

From: (b)(6);(b)(7)(C)
Sent: 22 Jan 2018 21:23:04 -0500
To: (b)(6);(b)(7)(C)
Cc:
Subject: FOIA 10 of 11 FW: Revised Performance Work Statement
Attachments: Modification to ICM Contract_FOC (02 March 2016).docx

(b)(6);(b)(7)(C) Special Agent
Homeland Security Investigations (HSI)
1000 Second Ave, Suite (b)(6)
Seattle, WA 98104
Desk: 206.442 (b)(7)(C) Cell: 562.843 (b)(7)(C)
Email: (b)(6);(b)(7)(C)

From: (b)(6);(b)(7)(C)
Sent: Wednesday, March 02, 2016 10:16 AM
To: (b)(6);(b)(7)(C)
Subject: FW: Revised Performance Work Statement

Please take a look at what we put together yesterday with (b)(6). The FOC timeline allows for the following:

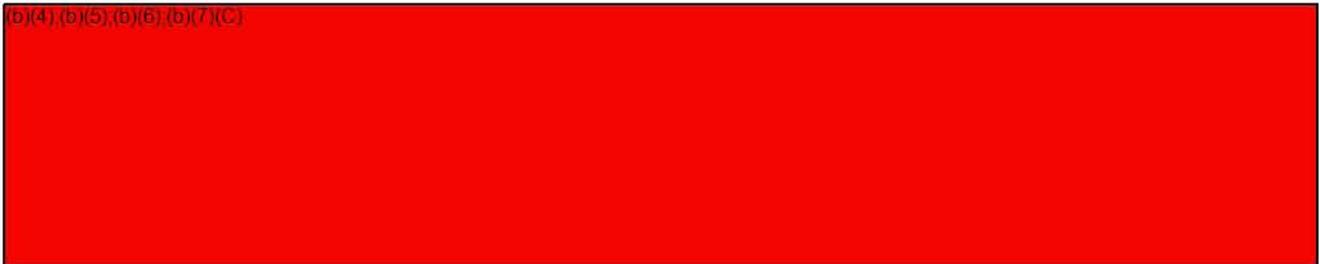
- 90 days after IOC to handle O&M/ Fast Followers
- Slack each year to handle a field generated "good idea"
- Slack each year to allow for an HQ component to fund an outcome (C3 or OIA)
- Three FOC outcomes year one
- TWO FOC outcomes year two

Thanks,

(b)(6);(b)(7)(C)

From: (b)(6);(b)(7)(C)
Sent: Wednesday, March 02, 2016 9:18 AM
To: (b)(6);(b)(7)(C)
Subject: Revised Performance Work Statement

(b)(6);(b)(7)(C)



Thanks,

(b)(6);(b)(7)(C)

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

Modification to Appendix A: Performance Work Statement

DHS Investigative Case Management

Tab 1: Technical Information – Appendix A

(b)(5)

(b)(5)

(b)(5)

(b)(5)

From: (b)(6);(b)(7)(C)
Sent: 22 Jan 2018 21:23:23 -0500
To: (b)(6);(b)(7)(C)
Cc:
Subject: FOIA 11 of 11 FW: FOC Outcomes
Attachments: Modification to ICM Contract_FOC (08 March 2016) v3.docx

(b)(6);(b)(7)(C) Special Agent
Homeland Security Investigations (HSI)
1000 Second Ave, Suite (b)(6)
Seattle, WA 98104
Desk: 206.442.(b)(7)(C) Cell: 562.843.(b)(7)(C)
Email: (b)(6);(b)(7)(C)

From: (b)(6);(b)(7)(C)
Sent: Thursday, March 17, 2016 11:59 AM
To: (b)(6);(b)(7)(C)
Subject: FW: FOC Outcomes

Hi,

This is the latest version of what we went over a couple of weeks back. ERO pushed out the rich media workflows to a year three option year. Let me know if you have any questions.

Thanks,

(b)(6);(b)(7)(C)

From: (b)(6);(b)(7)(C)
Sent: Tuesday, March 08, 2016 1:56 PM
To: (b)(6);(b)(7)(C)
Subject: FOC Outcomes

(b)(6);(b)(7)(C) I have a 2:30 pm meeting so let me know if you have a few moments now and I'll swing by and chat about the proposed new FOC language (attached).

(b)(5)

If you aren't free now, I'm also free at 3:15 pm. I'm going to send this to (b)(6);(b)(7)(C) before EOD.

Thanks,

(b)(6);

(b)(6);(b)(7)(C)

(b)(5)

(b)(5)

(b)(5)

(b)(5)

From: (b)(6);(b)(7)(C)
Sent: 30 Jan 2015 17:18:49 -0500
To: (b)(6);(b)(7)(C)
Subject: RE: Meeting with (b)(6);(b)(7)(C)

Thanks all!

