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

Sent: 4/3/2022 5:47:35 PM

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

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

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

Greetings from the hike,

Frame a response indication what we know and who we worked with at DHS HQ. We'll include a "mea maxima culpa" and say will engage his staff on any future inquiries.

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

Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 1:44:35 PM
To: (b)(6), (b)(7)(C)
Subject: Re: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

I can also say we never used CIO (b)(6), (b)(7)(C) by name when helping OPA respond. The reporter got his name due to the previous NARA inquiry and used his name as referenced in that NARA letter. But again we probably could have let the DHS CIO know that the press was making some inquiries.

I obviously updated the AC, didn't think about making DHS aware :-(.

(b)(6), (b)(7)(C)
Executive Director
Enterprise Infrastructure and Operations Directorate (EIOD)
Office of Information and Technology (OIT)
U.S. Customs and Border Protection
Department of Homeland Security
(b)(6), (b)(7)(C) (cell)
(b)(6), (b)(7)(C)

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

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 1:36:05 PM

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

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

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

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U.S. Customs and Border Protection
Department of Homeland Security
(b)(6), (b)(7)(C) (cell)

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

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

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 12:57:10 PM
To: (b)(6), (b)(7)(C)

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

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

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

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

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

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

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

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

Chief Information Officer & Senior Official Performing the Duties of the Deputy Under Secretary for Management
U.S. Department of Homeland Security
(b)(6), (b)(7)(C)

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

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To: PressTeam (b)(6), (b)(7)(C) OPA Strategic Communications (b)(6), (b)(7)(C)
Subject: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

NBC News: <u>Border Patrol's use of Amazon's Wickr messaging app draws scrutiny</u>
Ben Goggin and Louise Matsakis

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

Brewer, who is responsible for ensuring that government officials handle records correctly, wrote in a letter that he was "concerned about agencywide deployment of a messaging application that has this functionality without appropriate policies and procedures governing its use."

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

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

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

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

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

Tammy T. Melvin, a spokesperson for CBP, said the agency could not comment on pending litigation. "The distribution/use of Wickr is currently under review," she said in an email. Since 2019, she said, the agency has only used the app in "several small-scale pilots."

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

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

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

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

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

A spokesperson for the National Archives declined to comment.

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

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

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

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

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

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

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

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

Message

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

Sent: 4/3/2022 5:59:08 PM

To:

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

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

Ok, will do. Thanks!

Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 1:58:41 PM
To: (b)(6), (b)(7)(C)

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

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Department of Homeland Security
(b)(6), (b)(7)(C) (cell)
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To schedule an appointment, please contact **(b)(6), (b)(7)(C)**

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 12:57:10 PM
To: (b)(6), (b)(7)(C)

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

A spokesperson for the National Archives declined to comment.

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

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

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

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

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

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

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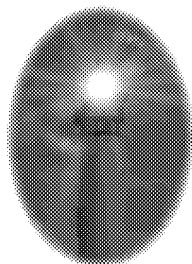
Message

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

Sent: 4/3/2022 5:45:52 PM

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

Subject: Related - NARA Letter status due. RE: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

CBP RIM received a notice from NARA last week (via the DHS CIO's office) to provide a full status back to NARA on the progress to-date on CBP's response to their letter. Given the high visibility I need to start working on the response ASAP. Is there someone in your office (you and/o (b)(6), (b)(7)(C) that I can talk with to begin drafting our response? It will have to go through multiple layers of leadership review before the May deadline.

Please advise at your earliest convenience.
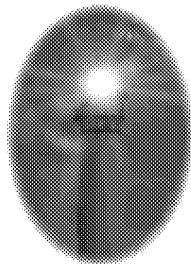Thanks,

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

Shine a Light

Suicide Prevention and Awareness

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

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 1:37 PM
To: (b)(6), (b)(7)(C)
Subject: Re: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

I concur. I never saw the final response either.

Executive Director
Enterprise Infrastructure and Operations Directorate (EIOD)
Office of Information and Technology (OIT)
U.S. Customs and Border Protection
Department of Homeland Security
(b)(6), (b)(7)(C) (cell)
(b)(6), (b)(7)(C)

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

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 1:35:53 PM
To: (b)(6), (b)(7)(C)
Subject: FW: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

Thank you,

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

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 12:57 PM
To: (b)(6), (b)(7)(C)

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

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

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

Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 12:50 PM
To: (b)(6), (b)(7)(C)

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

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

Hi folks,

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

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

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

(b)(6), (b)(7)(C)
Chief Information Officer & Senior Official Performing the Duties of the Deputy Under Secretary for Management
U.S. Department of Homeland Security
(b)(6), (b)(7)(C)

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

Eric- flagging this. CBP issued a statement that inferred they no long er are using the app, but let us know if there is further info that should be provided.

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

NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny
Ben Goggin and Louise Matsakis

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Brewer, who is responsible for ensuring that government officials handle records correctly, wrote in a letter that he was "concerned about agencywide deployment of a messaging application that has this functionality without appropriate policies and procedures governing its use."

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

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

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

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

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

Tammy T. Melvin, a spokesperson for CBP, said the agency could not comment on pending litigation. "The distribution/use of Wickr is currently under review," she said in an email. Since 2019, she said, the agency has only used the app in "several small-scale pilots."

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

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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.

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

Message

From:	(b)(6), (b)(7)(C)
Sent:	4/3/2022 8:46:22 PM
To:	(b)(6), (b)(7)(C)
Subject:	RE: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

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

Vr/s

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

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 3:51 PM
To: (b)(6), (b)(7)(C)
Subject: RE: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

DAC (b)(6), (b)(7)(C)
Below are a couple of paragraphs for consideration. Not sure if this is along the lines of what you are looking for... please let me know if you have questions or would like further clarification or elaboration.

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

(b)(5)

For reference, the timeline:
Based on the email trail between Monday 3/28/22 – Thursday 3/31/22:
- *Monday 3/28/22 – NBC News Reporter* (b)(6), (b)(7)(C) *reached out to CBP* (b)(6), (b)(7)(C) *Media Division, Office of Public Affairs with notice that he was publishing a news report regarding CBP's use of Wickr.*
  - *The reporter cited the OIG audit report OIG-21-62 and the NARA letter dated 26 Oct 2021 from* (b)(6), (b)(7)(C) (b)(6), (b)(7)(C) *Chief Records Officer for the U.S. Government that was sent directly to CIO* (b)(6), (b)(7)(C)
- *Tuesday, 3/29/22 - Suzy Shepherd, Office of Innovation (INVNT) reached out to OCC for guidance on how to respond to nine (9) specific questions from the reporter.* (b)(6), (b)(7)(C) *Office of Innovation (INVNT) provided preliminary responses to the questions.*

- *Wednesday, 3/30/22 – CBP RIM provided the date that CBP/DHS responded to the open NARA Letter which was 12/15/21 in response to the letter. CBP RIM received acknowledgement from NARA on 2/18/2022 and will need to provide quarterly updates on our progress.*
- *Thursday, 3/31/22 – CBP RIM informed OPA and OCC that CBP should not release DHS/CBP's response to the NARA Letter unless legally required to do so and that if the report were to be released then the DHS CIO should be informed beforehand.*
- *Since the report was not released it appears CIO (b)(6), (b)(7)(C) was not made aware of the situation that information was to be provided to a reporter.*

(b)(6), (b)(7)(C) CBP Chief Records Officer
CBP Records and Information Management Program (RIM)
DHS/CBP/OIT/RIM
(C) (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
RIM Website | Email Us
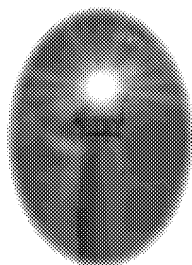
Shine a Light
Suicide Prevention and Awareness
National Suicide Prevention Lifeline
800-273-8255
CBP Employee Assistance Program
800-755-7002

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

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

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

Vr/s

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 2:22 PM
To: (b)(6), (b)(7)(C)

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

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

Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 1:59:08 PM
To: (b)(6), (b)(7)(C)

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

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

Ok, will do. Thanks!

Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 1:58:41 PM
To: (b)(6), (b)(7)(C)

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

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

DAC
Please ePrepare the response and send to DHS OCIO directly.

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

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

Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 1:36 PM
To: (b)(6), (b)(7)(C)

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

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

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

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

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

(b)(6), (b)(7)(C)
Executive Director
Enterprise Infrastructure and Operations Directorate (EIOD)
Office of Information and Technology (OIT)
U.S. Customs and Border Protection
Department of Homeland Security
(b)(6), (b)(7)(C) (cell)
(b)(6), (b)(7)(C)

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

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 12:57:10 PM
To: (b)(6), (b)(7)(C)

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

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

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

Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 12:50 PM
To: (b)(6), (b)(7)(C)

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

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

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

Chief Information Officer & Senior Official Performing the Duties of the Deputy Under Secretary for Management
U.S. Department of Homeland Security
(b)(6), (b)(7)(C)

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

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From: (b)(6), (b)(7)(C)
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To: PressTeam (b)(6), (b)(7)(C) ; OPA Strategic Communications (b)(6), (b)(7)(C)
Subject: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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Ben Goggin and Louise Matsakis

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

Sent: 4/3/2022 6:22:02 PM

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

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

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Get Outlook for iOS

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Sent: Sunday, April 3, 2022 1:59:08 PM
To: (b)(6), (b)(7)(C)

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

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Sent: Sunday, April 3, 2022 1:58:41 PM
To: (b)(6), (b)(7)(C)

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

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

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Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 1:36 PM
To: (b)(6), (b)(7)(C)

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

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

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(b)(6), (b)(7)(C)
Executive Director
Enterprise Infrastructure and Operations Directorate (EIOD)
Office of Information and Technology (OIT)
U.S. Customs and Border Protection
Department of Homeland Security
(b)(6), (b)(7)(C) (cell)
(b)(6), (b)(7)(C)

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

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 12:57:10 PM
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Subject: Fwd: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

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[(b)(6), (b)(7)(C)]
Chief Information Officer & Senior Official Performing the Duties of the Deputy Under Secretary for Management
U.S. Department of Homeland Security
[(b)(6), (b)(7)(C)]

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

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

NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny
Ben Goggin and Louise Matsakis

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

Brewer, who is responsible for ensuring that government officials handle records correctly, wrote in a letter that he was "concerned about agencywide deployment of a messaging application that has this functionality without appropriate policies and procedures governing its use."

Brewer addressed his letter to Eric Hysen, the chief information officer of the Department of Homeland Security. It was uploaded to the National Archives website, and its concerns had not been previously reported. The document offers a

rare insight into Customs and Border Patrol's use of Wickr, and highlights the broader worries that some officials and watchdogs have about the growing use of messaging apps at all levels of the U.S. government.

