

Message

From:

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

Sent:

11/28/2021 8:36:56 PM

To:

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

Subject:

CBP Response to NARA Letter - from Dawn to AC & aDAC

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

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

1. CBP's response is due to DHS RIM on 12/2/21 and due to NARA 12/10/21
2. CBP RIM has compiled the response report with input and/or concurrence from OIT ENTSD, CTO, CSD / SOC, and Office of Chief Counsel

(b)(5)

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

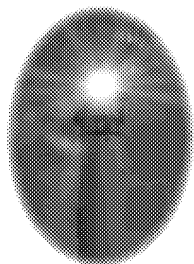
Please let me know if you have any questions or would like additional detail.

Thank you,

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

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

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



Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



Appointment

From: (b)(6),(b)(7)(C)
Sent: 10/26/2021 9:45:49 PM
To: (b)(6),(b)(7)(C)
CC:
Subject: PRIORITY - discuss OIG report on use of WhatsApp and Wickr
Location: Microsoft Teams Meeting
Start: 10/27/2021 1:30:00 PM
End: 10/27/2021 2:30:00 PM
Show Time As: Tentative

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

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

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

(b)(6),(b)(7)(C) United States, Arlington

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

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

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

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

Appointment

From:

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

Sent:

10/26/2021 9:45:48 PM

To:

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

CC:

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

Attachments: Info on NARA request for response

Location: Microsoft Teams Meeting

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

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

Show Time As: Tentative

Importance: High

Required

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

Attendees:

Optional

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

Attendees:

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

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

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

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

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

United States, Arlington

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

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

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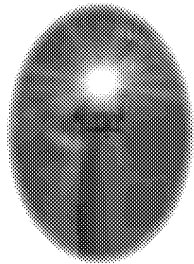
[Learn More](#) | [Meeting options](#)

Message

From: (b)(6), (b)(7)(C)
Sent: 2/1/2022 7:21:41 PM
To: (b)(6), (b)(7)(C)
CC: (b)(6), (b)(7)(C)
Subject: FW: New Request- CBP-2021-110485
Attachments: 2021.09.28 - CBP FOIA Request (1).pdf

Here is the thread with attachment...

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



Shine a Light

Suicide Prevention and Awareness

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



From: (b)(6), (b)(7)(C)
Sent: Tuesday, February 1, 2022 1:52 PM
To: (b)(6), (b)(7)(C)
Subject: FW: New Request- CBP-2021-110485

(b)(6), (b)(7)(C)
Executive Director, on detail supporting
Enterprise Networks & Technology Support (ENTSD)

Office of Information and Technology (OIT)
U.S. Customs and Border Protection
Department of Homeland Security

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

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

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

From: (b)(6), (b)(7)(C)
Sent: Tuesday, February 1, 2022 12:14 PM
To: (b)(6), (b)(7)(C)
Subject: FW: New Request- CBP-2021-110485

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

(b)(5)

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

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

From: (b)(6), (b)(7)(C)
Sent: Tuesday, February 1, 2022 11:21 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: New Request- CBP-2021-110485

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

Of course, that might be helpful to have! Please see attached and let me know if you have any questions.

Thanks!

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

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

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

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

Sent: Tuesday, February 1, 2022 11:08 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: New Request- CBP-2021-110485

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

Thanks for the heads up! Can you please forward the requesting document so that we may review the request? Once received I'll coordinate with my superiors to review the request to provide guidance and a plan of action.

Regards,

(b)(6), (b)(7)(C) SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II
Information Systems Security Officer (ISSO)
Certification & Accreditation (C&A) Branch
DHS | CBP | ES | OIT | ENTSD | NOD

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

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



On Change and Innovation:

“Never be afraid to try something new,

Remember amateurs built the Ark,

Professionals built the Titanic!”

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

Sent: Tuesday, February 1, 2022 10:54 AM

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

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

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

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

Subject: RE: New Request- CBP-2021-110485

All,

Spoke with (b)(6), (b)(7)(C) and we're looping in (b)(6), (b)(7)(C) the Wickr ISSO for awareness as well.

Thanks!

