

**Organizer:** (b)(6),(b)(7)(C)  
**From:** (b)(6),(b)(7)(C)  
**Attendees:** (b)(6),(b)(7)(C)  
**Location:** Microsoft Teams Meeting  
**Importance:** Normal  
**Subject:** Discuss CBP RIM Action Plan to address NARA letter  
**Start Time:** Wed 10/27/2021 6:00:00 PM (UTC)  
**End Time:** Wed 10/27/2021 7:00:00 PM (UTC)  
**Required Attendees:** (b)(6),(b)(7)(C)

Instructions from AC this morning to (b)(6),(b)(7)(C) and OIT CoS:

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

Dawn

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

Liz read through the audit report and noted the following keywords that may have records management implications: here is the link to the audit report: [OIG-21-62 - CBP Targeted Americans Associated with the 2018-2019 Migrant Caravan \(dhs.gov\)](https://oig.dhs.gov/audit-reports/2021/01/OIG-21-62-CBP-Targeted-Americans-Associated-with-the-2018-2019-Migrant-Caravan)

- Keywords:
  - interviews
  - lookouts
  - communications via email
  - communications via WhatsApp
  - documents within emails or WhatsApp
  - TECS
- page 30-31 reference to records and CBP Records Handbook
- Page 33 6 Recommendations
  - #6 is about WhatsApp
- Page 36 - CBP/OIT Response

Stopped on page 37 (Appendix A)

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## 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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Appointment

From:

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

Sent:

11/2/2021 1:07:51 PM

To:

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

CC:

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

**Location:** Microsoft Teams Meeting

**Start:** 11/2/2021 4:00:00 PM

**End:** 11/2/2021 5:00:00 PM

**Show Time As:** Tentative

**Required**

**Attendees:**

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

**Optional**

**Attendees:**

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Appointment

From:

Sent:

To:

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

**Subject:** NARA Letter Check-in

**Attachments:** RE: best time today for NARA Letter check-in Meeting?

**Location:** Microsoft Teams Meeting

**Start:** 11/15/2021 4:30:00 PM

**End:** 11/15/2021 5:00:00 PM

**Show Time As:** Tentative

**Required**

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

**Attendees:**

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**Or call in (audio only)**

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

United States, Arlington

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

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Message

From:

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

Sent:

11/15/2021 2:00:10 PM

To:

CC:

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

Subject:

RE: best time today for NARA Letter check-in Meeting?

Hit send too quick.

Topics:

1. (b)(5), (b)(6), (b)(7)(C), (b)(7)(E)
2. Inserting RIM language in the instructions / process for requesting and approval for use of Wickr and/or WhatsApp. – SOC? AirWatch team?
3. Integration into Messaging IPT meeting and agenda topics
  - a. RIM language into policy
  - b. RIM retention capability into solution
  - c. ?? is it one size fits all or will each messaging app need to have separate and distinct retention policy based on 'use'?

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

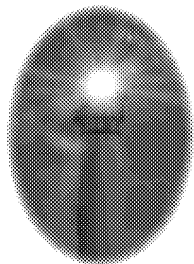
Records and Information Management Program (RIM)

DHS/CBP/OIT/RIM

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

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

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



## Shine a Light

Suicide Prevention and Awareness

National Suicide Prevention Lifeline

800-273-8255

CBP Employee Assistance Program

800-755-7002



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

Sent: Monday, November 15, 2021 8:56 AM

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

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

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

Subject: best time today for NARA Letter check-in Meeting?

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

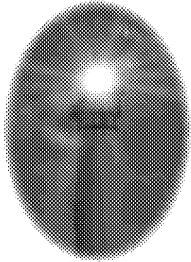
Records and Information Management Program (RIM)

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:

11/15/2021 1:53:33 PM

To:

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

CC:

**Subject:** Messaging Apps Policy Working Group

**Location:** Microsoft Teams Meeting

**Start:** 10/20/2021 5:30:00 PM

**End:** 10/20/2021 6:30:00 PM

**Show Time As:** Tentative

**Recurrence:** Weekly

Occurs on Wednesday every other week from 1:30 PM to 2:30 PM effective 10/20/2021 until 4/6/2022. (UTC-05:00) Eastern Time (US & Canada)

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

From:

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

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

To:

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

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

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

**Subject:** Messaging Apps Policy Working Group

**When:** Occurs every 2 week(s) on Wednesday effective 10/20/2021 until 4/6/2022 from 1:30 PM to 2:30 PM (UTC-05:00) Eastern Time (US & Canada).