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

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

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

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

Tammy T. Melvin, a spokesperson for CBP, said the agency could not comment on pending litigation. "The distribution/use of Wickr is currently under review," she said in an email. Since 2019, she said, the agency has only used the app in "several small-scale pilots."

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

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

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

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

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

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

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

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

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

A spokesperson for the National Archives declined to comment.

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

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

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

"Numerous CBP officials, across various offices, regularly used WhatsApp to communicate both with individuals and in various WhatsApp groups, some of which contained up to hundreds ofU.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.

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

Sent: 4/3/2022 10:52:21 PM

To:

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

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

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

I am crafting a response to CIO (b)(6), (b)(7)(C).

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

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

Sent: Sunday, April 3, 2022 6:40 PM

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

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

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

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

Sent: Sunday, April 3, 2022 2:22 PM

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

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

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

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

Get Outlook for iOS

From: [_____ (b)(6), (b)(7)(C) _____]
Sent: Sunday, April 3, 2022 1:59:08 PM
To: [_____ (b)(6), (b)(7)(C) _____]

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

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

Ok, will do. Thanks!

Get Outlook for iOS

From: [_____ (b)(6), (b)(7)(C) _____]
Sent: Sunday, April 3, 2022 1:58:41 PM
To: [_____ (b)(6), (b)(7)(C) _____]

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Executive Director

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U.S. Customs and Border Protection
Department of Homeland Security
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Message

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

Sent: 4/4/2022 4:22:53 PM

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

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

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

You can send the response based on the team discussion.

Thanks

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

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 6:52 PM
To: (b)(6), (b)(7)(C)

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

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

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

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Vrs

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U.S. Customs and Border Protection
Department of Homeland Security
(b)(6), (b)(7)(C) cell)
(b)(6), (b)(7)(C)

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

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

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

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

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

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

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

Tammy T. Melvin, a spokesperson for CBP, said the agency could not comment on pending litigation. "The distribution/use of Wickr is currently under review," she said in an email. Since 2019, she said, the agency has only used the app in "several small-scale pilots."

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

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

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

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

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

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

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

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

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

A spokesperson for the National Archives declined to comment.

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

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

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

"Numerous CBP officials, across various offices, regularly used WhatsApp to communicate both with individuals and in various WhatsApp groups, some of which contained up to hundreds ofU.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.

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

Sent: 1/11/2022 1:55:12 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

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)
(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 8:10 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

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

Thanks,

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

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

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

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

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

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

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

From: [(b)(6), (b)(7)(C)]
Sent: Monday, January 10, 2022 8:32 PM
To: [(b)(6), (b)(7)(C)]
[(b)(6), (b)(7)(C)]
Cc: [(b)(6), (b)(7)(C)]
(b)(6), (b)(7)(C)
Subject: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp
Importance: High

Hi all,
In addition to coordination and insight into remediation progress from the OIG Audit and NARA Open Letter of Unauthorized Disposition (see email below from 1/7/22), CBP RIM is responding to a list of questions from the **S1/AC1 NGO engagement on 11/19.**   The below question is from Citizens for Responsible and Ethics in Washington [(b)(6), (b)(7)(C)] and references the OIG report and NARA Open Letter. CBP RIM parsed the questions into the table below and provided the CBP RIM response for each.

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

Full paragraph with questions:
Q: [(b)(6), (b)(7)(C)] **(Citizens for Responsible and Ethics in Washington)** - On the issue of transparency: reports have revealed a troubling pattern of CBP officials illegally deleting records that may provide evidence of misconduct or criminal behavior. An OIG report issued last month found that CBP officials improperly deleted sensitive communications with their Mexican counterparts carried out via unofficial WhatsApp accounts. There

is no indication disciplinary action or criminal referrals were made following this report. More recently, current CBP leadership have approved agencywide deployment of Wickr, an encrypted messaging app that includes an auto-delete feature. Some of these issues are addressed in a letter sent by the National Archives in October: https://www.archives.gov/files/records-mgmt/resources/ud-2022-0001-dhscbp-open-letter.pdf - what steps is CBP taking to ensure employees don't delete evidence of misconduct and to appropriately discipline employees who do?

Questions parsed into a table with CBP RIM response:

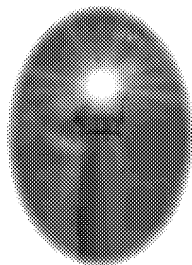| Q: [(b)(6),(b)(7)(C)] (Citizens for Responsible and Ethics in Washington) - On the issue of transparency: reports have revealed a troubling pattern of CBP officials illegally deleting records that may provide evidence of misconduct or criminal behavior. An OIG report issued last month found that CBP officials improperly deleted sensitive communications with their Mexican counterparts carried out via unofficial WhatsApp accounts. There is no indication disciplinary action or criminal referrals were made following this report.	**CBP RIM Response:** This is outside CBP RIM scope of responsibility- uncertain whom within CBP is responsible for any disciplinary action that may be required
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 <u>current</u> ENTSD progress to address the OIG findings

2. (from email below) Provide ENTSD POC that CBP RIM can work with to obtain and maintain insight into what OIT/ENTSD is doing to address findings in the OIG report so that CBP RIM can provide NARA with status based on CBP's response to the Open Letter of Unauthorized Disposition.

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

Thank you,

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

Shine a Light

Suicide Prevention and Awareness

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

From: (b)(6), (b)(7)(C)
Sent: Friday, January 7, 2022 1:39 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)

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

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

Hi all and Happy New Year,
Since we learned that (b)(6), (b)(7)(C) has moved on to CISA ☹ I am reaching out to all of you for coordination.
First, I am inquiring as to the new ENTSD POC that is working on solutions to address the OIG audit findings and the NARA Letter findings... CBP RIM is required to provide a status back to NARA over the next couple weeks based on our response but I am not certain who picked up the activity that (b)(6), (b)(7)(C) was doing... I would like to schedule a meeting over the next couple weeks to capture progress we can include in the NARA status.

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

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

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

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

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

Shine a Light
Suicide Prevention and Awareness
National Suicide Prevention Lifeline
800-273-8255
CBP Employee Assistance Program
800-755-7002

From: (b)(6), (b)(7)(C)
Sent: Wednesday, December 15, 2021 2:15 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: Retention message for WhatsApp

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

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

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

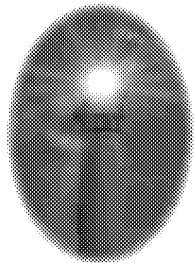|	
From:	(b)(6), (b)(7)(C)
Sent:	1/11/2022 6:16:10 PM
To:	(b)(6), (b)(7)(C)
Subject:	RE: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

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

Only thing I would add is something to address the comment about WICKR having the auto-delete feature. After (or within) the sentence about *compliance functionality*, we should state something to the affect that it will still capture each text even if that feature is turned on/used by the user (kind of like journaling in email where even if the end user deletes it, we still retain a copy).

I'm good with the rest. Add that and submit.
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)
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 10:51 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

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

This would be my response to (b)(6), (b)(7)(C) Also, it is my understanding that CSD originally stated that they would be doing the approvals for access but then came back and said they would NOT be doing the approvals. I know that currently you (Chris) approve WhatsApp but I doubt you want to be in the "approving business". So, we'll need to figure out where that process should live.

> **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. At this time, services for WICKR have been temporarily disabled pending delivery of a security patch to address the LOG4J vulnerability in the existing*

code and underlying systems. Currently, the vendor is awaiting release of that security patch which will then be tested and validated in their non-production environment, prior deployment in the production environment at reestablishing functionality.

Let me know if you're okay with this as a response/update for (b)(6), (b)(7)(C)

Thanks,

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

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

From: (b)(6), (b)(7)(C)
Sent: Tuesday, January 11, 2022 7:56 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: Response due 1/12/22 - RE: S1 CBP RIM communication - FW: Retention message for WhatsApp

Request response by **COB 1/12/22**.

Thanks,

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

Shine a Light

Suicide Prevention and Awareness

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

From: [_____ (b)(6), (b)(7)(C) _____]
Sent: Tuesday, January 11, 2022 7:54 AM
To: [_____ (b)(6), (b)(7)(C) _____]
[_____ (b)(6), (b)(7)(C) _____]
Cc: [_____ (b)(6), (b)(7)(C) _____]
[_____ (b)(6), (b)(7)(C) _____]

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

When do you need a response by [(b)(6), (b)(7)(C)]?

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

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Full paragraph with questions:

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Questions parsed into a table with CBP RIM response:

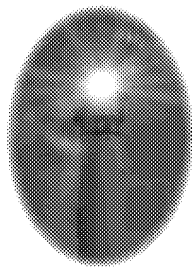|	
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Please let me know if you have any questions or need additional clarification on what is needed.

Thank you,

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

Shine a Light
Suicide Prevention and Awareness

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

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

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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 Jack sent to the specific users but it will not include the 'instruction' for manual retention. Please let me know your thoughts on this and who within ENTSD we should work with.
Thanks,
[(b)(6), (b)(7)(C)]

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

Shine a Light

Suicide Prevention and Awareness

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

From: [(b)(6), (b)(7)(C)]
Sent: Wednesday, December 15, 2021 2:15 PM
To: [(b)(6), (b)(7)(C)]
Cc: [(b)(6), (b)(7)(C)]
Subject: Retention message for WhatsApp

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

[(b)(6), (b)(7)(C)]

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

Message

From:	(b)(6), (b)(7)(C)
Sent:	1/20/2022 2:05:41 PM
To:	(b)(6), (b)(7)(C)
CC:	
Subject:	RE: WhatsApp

Awesome...thanks (b)(6), (b)(7)(C)

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

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

From: (b)(6), (b)(7)(C)
Sent: Thursday, January 20, 2022 8:54 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: WhatsApp

Sir,

We'll work on this now. Should be within the hour.

Thanks,

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

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

From: (b)(6), (b)(7)(C)
Sent: Thursday, January 20, 2022 8:45 AM

To: [_____ (b)(6), (b)(7)(C) _____]
[_____ (b)(6), (b)(7)(C) _____]
Cc: [_____ (b)(6), (b)(7)(C) _____]
Subject: RE: WhatsApp

Oh wow.
We add them to the group that allows them to install WhatsApp.
We will send them a message, with instructions on installing as well as the manual procedures on how to retain any messages sent/received using the WhatsApp tool (mandatory retention policy).

[(b)(6), (b)(7)(C)] how soon can we have this completed?