Sent with Good (www.good.com)

From: (b)(6);(b)(7)(C) (CTR)
Sent: Friday, January 30, 2015 5:04:41 PM
To: (b)(6);(b)(7)(C)
Cc: (b)(6);(b)(7)(C)
Subject: RE: Meeting with (b)(6);(b)(7)(C)

Done... Monday @ 2pm

Very Respectfully,
(b)(6);(b)(7)(C)
Engility-Supporting
U.S. Immigration & Customs Enforcement
ICE TECS Modernization PMO
Tech World I, 800 K St. NW
Washington, DC 20536
Mail Stop (b)(6);(b)(7)(C)
Desk: 202-732-(b)(6);(b)(7)(C)
Cell: 202-553-(b)(6);(b)(7)(C)
Email: (b)(6);(b)(7)(C)

From: (b)(6);(b)(7)(C)
Sent: Friday, January 30, 2015 4:57 PM
To: (b)(6);(b)(7)(C)
Cc: (b)(6);(b)(7)(C)
Subject: Meeting with (b)(6);(b)(7)(C)

Hey (b)(6);(b)(7)(C) and (b)(6);(b)(7)(C)

(b)(6);(b)(7)(C) needs to push the meeting with (b)(6);(b)(7)(C) regarding the Falcon contract. Can you please set up a meeting for next week? (He is reading over the material this weekend). Thanks

From: (b)(6);(b)(7)(C)
Sent: 19 Feb 2015 15:15:38 -0500
To: (b)(6);(b)(7)(C)
Subject:

I wanted to provide you with a quick update on the Falcon contract and the pending protest by Carasoft. Last Friday we had a productive conference call with OAQ and OPLA relating to the Carasoft "agency protest" and our effort to restructure the Palantir contract. Present during the call was (b)(6);(b)(7)(C) along with some of his staff: (b)(6);(b)(7)(C) from OPLA, (b)(6);(b)(6);(b) and members of the Falcon team. During the discussion, we had the opportunity to get some background pertaining to OAQ's and OPLA's thoughts/recommendation on how to best proceed. Before we get into the specifics of the discussion, some background on how we got here might be helpful:

(b)(5)

(b)(5)

From: (b)(6);(b)(7)(C)
Sent: 20 Feb 2015 21:13:42 -0500
To: (b)(6);(b)(7)(C)
Subject: RE: Falcon Protest Update

Thanks for the update (b)(6);(b)(7)(C)

From: (b)(6);(b)(7)(C)
Sent: Friday, February 20, 2015 8:29:36 PM
To: (b)(6);(b)(7)(C)
Subject: FW: Falcon Protest Update

Gents,

FYSA - thank you again for your feedback and support.

Sent with Good (www.good.com)

From: (b)(6);(b)(7)(C)
Sent: Friday, February 20, 2015 8:27:30 PM
To: (b)(6);(b)(7)(C)
Cc: (b)(6);(b)(7)(C)
Subject: RE: Falcon Protest Update

Thanks

From: (b)(6);(b)(7)(C)
Sent: Friday, February 20, 2015 8:26:32 PM
To: (b)(6);(b)(7)(C)
Cc: (b)(6);(b)(7)(C)
Subject: RE: Falcon Protest Update

Excellent summary - we will discuss Monday morning.

(b)(6);(b)(7)(C)

Director, OAQ

Sent from a mobile device using iOS software

-----Original Message-----

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

Sent: Friday, February 20, 2015 04:34 PM Eastern Standard Time

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

Cc:

Subject: FW: Falcon Protest Update

(b)(6);(

The attached document is a chronology of events related to our current Palantir contract modification. I am concerned that we are on a slippery slope and would like to have a one on one strategy discussion with you.

(b)(6);(b)

P.S. I will have to bring (b)(6);(b)(7)(C) along -- he is much smarter than I am!

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

Sent: Friday, February 20, 2015 3:38:46 PM

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

Subject: Falcon Protest Update

(b)(6);(b)(7)(C)

Per your request, attached please find some background relating to Carasoft's protest of the Palantir/FALCON contract modification.

Thank you,

(b)(6);(b)

From: (b)(6);(b)(7)(C)
Sent: 24 Feb 2016 11:31:05 -0500
To: (b)(6);(b)(7)(C)
Subject: FW: PWS modification language
Attachments: Modification to ICM Contract_FOC (23 Feb 2016).docx

For today's discussion.

(b)(6);(b)(7)(C)
Deputy Special Agent in Charge
Homeland Security Investigations - New York
(o)646-230-(b)(6);
(c)973-445-(b)(7)(C)

From: (b)(6);(b)(7)(C)
Sent: Tuesday, February 23, 2016 6:23:32 PM
To: (b)(6);(b)(7)(C)
Subject: PWS modification language

(b)(6);

(b)(4);(b)(5)

Thanks,

(b)(6)

(b)(6);(b)(7)(C)

Modification to Appendix A: Performance Work Statement

DHS Investigative Case Management

Tab 1: Technical Information – Appendix A

(b)(5)



(b)(5)

(b)(5)

(b)(5)

From: (b)(6);(b)(7)(C)
Sent: 4 Nov 2014 10:05:05 -0500
To: (b)(6);(b)(7)(C)
Subject: FW: To Do List

FYSA – Close hold!