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

Contractor Support | SAIC
CBP Innovation Team (CBP.INVNT)

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

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

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

Sent: Tuesday, February 1, 2022 9:49 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

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

(b)(5)

v/r

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

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

Sent: Tuesday, February 1, 2022 9:35 AM

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

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

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

Subject: FW: New Request- CBP-2021-110485

Morning all,

(b)(5)

Thanks,

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

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

Director (A)

CBP Innovation Team (INVNT)

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

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

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

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

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

Sent: Monday, January 31, 2022 12:19 PM

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

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

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

Subject: New Request- CBP-2021-110485

Good morning-

Please see the attached request. It has been determined by OIT that they do not have any records concerning Wickr and we would like to check and see if the Innovation team may have any records related to this request before closing it out. Please let me know if you have any potentially responsive records.

Thank you,

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

Government Information Specialist

Freedom of Information Act (FOIA) Division

Privacy and Diversity Office

Message

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

Sent: 10/28/2021 3:37:02 PM

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

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

Message

From:

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

Sent:

2/1/2022 3:53:47 PM

To:

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

CC:

Subject:

RE: New Request- CBP-2021-110485

All,

Spoke with (b)(6), (b)(7)(C) and we're looping in (b)(6), (b)(7)(C), the Wickr ISSO for awareness as well.

Thanks!

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

Contractor Support | SAIC
CBP Innovation Team (CBP INVNT)

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

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

From:

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

Sent: Tuesday, February 1, 2022 9:49 AM

To:

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

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

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

Subject: RE: New Request- CBP-2021-110485

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

(b)(5)

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

Sent: Tuesday, February 1, 2022 9:35 AM

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

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

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Subject: FW: New Request- CBP-2021-110485

Morning all,

(b)(5)

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

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

Director (A)

CBP Innovation Team (INVNT)

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

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

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

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

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

Sent: Monday, January 31, 2022 12:19 PM

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

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

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Thank you,

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

**Government Information Specialist
Freedom of Information Act (FOIA) Division
Privacy and Diversity Office**

Message

From: (b)(6), (b)(7)(C)
Sent: 2/1/2022 5:36:04 PM
To: (b)(6), (b)(7)(C)
Subject: Re: New Request- CBP-2021-110485

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

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

From: (b)(6), (b)(7)(C)
Sent: Tuesday, February 1, 2022 12:14:06 PM
To: (b)(6), (b)(7)(C)
Subject: FW: New Request- CBP-2021-110485

Hi (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) at it again...please see attached request.
Not sure if you've seen/received this or not.

(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)

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

From: (b)(6), (b)(7)(C)
Sent: Tuesday, February 1, 2022 11:21 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: New Request- CBP-2021-110485

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

Of course, that might be helpful to have! Please see attached and let me know if you have any questions.

Thanks!

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

Contractor Support | SAIC
CBP Innovation Team (CBP INVNT)

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

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

Sent: Tuesday, February 1, 2022 11:08 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: New Request- CBP-2021-110485

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

(b)(5)

Regards,

(b)(6), (b)(7)(C) SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II
Information Systems Security Officer (ISSO)
Certification & Accreditation (C&A) Branch
DHS | CBP | ES | OIT | ENTSD | NOD

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

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



On Change and Innovation:

“Never be afraid to try something new,

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

Sent: Tuesday, February 1, 2022 10:54 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

All,

Spoke with (b)(6), (b)(7)(C) and we're looping in (b)(6), (b)(7)(C) the Wickr ISSO for awareness as well.

Thanks!

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

Contractor Support | SAIC

CBP Innovation Team (CBP INVNT)

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

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

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

Sent: Tuesday, February 1, 2022 9:49 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

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

(b)(5)

v/r

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

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Subject: FW: New Request- CBP-2021-110485

Morning all,

(b)(5)

Thanks,

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

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

Director (A)

CBP Innovation Team (INVNT)

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

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

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

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Thank you,

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

Government Information Specialist

Freedom of Information Act (FOIA) Division

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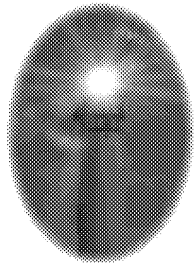
Message

From: (b)(6), (b)(7)(C)
Sent: 2/2/2022 7:07:21 PM
To: (b)(6), (b)(7)(C)
CC:
Subject: RE: New Request- CBP-2021-110485

Per the initial email below from (b)(6), (b)(7)(C) she is looking for any additional info that might be avail before she closes the request. The RIM input is 'post' the actual Sept 21 FOIA request...
If others on the email stream have responses then I think we should include the RIM responses otherwise we can let it ride with the original response from (b)(6), (b)(7)(C) that (b)(6), (b)(7)(C) sent forward which was valid at the time.

