

30-60-90-Day Status Update to Recommendations in the Office of Inspector General's Report  
Entitled: *CBP's Searches of Electronic Devices at Ports of Entry* (OIG-19-10)

**Recommendation 1:** We recommend the CBP Executive Assistant Commissioner, OFO ensure its officers properly document their actions when conducting searches of electronic devices, and supervisors provide adequate and prompt review of electronic media reports and related information.

30 days

- CBP is issuing guidance to the field requiring DOMEX ports of entry (POE) ensure procedures (SOP and document checklist) are in place so that CBPOs properly document their actions when conducting searches of electronic devices, and supervisors provide adequate and prompt review of electronic media reports.
- CBP has also implemented a train-the-trainer program to expedite the training process for new CBP DOMEX users. This will eliminate delays for requested training at numerous POEs, as the previous training was only conducted by a limited staff of Laboratory and Science Services Division personnel which caused long delays for POEs to receive requested training. The training was conducted in September 2018 for three Field Offices, i.e., Miami, Detroit and Houston.
- CBP TOD and LSS are coordinating to pilot (b) (7)(E) in Dulles as a possible new advanced electronic media vendor, which includes centralized management capability.
- CBP has implemented numerous enhancements and mandatory fields in the Electronic Media Reports module that documents each electronic media exam, which will also ensure compliance with the deficiencies and hold managers/supervisors accountable.
- CBP has begun to conduct field audit reviews at various Field Offices and POEs to ensure that local SOPs, checklist and/or logbooks are established and updated to address the deficiencies regarding the examination of electronic media. The checklist and logbooks will provide on the spot verification that the supervisors/managers have properly documented their actions with regards to approving searches, confirming device data connections are disabled, deleting information from thumb drives, etc. Currently four POEs have been audited (JFK, Newark, Chicago and Laredo).
- TOD has completed field audit reviews at New York, Chicago and Laredo Field Offices.
- CBP conducts monthly audits on a statistically random sample of DOMEX records. And as of December 1, 2018, CBP audits all advanced searches of electronic media exams to address any compliance issues with the Directive and the OIG recommendations as appropriate.
- CBP has also modified the training procedures for new CBP officers involved in the DOMEX program to ensure compliance and address OIG deficiencies in the report. The next training class will be conducted in January 2019.
- TOD conduct daily audits when possible on all advanced electronic media search records.

60 days

- CBP will continue to conduct field audit reviews at various Field Offices and POEs to ensure that local SOPs, checklist and/or logbooks are established and updated to address the deficiencies regarding the examination of electronic media.

90 days

- CBP is in the process of modifying the Self Inspection Worksheet, which cannot be fully implemented until the next Self Inspection Cycle in May 2019. Additional questions will be added to address the deficiencies.
- CBP will continue to conduct field audit reviews at various Field Offices and POEs to ensure that local SOPs, checklist and/or logbooks are established and updated to address the deficiencies regarding the examination of electronic media.

**Recommendation 2:** We recommend the CBP Executive Assistant Commissioner, OFO ensure supervisors oversee the disabling of data connections prior to conducting searches of electronic devices.

30, 60 and 90 days

Same as above

**Recommendation 3:** We recommend that the CBP Executive Assistant Commissioner, OFO ensure all equipment used during advanced searches is accounted for and all software license are renewed expeditiously.

30 days

- TOD has streamlined the license renewal process to be renewed for all of OFO at the same time each year, to avoid any laps in license validations.
- CBP has begun to conduct field audit reviews at various Field Offices and POEs to ensure that local SOPs, checklist and/or logbooks are established and updated to address the deficiencies regarding the examination of electronic media. The checklist and logbooks will provide on the spot verification that the supervisors/managers have properly documented their actions and confirm equipment is accounted for.

60 and 90 same as above

**Recommendation 4:** We recommend that the CBP Executive Assistant Commissioner, OFO ensure that travelers' copied information is immediately deleted from the thumb drives after successful upload to the Automated Targeting System.

30 60 and 90 days

- Same as above

**Recommendation 5:** We recommend that the CBP Executive Assistant Commissioner, OFO:

- a) Develop and implement performance measures for the advanced searches of electronic devices pilot program.
- b) Evaluate the effectiveness of the pilot program to determine whether the advanced searches are achieving the program's intended purpose.

Work with the Executive Assistant Commissioner of U.S. Customs and Border Protection to evaluate the performance of Office of Field Operations in the advanced searches of electronic devices pilot program and, based on the results of such evaluation, decide whether to discontinue or establish it as a permanent program of record.

30 days

- Performance measures have been implemented by enabling the Electronic Media Report to capture the positive exams. (b) (7)(E)

90 days or more

- TOD is currently involved in the Intelligence Management Advisory Group and a subgroup known as the DOMEX Working Group. In this group, TOD is currently coordinating with DHS, LSS, OBP and AMO to make the CBP DOMEX program a program of record for the agency. The working group is creating a Capability Analysis Report which would identify any gaps and mission essential requirements for each component.