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

To schedule an appointment, please contact [_____ **(b)(6), (b)(7)(C)** _____]

From: [_____ (b)(6), (b)(7)(C) _____]
Sent: Thursday, January 20, 2022 7:10 AM
To: [_____ (b)(6), (b)(7)(C) _____]
[_____ (b)(6), (b)(7)(C) _____]
Subject: RE: WhatsApp

Good morning.

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

[

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

]

What are the next steps?

Thanks again for your help.

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

(b)(6), (b)(7)(C)
Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection
(b)(6), (b)(7)(C)
(MS Teams Phone)
(b)(6), (b)(7)(C) (National Place Office)
(Mobile)

From: (b)(6), (b)(7)(C)
Sent: Thursday, January 13, 2022 7:44 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) >
Subject: RE: WhatsApp

Need a list of users that you want added.

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

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

From: (b)(6), (b)(7)(C)
Sent: Thursday, January 13, 2022 7:37 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: WhatsApp

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

What would next steps be?

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

(b)(6), (b)(7)(C)
Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection
(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) (MS Teams Phone)

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

From: (b)(6), (b)(7)(C)
Sent: Tuesday, January 11, 2022 1:50 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: WhatsApp

Hi XD,
We can certainly permit a few more folks to use WhatsApp.
Keep in mind there are manual steps that each user is required to take/perform to ensure the retention policies are met when using the messaging app (we provide those when granting access for its use).

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

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

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

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

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

From: (b)(6), (b)(7)(C)
Sent: Wednesday, January 5, 2022 7:31 AM
To: (b)(6), (b)(7)(C)
Subject: RE: WhatsApp

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

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

Thanks for your help.

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

(b)(6), (b)(7)(C)
Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection
(b)(6), (b)(7)(C)

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

From: (b)(6), (b)(7)(C)
Sent: Tuesday, January 4, 2022 10:15 AM
To: (b)(6), (b)(7)(C) ;
(b)(6), (b)(7)(C)
Subject: Re: WhatsApp

Good Morning XD (b)(6), (b)(7)(C) Happy New Year. I am adding XD (b)(6), (b)(7)(C)

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

{ name : (b)(6), (b)(7)(C)
title : "Chief Technology Officer ",
office : "Customs & Border Protection",
phone : (b)(6), (b)(7)(C)
email : (b)(6), (b)(7)(C)
message of the day : "01001001 01110100 00100000 01101001 01110011 00100000 01100001 01101100 01101100
00100000 01100001 01100010 01101111 01110101 01110100 00100000 01100011 01101111 01100100 01100101" }

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

From: (b)(6), (b)(7)(C)
Date: Tuesday, January 4, 2022 at 9:24 AM
To: (b)(6), (b)(7)(C)
Subject: WhatsApp

Hi (b)(6), (b)(7)(C) Happy New Year!

Hey, we've got a group in OT asking about the possibility of getting WhatsApp installed. Is that something that is available within CBP? Looks like they need something they can use to collaborate with external parties...who don't seem to use Teams.

Thanks.

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

(b)(6), (b)(7)(C)
Executive Director, Trade Transformation Office
Office of Trade
U.S. Customs and Border Protection
(b)(6), (b)(7)(C)

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

Message

From:	(b)(6), (b)(7)(C)
Sent:	2/7/2022 3:53:31 PM
To:	
CC:	**(b)(6), (b)(7)(C)**
Subject:	RE: WICKR Federation

Yes, work with ⌐(b)(6), (b)(7)(C)⌐ on it.

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

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

From: (b)(6), (b)(7)(C)
Sent: Monday, February 7, 2022 10:43 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: WICKR Federation

XD,

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

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

Thanks,

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

If the outside system using Wickr Pro is on another approved GSA ATO system, then answer technically is yes; However, CBP would still require an ISA with said entities system verifying a secure connection. Additionally, the Pro users' communications would have to adhere to CBPs current retention policy. (Managing and retaining communications from

Wickr Enterprise out to Wickr Pro and Pro into Wickr Enterprise) which we are not currently doing. Please see the ISA policy below for review.

<u>1.8 General CBP Security Policy</u>
Connections between CBP information systems and any other systems or networks not under CBP authority are unauthorized, unless documented by a formally approved
Interconnection Security Agreement (ISA) signed by the Deputy Director, Office of Information and Technology (OIT)/Cyber Security Directorate. If the system or network not under CBP authority is owned by another DHS component, an ISA is still required. The non-CBP system representatives must have the authority to represent their organization, when defining security requirements to be included in the ISA (See Attachment N, Preparation of Interconnection Security Agreements).

<u>5.4.3 Network Connectivity</u>
A system interconnection is the direct connection of two or more information systems for the purpose of sharing data and other information resources by passing data between each other via a direct system-to-system interface without human intervention. Any physical connection that allows other systems to share data (pass thru) also constitutes an interconnection, even if the two systems connected do not share data between them.

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

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

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

Message

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

Sent: 2/10/2022 5:51:40 PM

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

CC:

Subject: SailPoint and Secure Msging App Approval(s)

Hi XD (b)(6), (b)(7)(C) and Dir. (b)(6), (b)(7)(C)

As you may or may not know, we are working an OIG audit and NARA finding regarding the use of secure messaging apps (WICKR, WhatsApp, Signal, etc.) and our lack of retention capabilities.

While we are researching automation methods to capture the messages to meet the retention policies, there is an issue surrounding approvals and authorizations regarding their use. Basically, it seems like everyone is leaning towards limiting/restricting the use of this capability to only those with an absolute need to use.

Long story short, we were thinking of using SailPoint as the gatekeeper to:

- Have supervisor's approve application use for their respective users
- Have the system require a user to be "recertified" for continued use, say every 6 months?
- Maybe interface it with some of the approved platforms so it can automate account creation and deletion?

Anyway, just wanted to know BEMSD thoughts around this, and since we use this for account "management" of other applications, seemed like an obvious choice for this as well. Throwing this out there for initial thought, and let me know if we need 30 minutes to discuss a little further.

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

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

Message

From:	(b)(6), (b)(7)(C)
Sent:	2/17/2022 3:21:08 PM
To:	(b)(6), (b)(7)(C)
Subject:	RE: SailPoint and Secure Msging App Approval(s)

Just curious if we've touched base w/ (b)(6), (b)(7)(C) on this yet...if I am avail I'd like to participate too for my learning experience 😊.

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

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

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

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

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

From: (b)(6), (b)(7)(C)
Sent: Friday, February 11, 2022 8:18 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: SailPoint and Secure Msging App Approval(s)

Man, I've spent the better part of my career trying to get away from (b)(6), (b)(7)(C) .. and now I have to work with him? 😊 😊

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

I'll discuss this with our team on our daily Scrum call – specifically, the possible need for a Sailpoint connection into the app(s) for auto-provisioning of accounts/accesses. Maybe in a phased approach, for phase 1 we can automate the routing and approval of requests with phase 2 being full integration with account/access provisioning and de-provisioning. Just thoughts.

Looking forward to working with you again, we'll talk soon.

Thanks,

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

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

From: [_____(b)(6), (b)(7)(C)_____]
Sent: Friday, February 11, 2022 8:11 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: SailPoint and Secure Msging App Approval(s)

Thanks for the quick reply [(b)(6), (b)(7)(C)]
[(b)(6), (b)(7)(C)] and his team are the ones leading the effort in ENTSD.

Also, keep in mind I am a little ahead of the game here (was exploring options and trying to be proactive).
We are just in the middle of piloting some of the retention solutions, and depending on those results will indicate if we even move forward.

Perhaps a quick "kickoff" meeting with [(b)(6), (b)(7)(C)] and his team would set the stage?

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

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

From: [_____(b)(6), (b)(7)(C)_____]
Sent: Friday, February 11, 2022 8:06 AM
To [_____(b)(6), (b)(7)(C)_____]
Cc: [_____(b)(6), (b)(7)(C)_____]
[_____(b)(6), (b)(7)(C)_____]
Subject: RE: SailPoint and Secure Msging App Approval(s)

XD [(b)(6), (b)(7)(C)]

Sailpoint is the route I would recommend they have a decent interface and can easily setup the workflows for you. Now your apps might have to build some type of connectors but my team might be able to assist with that. Do you have a POC on your side to work with? I can have someone on my side who has done this before assist in going down this path.

Thanks

[____(b)(6), (b)(7)(C)____]
Technical Integration Office
Border Enforcement and Management Systems Directorate
Office of Information and Technology
U.S. Customs and Border Protection
M [(b)(6), (b)(7)(C)]

E: [_____(b)(6), (b)(7)(C)_____]

Subject: SailPoint and Secure Msging App Approval(s)

Hi XD [(b)(6), (b)(7)(C)] and Dir. [(b)(6), (b)(7)(C)]
As you may or may not know, we are working an OIG audit and NARA finding regarding the use of secure messaging apps (WICKR, WhatsApp, Signal, etc.) and our lack of retention capabilities.

While we are researching automation methods to capture the messages to meet the retention policies, there is an issue surrounding approvals and authorizations regarding their use. Basically, it seems like everyone is leaning towards limiting/restricting the use of this capability to only those with an absolute need to use.

Long story short, we were thinking of using SailPoint as the gatekeeper to:
- Have supervisor's approve application use for their respective users
- Have the system require a user to be "recertified" for continued use, say every 6 months?
- Maybe interface it with some of the approved platforms so it can automate account creation and deletion?

Anyway, just wanted to know BEMSD thoughts around this, and since we use this for account "management" of other applications, seemed like an obvious choice for this as well. Throwing this out there for initial thought, and let me know if we need 30 minutes to discuss a little further.

Thanks.

Message

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

Sent: 3/9/2022 5:23:18 PM

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

Subject: RE: Today - RE: Messaging Apps Policy Working Group

Perfect, I will hand off to you to brief/update.
After all, you are doing all the work so take the credit!

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

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

From: (b)(6), (b)(7)(C)
Sent: Wednesday, March 9, 2022 12:22 PM
To: (b)(6), (b)(7)(C)
Subject: RE: Today - RE: Messaging Apps Policy Working Group

Sir,

I can provide updates for WICKR. Here is what I can discuss. Feel free to add anything else.