Thanks,

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



Shine a Light

Suicide Prevention and Awareness

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



From: (b)(6), (b)(7)(C)
Sent: Wednesday, February 2, 2022 2:00 PM
To: (b)(6), (b)(7)(C)
Subject: RE: New Request- CBP-2021-110485

So is there a new action at this time, or are we covered?

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

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

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

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

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

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

Sent: Wednesday, February 2, 2022 1:45 PM

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

Subject: RE: New Request- CBP-2021-110485

Greetings,

I sent forward the responses from (b)(6), (b)(7)(C)/ENTSD Oct 1st, along with the suggestion to reach out to CBP INVNT. RIM didn't respond to me at that time, or since, so the information you included below as not sent forward. I've had no dealings with this case then.

Thank you,

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

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

Happy to be here, PROUD to serve!

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

Sent: Wednesday, February 2, 2022 1:34 PM

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

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

Subject: RE: New Request- CBP-2021-110485

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

I have cc'd (b)(6), (b)(7)(C) here since this did initially come as a FOIA request through her office in September 2021. See attached email from September 2021.

(b)(5)

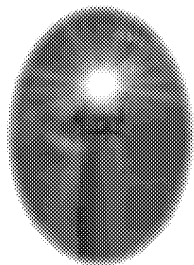
(b)(5)

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

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

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

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



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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, February 1, 2022 11:21 AM
To: (b)(6), (b)(7)(C)

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

Subject: RE: New Request- CBP-2021-110485

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

Of course, that might be helpful to have! Please see attached and let me know if you have any questions.

Thanks!

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

Contractor Support | SAIC

CBP Innovation Team (CBP INVNT)

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

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

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

Sent: Tuesday, February 1, 2022 11:08 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: New Request- CBP-2021-110485

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

(b)(5)

Regards,

(b)(6), (b)(7)(C) SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II
Information Systems Security Officer (ISSO)
Certification & Accreditation (C&A) Branch
DHS | CBP | ES | OIT | ENTSD | NOD

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

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



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

Sent: Tuesday, February 1, 2022 10:54 AM

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

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

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

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

Subject: RE: New Request- CBP-2021-110485

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Thanks!

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

Contractor Support | SAIC
CBP Innovation Team (CBP INVNT)

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

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

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

Sent: Tuesday, February 1, 2022 9:49 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

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

(b)(5)

v/r

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

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

Sent: Tuesday, February 1, 2022 9:35 AM

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

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

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

Subject: FW: New Request- CBP-2021-110485

Morning all,

(b)(5)

Thanks,

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

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

Director (A)

CBP Innovation Team (INVNT)

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

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

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

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

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

Sent: Monday, January 31, 2022 12:19 PM

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

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

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

Subject: New Request- CBP-2021-110485

Good morning-

Please see the attached request. It has been determined by OIT that they do not have any records concerning Wickr and we would like to check and see if the Innovation team may have any records related to this request before closing it out. Please let me know if you have any potentially responsive records.

Thank you,

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

Government Information Specialist

Freedom of Information Act (FOIA) Division

Privacy and Diversity Office

Message

From:

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

Sent:

2/2/2022 3:48:41 PM

To:

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

CC:

Subject:

FW: New Request- CBP-2021-110485

Attachments:

2021.09.28 - CBP FOIA Request (1).pdf

XD/DXD:

Jack responded to this FOIA request back in September 2021 and no changes to the original response.

1. All records reflecting CBP's operative records management requirements, policies, procedures, or technological specifications relating to the creation, maintenance, and preservation of federal records on Wickr, including policies or procedures for ensuring that federal records created by CBP personnel via Wickr are properly preserved in accordance with the Federal Records Act ("FRA") and implementing regulations.

