office of Information and Technology (OIT)
U.S. Customs and Border Protection
Department of Homeland Security

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

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

From: (b)(6), (b)(7)(C)
Sent: Monday, March 7, 2022 8:53 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: WhatsApp/Signal Applications

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

Our team will reach out tomorrow.

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

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

Sent: Monday, March 7, 2022 8:08 PM

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

Cc:

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

Subject: RE: WhatsApp/Signal Applications

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

Please have you team reach out to me when they have time. Email would be best bet for this week as I have VIP engagements until Thursday.

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

Director, Air Operations

Air and Marine Operations

Information Analysis Center (IAC)

U.S. Embassy, Mexico City, MX

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

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

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

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

Sent: Monday, March 7, 2022 6:27 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: WhatsApp/Signal Applications

All,

Thank You for your attention. I recommend (b)(6), (b)(7)(C) be the primary POC.

Thank You,

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

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

Sent: Monday, March 7, 2022 5:53:55 PM

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

Cc:

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

Subject: Re: WhatsApp/Signal Applications

Sir,

Thank you for the quick response. I have Cc'd AMO's SMEs above.

Vr,

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

Deputy Executive Assistant Commissioner

Air and Marine Operations

O

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

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

Sent: Monday, March 7, 2022 5:27 PM

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

Cc:

Subject: Re: WhatsApp/Signal Applications

DEAC.

Please provide your POC and we'll engage immediately.

Vrs

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

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

Sent: Monday, March 7, 2022 5:14 PM

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

Cc:

Subject: RE: WhatsApp/Signal Applications

DEAC

(b)(6), (b)(7)(C)/infrastructure and XD (b)(6), (b)(7)(C) can work with your SME. CTC (b)(6), (b)(7)(C) leads TRM. DAC (b)(6), (b)(7)(C), Software was working the issue (writ large) of What's App. SIGNAL was only used by DHS....the preferred and official option is WICKR.

Technically, What's App have some limiting issues due to an OIG Audit and lack of records management, which have put CBP in bad light due to records management. Hence, they may be stuck. WICKR is approved but new.

(b)(6), (b)(7)(C) and our teams can meet with your SME(s)/POCs ASAP in an interim versus near-term/mid-term fix for mission exigency.

Thanks

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

Assistant Commissioner, Office of Information & Technology (OIT) and CBP CIO

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

(b)(6), (b)(7)(C) (Scheduling Assistance)

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

Sent: Monday, March 7, 2022 4:29 PM

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

Subject: WhatsApp/Signal Applications

Importance: High

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

Our foreign operations team is in need of WhatsApp/Signal on their computers for communications with the Government of Mexico. I believe it requires a few challenges with the DHS firewalls. It is my understanding that the team has followed the steps for this request (i.e., TRM requests, ServiceNow Tickets, etc.) and have provided the information but it is still getting stuck. For context, these platforms are necessary to help AMO personnel, stationed both CONUS and OCONUS, to communicate our operations with the appropriate Government of Mexico personnel in a timely manner.

I am not a SME on this—but can have my SME's speak with yours. Is it even doable?

Vr,

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

Deputy Executive Assistant Commissioner

Air and Marine Operations

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

C:

Message

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

Sent: 3/18/2022 6:17:45 PM

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

CC:

Subject: RE: WhatsApp/Signal Applications

Funny you should ask. I'll ping the team for an update now.

I just received a call from (b)(6), (b)(7)(C) (on detail as OIT liaison for AMO) asking about the process for WhatsApp and WhatsApp on the desktop. I explained to her how the mobile app approval process currently works and how the desktop web version would work. Also, the manual instructions to retain messages and the users responsibility so to do.

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, March 18, 2022 2:09 PM

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

Cc:

Subject: RE: WhatsApp/Signal Applications

I know I am impatient...any updates?

(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)

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

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

Sent: Wednesday, March 16, 2022 9:30 AM

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

Cc:

Subject: RE: WhatsApp/Signal Applications

Sir,

Looks like we're being pulled into supporting a desktop application? 😊 No problem. I'll talk to the team this morning at our daily scrum to discuss the following:

1. Work with NA&E and OneNet to create the SPID to open up WhatsApp outbound for WEB-only
2. Work internally to develop a user guide focused on preserving the communications. I suspect this will be very similar to the guide we put together for the mobile app.

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 16, 2022 9:25 AM

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

Cc:

Subject: FW: WhatsApp/Signal Applications

Importance: High

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

I talked to (b)(6), (b)(7)(C). They want to move forward 😊.

Couple things:

- He indicates all users already have a phone...and most already have WhatsApp on their phones...so that box is checked.
- They have agreed at this time to leverage the web-based version (to avoid TI/TRM issues).
- So two things:
 - I guess we need to put in a SPID to allow the browser to access WhatsApp? Can we initiate that?
 - Any ideas on a quick user guide for preserving the messages?

(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)

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

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

Sent: Tuesday, March 8, 2022 11:53 AM

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

Subject: RE: WhatsApp/Signal Applications

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

I know you said to comm over email, here is the situation.

(b)(6), (b)(7)(C) you have users that need/want to communicate via WhatsApp on a desktop device. As the AC said in a message below, Signal was really only used during a security incident with the Department.

Couple things to consider up front:

- WhatsApp still requires an account to be loaded on a phone (i.e. the user must have a phone with an active WhatsApp account on it)
 - Essentially, the desktop version (whether web or client install), makes a peer-to-peer connection to the WhatsApp application on the phone.
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 - We would have to make some networking changes to allow desktop browsers access to the WhatsApp website.
 - We would have to develop processes/procedures for each user to use to manually preserve the chats for compliance with retention policy.

Open to discussing what is required further when you and your team have a moment, but wanted to give you these key details up front for your consideration.

Let me know how you want to proceed.

Thanks.

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

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

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

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

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

Sent: Monday, March 7, 2022 8:53 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: WhatsApp/Signal Applications

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

Our team will reach out tomorrow.

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

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

Sent: Monday, March 7, 2022 8:08 PM

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

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

Subject: RE: WhatsApp/Signal Applications

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

Please have you team reach out to me when they have time. Email would be best bet for this week as I have VIP engagements until Thursday.

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

Director, Air Operations

Air and Marine Operations

Information Analysis Center (IAC)

U.S. Embassy, Mexico City, MX

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

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

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

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

Sent: Monday, March 7, 2022 6:27 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: WhatsApp/Signal Applications

All,

Thank You for your attention. I recommend (b)(6), (b)(7)(C) be the primary POC.

Thank You,

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

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

Sent: Monday, March 7, 2022 5:53:55 PM

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

Cc:

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

Subject: Re: WhatsApp/Signal Applications

Sir,

Thank you for the quick response. I have Cc'd AMO's SMEs above.

Vr,

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

Deputy Executive Assistant Commissioner

Air and Marine Operations

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

C

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

Sent: Monday, March 7, 2022 5:27 PM

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

Cc:

Subject: Re: WhatsApp/Signal Applications

DEAC.

Please provide your POC and we'll engage immediately.

Vrs

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

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

Sent: Monday, March 7, 2022 5:14 PM

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

Cc:

Subject: RE: WhatsApp/Signal Applications

DEAC

(b)(6), (b)(7)(C) infrastructure and XD **(b)(6), (b)(7)(C)** can work with your SME. **(b)(6), (b)(7)(C)** leads TRM. **(b)(6), (b)(7)(C)** Software was working the issue (writ large) of What's App. SIGNAL was only used by DHS....the preferred and official option is WICKR.

Technically, What's App have some limiting issues due to an OIG Audit and lack of records management, which have put CBP in bad light due to records management. Hence, they may be stuck. WICKR is approved but new.

(b)(6), (b)(7)(C) and our teams can meet with your SME(s)/POCs ASAP in an interim versus near-term/mid-term fix for mission exigency.

Thanks

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

Assistant Commissioner, Office of Information & Technology (OIT) and CBP CIO

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

(b)(6), (b)(7)(C) (Scheduling Assistance)

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

Sent: Monday, March 7, 2022 4:29 PM

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

Subject: WhatsApp/Signal Applications

Importance: High

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

Our foreign operations team is in need of WhatsApp/Signal on their computers for communications with the Government of Mexico. I believe it requires a few challenges with the DHS firewalls. It is my understanding that the team has followed the steps for this request (i.e., TRM requests, ServiceNow Tickets, etc.) and have provided the information but it is still getting stuck. For context, these platforms are necessary to help AMO personnel, stationed both CONUS and OCONUS, to communicate our operations with the appropriate Government of Mexico personnel in a timely manner.

I am not a SME on this—but can have my SME's speak with yours. Is it even doable?

Vr,

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

Deputy Executive Assistant Commissioner

Air and Marine Operations

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

Message

From: (b)(6), (b)(7)(C)
Sent: 3/30/2022 7:20:16 PM
To: (b)(6), (b)(7)(C)
Subject: Re: NBC NEWS: CBP and Wickr

Love you man!!!

Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Wednesday, March 30, 2022 3:18:23 PM
To: (b)(6), (b)(7)(C)
Subject: RE: NBC NEWS: CBP and Wickr

Yup, tried to keep you in the loop while making sausage...and figured we were at a point to advise the AC. 😊

(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)

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

From: (b)(6), (b)(7)(C)
Sent: Wednesday, March 30, 2022 3:13 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: NBC NEWS: CBP and Wickr

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

Thank you. I have been following during the day.

Vr/s

From: (b)(6), (b)(7)(C)
Sent: Wednesday, March 30, 2022 3:09 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: FW: NBC NEWS: CBP and Wickr
Importance: High

Hi AC and DACs,

BLUF: CBP's Public Affairs was contacted by an NBC NEWS reporter, asking some specific questions regarding the OIG audit as it relates to the use of secure messaging apps.

Specifically, most questions were around WICKR, and not necessarily WhatsApp.

You can read through the emails below if you want, and I've attached the -most likely- responses to the questions (consolidated for your easy review) that OPA will be sending back.

In the attached, I (with RIM assistance) specifically responded to the questions in RED.

Most of the other answers came from INVNT team leading the WICKR initiative, and all have had OCC review and/or input.

Just wanted you to be aware...as we may be hitting the news on this one.

Let me know if you have any other questions.

(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)

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

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

Sent: Wednesday, March 30, 2022, 2:10 PM

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

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.

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

Project Manager

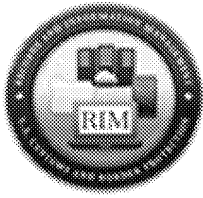
Contact Info: Teams- (b)(6), (b)(7)(C)

Capital Advisors on Technology, LLC

Records and Information Management

OIT | CBP | DHS

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



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

Sent: Wednesday, March 30, 2022 2:01 PM

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

I am good with the changes.

(b)(6), (b)(7)(C) CBP RIM Team, do you know when we responded to NARA (date)...see below.

(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)

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

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

Sent: Wednesday, March 30, 2022 1:58 PM

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Good afternoon,

Please see OCC's proposed revisions

(b)(5)

(b)(5)

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

(b)(5)

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

(b)(5)

If you have any questions or would like to discuss, please let us know.

Thank you,

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

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

Stephanie West
Attorney (Enforcement and Operations)
Office of Chief Counsel
U.S. Customs and Border Protection

**** PRIVILEGED AND CONFIDENTIAL – CIRCULATION RESTRICTED ****

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

Sent: Wednesday, March 30, 2022 1:05 PM

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

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

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

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

Subject: Re: NBC NEWS: CBP and Wickr

Agree. Our msgs crossed.

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

(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)

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

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

Sent: Wednesday, March 30, 2022 13:03

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Hi All,

(b)(5)

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

Special Counsel
Office of Chief Counsel
U.S. Customs and Border Protection

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

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

Sent: Wednesday, March 30, 2022 12:55 PM

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

Cc:

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

Subject: RE: NBC NEWS: CBP and Wickr

(b)(6), (b)(7)(C) - Are either of you best suited to answer whether there is any policy or guidance about the use of encrypted personal messaging apps like WhatsApp or Wickr Me specifically?

V/r

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

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

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

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

Sent: Wednesday, March 30, 2022 12:44 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: RE: NBC NEWS: CBP and Wickr

Looks like (b)(6), (b)(7)(C) is OOO. Adding (b)(6), (b)(7)(C) from CBP Privacy for PDO comment if necessary.

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

Sent: Wednesday, March 30, 2022 12:25 PM

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

My suggested responses on the questions in red:

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

(b)(5)

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

(b)(5)

(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)

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

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Thank you all for your assistance.

V/r

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

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

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

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

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Evening all,

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

Thanks,

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

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

- (b)(5)

2. How long has CBP used Wickr?

- (b)(5)

3. Which Wickr products specifically does CBP use?

- (b)(5)

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

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

- (b)(5)

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

- (b)(5)

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

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

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

•

(b)(5)

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

Sent: Tuesday, March 29, 2022 3:28 PM

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Thank you.

(b)(5)

We're happy to review a draft of the responses before it's provided back to the reporter. Let us know if you have any questions or would like to discuss.