WICKR federation between WICKR Enterprise (internal) and WICKR PRO (external)

- *Established federation within our NONPROD environment on March 7, 2022*
- *Pilot NTE 14-days to test connectivity between internal and external WICKR instances, conversations between internal and external WICKR accounts and to determine what "parts" of the conversations can be retained by CBP for the purposes of records retention*
- *Upon completion of 14-day pilot, NONPROD federation results will be documented and presented to OIT/ENTSD XD for review as well as to appropriate records management POCs*
- *NONPROD federation will be torn-down*
- *If it agreed that WICKR meets the records retention requirements, plan is to federate in PROD*

Thanks,

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

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

From: [_____ (b)(6), (b)(7)(C) _____]
Sent: Wednesday, March 9, 2022 12:11 PM
To: [_____ (b)(6), (b)(7)(C) _____]
Subject: RE: Today - RE: Messaging Apps Policy Working Group

Thank you [(b)(6), (b)(7)(C)]
[(b)(6), (b)(7)(C)] are you giving the updates on WICKR/Telemessage pilots, or do you want to send me a few bullets and I can do it.

Please advise.

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

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

From: [_____ (b)(6), (b)(7)(C) _____]
Sent: Wednesday, March 9, 2022 11:46 AM
To: [_____ (b)(6), (b)(7)(C) _____]
[_____ (b)(6), (b)(7)(C) _____]
Cc: [_____ (b)(6), (b)(7)(C) _____]
[_____ (b)(6), (b)(7)(C) _____]
Subject: Today - RE: Messaging Apps Policy Working Group

Hi,
[_____ (b)(6), (b)(7)(C) _____] will dover the first 30 mins of today's Messaging Apps WG meeting. [(b)(6), (b)(7)(C)] will provide updates on the messaging apps schedule and the communication that will be distributed by AC [(b)(6), (b)(7)(C)] related to managing the records until a permanent solution is available. Once we get an initial scrub from the Comms Team we will send it to the WG members for review (to include OCC).

Thanks,

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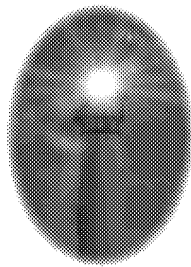
Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline
800-273-8255

CBP Employee Assistance Program
800-755-7002

-----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)

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

Subject: Messaging Apps Policy Working Group
When: Wednesday, March 9, 2022 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.

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Message

From:	(b)(6), (b)(7)(C)
Sent:	3/11/2022 4:59:21 PM
To:	
	(b)(6), (b)(7)(C)
CC:	
Subject:	WICKR Federation Pilot

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

First, my apologies for having to send this message...we are focused on the prize and forgot a few -important- steps.

(b)(6), (b)(7)(C) We got a little overambitious in wanting to evaluate federating our Enterprise WICKR instance with the commercial WICKR Pro version to test the capability to capture the secure texts messages (this would emulate how we connect to external partners). We are doing this in response to the OIG audit finding and NARA's continued oversight until we resolve these issues.

Background: OIG cited CBP for improper retention of secure text messages using WICKR and WhatsApp messaging services. OIT is looking at solutions to automate the retention of these communications vice the manual processes in place today (putting the onus solely on the end-user). In order to test the capability and to document what we can or cannot capture for CBP to make informed decisions, ENTSD needs to federate our internal WICKR instance with that of the commercial service to perform some controlled tests.

We are only planning to have this federation in place for no more than 14 days, or for as long as it takes to complete the tests. **However, we did not complete all the requirements and submit the paperwork for an ATT to conduct the testing (that's our over-ambitiousness). We are scheduled to work with WICKR today to complete the federation, but I also understand if that is unacceptable and we need to delay in order to properly document this activity in an ATT.** It will delay us about 2 weeks to reschedule.

Please advise if we should delay the couple weeks and/or if we are Ok to proceed (in either decision, we will still document an ATT for the record).
We are also preparing to do a similar test/evaluation with Telemessage for the WhatsApp, Signal and SMS Texting services, and we will ensure an ATT is prepared in advance of that test.

Thanks and again my apologies.

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

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

Message

From:	(b)(6), (b)(7)(C)
Sent:	3/11/2022 5:01:18 PM
To:	(b)(6), (b)(7)(C)
CC:	
Subject:	RE: WICKR Federation Pilot

For some reason I couldn't reply to your other message.

I just sent off a message.

The short answer is if we do not hear back, then unfortunately I think we should delay ☹.

This is my fault, I should have let you know we need to dot the I's and cross the T's.

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

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

From: (b)(6), (b)(7)(C)
Sent: Friday, March 11, 2022 11:48 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: WICKR Federation Pilot

Sir,

What you've stated is correct and we were overzealous in our attempt to meet the NARA findings and requirements.

If we "pause" until an official ATT is granted, that would push our schedule back by at least two weeks. The next ATT/ATO review with the AC/DAC is on March 28th.

Sorry to have put you in this position.

(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 11, 2022 11:42 AM
To [(b)(6), (b)(7)(C)]
Cc: [(b)(6), (b)(7)(C)]
Subject: WICKR Federation Pilot
Importance: High

Hi [(b)(6), (b)(7)(C)]
Apparently, we should have communicated this a little better with CSD (unless you advise me differently).
aXD [(b)(6), (b)(7)(C)] reached out and said CSD just heard of this earlier today, and he raised a concern that we didn't at least put forth an ATT request.
I was going to send the below...can you review 1) for accuracy and 2) how much this might impact schedule if we need to at least put forth an ATT to do this testing.
Please advise...thanks.

Hi ([(b)(6), (b)(7)(C)])
[(b)(6), (b)(7)(C)]: We got a little overambitious in wanting to evaluate federating our Enterprise WICKR instance with the commercial WICKR Pro version to test the capability to capture the secure texts messages. We are doing this in response to the OIG audit finding and NARA's continued oversight.

Background: OIG cited CBP for improper retention of secure text messages using WICKR and WhatsApp messaging services. OIT is looking at solutions to automate the retention of these communications vice the manual processes in place today (putting the onus solely on the end-user). In order to test the capability and to document what we can or cannot capture for CBP to make informed decisions, ENTSD needs to federate our internal WICKR instance with that of the commercial service to perform some controlled tests.

We are only planning to have this federation in place for no more than 14 days, or for as long as it takes to complete the tests. **However, we did not complete all the requirements and submit the paperwork for an ATT to conduct the testing (that's our over-ambitiousness).** We are scheduled to work with WICKR today to complete the federation, but I also understand if that is unacceptable and we need to delay in order to properly document this activity in an ATT.

Please advise.

[(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: 4/3/2022 5:44:35 PM

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

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

DAC,

I can also say we never used CIO (b)(6), (b)(7)(C) by name when helping OPA respond. The reporter got his name due to the previous NARA inquiry and used his name as referenced in that NARA letter.   But again we probably could have let the DHS CIO know that the press was making some inquiries.

I obviously updated the AC, didn't think about making DHS aware :-(.

(b)(6), (b)(7)(C)
Executive Director
Enterprise Infrastructure and Operations Directorate (EIOD)
Office of Information and Technology (OIT)
U.S. Customs and Border Protection
Department of Homeland Security
(b)(6), (b)(7)(C) (cell)
(b)(6), (b)(7)(C)

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

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 1:36:05 PM
To: (b)(6), (b)(7)(C)

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

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

Hi AC,

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

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

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

Executive Director
Enterprise Infrastructure and Operations Directorate (EIOD)
Office of Information and Technology (OIT)
U.S. Customs and Border Protection
Department of Homeland Security
(b)(6), (b)(7)(C) (cell)
(b)(6), (b)(7)(C)

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

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 12:57:10 PM
To: (b)(6), (b)(7)(C)

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

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

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

Get Outlook for iOS

From (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 12:50 PM
To (b)(6), (b)(7)(C)

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

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

Hi folks,

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

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

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

Chief Information Officer & Senior Official Performing the Duties of the Deputy Under Secretary for Management
U.S. Department of Homeland Security
(b)(6), (b)(7)(C)

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

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

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

NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny
Ben Goggin and Louise Matsakis

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

Brewer, who is responsible for ensuring that government officials handle records correctly, wrote in a letter that he was "concerned about agencywide deployment of a messaging application that has this functionality without appropriate policies and procedures governing its use."

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

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

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

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

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

Tammy T. Melvin, a spokesperson for CBP, said the agency could not comment on pending litigation. "The distribution/use of Wickr is currently under review," she said in an email. Since 2019, she said, the agency has only used the app in "several small-scale pilots."

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

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

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

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

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

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

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

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

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

A spokesperson for the National Archives declined to comment.

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

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

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

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

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

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

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

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

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

Sent: 4/3/2022 5:36:45 PM

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

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

I concur. I never saw the final response either.

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

Executive Director
Enterprise Infrastructure and Operations Directorate (EIOD)
Office of Information and Technology (OIT)
U.S. Customs and Border Protection
Department of Homeland Security
(b)(6), (b)(7)(C) (cell)
(b)(6), (b)(7)(C)

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

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 1:35:53 PM
To: (b)(6), (b)(7)(C)
Subject: FW: NBC News: Border Patrol's use of Amazon's Wickr messaging app draws scrutiny

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

Thank you,

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

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 12:57 PM
To: (b)(6), (b)(7)(C)

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

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

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

Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Sunday, April 3, 2022 12:50 PM
To: (b)(6), (b)(7)(C)

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

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

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

(b)(6), (b)(7)(C)
Chief Information Officer & Senior Official Performing the Duties of the Deputy Under Secretary for Management
U.S. Department of Homeland Security
(b)(6), (b)(7)(C)

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

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

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Ben Goggin and Louise Matsakis

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"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.

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

Sent: 2/7/2022 7:45:43 PM

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

CC:

Subject: RE: WICKR Federation

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

Just to clarify. The federation that we're attempting to establish will be between CBP's WICKR Enterprise instance and an external (non-Government) WICKR Pro instance. It is understood that ordinarily these types of connections require an ISA between entities, but this "proof of concept" is simply to show that federation between the two WICKR instances CAN be achieved. It is also understood that we (CBP) will most likely only have the ability to retain the communication record for the ½ of the conversation initiated by the CBP participant and not of the responses either returned by the external user or initiated by the external user. Once we verify that this type of connection between systems can be established, we will then defer to senior CBP/OIT (and possibly DHS) leadership to determine IF we should pursue this solution as a viable option for records retention when using 3rd party messaging apps such as these.

I've added (b)(6), (b)(7)(C) and (b)(6), (b)(7)(C) for awareness and to fill any gaps. My intention in this response was to provide a high-level explanation of what we're trying to do, not whether or not it should (or will) be a long-term solution.