MACNEIL::: ENTSD team has not been involved in any discussions mentioned above. Please check with CBP Innovation Team, (b)(6), (b)(7)(C) and previous contact (b)(6), (b)(7)(C).

2. All records reflecting any discussion of Wickr's "auto-burn" feature, through which messages are permanently deleted from a user's device after a certain period of time.

MACNEIL::: ENTSD team has not been involved in any discussions mentioned above. The Wickr "Burn-On-Read" feature is part of the Commercial Off The Shelf (COTS) product.

3. All communications with the National Archives and Records Administration ("NARA") relating to CBP's deployment or use of Wickr.

MACNEIL::: ENTSD team has not been involved in any discussions mentioned above. Please check with CBP Innovation Team, (b)(6), (b)(7)(C) and previous contact (b)(6), (b)(7)(C).

4. All records reflecting any determination, analysis, or consideration by CBP, NARA, or any other agency of whether CBP's use of Wickr complies with the FRA and implementing regulations.

MACNEIL::: ENTSD team has not been involved in any discussions mentioned above. Please check with CBP Innovation Team, (b)(6), (b)(7)(C) and previous contact (b)(6), (b)(7)(C).

5. Records sufficient to identify which Wickr product(s) CBP will deploy or use for official agency business

MACNEIL::: CBP uses the "Wickr Enterprise" with the "Wickr Enterprise Compliance Module" add on.

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

| DHS | CBP | ES | OIT | ENTSD

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



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

Sent: Tuesday, February 1, 2022 11:21 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: New Request- CBP-2021-110485

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

Of course, that might be helpful to have! Please see attached and let me know if you have any questions.

Thanks!

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

Contractor Support | SAIC
CBP Innovation Team (CBP INVNT)

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

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

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

Sent: Tuesday, February 1, 2022 11:08 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: New Request- CBP-2021-110485

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

(b)(5)

Regards,

(b)(6), (b)(7)(C) SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II
Information Systems Security Officer (ISSO)
Certification & Accreditation (C&A) Branch
DHS | CBP | ES | OIT | ENTSD | NOD

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

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



On Change and Innovation:

“Never be afraid to try something new,

Remember amateurs built the Ark,

Professionals built the Titanic!”

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

Sent: Tuesday, February 1, 2022 10:54 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

All,

Spoke with (b)(6), (b)(7)(C) and we're looping in (b)(6), (b)(7)(C) the Wickr ISSO for awareness as well.

Thanks!

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

Contractor Support | SAIC
CBP Innovation Team (CBP INVNT)

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

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

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

Sent: Tuesday, February 1, 2022 9:49 AM

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

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

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

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

Subject: RE: New Request- CBP-2021-110485

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

(b)(5)

v/r

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

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

Sent: Tuesday, February 1, 2022 9:35 AM

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

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

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

Subject: FW: New Request- CBP-2021-110485

Morning all,

(b)(5)

Thanks,

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

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

Director (A)

CBP Innovation Team (INVNT)

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

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

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

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

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

Sent: Monday, January 31, 2022 12:19 PM

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

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

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

Subject: New Request- CBP-2021-110485

Good morning-

Please see the attached request. It has been determined by OIT that they do not have any records concerning Wickr and we would like to check and see if the Innovation team may have any records related to this request before closing it out. Please let me know if you have any potentially responsive records.

Thank you,

(b)(6), (b)(7)(C)
Government Information Specialist
Freedom of Information Act (FOIA) Division
Privacy and Diversity Office

Message

From:

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

Sent:

2/3/2022 4:03:57 PM

To:

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

CC:

Subject: RE: New Request- CBP-2021-110485

Attachments: 2021.09.28 - CBP FOIA Request (1).pdf

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

Bringing this back to the top of the inbox. (b)(6), (b)(7)(C) apologies for leaving you off previously. Do you have any documentation for response to this FOIA request. Specifically, the two asks below:

1. All records reflecting CBP's operative records management requirements, policies, procedures, or technological specifications relating to the creation, maintenance, and preservation of federal records on Wickr, including policies or procedures for ensuring that federal records created by CBP personnel via Wickr are properly preserved in accordance with the Federal Records Act ("FRA") and implementing regulations.
2. All records reflecting any discussion of Wickr's "auto-burn" feature, through which messages are permanently deleted from a user's device after a certain period of time.

