



**U.S. Immigration and Customs Enforcement Response to
Social Media/Publicly Available Information Analytic Study Data Call
February 7, 2020**

Instructions: The purpose of this data call is to ascertain your organization's ability to collect, exploit, and disseminate publicly available information (PAI). The data collected will be utilized to baseline the operational capabilities of your organization as well as those of the agency. Each question requires a detailed response to accurately establish a baseline.

A. Mission

- **What operational missions does your organization currently accomplish or enhance by exploiting publicly available information?**

- a) Enforcement and Removal Operations (ERO): ERO's current exploitation of publicly available information (PAI) from social media is limited, but ERO has become more aware that criminals are taking advantage of online opportunities to further their activities, and ERO recognizes law enforcement must also be ready to use electronic tools for protecting the public. ERO seeks to be in alignment with online investigative guidance and reflect the commitment of the federal law enforcement community to balance the needs of public safety with important competing interests. (b) (7)(E)

[REDACTED]

- b) Homeland Security Investigations (HSI):

- (b) (7)(E)

[REDACTED]



o (b) (7)(E)

(b) (7)(E)

- c) Office of Public Affairs (OPA): OPA uses social media to educate the public on ICE's mission. Some of our content comes from public sources.
- **What additional operational missions would publicly available information improve or allow your organization to accomplish?**
 - a) (b) (7)(E)
 - **Please list at least three, and as many as applicable, areas where your organization exploits publicly available information (e.g. social media) to achieve mission success.**
 - a)



(b) (7)(E)

b) HSI:

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

c) OPA: Social media and other ICE digital platforms like ICE.gov.

B. PAI Collection and/or Acquisition

- Does your organization collect PAI, acquire PAI, or both?

a) ERO: Both.

b) HSI: Both.

- If your organization acquires PAI, what is the source of your organization's PAI acquisition?

a) ERO: ERO notes that the sources come from contracted work through TRSS who runs searches using Internet searching tools and social media analytical programs to locate the alien targets that ERO identifies. (b) (7)(E)



(b) (7)(E)

b) HSI:

(b) (7)(E)

c) OPA: Other government websites.

- **If your organization collects PAI, what tool(s) does your organization currently use to collect publicly available information?**

a) ERO: Enforcement notes that PAI is collected via the contract with TRSS; information is gathered manually by contract analysts. (b) (7)(E)

(b) (7)(E)

b) HSI:

(b) (7)(E)

c) OPA: Google search.

- **Would your organization's PAI collection activities be described as passive, active, or both?**

a) ERO: Both.

b) HSI: Both.

c) OPA: Both.

C. Exploitation and Usage



- **How does your organization currently exploit and use publicly available information (e.g. social media) on the surface web?**

a) ERO: (b) (7)(E)

[REDACTED]

[REDACTED]

b) HSI:

(b) (7)(E)
[REDACTED]

c) OPA: Digital posts and stories.

- **How does your organization currently exploit and use publicly available information on the deep web?**

a) ERO: (b) (7)(E)

[REDACTED]

b) HSI: (b) (7)(E)

[REDACTED]

- **How does your organization currently exploit and use publicly available information on the dark web?**

a) ERO: (b) (7)(E)

[REDACTED]

b) HSI: (b) (7)(E)

[REDACTED]

D. Dissemination & Information Organization

- **How does your organization disseminate the results, findings, etc. from exploiting publicly available information *inside* your organization?**



a) ERO: (b) (7)(E)

[Redacted]

b) HSI:

(b) (7)(E)
[Redacted]

c) OPA: Stories, articles, etc.

- **How does your organization disseminate the results, findings, etc. from exploiting publicly available information *outside* your organization?**

a) ERO: (b) (7)(E)

[Redacted]

b) HSI:

(b) (7)(E)
[Redacted]

c) OPA: Social media and other ICE digital platforms, like ICE.gov.

- **Does your organization currently serialize publicly available information that is collected for the purposed of dissemination (e.g. internal or external reporting)?**

a) ERO: No

b) HSI: Captured in references as applicable in formal production.



E. Audience

- **Which *internal* audience(s)/customer(s) currently receive your organization's reporting as a result of exploiting publicly available information?**
 - a) ERO:
 - **DHS/ICE/ERO Headquarters**
 - **ERO Field Offices**
 - b) HSI:
 - Criminal Investigators/Special Agents;
 - HSI Field Offices, DHS/ICE/HSI Headquarters, ERO/LESC, U.S. Secret Service (USSS) for threats to POTUS.
 - JIOC, the Office of Professional Responsibility, HSI, ERO, local field offices.
- **Which *external* audience(s)/customer(s) currently receive your organization's reporting as a result of exploiting publicly available information?**
 - a) ERO: External consumers of information obtained by ERO would include task force operatives and state/local/tribal law enforcement. Additionally, DHS and other USG partners may learn about the models as needed but they are not currently disseminated systematically.
 - b) HSI:
 - Federal Law Enforcement partners; and
 - DHS and its components.