Thanks,

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

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

Sent: Tuesday, March 29, 2022 12:55 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: RE: NBC NEWS: CBP and Wickr

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

Response from reporter:

Please let me know if i can provide any additional info to help you. For context, Wickr has a personal product called Wickr Me and a product used by some other agencies called Wickr RAM. I would love to know if they are using RAM or some other version. Also? Here are links to the report I cited and the letter <https://www.oig.dhs.gov/sites/default/files/assets/2021-09/OIG-21-62-Sep21.pdf>
<https://www.archives.gov/files/records-mgmt/resources/ud-2022-0001-dhs-cbp-open-letter.pdf>

V/r

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

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

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

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

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

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

Cc:

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

Subject: RE: NBC NEWS: CBP and Wickr

Hi Jeremy,

Thanks for reaching out. (b)(5)

(b)(5) We'll take a look. Do you have a time by which you need input?

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

PRIVILEGED AND CONFIDENTIAL- CIRCULATION RESTRICTED

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CBP FOIA MAR24 000107

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

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

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

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

Subject: FW: NBC NEWS: CBP and Wickr

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

INVNT has received the below media request regarding our pilot with Wickr. There are a few mentions of litigation and OIG reports in the questions in red. Any recommendations or guidance on how we should reply to those particular asks?

Thanks (and apologies) in advance,

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

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

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

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

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

2. How long has CBP used Wickr?

3. Which Wickr products specifically does CBP use?

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

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

6. In September 2021, the OIG published a report titled "CBP Targeted Americans Associated with the 2018–2019 Migrant Caravan," which indicated that CBP employees had at times

violated record-keeping rules when they destroyed records using the app WhatsApp. The report recommended stopping the use of WhatsApp among employees for work or ensure that WhatsApp records are maintained. The report said CBP was testing a pilot of a managed messaging system. Is this system Wickr?

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

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

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

V/r

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

Media Division, Office of Public Affairs

U.S. Customs and Border Protection

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

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

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

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

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

Subject: Re: NBC NEWS: CBP and Wickr

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

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

Office of Innovation (INVNT)

US Customs and Border Protection

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

On Mar 29, 2022, at 11:12 AM,

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

wrote:

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

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

Thanks,

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

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

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

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

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

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

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

Subject: FW: NBC NEWS: CBP and Wickr

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

Answers from September:

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

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

- What benefit does Wickr provide the agency?

- A user friendly communication / collaboration platform that offers security, scalability, and auditability

- Which version of Wickr did CBP purchase?

- Wickr Enterprise

- Anything else you want to add

- N/A

V/r

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

Media Division, Office of Public Affairs

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

From: (b)(6)

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

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

Subject: NBC NEWS: CBP and Wickr

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

Hello,

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

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

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

My story deadline is Noon ET on Wednesday.

See below for questions and facts:

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

2. How long has CBP used Wickr?

3. Which Wickr products specifically does CBP use?

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

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

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

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

Thanks!

Best,

(b)(6)

(b)(6)

Message

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

Sent: 12/3/2021 7:51:09 PM

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

Subject: RE: Wickr Pro Federation Compliance and Costs

Thank you sir.

Still surprised that it actually strips the other participant(s) content...that's kind of amazing.

(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)

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

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

Sent: Friday, December 3, 2021 2:30 PM

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

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

Subject: RE: Wickr Pro Federation Compliance and Costs

I just received confirmation that the log will show the username of the receiver.

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

Sent: Friday, December 3, 2021 12:26 PM

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

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

Subject: RE: Wickr Pro Federation Compliance and Costs

That is a good question. Will find out

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

Sent: Friday, December 3, 2021 12:25 PM

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

Subject: RE: Wickr Pro Federation Compliance and Costs

OMG, that sounds worse than what I thought.

I thought WICKR had better compliance than that.

Since it seems like WICKR only captures the CBP texts going out, does it at least capture who the text was sent to?

(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)

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

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

Sent: Friday, December 3, 2021 12:13 PM

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

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

Subject: RE: Wickr Pro Federation Compliance and Costs

Notes from the call today with INVNT and WICKR (the vendor was also on the call)...

WICKR confirmed that right now any chats with WICKR pro to a CBP WICKR Enterprise user will only be a one way chat in the compliance retention tool. None of the external user content will be included in the CBP compliance capture, even if the CBP user replies with an acknowledgement. WICKR has been discussing options of how they could include it but there are privacy concerns and are looking at options to alert the external WICKR Pro user. WICKR reported that CISA and Airforce are currently communicating between WICKR Enterprise and WICKR Pro and have the same concerns we raised regarding 1 way compliance capture.

There are also some specific manual methods an end user must do in order to capture even the one way compliance message by only using a pre-established "room" and by manually ccing a "bot" in the message chain. If there is any one to one chat it is not currently captured, not even just the CBP side of it.

WICKR is also planning to make some enhancements with the compliance process. Right now there is no GUI for someone on the ediscovery team to perform searches. The airwatch team is in process of getting a linkage into Splunk for the data and WICKR he is open to the idea of seeing what's required to get this into the M365 E discovery so all of it uses the same GUI.

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

Sent: Friday, December 3, 2021 7:58 AM

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

Subject: RE: Wickr Pro Federation Compliance and Costs

copy

(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)

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

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

Sent: Friday, December 3, 2021 7:44 AM

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

Subject: RE: Wickr Pro Federation Compliance and Costs

Yes, and that is the part that would need to be tested to see if it captures what they are acknowledging.

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

Sent: Friday, December 3, 2021 7:40 AM

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

Subject: RE: Wickr Pro Federation Compliance and Costs

BUT, we can let our users know that if they just respond with a simple ACK (they are the last "sender" in the string), then the string will be appropriately capture.

LOL

(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)

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

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

Sent: Friday, December 3, 2021 7:24 AM

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

Subject: RE: Wickr Pro Federation Compliance and Costs

Correct.

In other words everything captured in the chat would be one way communications from the CBP user making it look like they're talking to themselves but never getting a reply.

We will be asking WICKR if this is something that can be added.

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

Sent: Friday, December 3, 2021 7:21 AM

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

Subject: RE: Wickr Pro Federation Compliance and Costs

Thanks. 😊

But to confirm, if an external responds to a text, that will not be captured. BUT, if the CBP user then replies to that text, it will be captured as part of the reply?

(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)

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

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

Sent: Friday, December 3, 2021 6:49 AM

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

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

Subject: RE: Wickr Pro Federation Compliance and Costs

Call it a partial downside, anything sent from a CBP user (using CBP WICKR Enterprise) would be captured; however, any reply from an outside user (using WICKR PRO) would not be seen.

I am thinking about others that will have an issue with it (some of the more vocal ones on the working group). It is certainly better than the costs and risks of setting up external users with our version of WICKR Enterprise.

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

Sent: Friday, December 3, 2021 6:44 AM

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

Subject: Re: Wickr Pro Federation Compliance and Costs

Not sure I understand the downside. If an external user sends a text to a licensed CBP user, that text will not be captured? If the CBP user responds to it, is it all captured then?

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

Executive Director, Field Support
U.S. Customs and Border Protection
Department of Homeland Security

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

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

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

Sent: Thursday, December 2, 2021 12:52:23 PM

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

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

Subject: FW: Wickr Pro Federation Compliance and Costs

XD...

CBP INVNT has scheduled a meeting for Friday 12/3 930am to discuss WICKR Pro. It sounds like they're going to ask us to find a way to allow our WICKR enterprise to communicate with WICKR Pro users. If this is achievable it has multiple benefits with one downside.

Benefits:

-
-

(b)(4)

Downside:

-

(b)(4)

That's all we know about this request at the moment. If you are free at 9:30 Friday I could send the invite and you could hear about it first hand if you'd like. I am sure this will be brought up to the DAC so you may want to hear about it directly.

Thank you

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

Director, Mobility and Collaboration Branch (MCB)

DHS | CBP | ES | OIT | ENTSD

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

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

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

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

Sent: Thursday, December 2, 2021 12:38 PM

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

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

Subject: Wickr Pro Federation Compliance and Costs

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

I received some responses from the Wickr team regarding compliance and possible costs.

In terms of compliance, our compliance bot will **NOT** be able to capture any data from Wickr Pro. When communicating with a Wickr Pro user the compliance will only capture 1 sided data from our enterprise users.

I also asked if there is any costs in terms of Pro licensing and federation with Pro in which I received a response stating: Pro has a freemium pricing model. To federate with Wickr Pro users there is no cost to CBP at all. Cost only comes into play for the opposite group/agency we are federating with if they surpass 30 users.

Thanks,

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

MDM Engineering



Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

NDC 2 1009K

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

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

Message

From: (b)(6), (b)(7)(C)
Sent: 12/3/2021 3:35:44 PM
To: (b)(6), (b)(7)(C)
CC:
Subject: RE: WICKR Pilot Planning RE: Messaging Apps Policy Working Group

Thank you for this (b)(6), (b)(7)(C)
Where was this a couple days ago...LOL.

Great information and thanks for sending over.

(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: Friday, December 3, 2021 9:30 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: FW: WICKR Pilot Planning RE: Messaging Apps Policy Working Group

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

With the "Messaging Apps Policy Working Group" deliverables being reviewed, (b)(6), (b)(7)(C) as WICKR ISSO" asked that I send this for current InfoSec related Compliance status.

As I read (b)(6), (b)(7)(C) answer back to NARA email thread, there is much emphasis on WICKR being an alternative.

Thanks,

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

Don't Trust and continue to Verify (DTactV)

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

Sent: Wednesday, December 1, 2021 2:22 PM

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

Subject: FW: WICKR Pilot Planning

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

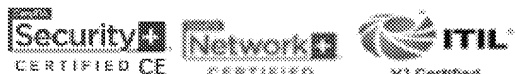
Can you send this to (b)(6), (b)(7)(C)? Not sure he's seen thi.

Regards,

(b)(6), (b)(7)(C) | SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II
Information Systems Security Officer(ISSO)
Certification & Accreditation (C&A) Branch
DHS|CBP|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, October 28, 2021 11:04 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 Pilot Planning

All,

Please see the presentation for this afternoon Meeting.

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!”

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

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

Sent: Monday, October 25, 2021 1:50 PM

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

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

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

Subject: WICKR Pilot Planning

When: Thursday, October 28, 2021 12:00 PM-1:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

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: 3/30/2022 6:54:03 PM
To: (b)(6), (b)(7)(C)
CC:
Subject: RE: Is the AC aware of this communication? RE: NBC NEWS: CBP and Wickr

I didn't loop in the AC yet, just DAC (b)(6), (b)(7)(C)
But I will.

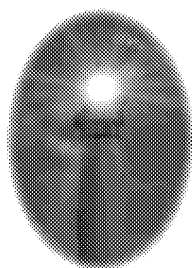
(b)(6), (b)(7)(C)
Executive Director
Enterprise Infrastructure and Operations Directorate (EIOD)
Office of Information and Technology (OIT)
U.S. Customs and Border Protection
Department of Homeland Security
(b)(6), (b)(7)(C)

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

From: (b)(6), (b)(7)(C)
Sent: Wednesday, March 30, 2022 2:45 PM
To: (b)(6), (b)(7)(C)
Cc:
Subject: Is the AC aware of this communication? RE: NBC NEWS: CBP and Wickr
Importance: High

Hi XD (b)(6), (b)(7)(C)
Just checking to see if AC (b)(6), (b)(7)(C) should be made aware of this communication in case someone mentions it to him since OIT is providing input. I see DAC (b)(6), (b)(7)(C) is in the loop already...

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



Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline
800-273-8255

CBP Employee Assistance Program
800-755-7002



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

Sent: Wednesday, March 30, 2022 2:10 PM

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

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.

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

Project Manager

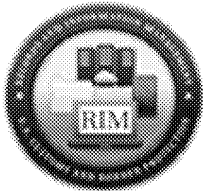
Contact Info: Teams: (b)(6), (b)(7)(C)

Capital Advisors on Technology, LLC

Records and Information Management

OIT | CBP | DHS

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



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

Sent: Wednesday, March 30, 2022 2:01 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: RE: NBC NEWS: CBP and Wickr

I am good with the changes.

(b)(6), (b)(7)(C) CBP RIM Team, do you know when we responded to NARA (date)...see below.

(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)

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

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

Sent: Wednesday, March 30, 2022 1:58 PM

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Good afternoon,

Please see OCC's proposed revisions **(b)(5)**

(b)(5)

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

(b)(5)

(b)(5)

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

(b)(5)

If you have any questions or would like to discuss, please let us know.

Thank you,

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

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

Attorney (Enforcement and Operations)
Office of Chief Counsel
U.S. Customs and Border Protection

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

Sent: Wednesday, March 30, 2022 1:05 PM

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

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

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

Subject: Re: NBC NEWS: CBP and Wickr

Agree. Our msgs crossed.