v/r

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

(A)Deputy Director

CBP Innovation Team (INVNT)

Office of the Commissioner

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

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

Sent: Tuesday, February 1, 2022 9:49 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

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

(b)(5)

v/r

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

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

Sent: Tuesday, February 1, 2022 9:35 AM

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

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

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

Subject: FW: New Request- CBP-2021-110485

Morning all,

(b)(5)

Thanks,

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

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

Director (A)

CBP Innovation Team (INVNT)

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

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

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

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

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

Sent: Monday, January 31, 2022 12:19 PM

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

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

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

Subject: New Request- CBP-2021-110485

Good morning-

Please see the attached request. It has been determined by OIT that they do not have any records concerning Wickr and we would like to check and see if the Innovation team may have any records related to this request before closing it out. Please let me know if you have any potentially responsive records.

Thank you,

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

**Government Information Specialist
Freedom of Information Act (FOIA) Division
Privacy and Diversity Office**

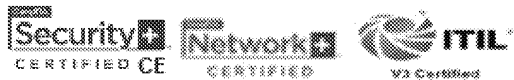
Message

From: (b)(6), (b)(7)(C)
Sent: 2/2/2022 4:29:54 PM
To:
CC: (b)(6), (b)(7)(C)
Subject: RE: New Request- CBP-2021-110485

Thanks

Regards,

(b)(6), (b)(7)(C) SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II
Information Systems Security Officer (ISSO)
Certification & Accreditation (C&A) Branch
DHS | CBP | ES | OIT | ENTSD | NOD
(b)(6), (b)(7)(C) (W)
(b)(6), (b)(7)(C) (C)
(b)(6), (b)(7)(C)



On Change and Innovation:

“Never be afraid to try something new,

Remember amateurs built the Ark,

Professionals built the Titanic!”

From: (b)(6), (b)(7)(C)
Sent: Wednesday, February 2, 2022 10:49 AM
To: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: FW: New Request- CBP-2021-110485

XD/DXD:

(b)(6), (b)(7)(C) responded to this FOIA request back in September 2021 and no changes to the original response.

1. All records reflecting CBP’s operative records management requirements, policies, procedures, or technological specifications relating to the creation, maintenance, and preservation of federal records on

Wickr, including policies or procedures for ensuring that federal records created by CBP personnel via Wickr are properly preserved in accordance with the Federal Records Act ("FRA") and implementing regulations.

MACNEIL::: ENTSD team has not been involved in any discussions mentioned above. Please check with CBP Innovation Team, (b)(6), (b)(7)(C) and previous contact (b)(6), (b)(7)(C)

- 2. All records reflecting any discussion of Wickr's "auto-burn" feature, through which messages are permanently deleted from a user's device after a certain period of time.

MACNEIL::: ENTSD team has not been involved in any discussions mentioned above. The Wickr "Burn-On-Read" feature is part of the Commercial Off The Shelf (COTS) product.

- 3. All communications with the National Archives and Records Administration ("NARA") relating to CBP's deployment or use of Wickr.

MACNEIL::: ENTSD team has not been involved in any discussions mentioned above. Please check with CBP Innovation Team, (b)(6), (b)(7)(C) and previous contact (b)(6), (b)(7)(C)

- 4. All records reflecting any determination, analysis, or consideration by CBP, NARA, or any other agency of whether CBP's use of Wickr complies with the FRA and implementing regulations.

MACNEIL::: ENTSD team has not been involved in any discussions mentioned above. Please check with CBP Innovation Team, (b)(6), (b)(7)(C) and previous contact (b)(6), (b)(7)(C)

- 5. Records sufficient to identify which Wickr product(s) CBP will deploy or use for official agency business

MACNEIL::: CBP uses the "Wickr Enterprise" with the "Wickr Enterprise Compliance Module" add on.

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



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

Sent: Tuesday, February 1, 2022 11:21 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: New Request- CBP-2021-110485

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

Of course, that might be helpful to have! Please see attached and let me know if you have any questions.

Thanks!