F. Tools (to include software, networks, database systems, etc.)

- **What tool(s) does your organization currently use to disseminate reporting derived from exploiting publicly available information?**
 - a) ERO: Enforcement notes the tools it uses are DHS-ICE email (Outlook), and ACRIME Field (ERO application) while LESA SOA uses R, R Shiny, ArcGIS, and Microsoft Office (e.g. Word, Excel, PowerPoint).
 - b) HSI:
 - Production process, Analytical Framework for Intelligence (AFI), HSI-Falcon, HSI ICM; and
 - Microsoft PowerPoint, Snipping Tool.



- **What tool(s) does your organization currently use to organize, store and retain information derived from exploiting publicly available information?**

- a) ERO: Enforcement notes it uses ACRIME Field (ERO application) and ICE Microsoft SQL server. LESA SOA notes it uses Python programming (used for organizing); R programming (used for organizing); WinSCP (used for organizing); Linux command line (e.g. Git/MobaXterm) (used for organizing); ICE's Enterprise ArcGIS Portal (storage/retain); Shared Network Drives (storage/retain); AWS Cloud (storage); and Microsoft Excel.
- b) HSI:
 - Falcon database
 - Microsoft PowerPoint, Microsoft Excel, Share Drive Folder

G. Attribution

- **How does your organization currently manage attribution while exploiting publicly available information?**
 - a) ERO: TRSS us government provided non-IRMNET research computers via a local Comcast internet WIFI connection. IP is not directly attributed to the USG.
 - b) HSI:
 - Use Babel street/SILO and training to obfuscate; and
 - Origin of information is included in report narrative.
 - c) OPA: Cite the source in the story usually.
- **What specific tools does your organization currently use to manage attribution?**
 - a) ERO: See above response.
 - b) HSI: Use Babel street/SILO and training to obfuscate.

H. Deconfliction

- **How does your organization currently deconflict PAI exploitation activities internal to DHS?**
 - a) ERO:

(b) (7)(E)



b) HSI:

(b) (7)(E) [REDACTED]

- **How does your organization currently deconflict PAI exploitation activities with external stakeholders?**

a) ERO:

o (b) (7)(E) [REDACTED]

b) HSI:

(b) (7)(E) [REDACTED]

I. Policy

- **What current legislation or executive orders authorize or limit your organization's capabilities to exploit publicly available information?**

a) ERO: The Immigration and Nationality Act of 1952, as amended, U.S.C. Title 8, 8 U.S.C. 1357, Powers of Immigration Officers and Employees Privacy Act of 1974, Homeland Security Act of 2002, as amended, Pub. L. No. 107-296, 116 Stat. 2135 (2002), and 8 C.F.R. 2.1, Authority of the Secretary of Homeland Security.

b) HSI: U.S.C. Titles 8, 18, 21, 19 U.S.C. § 1589a.

- **What policies authorize, direct, or limit your organization's ability to exploit publicly available information?**

a) ERO: DOJ Online Investigative Principles (November 1999); DHS Delegation No. 7030.2, Delegation of Authority to the Assistant Secretary of U.S. Immigration and Customs Enforcement; ICE Delegation No. 0001, Delegation of Authority to the Directors, Detention and Removal and Investigations, and to Field Office Directors, Special Agents in Charge and Certain Other Officers of



the Bureau of Immigration and Customs Enforcement; DHS Management Directive 110-01; DHS Instruction Number 110-01-001; Decision Memorandum, signed by Assistant Secretary for Policy David Heyman and approved by DHS Secretary Janet Napolitano, regarding Use of Public and Non-Public Online Information for Law Enforcement, Situational Awareness, and Intelligence Purposes (December 8, 2010); ICE Social Media Operational Use Templates (SMOUTs) (June 12, 2012); Policy Number 10082.1 FEA Number 360-112-002b, Use of Public and Non-Public Online Information (June 28, 2012); Policy Number 10083.1 FEA Number 360-112-002b, Use of Public Online Information for Non-Law Enforcement Work-Related Activities; Privacy Requirements for Operational Use of Social Media (November 2013); and DHS 4300A Sensitive Systems Handbook, Attachment X Social Media (July 24, 2018), ERO Broadcast Message, *Amended Message: ICE Directive, Use of Public and Non-Public Online Information* (Nov. 7, 2012).

b) HSI:

- Federal law enforcement policy authorizes our ability to exploit PAI.
- ICE Policy Memorandum 10082.1 – Use of Public and Non-Public Online Information.
- ICE Policy Memorandum 10083.1 – Use of Public Online Information for Non-Law Enforcement Work-Related Activities.

J. Resource Information

- **Please provide, by activity, the current annual funding your organization expends exploiting publicly available information.**

Please see the chart below.

- **Please provide the number of FTE in your organization that are currently conducting, managing, and/or overseeing publicly available information exploitation activities. Please annotate the percentage of time conducting these activities as necessary if an employee is not dedicated to PAI exploitation.**

Please see the chart below.

- **What resource limitations does your organization have in relation to exploiting publicly available information?**

Please see the chart below.



<p>Current Funding</p>	<div>(b) (7)(E)</div> <div>[Redacted Content]</div>
<p>FTEs and/or Contractors</p>	<div>(b) (7)(E)</div> <div>[Redacted Content]</div>



Resource Limitations	<div data-bbox="462 373 511 394">(b) (7)(E)</div> <div data-bbox="511 373 1412 1881">[REDACTED]</div>
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