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

(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)

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

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

Sent: Wednesday, March 30, 2022 13:03

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Hi All,

(b)(5)

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

Special Counsel
Office of Chief Counsel
U.S. Customs and Border Protection

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

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

Sent: Wednesday, March 30, 2022 12:55 PM

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

(b)(6), (b)(7)(C) Are either of you best suited to answer whether there is any policy or guidance about the use of encrypted personal messaging apps like WhatsApp or Wickr Me specifically?

V/r

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

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

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

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

Sent: Wednesday, March 30, 2022 12:44 PM

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Looks like (b)(6), (b)(7)(C) is OOO. Adding (b)(6), (b)(7)(C) from CBP Privacy for PDO comment if necessary.

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

Sent: Wednesday, March 30, 2022 12:25 PM

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

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

My suggested responses on the questions in red:

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

(b)(5)

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

(b)(5)

(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)

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

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

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Thank you all for your assistance.

V/r

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

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

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

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

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Evening all,

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

Thanks,

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

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

- (b)(5)**

2. How long has CBP used Wickr?

- (b)(5)**

3. Which Wickr products specifically does CBP use?

- (b)(5)

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

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

- (b)(5)

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

- (b)(5)

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

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

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

- (b)(5)

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

Sent: Tuesday, March 29, 2022 3:28 PM

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Thank you.

(b)(5)

We're happy to review a draft of the responses before it's provided back to the reporter. Let us know if you have any questions or would like to discuss.

Thanks,

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

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

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

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

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

Response from reporter:

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

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

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

V/r

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

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

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

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

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

Thanks for reaching out (b)(5)

(b)(5) We'll take a look. Do you have a time by which you need input?

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

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

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

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

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

Subject: FW: NBC NEWS: CBP and Wickr

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

INVNT has received the below media request regarding our pilot with Wickr. There are a few mentions of litigation and OIG reports in the questions in red. Any recommendations or guidance on how we should reply to those particular asks?

Thanks (and apologies) in advance,

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

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

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

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

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

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

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

V/r

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

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

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

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

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

To:

Cc:

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

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

Subject: Re: NBC NEWS: CBP and Wickr

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

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

Office of Innovation (INVNT)
US Customs and Border Protection

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

On Mar 29, 2022, at 11:12 AM,

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

wrote:

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

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

Thanks,

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

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

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

To:

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

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

Subject: RE: NBC NEWS: CBP and Wickr

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

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

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

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

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

Subject: FW: NBC NEWS: CBP and Wickr

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

Answers from September:

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

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

V/r

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

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

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

From: (b)(6)

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

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

Subject: NBC NEWS: CBP and Wickr

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

Hello,

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

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

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

My story deadline is Noon ET on Wednesday.

See below for questions and facts:

1. How does CBP currently use Wickr, and what is the scope of its implementation within the agency?
2. How long has CBP used Wickr?
3. Which Wickr products specifically does CBP use?
4. CBP has engaged in contracts directly with Wickr and with Wickr via third parties such as Merlin International, Inc, totaling in over \$1.5 million in spending.
5. CBP is currently being sued by Citizens for Responsibility and Ethics over a FOIA request it made pertaining to the agency's contracts involving Wickr. Does CBP have a response to the claims in the suit or can you elaborate on why CBP believes it is in the right in this situation?
6. In September 2021, the OIG published a report titled "CBP Targeted Americans Associated with the 2018–2019 Migrant Caravan," which indicated that CBP employees had at times violated record-keeping rules when they destroyed

records using the app WhatsApp. The report recommended stopping the use of WhatsApp among employees for work or ensure that WhatsApp records are maintained. The report said CBP was testing a pilot of a managed messaging system. Is this system Wickr?

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

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

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

Thanks!

Best,

(b)(6)

Appointment

From:

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

Sent:

11/2/2021 1:07:51 PM

To:

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

CC:

Subject:

Response to NARA Questions about WhatsApp/Wickr

Location:

Microsoft Teams Meeting

Start:

11/2/2021 4:00:00 PM

End:

11/2/2021 5:00:00 PM

Show Time As: Tentative

Required

Attendees:

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

Optional

Attendees:

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

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

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:

3/24/2022 10:39:12 AM

To:

CC:

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

Subject:

RE: Wickr // Active Users & Authority to Test (ATT)

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

The test pilot has not been approved by the CISO and AC and is currently being reviewed by the CISO. We are not to move forward until a final determination has been made. All of the appropriate documentation has been submitted.

Regards,

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

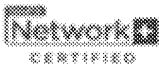
Information Systems Security Officer(ISSO)

Certification & Accreditation (C&A) Branch

DHSCBP|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: Wednesday, March 23, 2022 4:15 PM

To:

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

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

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

Subject: Wickr // Active Users & Authority to Test (ATT)

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

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

Hope you have been well sir. On today's weekly call our Wickr team was notified that active user count is currently sitting at (b)(4) as a result of the pending Authority to Test (ATT). We understand the ATT approval has been slightly delayed and while we are expecting approval, until received, we will have to remain at (b)(4) active users.

I understand due to a combination of factors; (b)(4)

(b)(4) Can you please confirm or correct any other major contributing factors as to what has led us to this current point?

This feedback will be escalated to leadership, so can understand the gravity of the situation--thank you for your time and attention sir.

Best Regards,

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

Customer Solutions Manager - Wickr
AWS Worldwide Specialist Organization (WWSO)

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

E & Wickr ID // (b)(6), (b)(7)(C)

Message

From:

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

Sent:

3/30/2022 2:04:46 PM

To:

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

CC:

Subject:

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

Attachments:

ATT-2022-03-0153 Final.docx

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

Can you answer the following questions from STP?

Regards,

(b)(6), (b)(7)(C) SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II

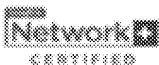
Information Systems Security Officer(ISSO)

Certification & Accreditation (C&A) Branch

DHS|CBP|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: Wednesday, March 30, 2022 10:03 AM

To:

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

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

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

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

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

From:

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

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

To:

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

Cc:

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

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

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

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

Regards,

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

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

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

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

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

Sent: Wednesday, March 30, 2022 9:43 AM

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

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

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

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

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

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

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

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

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

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

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

Sharepoint: [Ongoing Authorization Site](#)

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

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

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

Cc:

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

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

Ok thanks. Just sent it over.

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

Sent: Wednesday, March 30, 2022 9:07 AM

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

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

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

(b)(6), (b)(7)(C)

Subject: RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

(b)(6), (b)(7)(C)

Send it to me, I have some minutes available.

(b)(6), (b)(7)(C)

Deputy OA Manager

Security and Technology Policy

Cyber Security Directorate

Office of Information and Technology (OIT)

Enterprise Services (ES)

United States Customs and Border Protection

(Mobile) (b)(6), (b)(7)(C)

Email: (b)(6), (b)(7)(C)

Sharepoint: Ongoing Authorization Site

From: (b)(6), (b)(7)(C)

Sent: Wednesday, March 30, 2022 9:02 AM

To: (b)(6), (b)(7)(C)

Cc:

(b)(6), (b)(7)(C)

Subject: RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

(b)(6), (b)(7)(C) – Do one of you have time for a management review for this ATT?

From: (b)(6), (b)(7)(C)

Sent: Wednesday, March 30, 2022 8:30 AM

To: (b)(6), (b)(7)(C)

Cc:

(b)(6), (b)(7)(C)

Subject: RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

(b)(6), (b)(7)(C)

Is this ATT ready to go? Has (b)(6), (b)(7)(C) review it for OA system yet?

We're trying to see about sending this ATT up out of cycle this week.

Regards,

(b)(6), (b)(7)(C)

Security and Technology Policy (STP)

Cyber Security Directorate (CSD)

Office of Information and Technology (OIT)

Enterprise Services (ES)

United States Customs and Border Protection

(b)(6), (b)(7)(C) (Office)

(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Monday, March 28, 2022 11:07 AM

To: (b)(6), (b)(7)(C)

Subject: RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

Working on finalizing it for management review.

From: (b)(6), (b)(7)(C)

Sent: Monday, March 28, 2022 11:06 AM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

(b)(6), (b)(7)(C)

How's this ATT coming?

Adding (b)(6), (b)(7)(C) since CSM is OA system.

Regards,

(b)(6), (b)(7)(C)

Security and Technology Policy (STP)
Cyber Security Directorate (CSD)
Office of Information and Technology (OIT)
Enterprise Services (ES)
United States Customs and Border Protection
(b)(6), (b)(7)(C) (Office)
(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Tuesday, March 22, 2022 1:23 PM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

Thanks (b)(6), (b)(7)(C)

Let us know when this can be scheduled for a pre-brief pending an out of cycle approval from the CISO.

Regards,

(b)(6), (b)(7)(C) SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II
Information Systems Security Officer(ISSO)
Certification & Accreditation (C&A) Branch
DHS|CBPIES|OIT|ENTSD|NOD

(b)(6), (b)(7)(C) (W)
(C)

(b)(6), (b)(7)(C)



On Change and Innovation:

“Never be afraid to try something new,

Remember amateurs built the Ark,

Professionals built the Titanic!”

From: (b)(6), (b)(7)(C)

Sent: Tuesday, March 22, 2022 1:09 PM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

I can see the new request and assigned it to: (b)(6), (b)(7)(C)

I couldn't find the old request as it doesn't show up in our view.

Regards,

(b)(6), (b)(7)(C)

Security and Technology Policy (STP)
Cyber Security Directorate (CSD)
Office of Information and Technology (OIT)
Enterprise Services (ES)
United States Customs and Border Protection

(b)(6), (b)(7)(C) (Office)

(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Tuesday, March 22, 2022 12:25 PM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

(b)(6), (b)(7)(C)

I resubmitted a new request:

RITM0182725

REQ0191373

Regards,

(b)(6), (b)(7)(C) SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II
Information Systems Security Officer(ISSO)
Certification & Accreditation (C&A) Branch
DHS|CBP|ES|OIT|ENTSD|NOD

(b)(6), (b)(7)(C)

W)

C)

(b)(6), (b)(7)(C)



On Change and Innovation:

"Never be afraid to try something new,

Remember amateurs built the Ark,

Professionals built the Titanic!"

From: (b)(6), (b)(7)(C)

Sent: Tuesday, March 22, 2022 11:16 AM

To: (b)(6), (b)(7)(C)

CC: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)

Subject: RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

(b)(6), (b)(7)(C)

The REQ number you provided doesn't seem to correlate to any of the ones we received thus far but can't seem to locate yours. For SNOW, once you submit one it does have the RITM number.

(b)(7)(E)

(b)(6), (b)(7)(C)

Security and Technology Policy (STP)
Cyber Security Directorate (CSD)
Office of Information and Technology (OIT)
Enterprise Services (ES)
United States Customs and Border Protection

(b)(6), (b)(7)(C) Office)

(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Tuesday, March 22, 2022 11:06 AM

To:

(b)(6), (b)(7)(C)

Cc:

Subject: RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

(b)(6), (b)(7)(C)

The (b)(7)(E) request number is (b)(7)(E)

Regards,

(b)(6), (b)(7)(C) SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II
Information Systems Security Officer (ISSO)
Certification & Accreditation (C&A) Branch
DHS|CBP|ES|OIT|ENTSD|NOD

(b)(6), (b)(7)(C) (W)
(C)

(b)(6), (b)(7)(C)

On Change and Innovation:

"Never be afraid to try something new,

Remember amateurs built the Ark,

Professionals built the Titanic!"

From: (b)(6), (b)(7)(C)
Sent: Tuesday, March 22, 2022 11:02 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

Hi (b)(6), (b)(7)(C)

We got the message from (b)(6), (b)(7)(C) about the submission earlier but I don't we were able to find it in our SAW.

Regards,

(b)(6), (b)(7)(C)
Security and Technology Policy (STP)
Cyber Security Directorate (CSD)
Office of Information and Technology (OIT)
Enterprise Services (ES)
United States Customs and Border Protection
(b)(6), (b)(7)(C) (Office)
(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)
Sent: Tuesday, March 22, 2022 10:03 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: A question on a 14 day WickR Pilot; I noticed it wasn't on today's pre-brief.

Good morning (b)(6), (b)(7)(C)

We had been working a 14 day, very limited Pilot with a half dozen internal employees to validate WickR expansion from private to public WickR versions. Our ENTSD team was a little pre-mature with wanting to set this up a few weeks ago and XD (b)(6), (b)(7)(C) had to stop based on (b)(6), (b)(7)(C) wanting a further review. I reviewed today's pre-brief (I had my own XD's Director meeting during this time and only got on yours right at the end.

Do you know of the status on this effort?

Thanks in advance.

(b)(6), (b)(7)(C)

Director Security-INFOSEC
Information Systems Security Manager (ISSM)

Department of Homeland Security (DHS)
Bureau of Customs and Border Protection (CBP)
Office of Information and Technology (OIT)
Supporting Enterprise Networks & Technology Support Directorate (ENTSD) and Tactical Radio (LMR)

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Don't Trust and continue to Verify (DTactV)

Message

From: (b)(6), (b)(7)(C)
Sent: 2/8/2022 5:43:05 PM
To: (b)(6), (b)(7)(C)
CC:
Subject: FW: Wickr // Global Federation & Compliance
Attachments: Global_Federation 1.2.0.pdf; Wickr Compliance Service FAQ PRA JAN 2019.pdf; Compliance_Service_Deploy_3.9.pdf

Adding you in.