**Where:** Microsoft Teams Meeting

All,

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

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

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

Regards,

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

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## Microsoft Teams meeting

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.....



**From:**  
**To:**  
**Cc:**  
**Subject:**  
**Date:**

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

Question about Wickr deleted/burned message retention  
Tuesday, April 20, 2021 9:45:27 AM

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(b)(6), (b)(7)(C) Hope you both are well!

I am hoping that you can help me answer a question regarding the Wickr application and how it deals with deleted/burned messages.

Our question: if a user sends a message that they request be burned on receipt, or if a user deletes a message, is this message retained somewhere on the backend for some period of time? If yes, how long is the deleted/burned message retained? Our team wants to make sure the application is complying with CBP's records retention policies.

Thanks for your help!

Best,

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

(b)(6), (b)(7)(C) (Contractor)  
Deloitte Consulting LLP  
Supporting CBP OIT  
U.S. Customs & Border Protection  
Mobile: (b)(6), (b)(7)(C)  
Email: (b)(6), (b)(7)(C)  
Alt Email: (b)(6), (b)(7)(C)

- Activity
- Chat
- Teams
- Calendar

Conversation with (b)(6), (b)(7)(C) +2 > Post by Mar 9, 2021

3/9/21 9:15 AM

(b)(6), (b)(7)(C) I'm looking at the Wickr Youtube channel. Apparently there is Wickr Pro and Wickr Enterprise. I'm going to assume we are going with the Enterprise version, right?

- Activity
- Chat
- Teams
- Calendar

Conversation with (b)(6), (b)(7)(C) +2 > Post by Mar 10, 2021

3/10/21 1:43 PM

You have to open the Wickr that IT installed already. Then there is a file you have to open once you open the app on your PC

- Activity
- Chat
- Teams
- Calendar

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



(b)(6), (b)(7)(C) 7/1/21 10:45 AM

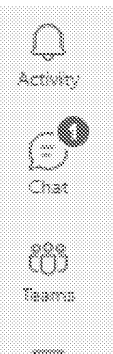
Hello everyone. You may get a new invite to join wickr. The configuration has changed and compliance change. Very simple to re-enroll, but if you have questions, please let me know.

1



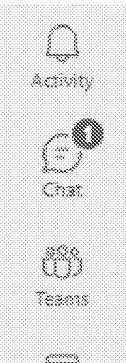
Conversation with (b)(6), (b)(7)(C) +2 > Post by (b)(6), (b)(7)(C) Mar 9, 2021

(b)(6), (b)(7)(C) 3/9/21 6:40 AM  
Good Morning (b)(6), (b)(7)(C) I had a busy afternoon. We are going to push Wickr to the SOG command staff and then brief them all on the capability and help them get set-up with it on Thursday morning.



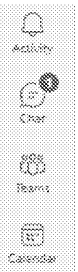
Conversation with (b)(6), (b)(7)(C) +2 > Post by (b)(6), (b)(7)(C) Mar 10, 2021

(b)(6), (b)(7)(C) 3/10/21 7:47 AM  
do we have specific things we want to test with wickr?



Conversation with (b)(6), (b)(7)(C) +2 > Post by (b)(6), (b)(7)(C) Mar 10, 2021

(b)(6), (b)(7)(C) 3/10/21 7:59 AM  
i do not have wickr on my new laptop



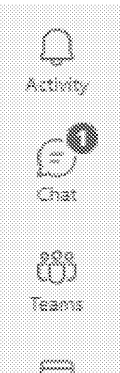
Conversation with (b)(6), (b)(7)(C) +2 > Post by (b)(6), (b)(7)(C) Mar 10, 2021

3/10/21 7:58 AM  
(b)(6), (b)(7)(C) Did you get Wickr?



Conversation with (b)(6), (b)(7)(C) +2 > Post by (b)(6), (b)(7)(C) Mar 9, 2021

(b)(6), (b)(7)(C) 3/9/21 9:21 AM  
(b)(6), (b)(7)(C) there is documentation on Wickr uploaded here to Teams



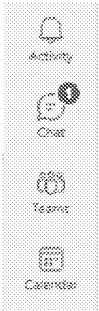
Conversation with (b)(6), (b)(7)(C) +2 > Post by (b)(6), (b)(7)(C) Mar 9, 2021

(b)(6), (b)(7)(C) 3/9/21 9:16 AM  
(b)(6), (b)(7)(C) We are going with our own govt version of Wickr



Conversation with (b)(6), (b)(7)(C) +2 > Post by (b)(6), (b)(7)(C) Mar 9, 2021

3/9/21 9:15 AM  
(b)(6), (b)(7)(C) I'm looking at the Wickr Youtube channel. Apparently there is Wickr Pro and Wickr Enterprise. I'm going to assume we are going with the Enterprise version, right?