Thanks,

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

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

From: (b)(6), (b)(7)(C)
Sent: Monday, February 7, 2022 12:46 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: WICKR Federation

Gents,

Please keep in mind that although its technically possible to have CSM communicate with other outside entities using WICKr Pro, that those entities need to meet certain criteria:

1. ISA agreements
2. Outside entity communication devices must be on GSA equipment with an ATO for WICKr pro/ Federated

3. Secure communications between each outside entity's networks (No visibility into the CBP network)
4. Must meet the CBP's CBP RIM Directive 2110-0410 Policy to ensure that all CBP) Secure Messaging outgoing and **incoming** communications from WICKr Pro users can be captured and saved per CBP Policy which WICKr Pro cannot currently support per WICKr during our last meeting on 2/2/22.
5. See link below for review.
6. We need to somehow ensure the that gap between Technical and Security policy; that this important Policy is accounted for during the ATT/ATO process.

(b)(7)(E)

Regards,

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

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

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

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

On Change and Innovation:

"Never be afraid to try something new,

Remember amateurs built the Ark,

Professionals built the Titanic!"

From: (b)(6), (b)(7)(C)
Sent: Monday, February 7, 2022 10:59 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: Fwd: WICKR Federation

Hi (b)(6), (b)(7)(C)
Arthur will work with your team to help complete this effort.

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

Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Monday, February 7, 2022 10:57:00 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: Fwd: WICKR Federation

(b)(6), (b)(7)(C) Go ahead and work with (b)(6), (b)(7)(C) team to move this forward.

Thanks
(b)(6), (b)(7)(C)
Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Monday, February 7, 2022 10:53:31 AM
To:
Cc: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)
Subject: RE: WICKR Federation

Yes, work with (b)(6), (b)(7)(C) on it.

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

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

From: (b)(6), (b)(7)(C)
Sent: Monday, February 7, 2022 10:43 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: WICKR Federation

XD,

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

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

Thanks,

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

If the outside system using Wickr Pro is on another approved GSA ATO system, then answer technically is yes; However, CBP would still require an ISA with said entities system verifying a secure connection. Additionally, the Pro users' communications would have to adhere to CBPs current retention policy. (Managing and retaining communications from

Wickr Enterprise out to Wickr Pro and Pro into Wickr Enterprise) which we are not currently doing. Please see the ISA policy below for review.

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

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

Sent: 2/7/2022 10:18:40 PM

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

Subject: FW: WICKR Federation

FYI

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: Monday, February 7, 2022 5:18 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: WICKR Federation

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

For us to move forward I am requesting a formal meeting with the CSM engineers to discuss the pros and cons and get a good understanding of how WICKr Global Pro would communicate with CSM WICKr Enterprise. Can we set up an hour to do so?; The current PTA doesn't cover such communication with a public global open application, and I fear that doing so would leave us exposed.

Thanks in advance!

Regards,

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

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

Security+ CERTIFIED CE   Network+ CERTIFIED   ITIL V3 Certified

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From: (b)(6), (b)(7)(C)
Sent: Monday, February 7, 2022 10:59 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: Fwd: WICKR Federation

Hi (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) will work with your team to help complete this effort.

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

Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Monday, February 7, 2022 10:57:00 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: Fwd: WICKR Federation

(b)(6), (b)(7)(C) Go ahead and work with (b)(6), (b)(7)(C) team to move this forward.

Thanks
(b)(6), (b)(7)(C)
Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Monday, February 7, 2022 10:53:31 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: WICKR Federation

Yes, work with (b)(6), (b)(7)(C) on it.

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

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

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

From: **(b)(6), (b)(7)(C)**
Sent: Monday, February 7, 2022 10:43 AM
To: **(b)(6), (b)(7)(C)**
Cc:
Subject: WICKR Federation

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

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

Sent: 2/7/2022 9:59:10 PM

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

Subject: FW: WICKR Federation

Regards,

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

Information Systems Security Officer(ISSO)

Certification & Accreditation (C&A) Branch

DHS|CBP|ES|OIT|ENTSD|NOD

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

(C)

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

On Change and Innovation:

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Professionals built the Titanic!"

From: (b)(6), (b)(7)(C)
Sent: Monday, February 7, 2022 12:46 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: WICKR Federation

Gents,

Please keep in mind that although its technically possible to have CSM communicate with other outside entities using WICKr Pro, that those entities need to meet certain criteria:

1. ISA agreements
2. Outside entity communication devices must be on GSA equipment with an ATO for WICKr pro/ Federated
3. Secure communications between each outside entity's networks (No visibility into the CBP network)
4. Must meet the CBP's CBP RIM Directive 2110-0410 Policy to ensure that all CBP) Secure Messaging outgoing and **incoming** communications from WICKr Pro users can be captured and saved per CBP Policy which WICKr Pro cannot currently support per WICKr during our last meeting on 2/2/22.
5. See link below for review.
6. We need to somehow ensure the that gap between Technical and Security policy; that this important Policy is accounted for during the ATT/ATO process.

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)

Security■ Network■ ITIL
CERTIFIED CE CERTIFIED V3 Certified

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Sent: Monday, February 7, 2022 10:59 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: Fwd: WICKR Federation

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Get Outlook for iOS

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

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From: [(b)(6), (b)(7)(C)]
Sent: Monday, February 7, 2022 10:53:31 AM
To: [(b)(6), (b)(7)(C)]
Cc: [(b)(6), (b)(7)(C)]
[(b)(6), (b)(7)(C)]
Subject: RE: WICKR Federation

Yes, work with [(b)(6), (b)(7)(C)] on it.

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

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

From: [(b)(6), (b)(7)(C)]
Sent: Monday, February 7, 2022 10:43 AM
To: [(b)(6), (b)(7)(C)]
Cc: [(b)(6), (b)(7)(C)]
Subject: WICKR Federation

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

From:	**(b)(6), (b)(7)(C)**
Sent:	2/28/2022 9:34:49 PM
To:	**(b)(6), (b)(7)(C)**
CC:	
Subject:	Fwd: WICKR and the Path Forward

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

We had scheduled a meeting with Wickr to enable Federation (CBP to Wickr PRO) on CBP servers for today. However, we been dealing with exterior connections being down on both SAT and PROD this morning. We are trying to find the root cause to see if it is a CBP or DHS OneNet issue. If the exterior connections are down we can configure and test Federation. We have rescheduled our meeting for today with Wickr for this Wednesday 3/2. We are also still troubleshooting with DHS on the DCAP1 issues and are on DC1.

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: Monday, February 28, 2022 4:12:34 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: WICKR and the Path Forward

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

Sorry my late response this time. Getting caught up after returning from travel.

I spoke with (b)(6), (b)(7)(C) today and we reviewed your last timeline. Below you say "Conduct use case testing between CBP WICKR Enterprise and Public WICKR PRO (~week of 2/28/22)". Is this just for the initial federation testing?

Upon completion, can we begin engaging on limited user testing as we discussed previously. We're getting a lot of questions from front office on this one and the development for potentially using Wickr as a TAK plugin for chat. Happy to catch up if you have a moment.

v/r
(b)(6), (b)(7)(C)

From: [_____(b)(6), (b)(7)(C)_____]
Sent: Friday, February 18, 2022 3:18 PM
To: [_____(b)(6), (b)(7)(C)_____]

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

Subject: RE: WICKR and the Path Forward

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

Sorry for the late response, but wanted to get you a clear picture of where we are and where we're going.

December 2021
- WICKR systems taken offline due to identified Log4J vulnerabilities

January 2022
- Log4J remediation patch received from WICKR and tested/validated in CBP WICKR environment
- WICKR brought back online

February 2022
- SSL certificates updated for WICKR environments (2/11/22)
- Worked with DHS OneNet (via CR) to fix the broken VIPs in the WICKR SAT and PROD environments (2/14/22)
   - System running on DC1, goal is to load-balance via DCAP1 but DHS OneNet is working an ongoing issue with this environment
- Update CBP WICKR backend allowing Federation with WICKR PRO (~week of 2/22/22)
- Conduct use case testing between CBP WICKR Enterprise and Public WICKR PRO (~week of 2/28/22)

March 2022
- Present findings from use case testing to ENTSD Leadership/XD Wurst (~3/1/22)

Post-Use Case Discussions
- Present findings to Records Management POCs to determine if the level of visibility we have in the WICKR "conversations" meet their requirements for records retention.

Of course there is much more to do after the initial use case testing but hopefully this provides you some data for your senior leadership discussion.

Thanks,

[(b)(6), (b)(7)(C)]

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

From: [_____(b)(6), (b)(7)(C)_____]
Sent: Friday, February 18, 2022 10:25 AM
To: [_____(b)(6), (b)(7)(C)_____]

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

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

Subject: RE: WICKR and the Path Forward

Good Afternoon,

Thanks again for the meeting on the 25th. During that meeting there was mention of timelines for a federation POC. Do we have a better idea of timing on that now?

I expect the topic to come up on the next INVNT update to the AC on the 28th and just want to make sure we're all tracking the same targer.

v/r

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

-----Original Appointment-----
From: (b)(6), (b)(7)(C)
Sent: Tuesday, January 25, 2022 11:52 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: WICKR and the Path Forward
When: Tuesday, February 1, 2022 1:00 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Microsoft Teams Meeting

Couple of key items to cover:
1. Status of bringing WICKR back online (with the log4j patch)
2. Integrating/leveraging WICKR pro version to allow external partners to connect with us.
   a. Process for how to do this
   b. Process for how a CBP-user requests/does this with their external partner (if necessary)
   c. Evaluating WICKR pro, and does it really meet the spirit of our retention policies
        i. Are there considerations for advising any external party that all texts will be captured and stored?
3. Further discussion on enhancing WICKR adoption
4. Status of testing/evaluating Telemessage for its ability to bring WhatsApp (and other test messaging services) into retention policy compliance
   a. Vick, we can leverage your quad chart as a starting point for this.

Long story short, the agency is under intense scrutiny and visibility with using these apps as we are currently, and **this needs to be a priority for us** (b)(6), (b)(7)(C) **over the next several weeks to determine technologically, policy-wise and operationally how we can/should move forward**. We will owe NARA, DHS, and OIG regular updates and responses until this is resolved.

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

Department of Homeland Security

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

Learn More | Meeting options

Message

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

Sent: 2/7/2022 3:59:15 PM

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

CC:

Subject: Fwd: WICKR Federation

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

(b)(6), (b)(7)(C) will work with your team to help complete this effort.

Thanks,

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

Get Outlook for iOS

From: (b)(6), (b)(7)(C)
Sent: Monday, February 7, 2022 10:57:00 AM
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Department of Homeland Security
(b)(6), (b)(7)(C) (desk)
(cell)
(b)(6), (b)(7)(C)

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

From: [_____ (b)(6), (b)(7)(C) _____]
Sent: Monday, February 7, 2022 10:43 AM
To: [_____ (b)(6), (b)(7)(C) _____]
Cc: [_____ (b)(6), (b)(7)(C) _____]
Subject: WICKR Federation

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

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

Sent: 3/11/2022 2:49:10 PM

To:

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

CC:

Subject: RE: WICKr Federated Enterprise (CSM) and WICKr Global Pro Pilot Documents

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

Per your request:

WICKR Secure Messaging Service

Purpose:
- Establish federation between CBP's internal WICKR Enterprise service with the external public WICKR Pro service.