(b)(6), (b)(7)(C)
Sr. Portfolio Manager
CBP Office of Innovation (INVNT)
CBP Office of the Commissioner
U.S. Customs and Border Protection
Mobile: (b)(6), (b)(7)(C)
Email: (b)(6), (b)(7)(C)



From: (b)(6), (b)(7)(C)
Sent: Tuesday, February 8, 2022 12:33 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: Wickr // Global Federation & Compliance

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. If you feel this is a suspicious-looking email, please report by using the Report Phish button option.

Hi (b)(6), (b)(7)(C)

Hope you are doing well! Wanted to share some documentation specifically on Global Federation, Compliance, and how we can address gaps in compliance (for those conversations with "external" Pro or ME users, once GF is enabled) as we work towards enabling;

Attachments;
1) (b)(4)

a. Main points;

- i.
- ii.
- iii.

(b)(4)

1.

(b)(4)

2.

2)

(b)(4)

3)

(b)(4)

a.

(b)(4)

(b)(4)

•
•

(b)(4)

Would be more than happy to go through these details with you, I have time from 1pm – 1:30pm ET and 4pm – 5pm ET, also tomorrow 10am-12pm ET. We can also bring our bot team to better explain the above as well—thank you!

Best Regards,

(b)(6), (b)(7)(C)

Customer Solutions Manager

P: (b)(6), (b)(7)(C)

E & Wickr ID // (b)(6), (b)(7)(C)

Message

Sent: 3/24/2022 12:06:51 PM

To: (b)(6), (b)(7)(C)

Subject: RE: DLP for mobile devices

There hasn't been a formal request to look at something like DLP for mobile but reading the tea leaves, it isn't a far stretch.

(b)(6), (b)(7)(C) and I attend a bi-weekly Secure Messaging working group meeting with representatives from Chief Counsel, OPR, Operational Offices, etc. The topics center around Records Retention policies and NARA requirements. We're discussing the use of apps like WICKR, SIGNAL and WhatsApp and how to secure the conversations that take place as official records. So, DLP to prevent users from attaching files to text messages isn't a giant leap.

Could be an interesting collaboration between our groups. I'll ping (b)(6), (b)(7)(C) to see if he wants us to be exploring if you want to run it by (b)(6), (b)(7)(C) too.

Just a thought, certainly not looking for MORE work ☺ but this could be of value.

Later,

(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Wednesday, March 23, 2022 2:37 PM

To: (b)(6), (b)(7)(C)

Subject: Re: DLP for mobile devices

(b)(6), (b)(7)(C)

To my knowledge I have never been presented with the requirement for a DLP app for mobile devices. If DLP for mobile is something that we need to start researching we can ...

v/r

(b)(6), (b)(7)(C)

Deputy Director, Security Services Division (SSD)

Cyber Security Directorate (CSD)

Office of Information and Technology (OIT)

U.S. Customs and Border Protection (CBP)

(b)(6), (b)(7)(C) : (iPhone) NEW

(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Date: Wednesday, March 23, 2022 at 14:20

To: (b)(6), (b)(7)(C)

Subject: DLP for mobile devices

(b)(6), (b)(7)(C)

A question posed at a CBP bi-weekly Secure Messaging working group meeting. Is CBP looking at any Data Loss Prevention tools in the mobile device space like it has for the workstations? They are interesting in the ability to prevent mobile users from attaching sensitive files to emails, text messages, etc.

Thanks,

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C) | DHS | CBP | ES | OIT | EIO | (b)(6), (b)(7)(C)
Director - Mobility, Collaboration and Projects



Message

From:

(b)(6), (b)(7)(C)

Sent:

2/12/2022 12:06:24 AM

To:

(b)(6), (b)(7)(C)

Subject:

Compliance Data Gathering Document

Attachments:

Wickr (CSM) - Compliance Data Gathering.docx

(b)(6), (b)(7)(C)

MDM Engineering



Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

(b)(6), (b)(7)(C)

Mobile: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Application: Wickr (CSM)
Environment: PROD & SAT
Request: Gather Compliance Data
Requesting Engineer: (b)(6), (b)(7)(C)
Last Peer Review 8/12/2021 by (b)(6), (b)(7)(C)

Requirements:

(b)(4)

Implementation:

(b)(4)

(b)(4)

(b)(4)

(b)(4)

Message

From: (b)(6), (b)(7)(C)

Sent: 2/7/2022 2:51:25 PM

To: (b)(6), (b)(7)(C)

Subject: Wickr Compliance Deployment Documentation

Attachments: Compliance_Service_Deploy_3.5.pdf

(b)(6), (b)(7)(C)

MDM Engineering



Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

(b)(6), (b)(7)(C)

Mobile: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Message

From:

(b)(6), (b)(7)(C)

Sent:

2/9/2022 3:18:43 PM

To:

CC:

(b)(6), (b)(7)(C)

Subject: Wickr Federation Diagrams and Supplemental Information

Attachments: Wickr Federation EtoP Diagram.jpg; Wickr Federation EtoE Diagram.jpg; Wickr // Global Federation & Compliance

(b)(6), (b)(7)(C)

Attached are the 2 diagrams displaying the federation between Enterprise to Pro and Enterprise to Enterprise.

I have also attached an email recently sent by (b)(6), (b)(7)(C) from Wickr clarifying the federation abilities and limitations.

These are the steps highlighted in the diagrams:

(b)(4)

Thanks,

(b)(6), (b)(7)(C)

MDM Engineering



Customs and Border Protection / Department of Homeland Security

Enterprise Networks & Technology Support Directorate (ENTSD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

(b)(6), (b)(7)(C)

Mobile: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

To: (b)(6), (b)(7)(C)
From: // wickr (b)(6), (b)(7)(C)
Sent: Tue 8/31/2021 2:37:05 PM (UTC)
Subject: Check Out This Month's Security Content Roundup

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. If you feel this is a suspicious-looking email, please report by using the Report Phish button option.

Key Steps to Achieving Robust Threat Intelligence

Cyber threat intelligence prioritizes gathering data about possible cyber threats. This data can come from a variety of sources, including published information, social media, private email exchanges, public forums, and more. The gathered data is then analyzed to determine cybersecurity trends and potential cyber threats.

[Read more →](#)

6 Reasons Why Email is Inherently Insecure

While email is exceedingly popular, it is one of the least secure ways to communicate on the Internet today.

[Read more →](#)

Secure Collaboration for the Federal Government

Wickr is the only government enterprise application that has proven to accommodate all requirements outlined by the NSA.

[Read more →](#)

Is Data Privacy the New Strategic Priority for Businesses?

Consumers are worried about their privacy and want to take more control over their data.

[Read more →](#)

Try the New Cross-Platform Collaboration Feature

Global Federation allows all Wickr users across Wickr RAM, Enterprise, Pro and Me platforms to intercommunicate using state of the art end-to-end encryption while maintaining the highest level of security, administrative control, and compliance.

[Learn more →](#)

Wickr, Inc., 254 W 31st St, New York, NY 10001, USA

[Unsubscribe](#)

Message

From: (b)(6), (b)(7)(C)

Sent: 11/18/2021 12:20:05 AM

To: (b)(6), (b)(7)(C)

CC:

Subject: Wickr // Mock-Ups for Custom Admin Login Page & Network Compliance

Attachments: Custom Admin Login Page.pdf; Network Compliance.pdf

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. If you feel this is a suspicious-looking email, please report by using the Report Phish button option.

Hello (b)(6), (b)(7)(C),

Per the subject and our weekly sync earlier today, was able to get those screenshots (in .pdf format and attached to this email) for both UX improvements;

- 1) **Custom Admin Login Page** – for the web accessed admin panel, tied to a POAM deliverable—hopefully can avoid the overly extended waiver. Please let us know if the 1st attachment/mock up satisfies the requirement.
- 2) **Network Compliance** – Wickr PM already presented to (b)(6), (b)(7)(C) with positive feedback (b)(6), (b)(7)(C) you brought up a great point--if CBP is leveraging deeplinks more than config files, will onboarding users miss this? Finding out what can be done on this front.

Please let me know if the team approves with regards to attachment 1, and/or any additional feedback and questions for attachment 2.

Best Regards,

(b)(6), (b)(7)(C)

Customer Solutions Manager

P: (b)(6), (b)(7)(C), E: (b)(6), (b)(7)(C)

Wickr ID // (b)(6), (b)(7)(C)

Message				
From:	(b)(6), (b)(7)(C)			
Sent:	12/2/2021 12:01:08 PM			
To:	(b)(6), (b)(7)(C)			
CC:	(b)(6), (b)(7)(C)			
Subject:	RE: Wickr // Mock-Ups for Custom Admin Login Page & Network Compliance			
	10.			

(b)(4)

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: Wednesday, December 1, 2021 3:17 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: Re: Wickr // Mock-Ups for Custom Admin Login Page & Network Compliance

Hello (b)(6), (b)(7)(C)

Apologies, I should have asked on our sync--can you please let us know if the mockups for the 1) Custom Admin Login Page to display CBP logo/text, is to your liking? Want to verify before getting work done (tied to POAM #14).

PS) Looking into POAM #10, and what we can provide.

Best Regards,

(b)(6), (b)(7)(C)

Customer Solutions Manager

P: (b)(6), (b)(7)(C) E (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)
Date: Thursday, November 18, 2021 at 4:05 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: [EXTERNAL] Wickr // Mock-Ups for Custom Admin Login Page & Network Compliance

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.

Thanks (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,

Remember amateurs built the Ark,

Professionals built the Titanic!”

From: (b)(6), (b)(7)(C)

Sent: Wednesday, November 17, 2021 7:20 PM

To: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: Wickr // Mock-Ups for Custom Admin Login Page & Network Compliance

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. If you feel this is a suspicious-looking email, please report by using the Report Phish button option.

Hello (b)(6), (b)(7)(C)

Per the subject and our weekly sync earlier today, was able to get those screenshots (in .pdf format and attached to this email) for both UX improvements;

- 1) **Custom Admin Login Page** – for the web accessed admin panel, tied to a POAM deliverable—hopefully can avoid the overly extended waiver. Please let us know if the 1st attachment/mock up satisfies the requirement.
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Please let me know if the team approves with regards to attachment 1, and/or any additional feedback and questions for attachment 2.

Best Regards,

(b)(6), (b)(7)(C)

Customer Solutions Manager

P: (b)(6), (b)(7)(C) E: (b)(6), (b)(7)(C)

Wickr ID // (b)(6), (b)(7)(C)

Organizer: (b)(6), (b)(7)(C)
Subject: Wickr Compliance Network Creation
Location:
Start Time: 2021-05-18T15:00:00Z
End Time: 2021-05-18T17:00:00Z
Attendees: (b)(6), (b)(7)(C)

-- Do not delete or change any of the following text. --

When it's time, join your Webex meeting here.

Join meeting (b)(6), (b)(7)(C)

More ways to join:

Join from the meeting link

(b)(6), (b)(7)(C)

Join by meeting number

Meeting number (access code): (b)(6), (b)(7)(C)

Meeting password: (b)(6), (b)(7)(C) from phones)

Tap to join from a mobile device (attendees only)

(b)(6), (b)(7)(C)

Some mobile devices may ask attendees to enter a numeric meeting password.

Join by phone

(b)(6), (b)(7)(C)

Global call-in

numbers (b)(6), (b)(7)(C)

Join from a video system or application

Dial (b)(6), (b)(7)(C)

Join using Microsoft Lync or Microsoft Skype for Business

Dial (b)(6), (b)(7)(C)

If you are a host, click

here (b)(6), (b)(7)(C) to view host information.

Need help? Go to <https://help.webex.com>

Message

From:

(b)(6), (b)(7)(C)

Sent:

6/8/2021 12:51:58 PM

To:

(b)(6), (b)(7)(C)

CC:

Subject:

RE: 508 Compliance Verification

Ok thanks (b)(6), (b)(7)(C)

Regards,

(b)(6), (b)(7)(C)

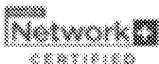
Information Systems Security Officer(ISSO)

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,

Remember amateurs built the Ark,

Professionals built the Titanic!"

From: (b)(6), (b)(7)(C)

Sent: Tuesday, June 8, 2021 8:50 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: 508 Compliance Verification

Hi (b)(6), (b)(7)(C)

Check you inbox June 2nd, email came in from (b)(6), (b)(7)(C).

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, June 8, 2021 8:24:12 AM

To: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: 508 Compliance Verification

(b)(6), (b)(7)(C)

Can you please provide the 508 Compliance documentation for CSM (Wickr) The Wickr representative was supposed to send it over after last weeks meeting; Need that to move forward with OA.

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!"