Conversation with (b)(6), (b)(7)(C) +2 > Post by Mar 9, 2021

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

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

3/9/21 9:46 AM

Good Morning (b)(6), (b)(7)(C) I had a busy afternoon. We are going to push Wickr to the SOG command staff and then brief them all on the capability and help them get set-up with it on Thursday morning.

[4/14 4:42 PM]: (b)(6), (b)(7)(C)

Just read through (b)(6), (b)(7)(C) comments in the SOW. 90% of them will be sorted out after we meet with the Operational Representative and the CO for (b)(6), (b)(7)(C). The other major hurdle is 508 compliance. We either need to submit the Exception or get the process started on the stat.

[4/15 8:36 AM]: (b)(6), (b)(7)(C)

my bad on 508. i was assuming it might be wickr-specific since wickr does comms. the rest of your comments make sense to me. is there anything i can do on the 508 or a process i can start?

[4/15 8:45 AM]: (b)(6), (b)(7)(C)

I'll dig out the 508 link once I can login my computer. At the RRB now and getting some really bad error messages denying me access

[4/4 12:32 PM]: (b)(6), (b)(7)(C)

<https://www.nbcnews.com/tech/tech-news/border-patrols-use-amazons-wickr-messaging-app-draws-scrutiny-rcna21448>

Border Patrol's use of Amazon's Wickr messaging app draws scrutiny  
A letter from the National Archives and Records Administration hints at growing unease with government officials' use of some encrypted messaging apps.

[4/4 12:33 PM]: (b)(6), (b)(7)(C)

Did Amazon buy Wickr?

[4/4 12:33 PM]: (b)(6), (b)(7)(C)

Yup

[4/4 12:34 PM]: (b)(6), (b)(7)(C)

it is now wickr, an AWS company

[4/4 12:34 PM]: (b)(6), (b)(7)(C)

Lulz... when did that happen

[4/4 12:34 PM]: (b)(6), (b)(7)(C)

[Wickrlogo-01.png]

([https://cbpgov-my.sharepoint.com/personal/0647780772\\_cbp\\_dhs\\_gov/Documents/Microsoft Teams Chat Files/Wickrlogo-01.png](https://cbpgov-my.sharepoint.com/personal/0647780772_cbp_dhs_gov/Documents/Microsoft%20Teams%20Chat%20Files/Wickrlogo-01.png))

[4/4 12:34 PM]: (b)(6), (b)(7)(C)

Ha

[4/4 12:35 PM]: (b)(6), (b)(7)(C)

last year? pretty smooth transition all things considered



[7/1/21 11:45 AM] (b)(6), (b)(7)(C)

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

(1 liked)

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

[3/30 1:40 PM]: (b)(6), (b)(7)(C)

totally forgot that other people were taking the new IQT projects. so looks like you have other people getting the slides together for openfin, traxyl, and trackonomy. just wickr and iproov for me

[3/30 2:04 PM]: (b)(6), (b)(7)(C)

Oh yesterday you were Trackonomy. What did I miss

[3/30 2:05 PM]: (b)(6), (b)(7)(C)

maybe this is just for making the scorecards? i just saw on (b)(6), (b)(7)(C) list that (b)(6), (b)(7)(C) was attached with you

[3/30 2:07 PM]: (b)(6), (b)(7)(C)

Ok. If you have time can you see if she wants help. I don't think she knows anything about Trackonomy

[3/30 2:12 PM]: (b)(6), (b)(7)(C)

ha, sure will do

[3/31 12:26 PM]: (b)(6), (b)(7)(C)

Hi. Just checking. Are you still doing drafts of Wickr. Trackonomy and iproove

[3/31 12:59 PM]: (b)(6), (b)(7)(C)

i think someone else was attached to trackonomy, maybe (b)(6), (b)(7)(C) but i'll get her and (b)(6), (b)(7)(C) the stuff they need. and yes, i plan to have some form of the scorecards done today so we can tweak them tomorrow if we need

[3/31 1:00 PM]: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C) is doing open fin. Have not heard from anyone else. Did you not ask me for stuff on Trackonomy? I can work on it too.

[3/31 1:01 PM]: (b)(6), (b)(7)(C)

oh no you're right, i asked for it because i was going to dump a bunch of docs on (b)(6), (b)(7)(C)

[3/31 1:02 PM]: (b)(6), (b)(7)(C)

Oh ok.