Business Need:
- CBP Operators, Officers, Agents and other have identified the need to securely communicate with external business partners (nationally and internationally) in real time via a secure messaging service.
- WICKR was sponsored by CBP INVNT
- Records Retention policies and NARA require that all communications be retained in accordance with establish policies and laws governing the retention of official government records

Pilot:
- Pilot is being established to determine if the federation between internal and external instances of WICKR will allow CBP to "capture" and retain both sides of the SMS conversation for retention.

Regards,

(b)(6), (b)(7)(C)
Information Systems Security Officer(ISSO)
Certification & Accreditation (C&A) Branch
DHS|CBP|ES|OIT|ENTSD|NOD
(b)(6), (b)(7)(C) (W)
(C)
(b)(6), (b)(7)(C)
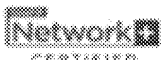
On Change and Innovation:

"Never be afraid to try something new,

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From: (b)(6), (b)(7)(C)
Sent: Friday, March 11, 2022 8:28 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: WICKr Federated Enterprise (CSM) and WICKr Global Pro Pilot Documents
Importance: High

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

Can you writeup up a one page set of bullet points of what the purpose is, how it will be secured, and what the issues are for this implementation? I need it ASAP. I believe that XD (b)(6), (b)(7)(C) will need to speak to our CISO and he wants a briefing prior.

thanks

(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: Friday, March 11, 2022 7:56 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: WICKr Federated Enterprise (CSM) and WICKr Global Pro Pilot Documents

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

Thank-you so much, for the direction.

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

What is the process to get this out of cycle request approved? Let me know if you have any questions.

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)

Security■ Network■ ITIL
CERTIFIED CE CERTIFIED V3 Certified

On Change and Innovation:

"Never be afraid to try something new,

Remember amateurs built the Ark,

Professionals built the Titanic!"

From: (b)(6), (b)(7)(C)
Sent: Friday, March 11, 2022 7:35 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: WICKr Federated Enterprise (CSM) and WICKr Global Pro Pilot Documents

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

Please work this request with (b)(6), (b)(7)(C) the OA team lead.

Thanks,

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

(b)(6), (b)(7)(C)
Branch Chief
Cyber Security Directorate
Security and Technology Policy
Office of Information Technology
United States Customs and Border Protection
office (b)(6), (b)(7)(C)
cell (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)
Sent: Thursday, March 10, 2022 5:17 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: FW: WICKr Federated Enterprise (CSM) and WICKr Global Pro Pilot Documents

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

I am not sure if you saw this request.

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

ENTSD ISSM

(b)(6), (b)(7)(C) (w)
(c)

From: [_____(b)(6), (b)(7)(C)_____]
Sent: Thursday, March 10, 2022 3:59 PM
To: [_____(b)(6), (b)(7)(C)_____]
[_____(b)(6), (b)(7)(C)_____]
Cc: [_____(b)(6), (b)(7)(C)_____]
[_____(b)(6), (b)(7)(C)_____]
Subject: FW: WICKr Federated Enterprise (CSM) and WICKr Global Pro Pilot Documents

[(b)(6), (b)(7)(C)]

From what I understand the next, scheduled meeting for AC/DAC review of these types of requests is for 23 March. Can we initiate an out-of-cycle request for approval? Is there a process for that?

Thanks,

[(b)(6), (b)(7)(C)]

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

From: [_____(b)(6), (b)(7)(C)_____]
Sent: Thursday, March 10, 2022 3:14 PM
To: [_____(b)(6), (b)(7)(C)_____]
Cc: [_____(b)(6), (b)(7)(C)_____]
[_____(b)(6), (b)(7)(C)_____]
Subject: WICKr Federated Enterprise (CSM) and WICKr Global Pro Pilot Documents

[(b)(6), (b)(7)(C)]

Please see the attached documents for submission for the test pilot for WICKr Federated Enterprise CBP Secure Messaging(CSM) and WICKr Global Pro to briefly test the instant messaging capabilities between the two. I've also have attached an email with XD [(b)(6), (b)(7)(C)] approval. This request requires a quick approval to start the testing tomorrow 03/11/2022

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:	4/11/2022 2:23:30 PM
To:	(b)(6), (b)(7)(C)
CC:	
Subject:	RE: GOV Cell Phones

Hello,

Thank you for clarifying. We appreciate it.

Best,

(b)(6), (b)(7)(C)
Attorney
Office of Associate Chief Counsel
U.S. Customs and Border Protection
909 S.E. First Avenue, Suite 606
Miami, Florida 33131
T: (b)(6), (b)(7)(C)
C:

Please visit the Miami Region Counsel website at
(b)(7)(E)
We look forward to hearing your feedback!

***
PRIVILEGED AND CONFIDENTIAL- CIRCULATION RESTRICTED

From: (b)(6), (b)(7)(C)
Sent: Monday, April 11, 2022 9:42 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: GOV Cell Phones

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

Just to clarify. (b)(5)
(b)(5)

(b)(5)

Thanks,

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

(b)(6), (b)(7)(C) | DHS | CBP | ES | OIT | EIOD (b)(6), (b)(7)(C)
Director - Mobility, Collaboration and Projects
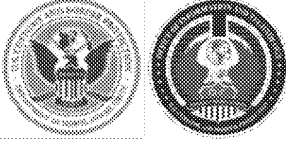
From: (b)(6), (b)(7)(C)
Sent: Monday, April 11, 2022 9:32 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: GOV Cell Phones

You are most welcome.

Take care,

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

(b)(6), (b)(7)(C)
eDiscovery Team Lead
EDMED,OIT,ES,CBP,DHS
(b)(6), (b)(7)(C) Cell

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

From: (b)(6), (b)(7)(C)
Sent: Monday, April 11, 2022 9:23 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: GOV Cell Phones

Hello,

Thank you for letting me know. I really appreciate your assistance with this matter.

Thank you,

(b)(6), (b)(7)(C)
Attorney
Office of Associate Chief Counsel
U.S. Customs and Border Protection
909 S.E. First Avenue, Suite 606
Miami, Florida 33131
T: (b)(6), (b)(7)(C)

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

From: (b)(6), (b)(7)(C)
Sent: Monday, April 11, 2022 9:17 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: GOV Cell Phones

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

(b)(5)

Take care,

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

(b)(6), (b)(7)(C)
eDiscovery Team Lead
EDMED,OIT,ES,CBP,DHS
(b)(6), (b)(7)(C) -Cell

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

From: (b)(6), (b)(7)(C)
Sent: Monday, April 11, 2022 8:38 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: GOV Cell Phones

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

I hope this email finds you well. (b)(5)

(b)(5)

Thank you,

[(b)(6), (b)(7)(C)]
Attorney
Office of Associate Chief Counsel
U.S. Customs and Border Protection
909 S.E. First Avenue, Suite 606
Miami, Florida 33131
T: [(b)(6), (b)(7)(C)]
C:

Please visit the Miami Region Counsel website at
[(b)(7)(E)]
We look forward to hearing your feedback!

***

From: [(b)(6), (b)(7)(C)]
Sent: Friday, April 1, 2022 9:46 AM
To: [(b)(6), (b)(7)(C)]
Cc: [(b)(6), (b)(7)(C)]
Subject: GOV Cell Phones

Good Morning [(b)(6), (b)(7)(C)] I'm not sure who to ask this question to, but thought you might either be able to answer or point me to someone.

(b)(5)

[(b)(6), (b)(7)(C)]

[(b)(6), (b)(7)(C)]
Deputy Associate Chief Counsel
Office of Associate Chief Counsel
U.S. Customs and Border Protection
909 S.E. First Avenue; Suite 606
Miami, FL 33131
[(b)(6), (b)(7)(C)]

Visit Miami ACC [(b)(7)(E)]

Never be too big to do the small things that need to be done. ~Legacy, by James Kerr

***

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

Sent: 4/14/2022 2:11:48 PM

To:

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

CC:

Subject: Re: Phone Apps

To clarify, this is actually a voice app rather than messaging. It allows us to make and receive calls from shell/store front companies intended as cover for our agents working in undercover or covert situations.

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

Assistant Chief

United States Border Patrol, Headquarters
PMOD/SDS/UGS-TechOps
1300 Pennsylvania Ave. NW
(b)(6), (b)(7)(C)
Washington, DC 20229

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

From: (b)(6), (b)(7)(C)
Sent: Thursday, April 14, 2022 9:45:35 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: Phone Apps

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

Requesting an AD Security Group is as simple as a TSD/ServiceNow request.

Going back and looking at (b)(6), (b)(7)(C) email from November, there are some concerns about enabling another messaging app while CBP is under scrutiny related to WICKR and WhatsApp – specifically related to Records and Message Retention policies.

I will need to do some additional research on whether or not we can enable but starting the process of requesting the AD Security Group won't hurt in the mean time.

Thanks,

[(b)(6), (b)(7)(C)]

[(b)(6), (b)(7)(C)] | DHS | CBP | ES | OIT | EIOD | [(b)(6), (b)(7)(C)]
Director - Mobility, Collaboration and Projects

From: [(b)(6), (b)(7)(C)]
Sent: Thursday, April 14, 2022 9:18 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: Phone Apps

Thank you!

[(b)(6), (b)(7)(C)] can you provide me any advice on the next steps for setting up an AD security group for the TalkRoute mobile app?
Do I just need to put in a request with TSD or is there a special process for this?

Thanks,

[(b)(6), (b)(7)(C)]
Assistant Chief

United States Border Patrol, Headquarters
PMOD/SDS/UGS-TechOps
1300 Pennsylvania Ave. NW
[(b)(6), (b)(7)(C)]
Washington, DC 20229

[(b)(6), (b)(7)(C)]
(O) [(b)(6), (b)(7)(C)]

From: [(b)(6), (b)(7)(C)]
Sent: Thursday, April 14, 2022 7:01 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: Phone Apps

Good morning, Sir.

I hope all is well with you. Since [(b)(6), (b)(7)(C)] is enjoying a little time away, I've added our new Director, [(b)(6), (b)(7)(C)] to the email string.