Message

From: (b)(6), (b)(7)(C)
Sent: 1/10/2022 2:20:04 PM
To: PRIVACY AND DIVERSITY OFFICE (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: QUESTIONS FROM S1 NGO ENGAGEMENT

No, I want to review the final responses but OIT should take last on that one.

From: (b)(6), (b)(7)(C) > On Behalf Of PRIVACY AND DIVERSITY OFFICE
Sent: Monday, January 10, 2022 9:19 AM
To: (b)(6), (b)(7)(C)
Subject: QUESTIONS FROM S1 NGO ENGAGEMENT

Thanks. Just to be sure, you are saying that PDO has nothing to contribute correct?

From: (b)(6), (b)(7)(C)
Sent: Monday, January 10, 2022 9:15 AM
To: PRIVACY AND DIVERSITY OFFICE (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: QUESTIONS FROM S1 NGO ENGAGEMENT

So we asked to loop in OIT for this last week and they should be lead.

(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C) On Behalf Of PRIVACY AND DIVERSITY OFFICE
Sent: Monday, January 10, 2022 8:35 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: QUESTIONS FROM S1 NGO ENGAGEMENT

Good morning.

Not sure if you got this. I was out when it came. Take care.

From: (b)(6), (b)(7)(C)
Sent: Wednesday, January 5, 2022 2:41 PM
To: PDOTASKING (b)(6), (b)(7)(C)
Cc: PDTaskings (b)(6), (b)(7)(C); PD TASKERS (b)(6), (b)(7)(C)
Subject: FW: QUESTIONS FROM S1 NGO ENGAGEMENT

Good afternoon PDO,

Just checking if you are working on a response to the following question from the attached? IPL says our offices should be lead but am wondering if OS and the operational components might be better as they would be the offices handling any investigations or discipline.

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?

Thank you,

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Office: (b)(6), (b)(7)(C)

Mobile: (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Tuesday, January 4, 2022 2:46 PM

To: OFO-TASKINGS (b)(6), (b)(7)(C) PD TASKERS (b)(6), (b)(7)(C) >

Subject: FW: QUESTIONS FROM S1 NGO ENGAGEMENT

Policy- please see the updated question with the comment in yellow, request that PD take the lead on this with support from OFO per below.

Thanks all

From: (b)(6), (b)(7)(C) >

On Behalf Of OFO-TASKINGS

Sent: Tuesday, January 4, 2022 2:41 PM

To: (b)(6), (b)(7)(C)

Cc: OFO-TASKINGS (b)(6), (b)(7)(C)

Subject: RE: QUESTIONS FROM S1 NGO ENGAGEMENT

Good afternoon Director: (b)(6), (b)(7)(C)

Q: From (b)(6), (b)(7)(C) (Women's Refugee Commission) - Many thanks for the engagement, and for everyone's remarks today. In case we run out of time, organizations have asked for many years for increased and meaningful access to CBP facilities for purposes of transparency and oversight. Especially in light of today's remarks and commitment to transparency, could CBP commit to advancing a CBP Access Directive that facilitates more systematic access to CBP facilities for those of us serving or advocating on behalf of populations who are held in these facilities?

Per OPS leadership: *This is a request for us to commit to a policy. CBP Policy should own this and coordinate with OFO (Both OPS and APP).*

Thank you,

(b)(6), (b)(7)(C)

Branch Chief

OFO Taskings
Office of Field Operations
Mobile: (b)(6), (b)(7)(C)

This document and any attachment(s) may contain restricted, sensitive, and/or law enforcement-sensitive information belonging to the U.S. Government. It is not for release, review, retransmission, dissemination, or use by anyone other than the intended recipient.

From: (b)(6), (b)(7)(C)
Sent: Monday, January 3, 2022 2:09 PM
To: HRM TASKINGS (b)(6), (b)(7)(C); OPRTASKING-CBP (b)(6), (b)(7)(C); PD TASKERS (b)(6), (b)(7)(C); LESC TASKINGS (b)(6), (b)(7)(C); OS Taskings (b)(6), (b)(7)(C); OCC TASKING (b)(6), (b)(7)(C); PDOTASKING (b)(6), (b)(7)(C); BPTasking (b)(6), (b)(7)(C); OFO-TASKINGS (b)(6), (b)(7)(C); OTDTASKING (b)(6), (b)(7)(C)
Subject: QUESTIONS FROM S1 NGO ENGAGEMENT

Component Taskings

Attached are a list of questions from the S1/AC1 NGO engagement on 11/19. OC Chief of Staff and IPL have reviewed to determine who should provide input. There are comments in the margins about which office or offices should provide the response. Please let me know if you have any questions or think a particular question should be routed elsewhere.

Please send your comments/input using tracked changes to (b)(6), (b)(7)(C) in IPL by COB 1/13.

Thanks

Message

From: (b)(6), (b)(7)(C)
Sent: 3/4/2022 2:00:01 PM
To:
CC: (b)(6), (b)(7)(C)
Subject: RE: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Thanks, is the "background" section on the first page binding across the specific schedules under it?

Electronic Messaging Records of Designated Capstone Officials

Disposition Authority Number DAA-0568-2022-0005-0001

This schedule covers electronic messaging records sent and received by Designated Capstone Officials as identified in GRS 6.1-0568-2018-0001 and successor Capstone schedules in the course of CBP business.

(b)(5)

(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)
Sent: Thursday, March 3, 2022 3:11 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: FW: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule
Importance: High

Hi (b)(6), (b)(7)(C)

I have attached the draft schedule here so you have it alongside the 234 during your review for signature.

1. Attached is the draft retention schedule for electronic messaging records. This schedule will apply regardless of the ultimate technical solution for messaging apps.
2. The intent is to utilize NARA form 1005 (NA-1005) which documents the roles that NARA has designated as Capstone Officials and is being used by NARA to implement GENERAL RECORDS SCHEDULE 6.1: Email Managed under a Capstone Approach.

There are 2 items in the schedule:

1. Records for Capstone Officials will be Permanent and ultimately sent to the National Archives;
2. all other electronic messages will be temporary and ultimately deleted 10 years after cutoff.

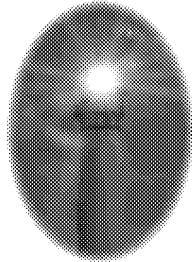
CBP RIM is available to address any questions you might have. Just let us know.

Thanks,

(b)(6), (b)(7)(C) CBP Chief Records Officer

(b)(6), (b)(7)(C)

[RIM Website](#) | [Email Us](#)

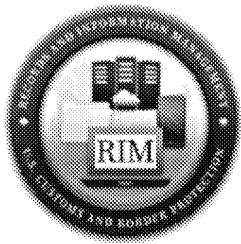


Shine a Light

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: Monday, February 28, 2022, 1:59 PM

To: (b)(6), (b)(7)(C)

Cc:

Subject: Checking on Privacy questions - FW: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Importance: High

Hi (b)(6), (b)(7)(C)

I hope you are doing well.

Circling back with you based on discussion in the Messaging App IPT last week . You indicated that Privacy had some questions regarding the language in the attached Electronic Messaging Records schedule.

*** CBP RIM is trying to get the schedule 'at least' into the NARA review cycle so that forward progress can be accurately reported to OIG and to NARA.

Will you send your comments to CBP RIM via email so we can answer any questions you may have?

Thanks!

(b)(6), (b)(7)(C)

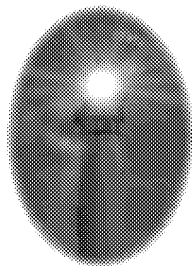
(b)(6), (b)(7)(C) CBP Chief Records Officer

CBP Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

(b)(6), (b)(7)(C)

[RIM Website](#) | [Email Us](#)



Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline
800-273-8255

CBP Employee Assistance Program
800-755-7002



From: (b)(6), (b)(7)(C)

Sent: Tuesday, February 22, 2022 4:54 PM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Good afternoon (b)(6), (b)(7)(C)

Do you have any concerns or questions regarding the Electronic Messaging Schedule?

If not please sign the 234.

Thank you.

(b)(6), (b)(7)(C)

Senior Records Information Management Advisor

Capitol Advisors on Technology, LLC

Records and Information Management

OIT | CBP | DHS

Cell (b)(6), (b)(7)(C)

TEAMS (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Friday, February 18, 2022 10:45 AM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Yes you are correct

(b)(6), (b)(7)(C)

Senior Records Information Management Advisor

Capitol Advisors on Technology, LLC

Records and Information Management

OIT | CBP | DHS

Cell: (b)(6), (b)(7)(C)

TEAMS: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Thursday, February 17, 2022 9:34 AM

To: (b)(6), (b)(7)(C)

Cc:

Subject: RE: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule

Good morning, is this intended to cover the secure messaging apps?

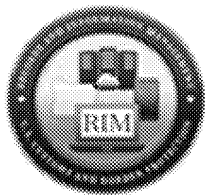
(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Thursday, February 17, 2022 9:31 AM

To: (b)(6), (b)(7)(C)

Subject: FOR PRIVACY SIGNATURE: Electronic Messaging Schedule



2/17/2022

CBP RIM has developed the Electronic Messaging Schedule. Please see the below analysis with attachments. If you approve, please sign the 234 Form. We will follow-up with you by 2/22/2022 if a response is not received.

Result Options:

Schedule Developed (Non-IT System)

- 234 Signatures: CRO, Privacy, OCC, Business Owner, LRIM

Title: Electronic Messaging Records

Approvals Required for Retention:

- Chief Records Officer: (b)(6), (b)(7)(C)
- Privacy: (b)(6), (b)(7)(C)
- Chief Counsel: (b)(6), (b)(7)(C)
- Business Owner: (b)(6), (b)(7)(C)
- LRIM: (b)(6), (b)(7)(C)

CBP RIM Team Analysis:

CBP RIM developed an electronic messaging records schedule as a part of the ERM Program Plan and in response to the NARA Unauthorized Disposal Letter regarding Wickr and WhatsApp. The scope includes any electronic messaging not

covered by other schedules or integrated into IT system functions. The retention was based on Capstone email roles and retentions.

Analysis Outcome:

CBP RIM drafted a schedule DAA-0568-2022-0005. The schedule contains a permanent schedule item for messages of Capstone Officials (60 top roles within the agency) and a temporary item for all other messages (10 year retention).

(b)(6), (b)(7)(C)

Senior Records Information Management Advisor

Capitol Advisors on Technology, LLC

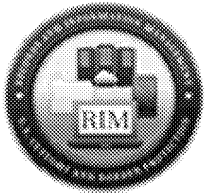
Records and Information Management

OIT | CBP | DHS

Cell (b)(6), (b)(7)(C)

TEAMS (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)



QUESTIONS FROM S1 NGO ENGAGEMENT

November 19, 2021

Q: From (b)(6), (b)(7)(C) **(American Immigration Council)** - Is the accountability website that Mr. Huffman referenced still under development? The use of force case summaries only appear to go through January 2017, and the assault and use of force statistics page does not contain any entries that I can see.

A: From (b)(6), (b)(7)(C) - <https://www.cbp.gov/transparency> is the website.

A: From (b)(6), (b)(7)(C) - The stats page is searchable so you can use the app to structure your own searches you can search by location, time period, force type, etc.

Q: From (b)(6), (b)(7)(C) **(ACLU)** - Deputy Commissioner Huffman noted that CBP is reviewing what update are needed to the discipline process. And several of the leaders on today's call have discussed strengthening OPR. A big problem here is CBP's ability to ignore OPR's disciplinary recommendations. Is CBP committed to change this - conferring authority on OPR to mandate discipline or obliges CBP to follow the recommendations?

A: From (b)(6), (b)(7)(C) - Thanks, (b)(6), (b)(7)(C). We'll take these questions offline and make sure to get back to you.

Q: From (b)(6), (b)(7)(C) **(Human Rights Watch)** - In support of (b)(6), (b)(7)(C) concerns, my colleague (b)(6), (b)(7)(C) in Newsweek today. <https://www.newsweek.com/border-agents-cant-police-themselves-opinion-1650878>

Q: From (b)(6), (b)(7)(C) **(Black Alliance for Just Immigration)** - will this process include collection of racial data re use of force, etc.?

A: Currently, CBP does not have any planned system adjustments to begin collecting data on race. As CBP is an immigration enforcement agency, it's system of record for use of force data collection -- the Enforcement Action Statistical Analysis and Recording (E-STAR) system - collects data on country of citizenship.

Q: From (b)(6), (b)(7)(C) **(Southern Borders Community Coalition)** - Only Congress can give investigative authority to an agency, they have given this to OIG, FBI, etc and to OPR in limited circumstances ... Can you point to the statute that gives BP agents this authority?

Q: From (b)(6), (b)(7)(C) **(Women's Refugee Commission)** - Many thanks for the engagement, and for everyone's remarks today. In case we run out of time, organizations have asked for many years for increased and meaningful access to CBP facilities for purposes of transparency and oversight. Especially in light of today's remarks and commitment to transparency, could CBP commit to advancing a CBP Access Directive that facilitates more systematic access to CBP facilities for those of us serving or advocating on behalf of populations who are held in these facilities?