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

Contractor Support | SAIC
CBP Innovation Team (CBP INVNT)

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

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

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

Sent: Tuesday, February 1, 2022 11:08 AM

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

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

Subject: RE: New Request- CBP-2021-110485

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

(b)(5)

Regards,

(b)(6), (b)(7)(C) SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II
Information Systems Security Officer (ISSO)
Certification & Accreditation (C&A) Branch
DHS | CBP | ES | OIT | ENTSD | NOD

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

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



On Change and Innovation:

“Never be afraid to try something new,

Remember amateurs built the Ark,

Professionals built the Titanic!”

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

Sent: Tuesday, February 1, 2022 10:54 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

All,

Spoke with (b)(6), (b)(7)(C) and we're looping in (b)(6), (b)(7)(C), the Wickr ISSO for awareness as well.

Thanks!

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

Contractor Support | SAIC
CBP Innovation Team (CBP INVNT)

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

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

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

Sent: Tuesday, February 1, 2022 9:49 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

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

(b)(5)

v/r

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

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

Sent: Tuesday, February 1, 2022 9:35 AM

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

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

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

Subject: FW: New Request- CBP-2021-110485

Morning all,

(b)(5)

Thanks,

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

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

Director (A)

CBP Innovation Team (INVNT)

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

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

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

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

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

Sent: Monday, January 31, 2022 12:19 PM

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

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

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

Subject: New Request- CBP-2021-110485

Good morning-

Please see the attached request. It has been determined by OIT that they do not have any records concerning Wickr and we would like to check and see if the Innovation team may have any records related to this request before closing it out. Please let me know if you have any potentially responsive records.

Thank you,

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

Government Information Specialist

Freedom of Information Act (FOIA) Division

Privacy and Diversity Office

Message

From: (b)(6), (b)(7)(C)
Sent: 2/3/2022 6:24:22 PM
To:
CC: (b)(6), (b)(7)(C)
Subject: RE: New Request- CBP-2021-110485

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

We provided a response through (b)(6), (b)(7)(C), who then provided it to (b)(6), (b)(7)(C)

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, February 3, 2022 1:15 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: FW: New Request- CBP-2021-110485

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

(b)(5)

Thanks,

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

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

Security INFOSEC

Information Systems Security Manager (ISSM)

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

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

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

Don't Trust and continue to Verify (DTactV)

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

Sent: Thursday, February 3, 2022 11:43 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

Art,

(b)(5)

v/r

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

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

Sent: Thursday, February 3, 2022 11:39 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

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

This was responded to back in September, Please see the attached.

Regards,

(b)(6), (b)(7)(C) SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II
Information Systems Security Officer (ISSO)
Certification & Accreditation (C&A) Branch
DHS | CBP | ES | OIT | ENTSD | NOD

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

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



On Change and Innovation:

“Never be afraid to try something new,

Remember amateurs built the Ark,

Professionals built the Titanic!”

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

Sent: Thursday, February 3, 2022 11:04 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

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

(b)(5)

v/r

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

(A)Deputy Director
CBP Innovation Team (INVNT)

Office of the Commissioner

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

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

Sent: Tuesday, February 1, 2022 9:49 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

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

(b)(5)

v/r

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

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

Sent: Tuesday, February 1, 2022 9:35 AM

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

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

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

Subject: FW: New Request- CBP-2021-110485

Morning all,

(b)(5)

Thanks,

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

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

Director (A)

CBP Innovation Team (INVNT)

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

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

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

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

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

Sent: Monday, January 31, 2022 12:19 PM

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

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

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

Subject: New Request- CBP-2021-110485

Good morning-

Please see the attached request. It has been determined by OIT that they do not have any records concerning Wickr and we would like to check and see if the Innovation team may have any records related to this request before closing it out. Please let me know if you have any potentially responsive records.

Thank you,

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

Government Information Specialist
Freedom of Information Act (FOIA) Division
Privacy and Diversity Office

Message

From:

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

Sent:

2/1/2022 7:35:47 PM

To:

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

CC:

Subject:

RE: New Request- CBP-2021-110485

Thank you (b)(6), (b)(7)(C) for taking a look into this request. This request is specific to record retention for WICKR. If we can a response, documents, or other information to (b)(6), (b)(7)(C) by Friday that would be greatly appreciated.