Take care and stay safe!
[(b)(6), (b)(7)(C)]
Mobility and Collaboration Branch (MCB)
Enterprise Infrastructure and Operations Directorate (EIOD)
Office of Information and Technology (OIT)
Enterprise Services (ES)
U.S. Customs and Border Protection
Department of Homeland Security
[(b)(6), (b)(7)(C)] (Mobile)
Working Hours: Monday – Friday 7AM – 4:30 EST AWS 2nd and 4th Monday

Helpful information:

(b)(7)(E)

From: [(b)(6), (b)(7)(C)]
Sent: Wednesday, April 13, 2022 4:52 PM
To: [(b)(6), (b)(7)(C)]
Cc [(b)(6), (b)(7)(C)]
[(b)(6), (b)(7)(C)]
Subject: RE: Phone Apps

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

I was sending this email to [(b)(6), (b)(7)(C)] but his address shows it's no longer valid – looks like he jumped to DHS.

I wanted to circle back on this requirement. Do you know who can assist us with closing the loop on this?
We had the TalkRoute App added to the Mobile TRM (or we submitted it and I believe it was approved as restricted to Intel and UGS-TechOps).

Now that we have crossed that bridge, what do we need to do to setup the AD group and add members to that group so that we can start using the app again?

To refresh your memory – we use this application and service to redirect phone calls to and from our Cover Companies during covert operations – we can give a subject a phone number registered to XYZ company and if they call, it rings through the app – telling us that a subject is calling XYZ company.   If they leave a message, we can call back from that number using the app allowing us to maintain the safety of our cover identity.

Thanks,

[(b)(6), (b)(7)(C)]
Assistant Chief

United States Border Patrol, Headquarters
PMOD/SDS/UGS-TechOps

1300 Pennsylvania Ave. NW
[(b)(6), (b)(7)(C)]
Washington, DC 20229

[(b)(6), (b)(7)(C)]
(O) [(b)(6), (b)(7)(C)]

From: [(b)(6), (b)(7)(C)]
Sent: Monday, November 29, 2021 7:37 AM
To: [(b)(6), (b)(7)(C)]
Cc: [(b)(6), (b)(7)(C)]
Subject: RE: Phone Apps

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

Due to an OIG audit all messaging apps have been blocked. WhatsApp and Signal remain for anyone who was previously using them and we are working on a way to pull those 2 into compliance with the audit from a records archive perspective.

Please submit the TRM request for Talkroute. Once approved for limited use it would have to be managed via an Active Directory Security Group and would only be usable by those in your group.

[(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)]

Begin forwarded message:

> **From:** [(b)(6), (b)(7)(C)]
> **Date:** November 28, 2021 at 10:45:44 PM EST
> **To:** [(b)(6), (b)(7)(C)]
> **Subject: Phone Apps**
>
> [(b)(6), (b)(7)(C)]
>
> Hope you had a nice Thanksgiving.
>
> I'm looking for information on who is currently responsible for allowing or disallowing apps to work on our phones.
>
> We have an app that was blocked in a recent update and we need to get it unblocked.
>
> The app is Talkroute and it allows us to make and receive calls using a set of alternate phone numbers from a cover company during activities performed undercover.

What do we need to do to get this one unblocked?

Thanks,

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

United States Border Patrol, Headquarters
PMOD/SDS/UGS-TechOps
1300 Pennsylvania Ave. NW
(b)(6), (b)(7)(C)
Washington, DC 20229

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

Message

Sent: 2/16/2022 2:47:19 PM
To: ENTS-AUDIT [_____ (b)(6), (b)(7)(C) _____]
[_____ (b)(6), (b)(7)(C) _____]
Subject: RE: 7737YB Allegations that CBP Targeted Journalists, Advocates, and Others Associated with the Migrant Caravan - CAP-0022/Milestones due

[(b)(6), (b)(7)(C)]

TeleMessage
NONPROD

- Network Design and Traffic Flow Review – COMPLETED
- OIT Sponsor, Document Scope Review – COMPLETED
- Deployment Scheduling – COMPLETED

PROD

-

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

From: [_____ (b)(6), (b)(7)(C) _____] **On Behalf Of** ENTS-AUDIT
Sent: Wednesday, February 16, 2022 9:24 AM
To: [_____ (b)(6), (b)(7)(C) _____]
Cc: ENTS-AUDIT [(b)(6), (b)(7)(C)   ]
Subject: RE: 7737YB Allegations that CBP Targeted Journalists, Advocates, and Others Associated with the Migrant Caravan - CAP-0022/Milestones due

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

Are there any updates to the milestones concerning steps to remediate finding? Our previous two milestones are still listed as past due. Thanks

[(b)(6), (b)(7)(C)   ]
Mission Support Division, ENTSD Audit, IV&V
Supporting Enterprise Networks & Technology Support Directorate
U.S. Customs and Border Protection
Email: [(b)(6), (b)(7)(C)   ]

From: [_____ (b)(6), (b)(7)(C) _____]
Sent: Wednesday, January 26, 2022 1:29 PM
To: [_____ (b)(6), (b)(7)(C) _____]
Cc: ENTS-AUDIT [(b)(6), (b)(7)(C)   ]
Subject: RE: 7737YB Allegations that CBP Targeted Journalists, Advocates, and Others Associated with the Migrant Caravan - CAP-0022/Milestones due

As a possible long-term solution to archive communications between WhatsApp users, CBP/OIT is working to evaluate a 3rd party tool known as TeleMessage. If adopted, this tool will archive communications between WhatsApp users for compliance with published Records Management requirements. At this time, CBP/OIT is outlining the requirements of TeleMessage, identifying the risks and establishing a timeline to build a Proof of Concept for this capability.

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, January 26, 2022 1:13 PM
To: (b)(6), (b)(7)(C)
Cc: ENTS-AUDIT < (b)(6), (b)(7)(C)
Subject: FW: 7737YB Allegations that CBP Targeted Journalists, Advocates, and Others Associated with the Migrant Caravan - CAP-0022/Milestones due
Importance: High

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

We are still in need of an update to the Milestones below for CAP 22. Please provide update by 2/4. Thanks!

Milestone M00093   Manual archiving will be required until a solution such as Smarsh or TeleMessage is in place. Airwatch team provided access to CBP SOC to manage the AD Security Group on 11/16/21. New WhatsApp requests are now only managed via the Active Directory security group SG-ENTS-AW-SOC. As new requests come in for WhatsApp access the SOC can now manage the installs automatically using this Security Group. See attached for artifact (iOS_WhatsAppBackup.pptx & Android_WhatsAppBackup.pptx). XD Wurst, CBP RIM, and CBP SOC are creating a memo which will be sent to all current WhatsApp users by 11/30/21. Verify date completed This memo may be sent from OIT AC or potentially or CBP C1. This initial measure will require the end user to archive the messages and it will be detailed in the memo that goes out. A longer term measure will be to implement a product which will automatically archive messages and will be retrievable by e-Discovery team (this is already a milestone with date of 9/30/22).

M-00093

1/10/22, 11:47 AM   CAP-0022 ~ Salesforce - Unlimited Edition

Description **Manual archiving will be required until a solution such as Smarsh or TeleMessage is in place.**

Original Estimated Completion Date **11/30/2021**

Current Estimated Completion Date **11/30/2021**

Actual Completion Date

M-00094

Program Office **OIT-ENTSD**

Status **Past Due**

Description **CBP SOC can provide statistics of who has been added to the Active Directory Security Group. The periodic reports will show proof of remediation effort.**

Original Estimated Completion Date **11/30/2021**

Current Estimated Completion Date **11/30/2021**

Actual Completion Date

ENTSD Audit Liaison

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

Enterprise Networks & Technology Support Directorate

U.S. Customs and Border Protection

SEND ALL RESPONSES TO THE ENTS-Audit mailbox

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

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

Sent: Wednesday, January 26, 2022 8:52 AM

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

Cc: OIT Audit Liaison (b)(6), (b)(7)(C)

Subject: 7737YB Allegations that CBP Targeted Journalists, Advocates, and Others Associated with the Migrant Caravan - CAP-0022/Milestones due

Good Morning,

Just a reminder it's time for a CAP update and MS-00093/M-00094 are overdue as of 11/30. I know you had a SME change. Please provide update by 2/4.

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

OIT Audit Liaison Team Lead

U.S. Customs and Border Protection

Work Cell: 571-289-8742

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

Sent: Thursday, January 13, 2022 8:43 AM

To: [_____ (b)(6), (b)(7)(C) _____]
Cc: ENTS-AUDIT <[_____ (b)(6), (b)(7)(C) _____]> OIT Audit Liaison <[_____ (b)(6), (b)(7)(C) _____]>
Subject: RE: NEW DUE DATE: Quarterly Pre-Brief: Quarterly Outstanding GAO/OIG Audit Recommendations and On-going Audits
Importance: High

Good Morning,

The below is the update for the brief. I am still awaiting some specifics from the SME concerning the milestones for CAP 22. As soon as I have them, I will forward. We had some personnel changes so the previous SME providing input has left CBP.

CBP is piloting an enterprise instance of the WICKR messaging application.   The Enterprise version of WICKR captures all messages to and from CBP personnel and stores them in a CBP controlled repository. This version captures and retains all texts/messages from WICKR even if they have been configured by the user for immediate deletion. The repository contains compliance functionality, allowing retention periods to be configured for messages. This is currently the WICKR version in use at CBP and all messages are retained indefinitely until CBP implements a NARA-approved retention schedule. At this time, services for WICKR have been temporarily disabled pending delivery of a security patch to address the LOG4J vulnerability in the existing code and underlying systems. Currently, the vendor is awaiting release of that security patch which will then be tested and validated in their non-production environment, prior deployment in the production environment at reestablishing functionality.

CBP is taking steps to ensure messages are automatically preserved regardless of content. In the meantime, users have received instructions on how to manually preserve content, and have been made aware of consequences for noncompliance according to 44 USC/36 CFR. CBP will configure and implement WICKR in such a manner that regardless of the users' settings for text/message deletion, CBP will retain those messages indefinitely or in accordance with a future NARA-approved retention schedule.

ENTSD Audit Liaison
[_____ (b)(6), (b)(7)(C) _____]
Enterprise Networks & Technology Support Directorate
U.S. Customs and Border Protection
SEND ALL RESPONSES TO THE ENTS-Audit mailbox
[_____ (b)(6), (b)(7)(C) _____]

Message

Sent: 5/20/2021 4:53:51 PM

To:

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

Subject: RE: Discuss CBP Chat Applications

These are the metrics for

Compliance Metrics

id A unique id for each message

msg_ts Timestamp in microseconds based on server time

msgtype Identifies the type of message

sender The Wickr ID of the sender

receiver The Wickr ID of the recipient

time Human readable time the message was sent

vgroupid Identifies the conversation the message was sent in

The msgtype value will describe the type of message being sent:

Message Type msgtype value

Text message 1000

File transfer 6000

Verification message 3000

Calling message 7000

Location 8000

Edit Message 9000

Create room 4001

Modify room members 4002

Leave room 4003

Modify room parameters 4004

Delete room 4005

Delete message 4011

Message Attributes Msg 4012

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

MDM Engineering

SEV1TECH
Secure. Connect. Evolve.