Q: (b)(6), (b)(7)(C) (Project on Government Oversight) - I'd like to follow up specifically on Body worn cameras. The devil is in the details with respect to cameras - as they can be used as a fig leaf for accountability, but actually serve as a tool of impunity if policies do not appropriately address when they must be on, who has access to the footage, how long the footage can be retained, etc. I wonder if you could commit to working with civil society in creation of safeguards for this program to ensure that migrant and community members' rights are protected and that they are, indeed, an effective tool of accountability. I'd like to follow up.

Q: (b)(6), (b)(7)(C) (Justice Action Center) - I wanted to reinforce (b)(6), (b)(7)(C) call that there should be no deportations/expulsions to Haiti now. My question goes back to Del Rio. I am grateful for this space and for the candor. Thank you for that. What we have discussed so far casts the Del Rio incident as bad individual actors and investigation for them. But what we see is a culture issue. What have you all done using your leadership to ask: how could the abuses we saw on film ever happen? How is it that our agency has a culture that allows agents to believe it is appropriate to threaten unarmed folks getting food with reigns and to use physical force against them? Have you sat down with the del rio leadership and agents to discuss this? While the investigation against the individual officers is critical--so that folks know that these abuses will not be ignored. But using your leadership to ask the hard questions about the culture that allows this behavior is key.

Q: (b)(6), (b)(7)(C) (Southern Borders Community Coalition) - Can we put in a request to meet with incoming commissioner Chris Magnus as early as possible after his start?

Q: (b)(6), (b)(7)(C) (Justice Action Center) - Last, I wanted to flag a need for a larger strategic conversation on the long game in order to make the Secretary's second MPP termination real.

Q: (b)(6), (b)(7)(C) (National Immigration Justice Center) - Sec. Mayorkas, to your question: I am sharing here a landing page with 5 deep-dive backgrounders that dozens of our organizations have prepared with FY2023 budget recommendations: <https://immigrantjustice.org/press-releases/130-groups-release-topfive-immigration-priorities-biden-administrations-next-budget>. The 4th and 5th backgrounders on that page outline in detail our shared asks for decreased funding for border surveillance and decreased funding for agents. The 4th re surveillance: https://immigrantjustice.org/sites/default/files/contenttype/press-release/documents/2021-09/FY23_Budget_Deep_DiveSurveillance_Cuts.pdf

Q: (b)(6), (b)(7)(C) (Black Alliance for Just Immigration) - also want to emphasize that if racial data is not collected, there is no way to address racial inequities that exist

Q: (b)(6), (b)(7)(C) (National Immigration Justice Center) - The 5th re agents: https://immigrantjustice.org/sites/default/files/content-type/pressrelease/documents/2021-09/FY23_Budget_Deep_Dive-Decrease_Agents_Corps.pdf

Q: (b)(6), (b)(7)(C) (American Immigration Lawyers Association) - Sec. Mayorkas, the rapid expansion in CBP personnel has not been accompanied with adequate training and oversight mechanisms to prevent abuses. CBP has resorted to lowered hiring standards and watering down mechanisms to ensure qualified people are hired. <https://www.cbp.gov/t>

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?

Q: (b)(6), (b)(7)(C) (American Immigration Lawyers Association) - At a minimum, it would be good to know how the Agency intends to judge its success in these efforts. What metrics are you willing to focus on and commit to improving?

Q: (b)(6), (b)(7)(C) (Haitian Bridge Alliance) - Before we go, [want] to make it clear that the deportation and expulsion to Haiti must stop as of today. We cannot continue to silence the potential victims and witnesses if we have to have any faith at all in the investigation.

#

Message

From: (b)(6), (b)(7)(C)
Sent: 4/4/2022 1:06:53 PM
To: (b)(6), (b)(7)(C)
CC: (b)(6), (b)(7)(C)
Subject: RE: [IN THE NEWS] Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

Thanks! We had to review some responses back to the reporter.

From: (b)(6), (b)(7)(C)
Sent: Monday, April 4, 2022 9:06 AM
To: (b)(6), (b)(7)(C)
Subject: FW: [IN THE NEWS] Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

Just a heads up since I know you guys were dealing with it.

Respectfully,

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)
Senior Director, Compliance, DHS Privacy Office | U.S. Department of Homeland Security
✉ (b)(6), (b)(7)(C) | ✉ (b)(6), (b)(7)(C) | [DHS Privacy Website](#)

From: (b)(6), (b)(7)(C)
Sent: Monday, April 4, 2022 8:57 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: [IN THE NEWS] Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

Border Patrol's use of Amazon's Wickr messaging app draws scrutiny
A letter from the National Archives and Records Administration hints at growing unease with government officials' use of some encrypted messaging apps.

By 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 Protection'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 Protection (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 Protection'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.

The use of apps that destroy messages has been a growing issue at many levels of government

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

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 Protection 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 Protection 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: 3/8/2022 10:05:55 PM

To: (b)(6), (b)(7)(C)

CC:

Subject: CBP Wickr Federation Project - Status Quad Chart 03082022.pptx

Attachments: CBP Wickr Federation Project - Status Quad Chart 03082022.pptx

Here is the template for the Wickr Federation.

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)

CBP – WICKR Federation Project - Status Chart

Status ☐

CBP Project FED Lead (b)(6), (b)(7)(C) / Project Manager (b)(6), (b)(7)(C)

Report Date: 03/8/22

Scope/Background/Business Need The Wickr instant messaging apps allow users to exchange end-to-end encrypted and content-expiring messages, including photos, videos, and file attachments for mobile devices and desktops. ENTSD Mobility has received approval from government leadership to conduct testing between CBP Wickr Enterprise and Public Wickr Global Pro.

Current Status:

PLEASE SEE SLIDE #3

Issues/Dependencies/Risks

Issues:

- (b)(4)

Dependencies:

- (b)(4)

Risks:

- None

Key Milestones:

Task	Activity	Projected Completion	Actual Completion
------	----------	----------------------	-------------------

(b)(4)

Resources

Project Team

- ENTSD Government Lead (b)(6), (b)(7)(C)
- ENTSD Project Manager (b)(6), (b)(7)(C)
- ENTSD System Technical Lead POC (b)(6), (b)(7)(C)
- AWS WICKR Technical POC (b)(6), (b)(7)(C)
- CBP Innovation POC (b)(6), (b)(7)(C)
- ENTSD Networking Engineer POC (b)(6), (b)(7)(C)
- ENTSD AWS1 Network PM (b)(6), (b)(7)(C)
- ENTSD Engineers POC (b)(6), (b)(7)(C)

☐ NOT STARTED ☒ IN PROGRESS ☐ PENDING ☐ COMPLETE

Infrastructure Diagram

(b)(4)

TIMELINE

(b)(4)

Message

From: (b)(6), (b)(7)(C)

Sent: 3/30/2022 4:31:24 PM

To: (b)(6), (b)(7)(C)

CC:

Subject: RE: CBP Service - NOW Tickets

Ticket is pending ATT approval.

(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

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----- Original message -----

From: (b)(6), (b)(7)(C)

Date: 3/30/22 11:29 AM (GMT-06:00)

To: (b)(6), (b)(7)(C)

Cc:

Subject: CBP Service - NOW Tickets

Good Afternoon (b)(6), (b)(7)(C)

In managing the CBP ServiceNow tickets, I'm being task to contact the personnel whose tickets haven't been updated in the past 48 hours. Can you please update the following ticket numbers that are assigned to you from the WS1/AW ENGINEERING QUEUE:

Incident: (b)(6), (b)(7)(C)

Last Modified Date: 3/17/22

Summary: Wikr Federation

ENTSD Mobility meet with Wickr to discuss and confirm step taken to Federate between CBP Wickr Enterprise (CSM) and Wickr Pro. 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. Update: 3/17/22 – (b)(6), (b)(7)(C) states, “waiting on AT&T to be approved.”

Very Respectfully,

(b)(6), (b)(7)(C)

MCB/ENTSD/OIT/ES

WORK: (b)(6), (b)(7)(C)

DESK (b)(6), (b)(7)(C)

Message

From:

(b)(6), (b)(7)(C)

Sent:

4/7/2022 4:20:14 AM

To:

(b)(6), (b)(7)(C)

CC:

Subject:

Re: WICKR certs

Importance:

High

Yes, please proceed with deleting those certs.

You will find they are not linked with any active SSL profiles across all our configs.

Thanks,

(b)(6), (b)(7)(C)

Mobility Architect

U.S. Customs & Border Protection (CBP)

Department of Homeland Security (DHS)

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Work

Cell

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From:

(b)(6), (b)(7)(C)

Date: Monday, April 4, 2022 at 5:03 PM

To:

(b)(6), (b)(7)(C)

Cc:

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: WICKR certs

RE: WICKR

We are no longer using the following certs correct? Can I delete them from the F5?

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Senior Network Engineer



Customs and Border Protection / Department of Homeland Security

ENTERPRISE INFRASTRUCTURE OPERATION DIRECTORATE (EIOD)

Network Architecture & Engineering Division (NAED)

ENTSD/OIT/CBP/DHS

Sev1Tech, Inc

Desk: (b)(6), (b)(7)(C)

Mobile: (b)(6), (b)(7)(C)

Govt Mobile: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)



Message

From:

(b)(6), (b)(7)(C)

Sent:

4/7/2022 4:18:02 AM

To:

CC:

(b)(6), (b)(7)(C)

Subject:

Re: WICKr Global pro Pilot Questions

Importance:

High

There will only ever be a single IdP used for administrator access.

Thanks

(b)(6), (b)(7)(C)

Mobility Architect

U.S. Customs & Border Protection (CBP)

Department of Homeland Security (DHS)

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Work
Cell

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From:

(b)(6), (b)(7)(C)

Date: Monday, April 4, 2022 at 3:59 PM

To:

(b)(6), (b)(7)(C)

Cc:

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: Re: WICKr Global pro Pilot Questions

Hi

(b)(6), (b)(7)(C)

Bumping this thread and hoping to get an answer on the question below prior to our weekly call, if possible;

POAM 10: @ (b)(6), (b)(7)(C) @ (b)(6), (b)(7)(C) can we confirm there is only one (1) IdP (regardless of vendor, understood we have mentioned OKTA) used by all admins on all of CBP's Wickr Networks? Just want to confirm there aren't multiple IdPs being used to access Wickr networks by admins. This confirmation will go long way into accelerating a V1 for this feature.

Best Regards,

(b)(6), (b)(7)(C)

Customer Solutions Manager - Wickr
AWS Worldwide Specialist Organization (WWSO)

P: (b)(6), (b)(7)(C)

E & Wickr ID // (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Date: Wednesday, March 30, 2022 at 11:33 AM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: RE: [EXTERNAL] WICKr Global pro Pilot Questions

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.

Thanks (b)(6), (b)(7)(C) I appreciate the follow up.

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: Wednesday, March 30, 2022 2:23 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 Global pro Pilot Questions

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. If you feel this is a suspicious-looking email, please report by using the Report Phish button option.

(b)(6), (b)(7)(C)

Hi (b)(6), (b)(7)(C)

To answer those questions from STP;

How the Wickr Global would delete the message to ensure that the information doesn't get leak out?

>There are customizable message expiration and burn on read settings for automatic user message deletion that the Wickr Enterprise user can control. Users can also manually delete messages from devices if they are the message sender. Beyond that, there are no other ways to enforce deletion on the Wickr Global user's end.

How will the traffic get out to the internet to communicate between the CBP Wickr and the Wickr Global?

>Traffic will flow through the standard Wickr technology using websocket secure connections over port 443 to the Wickr Global (Pro SaaS) infrastructure.

We want to know if there is any firewall to monitor and protect the traffic entering or leaving CBP

>There is no monitoring of data coming in or out as it is all end to end encrypted. The messages sent from users within CBP and from CBP Wickr Enterprise is available to the CBP teams via our Compliance product, however Wickr does not know if this activity is monitored pro-actively by CBP.

Additional topics for tracking;

POAM 10; (b)(6), (b)(7)(C) can we confirm there is only one (1) IdP (regardless of vendor) used by all admins on all of CBP's Wickr Networks. Just want to confirm there aren't multiple IdPs being used to access Wickr networks by admins. This confirmation will go long way into accelerating a V1 for this feature.

POAM 14; the attached screenshot is what Wickr was provided and the rationale for the 350 character limit. If this needs to be increased please state the new character limit, but also be aware of the UI impacts on mobile. If the text goes beyond 350 characters, on mobile--an admin would have to scroll down past the warning text in order to see the email and password fields.

Please let me know if there are any other questions I can answer at the current time—thank you!

Best Regards,

(b)(6), (b)(7)(C)

Customer Solutions Manager - Wickr
AWS Worldwide Specialist Organization (WWSO)

P: (b)(6), (b)(7)(C)

E & Wickr ID // (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Date: Wednesday, March 30, 2022 at 7:51 AM

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: [EXTERNAL] WICKr Global pro Pilot Questions

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.