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

(A) Deputy Chief Data Officer
Office of Information and Technology
U.S. Customs and Border Protection
(Mobile) (b)(6), (b)(7)(C)
Email: (b)(6), (b)(7)(C)

From:

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

Sent: Tuesday, February 1, 2022 11:21 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: New Request- CBP-2021-110485

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

Of course, that might be helpful to have! Please see attached and let me know if you have any questions.

Thanks!

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

Contractor Support | SAIC
CBP Innovation Team (CBP INVNT)

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

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

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

Sent: Tuesday, February 1, 2022 11:08 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: New Request- CBP-2021-110485

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

Thanks for the heads up! Can you please forward the requesting document so that we may review the request? Once received I'll coordinate with my superiors to review the request to provide guidance and a plan of action.

Regards,

(b)(6), (b)(7)(C) SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II
Information Systems Security Officer(ISSO)
Certification & Accreditation (C&A) Branch
DHS|CBP|ES|OIT|ENTSD|NOD

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

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



On Change and Innovation:

“Never be afraid to try something new,

Remember amateurs built the Ark,

Professionals built the Titanic!”

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

Sent: Tuesday, February 1, 2022 10:54 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

All,

Spoke with (b)(6), (b)(7)(C) and we're looping in (b)(6), (b)(7)(C) the Wickr ISSO for awareness as well.

Thanks!

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

Contractor Support | SAIC

CBP Innovation Team (CBP INVNT)

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

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

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

Sent: Tuesday, February 1, 2022 9:49 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

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

(b)(5)

v/r

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

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

Sent: Tuesday, February 1, 2022 9:35 AM

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

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

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

Subject: FW: New Request- CBP-2021-110485

Morning all,

(b)(5)

Thanks,

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

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

Director (A)

CBP Innovation Team (INVNT)

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

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

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

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

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

Sent: Monday, January 31, 2022 12:19 PM

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

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

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

Subject: New Request- CBP-2021-110485

Good morning-

Please see the attached request. It has been determined by OIT that they do not have any records concerning Wickr and we would like to check and see if the Innovation team may have any records related to this request before closing it out. Please let me know if you have any potentially responsive records.

Thank you,

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

Government Information Specialist
Freedom of Information Act (FOIA) Division
Privacy and Diversity Office

Message

From:

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

Sent:

2/3/2022 4:42:36 PM

To:

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

CC:

Subject:

RE: New Request- CBP-2021-110485

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

(b)(5)

v/r

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

From:

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

Sent: Thursday, February 3, 2022 11:39 AM

To:

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

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

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

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

Subject: RE: New Request- CBP-2021-110485

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

This was responded to back in September, Please see the attached.

Regards,

(b)(6), (b)(7)(C) SEC+ | NET+ | ITIL® v3 | COR II | DHS Acq P/PM Level II
Information Systems Security Officer(ISSO)
Certification & Accreditation (C&A) Branch
DHS|CBP|ES|OIT|ENTSD|NOD

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

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



On Change and Innovation:

“Never be afraid to try something new,

Remember amateurs built the Ark,

Professionals built the Titanic!”

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

Sent: Thursday, February 3, 2022 11:04 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

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

Bringing this back to the top of the inbox. Art, apologies for leaving you off previously. Do you have any documentation for response to this FOIA request. Specifically, the two asks below:

1. All records reflecting CBP’s operative records management requirements, policies, procedures, or technological specifications relating to the creation, maintenance, and preservation of federal records on Wickr, including policies or procedures for ensuring that federal records created by CBP personnel via Wickr are properly preserved in accordance with the Federal Records Act (“FRA”) and implementing regulations.

2. All records reflecting any discussion of Wickr’s “auto-burn” feature, through which messages are permanently deleted from a user’s device after a certain period of time.

v/r

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

(A)Deputy Director

CBP Innovation Team (INVNT)

Office of the Commissioner

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

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

Sent: Tuesday, February 1, 2022 9:49 AM

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

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

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

Subject: RE: New Request- CBP-2021-110485

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

(b)(5)

v/r

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

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

Sent: Tuesday, February 1, 2022 9:35 AM

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

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

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

Subject: FW: New Request- CBP-2021-110485

Morning all,

(b)(5)

Thanks,

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

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

Director (A)

CBP Innovation Team (INVNT)

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

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

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

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

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

Sent: Monday, January 31, 2022 12:19 PM

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

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

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

Subject: New Request- CBP-2021-110485

Good morning-

Please see the attached request. It has been determined by OIT that they do not have any records concerning Wickr and we would like to check and see if the Innovation team may have any records related to this request before closing it out. Please let me know if you have any potentially responsive records.