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: Thursday, May 20, 2021 11:54 AM
To: (b)(6), (b)(7)(C)
Subject: Fwd: Discuss CBP Chat Applications

No sure (b)(6), (b)(7)(C) is going to get to this. Regarding WICKR what is the retention on the compliance server for records?

Thanks,

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

From: (b)(6), (b)(7)(C)
Sent: Thursday, May 20, 2021 11:51:12 AM
To: (b)(6), (b)(7)(C)
Subject: FW: Discuss CBP Chat Applications

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

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

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

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

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

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

From: (b)(6), (b)(7)(C)
Sent: Thursday, April 8, 2021 2:09 PM
To: (b)(6), (b)(7)(C)

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

Subject: RE: Discuss CBP Chat Applications

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

From: (b)(6), (b)(7)(C)
Sent: Thursday, April 8, 2021 3:04 PM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE: Discuss CBP Chat Applications

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

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

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

From: (b)(6), (b)(7)(C)
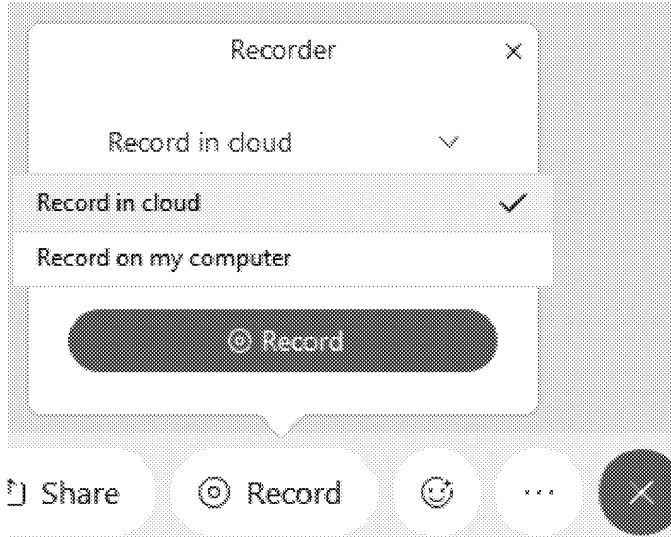**Sent:** Thursday, April 8, 2021 12:37 PM
To: (b)(6), (b)(7)(C)

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

Subject: RE: Discuss CBP Chat Applications

As discussed on the call re Webex…

Users can choose cloud recording or local MP4:

Recorder ×

Record in cloud ∨

Record in cloud ✓

Record on my computer

◎ Record

⤶ Share   ◎ Record   ☺   ⋯   ✕

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

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

Recording Retention Days: 2600

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

Recording storage allocation: 10240 GB   (Please contact Webex to increase your allocation)

☐ Allow Overage: ○ Unlimited overage
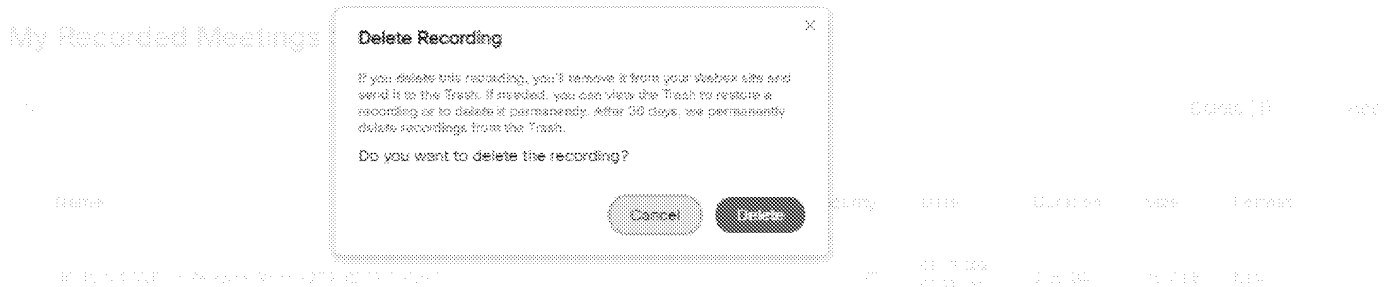
                                                 ◉ 0   GB overage

Total allocation: 10240 GB (Used: 264.127 GB)

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

☑ Send notification by email

☑ Display warning message on Site Admin

Users do have the ability to delete a recording:

My Recorded Meetings

Delete Recording ×

If you delete this recording, you'll remove it from your Webex site and send it to the Trash. If needed, you can view the Trash to restore a recording or to delete it permanently. After 30 days, we permanently delete recordings from the Trash.

Do you want to delete the recording?

Cancel   Delete

Questions to Cisco have been asked (cisco case (b)(6), (b)(7)(C))
- Is there a way to limit recording options for only cloud versus having the option of choosing MP4 prior to clicking record ?
- Is there a way to retain recordings made by users even if they delete them?

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

-----Original Appointment-----
From: (b)(6), (b)(7)(C)
Sent: Monday, April 5, 2021 9:34 AM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: Discuss CBP Chat Applications
When: Thursday, April 8, 2021 11:00 AM-11:30 AM (UTC-06:00) Central Time (US & Canada).
Where: Microsoft Teams Meeting

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

Microsoft Teams meeting

Join on your computer or mobile app
Click here to join the meeting

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:	10/28/2021 9:47:10 PM
To:	
CC:	(b)(6), (b)(7)(C)
Subject:	RE: Discovered Messaging Applications & Wickr Federation Project Briefing

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

(b)(6), (b)(7)(C)
Mobility Architect
U.S. Customs & Border Protection (CBP)
Department of Homeland Security (DHS)

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

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

-------- Original message --------
From: (b)(6), (b)(7)(C)
Date: 10/28/21 3:31 PM (GMT-05:00)
To: " (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)

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

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

What are the current retentions schedules set for (how many years)?

Is there a maximum?

From: (b)(6), (b)(7)(C)
Sent: Thursday, October 28, 2021 11:20 AM

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

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

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

Attached.

[(b)(6), (b)(7)(C)]
Mobility Architect
U.S. Customs & Border Protection (CBP)
Department of Homeland Security (DHS)

[(b)(6), (b)(7)(C)]

[(b)(6), (b)(7)(C)] - Work
[(b)(6), (b)(7)(C)] - Cell

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

From: [(b)(6), (b)(7)(C)]
Date: Thursday, October 28, 2021 at 6:56 AM
To: [(b)(6), (b)(7)(C)]
Cc: [(b)(6), (b)(7)(C)]

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

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

Please send the powerpoint of the "Wickr Federation Pilot - Process Briefing.pdf". I am making a couple edits and sending for the meeting today with [(b)(6), (b)(7)(C)] pruss.

From: [(b)(6), (b)(7)(C)]
Sent: Tuesday, October 26, 2021 10:42 PM
To: [(b)(6), (b)(7)(C)]
Cc: [(b)(6), (b)(7)(C)]

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

Subject: Discovered Messaging Applications & Wickr Federation Project Briefing
Importance: High

[(b)(6), (b)(7)(C)]

Attached please find the following documents for your review

1. Messaging Applications 102621 DRAFT - Production Managed AirWatch Devices
   a. Comprehensive list of managed and unmanaged messaging applications present on Production Mobile Devices as of 102621

2. Wickr Federation Project – System Status & Non-DHS User Pilot Brief
   a. Page 3 – Solution Engineering Request

    b.   Page 7 – Pilot Solution requested by Customer & Approved by ISSO
    c.   Page 10 – Process for Non-DHS User Deployment Pilot
    d.   Page 11 – Ongoing Support Limitations during Pilot

Sincerely,

(b)(6), (b)(7)(C)
Mobility Architect
U.S. Customs & Border Protection (CBP)
Department of Homeland Security (DHS)

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

(b)(6), (b)(7)(C) – Work
– Cell

Message

From:	**(b)(6), (b)(7)(C)**
Sent:	2/7/2022 10:40:32 PM
To:	**(b)(6), (b)(7)(C)**
Subject:	FW: WICKr Enterprise to WICKr Pro Communications with Outside Entities

(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)
Sent: Friday, February 4, 2022 3:52 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: WICKr Enterprise to WICKr Pro Communications with Outside Entities

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

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

1.8 General CBP Security Policy

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

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

5.4.3 Network Connectivity

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

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

Attachment N, Preparation of Interconnection Security Agreements:

"ELECTRONIC CONNECTIONS BETWEEN IT SYSTEMS MUST BE ESTABLISHED IN ACCORDANCE WITH NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY (NIST) SPECIAL PUBLICATION (SP) 800-47, "SECURITY GUIDE FOR

INTERCONNECTING INFORMATION TECHNOLOGY SYSTEMS." AN ISA IS REQUIRED WHENEVER THE SECURITY POLICIES OF THE INTERCONNECTED SYSTEMS ARE NOT IDENTICAL AND THE SYSTEMS ARE NOT ADMINISTERED BY THE SAME AUTHORIZING OFFICIAL (AO)."

Regards,

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

Information Systems Security Officer(ISSO)

Certification & Accreditation (C&A) Branch

DHS|CBP|ES|OIT|ENTSD|NOD

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

Security+ CERTIFIED CE   Network+ CERTIFIED   ITIL V3 Certified

On Change and Innovation:

"Never be afraid to try something new,

Remember amateurs built the Ark,

Professionals built the Titanic!"

Sent: 3/11/2022 4:36:25 PM

Hi ⟦___⟧ and ⟦(b)(6), (b)(7)(C)⟧
BLUF: We got a little overambitious in wanting to evaluate federating our Enterprise WICKR instance with the commercial WICKR Pro version to test the capability to capture the secure texts messages. We are doing this in response to the OIG audit finding and NARA's continued oversight.

Background: OIG cited CBP for improper retention of secure text messages using WICKR and WhatsApp messaging services. OIT is looking at solutions to automate the retention of these communications vice the manual processes in place today (putting the onus solely on the end-user). In order to test the capability and to document what we can or cannot capture for CBP to make informed decisions, ENTSD needs to federate our internal WICKR instance with that of the commercial service to perform some controlled tests.

We are only planning to have this federation in place for no more than 14 days, or for as long as it takes to complete the tests. However, we did not complete all the requirements and submit the paperwork for an ATT.

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

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