(b)(6), (b)(7)(C)

Can you respond to the following questions? See attached email from STP.

Regards,

(b)(6), (b)(7)(C)

Information Systems Security Officer(ISSO)
Certification & Accreditation (C&A) Branch
DHS|CBP|ES|OIT|ENTSD|NOD

(b)(6), (b)(7)(C) (W)
(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!"

Message

From:

(b)(6), (b)(7)(C)

Sent:

12/2/2021 6:55:14 PM

To:

(b)(6), (b)(7)(C)

CC:

Subject:

RE: Questions due noon 12/3/21 - RE: Messaging Apps Policy Working Group

I was considering adding in ACTION 6 on page 5.

(b)(5)

(b)(5)

Thoughts?

From:

(b)(6), (b)(7)(C)

Sent: Wednesday, December 1, 2021 5:23 PM

To:

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: Questions due noon 12/3/21 - RE: Messaging Apps Policy Working Group

Hi All,

Per discussion in today's WG session for your awareness I have attached DHS/CBP's draft response to a NARA Letter of Unauthorized Disposal (attached for reference).

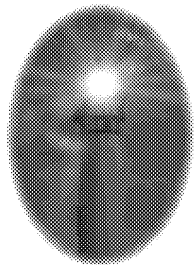
BACKGROUND:

(b)(6), (b)(7)(C) Chief Records Officer for the US Government sent a letter (*see attached*) to (b)(6), (b)(7)(C) Chief Information Officer (CIO), DHS Senior Agency Official for Records Management (SAORM), with a cc to (b)(6), (b)(7)(C) DHS Agency Records Officer, and (b)(6), (b)(7)(C) CBP Chief Records Officer (CRO), regarding CBP's planned deployment of Wickr and information that NARA received in the Office of Inspector General (OIG) report, "CBP Targeted Americans with the 2018-2019 Migrant Caravan" (link to the report: [OIG-21-62 - CBP Targeted Americans Associated with the 2018-2019 Migrant Caravan \(dhs.gov\)](#)) regarding the use of WhatsApp and possible unauthorized destruction of records.

The response will be finalized and submitted to NARA from the DHS CIO / DHS RIM office next week. **If you have any questions please let me know by Noon, 12/3/21.**

Thank you,

(b)(6), (b)(7)(C) CBP Chief Records Officer
Records and Information Management Program (RIM)
DHS/CBP/OIT/RIM
(C) (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
[RIM Website](#) | [Request RIM Service!](#) | [Email Us](#)



Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline
800-273-8255

CBP Employee Assistance Program
800-755-7002



-----Original Appointment-----

From: (b)(6), (b)(7)(C)

Sent: Wednesday, October 20, 2021 3:12 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: Messaging Apps Policy Working Group

When: Wednesday, December 1, 2021 1:30 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

All,

Following CBP's acquisition of secure messaging services through the award of a contract with Wickr, the Privacy Division will be leading an effort to develop both Privacy Compliance Documentation [Privacy Threshold Analysis (PTA) & Privacy Impact Assessment (PIA)] and a Secure Messaging Platform Policy. I will provide an outline of the PTA and PIA process as well as provide a timeline for completion.

The Privacy Division is requesting all representatives of all operational and support offices involved in the use of Wickr or other secure messaging services come prepared to discuss their offices usage of these tools. In addition, working group members should be prepared to provide their thoughts about potential policy bounds that may be necessary around the usage of the messaging Apps.

Following the meeting, I will send out meeting minutes with due outs as well as a invite for the next meeting. Please forward this invite to anyone you think I may have missed. If you would like to be removed from future messages related to this group, please let me know.

Regards,



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](#)

Appointment

From:

(b)(6), (b)(7)(C)

Sent:

11/24/2021 2:24:54 PM

To:

(b)(6), (b)(7)(C)

CC:

Subject: Quick Status - Allegation of Unauthorized Disposition

Attachments: FW: Already went to (b)(6), (b)(7)(C) - FW: Allegation of Unauthorized Disposition

Location: Microsoft Teams Meeting

Start: 11/29/2021 7:00:00 PM

End: 11/29/2021 7:30:00 PM

Show Time As: Tentative

Required

(b)(6), (b)(7)(C)

Attendees:

Optional

(b)(6), (b)(7)(C)

Attendees:

-----Original Appointment-----

From:

(b)(6), (b)(7)(C)

Sent: Tuesday, November 23, 2021 9:20 AM

To:

Cc:

(b)(6), (b)(7)(C)

Subject: Quick Status - Allegation of Unauthorized Disposition

When: Monday, November 29, 2021 2:00 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

WHY/PURPOSE/GOAL: ? To endure aDAC and AC are aware and provide concurrence on the content of CBP RIM's response. This meeting with aDAC is prior to (b)(6), (b)(7)(C) scheduling a status meeting with AC (if needed).

To discuss:

1. Review and gain concurrence from aDAC (b)(6), (b)(7)(C) on CBP RIM's submission in response to a NARA Unauthorized Disposition Letter / open case.

BACKGROUND – see attached:

WHERE: Virtual Teams

TIME URGENCY: as soon as possible. 11/26, 11/29, 11/30.

ACTION REQUIRED – information, decision, awareness, approval

PREBRIEF REQUIRED (with AC or DAC): This meeting with aDAC is prior to Dawn Watts scheduling a status meeting with AC if needed.

AMOUNT OF TIME: ? 45 mins

REQUESTED BY:

(b)(6), (b)(7)(C)

PARTICIPANTS:

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: 738 375 046#

[Find a local number](#) | [Reset PIN](#)

This Teams Meeting is hosted on a U.S. Government information system and is provided for U.S. Government-authorized use only. Unauthorized or improper use or access of this system may result in disciplinary action as well as civil and criminal penalties.

[Learn More](#) | [Meeting options](#)

From: **(b)(6), (b)(7)(C)**

Sent: Monday, November 22, 2021 1:27 PM

To: **(b)(6), (b)(7)(C)**
(b)(6), (b)(7)(C)

Cc: **(b)(6), (b)(7)(C)**

Subject: AC calendar too? RE: Quick Status - RE: Already went to **(b)(6), (b)(7)(C)** - FW: Allegation of Unauthorized Disposition

Hi all,

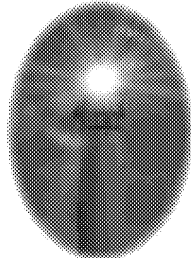
??? I am wonder if I should also be getting on the AC's calendar for a briefing? CBP's response to the NARA Letter will be provided to the DHS CIO **(b)(6), (b)(7)(C)** by 12/2/21 via the DHS RIM Agency Records Officer. I just learned that the DHS CIO's office will be sending the official response to NARA.

Not sure of the protocol or sequencing around briefing the aDAC / AC...

(b)(6), (b)(7)(C) CBP Chief Records Officer
Records and Information Management Program (RIM)
DHS/CBP/OIT/RIM

(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: Monday, November 22, 2021 8:17 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: Quick Status - RE: Already went to (b)(6), (b)(7)(C) - FW: Allegation of Unauthorized Disposition

Hi, (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C) did reach out and I have scheduled this mtg for 11/26.

Thank you. Stay Healthy

(b)(6), (b)(7)(C)

Special Assistant to Acting DAC (b)(6), (b)(7)(C)

and Acting TASP D XD (b)(6), (b)(7)(C)

CBP/ES/OIT

TEAMS (b)(6), (b)(7)(C)

CELL (b)(6), (b)(7)(C)

CFC CAUSE OF THE WEEK: Children & Family Services

Subcauses: Youth Development, Adoption, Foster Care, Single Parent Services, Counseling (Child, Family, Couple), Family Shelters, Child Care, Family Caregivers, Military Spouses / Children, Domestic Violence, Human Trafficking

"There can be no keener revelation of a society's soul than the way in which it treats its children." - Nelson Mandela

Children are the future of our community, nation, and world. The emotional, physical, and social development children receive, especially in their first 1,000 days of life, will have a direct impact on who they become as adults. It is every family's and community's responsibility to ensure our children have the best chance to succeed. But many face tough challenges that can hinder their growth.

Interpersonal violence is the fourth-leading cause of death among adolescents globally. On average, 42% of boys and 37% of girls experience bullying. Half of all mental health disorders in adulthood start by age 14, but most cases are undetected and untreated. Further, mental health conditions account for 16% of the global burden of disease and injury in the 10-19 year-old age group. In America alone, 423,000 youth live in foster care. Only half of those include a case plan to return to their parents or primary caregivers.

Children and family services help with effective prevention and response strategies to address school-based bullying as well as reducing access to alcohol and firearms among children. These programs also support the development of educational opportunities and life skills. They provide counseling, advocacy, and welfare services when necessary.

From: (b)(6), (b)(7)(C)
Sent: Friday, November 19, 2021 8:00 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: Quick Status - RE: Already went to (b)(6), (b)(7)(C) - FW: Allegation of Unauthorized Disposition

Hi (b)(6), (b)(7)(C)

Looping in OIT Calendar to help schedule a review with ADAC (b)(6), (b)(7)(C) in case you haven't already reached out to them.

Thanks,

(b)(6), (b)(7)(C)

Senior Advisor
Office of Information and Technology
U.S. Customs and Border Protection
Cell: (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Friday, November 19, 2021 4:54 PM

To: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: Quick Status - RE: Already went to (b)(6), (b)(7)(C) - FW: Allegation of Unauthorized Disposition

Sirs,

A quick status update on the task described below from NARA.

CBP RIM has:

- obtained response content from stakeholders with significant input coming from XD (b)(6), (b)(7)(C) and his team
- submitted the initial draft of the response for stakeholder comment and review
- coordinated with DHS RIM and provided status on a weekly basis
- worked with ENTSD to draft a communications memo on the use of messaging apps and training materials for retention of records
- drafted a retention schedule for messaging app records that will ultimately be submitted for NARA approval

CBP RIM needs to:

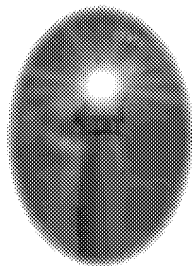
- schedule time on aDAC (b)(6), (b)(7)(C) calendar to review draft final response
- ?? should time also be scheduled to review response with AC (b)(6), (b)(7)(C)
- Tentatively on 12/2/21: review the aDAC approved response with **DHS RIM and DHS Leadership from SAORM's office**
- Provide final / approved CBP RIM response to **SAORM's** office for submission to NARA

NOTE: The official response to NARA will be submitted from the DHS CIO / SAORM's office

(b)(6), (b)(7)(C) CBP Chief Records Officer
Records and Information Management Program (RIM)
DHS/CBP/OIT/RIM

(b)(6), (b)(7)(C)

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Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline
800-273-8255

CBP Employee Assistance Program
800-755-7002



From: (b)(6), (b)(7)(C)

Sent: Wednesday, October 27, 2021 9:08 AM

To: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: FW: Already went to (b)(6), (b)(7)(C) - FW: Allegation of Unauthorized Disposition

Importance: High

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]

Thanks

(b)(6), (b)(7)(C)

Assistant Commissioner, Office of Information & Technology (OIT) and CBP CIO

(b)(6), (b)(7)(C) (OIT Front Office)

(b)(6), (b)(7)(C) (Scheduling Assistance)

From: (b)(6), (b)(7)(C)

Sent: Tuesday, October 26, 2021 5:39 PM

To: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: Already went to (b)(6), (b)(7)(C) - FW: Allegation of Unauthorized Disposition

Importance: High

AC and aDAC,

The attached memo was sent from NARA directly to (b)(6), (b)(7)(C) a within the last hour. It is concerning an OIG Audit report, "CBP Targeted Americans with the 2018-2019 Migrant Caravan," that the Customs and Border Protection (CBP) has been using the messaging software **WhatsApp** and is deploying the encrypted messaging application **Wickr** across all components of the agency. The message from NARA to Mr. Hysen is the ensure that records management regulations are being adhered to. NARA wants to ensure that the CBP is regulating the use of these messaging applications consistent with NARA's and the Department's records management policies and to 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.

Current status with regard to CBP RIM:

Ove the past few months, CBP RIM has been working with others in OIT to identify the various communication platforms (see attached power point) to include, on slides 2 & 3 **WhatsApp** and **Wickr**.

Next Steps:

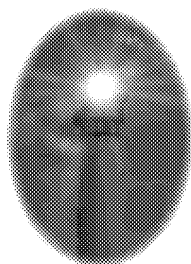
With your concurrence, I can take the lead on pulling CBP / OIT's response together for this (*In accordance with 36 CFR Part 1230.14, CBP must respond to this letter within 30 days with a report documenting the unauthorized disposition of the federal records that were identified in the OIG report.*) I will coordinate with (b)(6), (b)(7)(C) the audit team, USBP, and others as needed to obtain and compile a full response, to include if necessary any unauthorized disposition, vet it through leadership for approval and work through the DHS Records Management team to ensure it is provided back to NARA within the deadline.