Thank you,

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

Government Information Specialist
Freedom of Information Act (FOIA) Division
Privacy and Diversity Office

Message

From:

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

Sent:

4/3/2022 5:31:15 PM

To:

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

CC:

Subject:

Final copy of what was provided? RE: NBC NEWS: CBP and Wickr

Hi all,

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

From:

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

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

To: CBPMEDIARELATIONS

Subject: NBC NEWS: CBP and Wickr

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

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

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

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

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

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

But little is known about how the agency has deployed the app, which is popular among security-minded people ranging from journalists to criminals. Its auto-deletion feature has made the platform a cause of concern among government

record keepers, as well as external watchdogs, who worry that Wickr and other similar apps are creating ways for customs officials to sidestep government transparency requirements.

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

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

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

(b)(6), (b)(7)(C) said that Customs and Border Patrol’s contracts are for use of the Enterprise version of Wickr, which is designed for business communications, and allows for organizations to appoint administrators who can control messaging settings on the platform, including those regarding deletion. Theoretically, this feature could give CBP more control over how individual employees use Wickr, and prevent records from being scrapped, but the details of how the agency is using Wickr remain unclear, and (b)(6), (b)(7)(C) declined to specify them.

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

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

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

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

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

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

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

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

A spokesperson for the National Archives declined to comment.

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

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

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

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

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

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

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

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

Thank you,

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

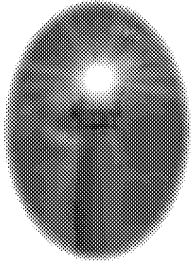
CBP Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

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

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

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



Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline
800-273-8255

CBP Employee Assistance Program
800-755-7002



(b)(5)

(b)(5)

(b)(5)

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

Sent: Thursday, March 31, 2022 10:21 AM

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

Subject: RE: NBC NEWS: CBP and Wickr

(b)(5)

(b)(5)

V/r

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

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

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

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

Sent: Wednesday, March 30, 2022 12:25 PM

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

My suggested responses on the questions in red:

(b)(5)

(b)(5)

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

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

(b)(6), (b)(7)(C) 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 30, 2022 11:56 AM

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Thank you all for your assistance.

V/r

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

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

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

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

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

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

Evening all,

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

Thanks,

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

(b)(5)

(b)(5)

(b)(5)

PRIVILEGED AND CONFIDENTIAL- CIRCULATION RESTRICTED

(b)(5)

(b)(5)

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

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

(b)(5)

(b)(5)

V/r

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

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

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

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

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

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

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

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

Subject: Re: NBC NEWS: CBP and Wickr

(b)(5)

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

Office of Innovation (INVNT)

US Customs and Border Protection

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

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

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

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

Thanks,

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

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

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

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

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

Subject: RE: NBC NEWS: CBP and Wickr

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

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

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

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

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

Subject: FW: NBC NEWS: CBP and Wickr

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

(b)(5)

(b)(5)

V/r

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

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

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

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

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

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

Subject: NBC NEWS: CBP and Wickr

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

Hello,

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

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

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

My story deadline is Noon ET on Wednesday.

See below for questions and facts:

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

2. How long has CBP used Wickr?

3. Which Wickr products specifically does CBP use?

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

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

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

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

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

9. Based on the lawsuit from CREW, the OIG report, and the National Archives case, would the CBP agree that it's use of Wickr has become a mounting point of

scrutiny? Can CBP comment on why it hasn't disclosed the nature of its contracts with Wickr?

Thanks!

Best,

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

Message

From:

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

Sent:

To:

Subject: 'Wickr Enterprise - Admin Guide v.5.73' with you

Attachments: Wickr Enterprise - Admin Guide v.5.73.pdf

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

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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