[3/31 4:36 PM]: (b)(6), (b)(7)(C)

finished a draft of the wickr scorecard. took way longer to get through these scorecards than i anticipated

[3/31 4:37 PM]: (b)(6), (b)(7)(C)

i do need some help on the \$/contract vehicles. i'm not sure what the history is before the latest SBIR III

[3/31 4:37 PM]: (b)(6), (b)(7)(C)

and maybe the scores in bottom right are too harsh, but the 2 on the first one jumps to a 4 once the deploy federation

[3/31 4:37 PM]: (b)(6), (b)(7)(C)

open to feedback

[3/31 4:37 PM]: (b)(6), (b)(7)(C)

Ok. Well I have all day tomorrow. I can help. Thanks. Have you heard from (b)(6), (b)(7)(C)

[3/31 4:38 PM]: (b)(6), (b)(7)(C)

he shared a file with me that looked good on skimming, but i didn't get to iproov yet. i suspect it's more than enough. he is pretty good at writing stuff down

[3/31 4:39 PM]: (b)(6), (b)(7)(C)

yeah i think i'll be working on them all day tomorrow too. should be plenty of time to get them in shape though

[3/31 4:40 PM]: (b)(6), (b)(7)(C)

Ok.

[3/30 12:03 PM] (b)(6), (b)(7)(C)

I know nobody is using it, but do we know how many CBP accounts we have issued for Wickr?

[3/30 12:08 PM] (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C) might know off top of her head, but will ask the OIT crew for a count

[3/30 12:09 PM] (b)(6), (b)(7)(C)

I think it was around 800 at one time.

[3/30 12:14 PM] (b)(6), (b)(7)(C)

Copy.

[3/25 8:01 AM] (b)(6), (b)(7)(C)

Morning all!! Happy Friday!! I know we're waiting on OT to make some decisions, but have we made progress on a draft SOW and IGCE for Sayari? I really want to submit the ITAR next week.

[3/25 9:04 AM] (b)(6), (b)(7)(C)

i confess i've been distracted and haven't made much progress at all outside of pulling the wickr SOW as a template. i'll bump that up the list and get it moving. if i recall, i can't touch the IGCE right?

[3/25 9:05 AM] (b)(6), (b)(7)(C)

nope.

[3/9 2:17 PM] (b)(6), (b)(7)(C)

that wickr call went 45 min

[3/9 2:18 PM] (b)(6), (b)(7)(C)

not much to report other than (b)(6), (b)(7)(C) really cagey about who should be on a call to discuss requirements from CBP. probably will be OIT only but flagging in case you want to be in on it

[3/9 2:18 PM] (b)(6), (b)(7)(C)

requirements specific to the ATAK stuff

[3/9 2:21 PM] (b)(6), (b)(7)(C)

yes we need to be on it, and (b)(6), (b)(7)(C)

[3/9 2:21 PM] (b)(6), (b)(7)(C)

i'll send a note to (b)(6), (b)(7)(C) to that effect and cc you and (b)(6), (b)(7)(C)

[3/9 2:28 PM] (b)(6), (b)(7)(C)

and cc (b)(6), (b)(7)(C)

[3/9 2:42 PM] (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C) says that (b)(6), (b)(7)(C) may be the person on the ATAK stuff rather than him, just fyi

[3/9 2:43 PM] (b)(6), (b)(7)(C)

You are right. Sorry.

[3/9 2:49 PM]: (b)(6), (b)(7)(C)

all good. wickr continues to be such a weird project. but at least everybody is all over it now



[3/8 9:31 AM] (b)(6), (b)(7)(C)

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

[3/8 9:32 AM] (b)(6), (b)(7)(C)

when you get a chance could you follow up with the vendors regarding the feature approvals for the website?

[3/8 9:32 AM] (b)(6), (b)(7)(C)

I think we are still missing Wickr and iProve

[3/8 9:37 AM] (b)(6), (b)(7)(C)

yeah, iproov was totally silent. wickr was confusing because they said they were going to talk to their marketing people even though we didn't ask for that

[3/8 9:37 AM] (b)(6), (b)(7)(C)

i'll follow up, no prob

[3/8 9:38 AM] (b)(6), (b)(7)(C)

okay thank you! yeah if they don't respond this time around, I will just remove them from the website

[4/13 1:30 PM] (b)(6), (b)(7)(C)

Wow I am not smart. Totally went to grab food and was going to call into the wickr call then completely spaced on it

[4/13 1:31 PM] (b)(6), (b)(7)(C)

My bad

[4/13 1:32 PM] (b)(6), (b)(7)(C)

No worries