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C) CBP Chief Records Officer
Records and Information Management Program (RIM)
DHS/CBP/OIT/RIM

(b)(6), (b)(7)(C)

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Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline
800-273-8255

CBP Employee Assistance Program
800-755-7002



From: (b)(6)

Sent: Tuesday, October 26, 2021 4:24 PM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: Allegation of Unauthorized Disposition

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. If you feel this is a suspicious-looking email, please report by using the Report Phish button option.

Good afternoon (b)(6), (b)(7)(C)

Please see the attached letter from (b)(6), (b)(7)(C) Chief Records Officer for the US Government regarding CBP's planned deployment of WICKR and the information that we received in the OIG report, "CBP Targeted americans with the 2018-2019 Migrant Caravan" regarding the use of WhatsApp.

I will be NARA's point of contact for this matter. Please respond to me within 30 calendar days with the information that NARA requested in the letter. Please let me know if you have any questions.

Thank you.

(b)(6)

Records Management Oversight and Reporting
College Park, MD 20740

Office (b)(6)
Mobile

Message

From:

(b)(6), (b)(7)(C)

Sent:

11/3/2021 9:03:15 PM

To:

CC:

(b)(6), (b)(7)(C)

Subject: RE: Wickr Pilot

Attachments: 110321 CSM Overview Presentation-updated.ppt; 110321.1000 Messaging Apps in CBP.xlsx

XD...

In order to add additional users to WICKR it would require the following:

- List of users from CBP INVNT

-
-
-

(b)(4)

(b)(4)

The attached overview of WICKR (put together by ISSO (b)(6), (b)(7)(C)) has the history and full list of risks and recommendations.

Also attached is the document (b)(4) I put together showing although the messaging apps in use today, the costs and the NARA compliance options for each. We confirmed today that no additional O365 compliance license is required. We currently have E3 with Compliance, and this is all that is required from a TeleMessage perspective.

Microsoft 365 Compliance Licensing Comparison - April 2021

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Note: A dot (•) indicates that the rights to benefit from the feature are specifically conveyed through the license. Microsoft 365 E3 Compliance, Microsoft 365 E3 Information Protection and Governance, Microsoft 365 E3 Insider Risk Management, and Microsoft 365 E3 eDiscovery and Audit are supplemental (add-on) licenses that have prerequisite license requirements and convey only the rights to benefit from advanced (E3) features only, and not the rights to benefit from underlying features (e.g., Microsoft 365 E3 features), which must be licensed separately.

Solution	Feature	Microsoft 365 E3	Microsoft 365 E3 Compliance	Microsoft 365 E3 eDiscovery and Audit
Compliance Management	Cloud App Security	•	•	•
	Compliance Manager	•	•	•
	Microsoft 365 Security and Compliance Center	•	•	•

(b)(4)

The attached document also shows the costs to add compliance for Signal, WeChat, and SMS.

(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: Wednesday, November 3, 2021 9:55 AM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: FW: Wickr Pilot

I know we haven't had a chance to loop back on this yet, but any movement on getting this "pilot" going? If not, let's touch base next week and see who we can identify as pilot participants and see what we can do to get this rolling.

(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, November 3, 2021 9:53 AM

To: (b)(6), (b)(7)(C)

Cc:

Subject: Wickr Pilot

Good Morning (b)(6), (b)(7)(C)

Wanted to follow up on our last Wickr discussion and see if there was anything you needed from us to in terms of pilot prep / deployment.

Best

(b)(6), (b)(7)(C)

Message

From: (b)(6), (b)(7)(C)

Sent: 11/9/2021 5:59:48 PM

To: (b)(6), (b)(7)(C)

CC: (b)(6), (b)(7)(C)

Subject: 30 minutes on XD Wurst's calendar?

Attachments: 2021-10-26_UD-2022-0001_DHS-CBP_Open Letter-1301-1b.pdf

Hi (b)(6), (b)(7)(C)

I am requesting 30 mins on XL (b)(6), (b)(7)(C)'s calendar to discuss CBP RIM's response to the attached NARA Unauthorized Disposition Letter. The letter was sent 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. 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 Hysen to the (b)(6), (b)(7)(C) Chief Records Officer for the US Government.

Purpose of the meeting with XD (b)(6), (b)(7)(C) is to gain insight into the technical solutions that are being considered; interim solutions and long term solutions. NARA's primary area of concern is the loss of records generated when WhatsApp and similar messaging apps are used. Our deadline is extremely tight due to the multiple levels of reviews the response will have to go through i.e. USBP, OFO, OIT, OCC, DHS SAORM... I want to ensure XD Wurst is aware of our conclusions to-date and try to identify POCs within ENTSD that CBP RIM can meet with that have firsthand knowledge of the actions being taken: technical/manual solution, policy creation, training, communication, enforcement, consequences...

The CBP RIM response needs to address current status of the lost records, actions and timelines CBP is taking to 'manage' retention of records generated using messaging apps such as WhatsApp, creation of a NARA approved schedule that is compatible with the technical solutions being pursued.

An important distinction is that response to the OIG Report does NOT replace CBP's need to provide response to NARA's Letter.

*** NARA instructed DHS/CBP RIM to provide a response that addresses the following (as contained in the attached letter):

1. Ensure that Records Management regulations are being adhered to
2. Ensure that the CBP is regulating the use of these messaging applications consistent with NARA's and the Department's records management policies
3. Ensure that CBP is communicating to all employees that they cannot use these applications to circumvent their records management responsibilities and that all employees are aware that they must be retaining all messages that are federal records in accordance with agency policy and all applicable NARA-approved records schedules
4. Include a complete description of the records with volume and dates if known; description of the office maintaining the records; a statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records; a statement of the safeguards established to prevent further loss of documentation; and details of the actions taken to salvage, retrieve, or reconstruct the records.

DHS/CBP's response must also include Records Management corrective actions that CBP will be required to implement as a result of the OIG investigation.

(b)(6), (b)(7)(C), CBP Chief Records Officer

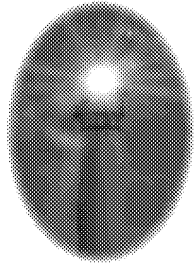
Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

(C) (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

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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: 11/11/2021 3:36:29 AM
To: (b)(6), (b)(7)(C)
Subject: Fwd: Response to NARA Questions about WhatsApp/Wickr
Attachments: iOS_WhatsAppBackup.pptx; Android_WhatsAppBackupFirstDraft.pdf; Android_WhatsAppBackup.pptx; iOS_WhatsAppBackupFirstDraft.pdf

Team made updated versions of an end user guide for iOS and android.

This is what SOC could send out. Ppt and pdf attached.

Will also send the latest list of 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)

From: (b)(6), (b)(7)(C)
Sent: Wednesday, November 10, 2021 10:28:56 PM
To: (b)(6), (b)(7)(C)
Subject: RE: Response to NARA Questions about WhatsApp/Wickr

(b)(6), (b)(7)(C)
Here's a first draft for iOS and Android. Need to confirm that the steps are accurate and update screenshots and incorporate feedback, but hopefully this will start us down the right path.

(b)(6), (b)(7)(C)
CBP Mobility
(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) | Mobile

From: (b)(6), (b)(7)(C)
Sent: Wednesday, November 10, 2021 12:17 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: FW: Response to NARA Questions about WhatsApp/Wickr

Could you all look at the attached and turn this into a useable instruction doc? This is something that would go to current Whatsapp users as a stop gap telling them how to archive messages until we have something that automatically does compliance capturing.

Let me know when you think you could have it.

Thanks

From: (b)(6), (b)(7)(C)
Sent: Wednesday, November 10, 2021 11:56 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: FW: Response to NARA Questions about WhatsApp/Wickr

As discussed on the call today, the attached is the draft training document that NTC made "WhatsApp Training - DRAFT v2.pptx". This draft is something the SOC could use for the messaging to users re the record retention process for WhatsApp (or Signal) until there is an automatic method in place. This was put together by (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)

The attached was not a finished product. This was the draft document and it was not completed by NTC. It would need to be completed.

If the SOC needs help getting the document updated, someone on the Airwatch team could assist with updating this to something usable.

-----Original Appointment-----

From: (b)(6), (b)(7)(C)
Sent: Tuesday, November 2, 2021 9:08 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: Response to NARA Questions about WhatsApp/Wickr
When: Tuesday, November 2, 2021 11:00 AM-12:00 PM (UTC-06:00) Central Time (US & Canada).
Where: Microsoft Teams Meeting

Information we need in order to properly respond to NARA includes:

- a. The details about the interim action of "manual archiving" of WhatsApp messages until the final solution is put in place and how that is to be communicated to the users
- b. The long term solution for WhatsApp
- c. Updates on the Wickr Enterprise deployment
- d. Any documentation, policies, and training material that exists for WhatsApp, Wickr, or other communication apps under your control.

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Message

From: (b)(6), (b)(7)(C)

Sent: 11/9/2021 8:05:18 PM

To: (b)(6), (b)(7)(C)

CC:

Subject: RE: 30 minutes on XD (b)(6), (b)(7)(C) calendar?

I believe it was meant to be DXD (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Tuesday, November 9, 2021 2:38 PM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: (b)(6), (b)(7)(C)

Subject: RE: 30 minutes on XD (b)(6), (b)(7)(C) calendar?

Good day,

I can coordinate calendars and give you some times. Do you need AXD (b)(6), (b)(7)(C) FSD, and (b)(6), (b)(7)(C) ENTSD in the meeting as well?

Respectfully,

(b)(6), (b)(7)(C)

Executive Assistant

Executive Director Christopher Wurst, on detail to ENTSD

A-Executive Director Angela Bartow, FSD

Field Support, Office of Information and Technology

US Customs & Border Protection

Department of Homeland Security

(b)(6), (b)(7)(C) - Cell

(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Tuesday, November 9, 2021 1:00 PM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: 30 minutes on XD (b)(6), (b)(7)(C) calendar?

Hi (b)(6), (b)(7)(C)

I am requesting 30 mins on XD (b)(6), (b)(7)(C) calendar to discuss CBP RIM's response to the attached NARA Unauthorized Disposition Letter. The letter was sent 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. 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.

Purpose of the meeting with XD (b)(6), (b)(7)(C) is to gain insight into the technical solutions that are being considered; interim solutions and long term solutions. NARA's primary area of concern is the loss of records generated when WhatsApp and similar messaging apps are used. Our deadline is extremely tight due to the multiple levels of reviews the response will have to go through i.e. USBP, OFO, OIT, OCC, DHS SAORM... I want to ensure XD Wurst is aware of our conclusions to-date and try to identify POCs within ENTSD that CBP RIM can meet with that have firsthand knowledge of the actions being taken: technical/manual solution, policy creation, training, communication, enforcement, consequences...

The CBP RIM response needs to address current status of the lost records, actions and timelines CBP is taking to 'manage' retention of records generated using messaging apps such as WhatsApp, creation of a NARA approved schedule that is compatible with the technical solutions being pursued.

An important distinction is that response to the OIG Report does NOT replace CBP's need to provide response to NARA's Letter.

*** NARA instructed DHS/CBP RIM to provide a response that addresses the following (as contained in the attached letter):

1. Ensure that Records Management regulations are being adhered to
2. Ensure that the CBP is regulating the use of these messaging applications consistent with NARA's and the Department's records management policies
3. Ensure that CBP is communicating to all employees that they cannot use these applications to circumvent their records management responsibilities and that all employees are aware that they must be retaining all messages that are federal records in accordance with agency policy and all applicable NARA-approved records schedules
4. Include a complete description of the records with volume and dates if known; description of the office maintaining the records; a statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records; a statement of the safeguards established to prevent further loss of documentation; and details of the actions taken to salvage, retrieve, or reconstruct the records.

DHS/CBP's response must also include Records Management corrective actions that CBP will be required to implement as a result of the OIG investigation.

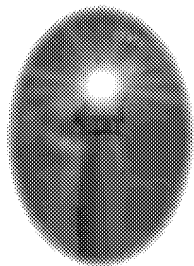
(b)(6), (b)(7)(C) CBP Chief Records Officer
Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

(C) (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

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: 11/10/2021 4:55:39 PM

To: (b)(6), (b)(7)(C)

Subject: FW: Response to NARA Questions about WhatsApp/Wickr

Attachments: WhatsApp Training - DRAFT v2.pptx

As discussed on the call today, the attached is the draft training document that NTC made "WhatsApp Training - DRAFT v2.pptx". This draft is something the SOC could use for the messaging to users re the record retention process for WhatsApp (or Signal) until there is an automatic method in place. This was put together by (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

The attached was not a finished product. This was the draft document and it was not completed by NTC. It would need to be completed.

If the SOC needs help getting the document updated, someone on the Airwatch team could assist with updating this to something usable.

-----Original Appointment-----

From: (b)(6), (b)(7)(C)

Sent: Tuesday, November 2, 2021 9:08 AM

To: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: Response to NARA Questions about WhatsApp/Wickr

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