From: (b)(6);(b)(7)(C)
Sent: Tuesday, November 04, 2014 8:24 AM
To: (b)(6);(b)(7)(C)
Subject: To Do List

- Deloitte Contract
- Mitre Contract
- Hard hitting PM for HSI
- Catch up with (b)(6);(b)(7)(C) re: program and PM Mgmt
- Systems Architect
- Environment
- Government integrator concerns of Palantir
- Elements of Palantir contract for ICM & Falcon
- SharePoint Help for Gary
- SAC Advisory Board – Opportunity to look at performance metrics and reporting
- TLS Working Group
- Push Brent reporting date back to Feb or March
- JIP Status – Send JIP to CBP Operators
- Radha recommendation for HSI IVV contract



(b)(6);(b)(7)(C) | *Special Agent in Charge*
Homeland Security Investigations | Chicago Field Office
One Tower Lane, Suite (b)(6) Oakbrook Terrace, Illinois 60181
(630) 574-(b)(6) | (630) 684-(b)(6) | (b)(6);(b)(7)(C)

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From: (b)(6);(b)(7)(C)
Sent: 10 Jul 2014 20:32:29 +0000
To: (b)(6);(b)(7)(C)
Subject: RE: HSCETC-14-R-00002-Step 2 Technical and Mission Questions-OAQ
Comments
Attachments: OAQ comments_Step 2 Questions and Responses.xlsx

(b)(6);(b)(7)(C)
Special Agent
CMM
Homeland Security Investigations, HQ
(b)(6);(b)(7)(C)

From: (b)(6);(b)(7)(C)
Sent: Thursday, July 10, 2014 3:58 PM
To: (b)(6);(b)(7)(C)
Subject: RE: HSCETC-14-R-00002-Step 2 Technical and Mission Questions-OAQ Comments

Hi (b)(6);(

I've answered what I can in red.

(b)(6);(b)(7)(C)
Special Agent
CMM
Homeland Security Investigations, HQ
(b)(6);(b)(7)(C)

From: ICE ICM
Sent: Thursday, July 10, 2014 2:39 PM
To: (b)(6);(b)(7)(C)
Cc: (b)(6);(b)(7)(C)
(b)(6);(b)(7)(C)
Subject: RE: HSCETC-14-R-00002-Step 2 Technical and Mission Questions-OAQ Comments

(b)(6);(b)(7)(C)

Attached are OAQ's comments for the technical responses (Tab 2/Column E). Please revise accordingly and send back to me.

Thank you,

V/R,

(b)(6);(b)(7)(C)

(b)(6);(b)(7)(C)
Information Technology Division
Program Execution and Planning

Contract Specialist
DHS/ICE/Office of Acquisition Management (OAQ)
Desk: 202.732.(b)(7)
Mobile: 202-421-(b)(6)

E-mail: (b)(6);(b)(7)(C)

Your First Partner in Acquisition!

From: (b)(6);(b)(7)(C)
Sent: Thursday, July 10, 2014 1:09 PM
To: (b)(6);(b)(7)(C)
Cc: (b)(6);(b)(7)(C)
(b)(6);(b)(7)(C)
Subject: RE: HSCETC-14-R-00002-Step 2 Technical and Mission Questions

Thanks. I have made a few slight changes. They are in purple. Thanks

(b)(6);(b)(7)
Special Agent
CMM
Homeland Security Investigations, HQ
(b)(6);(b)(7)(C)

From: (b)(6);(b)(7)(C)
Sent: Thursday, July 10, 2014 12:40 PM
To: (b)(6);(b)(7)(C)
Cc: (b)(6);(b)(7)(C)
(b)(6);(b)(7)(C)
Subject: RE: HSCETC-14-R-00002-Step 2 Technical and Mission Questions

Here's the rest of the responses and appended to (b)(6);(b)(7)(C)

(b)(6); - there are a few of your responses that we tweaked and highlighted in orange (let me know if any issues).

From: (b)(6);(b)(7)(C)
Sent: Tuesday, July 08, 2014 6:19 PM
To: (b)(6);(b)(7)(C)
Cc: (b)(6);(b)(7)(C)
Subject: RE: HSCETC-14-R-00002-Step 2 Technical and Mission Questions

Please see attached for my responses to the ones that are business-related. The remaining ones are technical in nature. Thanks

(b)(6);(b)(7)
Special Agent

CMM
Homeland Security Investigations, HQ
(b)(6);(b)(7)(C)

From: (b)(6);(b)(7)(C)
Sent: Tuesday, July 08, 2014 9:43 AM
To: (b)(6);(b)(7)(C)
Cc: (b)(6);(b)(7)(C)
Subject: HSCETC-14-R-00002-Step 2 Technical and Mission Questions

Hi (b)(6);(

Attached are the technical/mission questions we received for Step 2 (See Tab 2 of spreadsheet). Please provide a response to each question and revise the applicable document(s) if necessary. Please also ensure that the responses provided do not contradict the responses we provided to the Step 1 Questions and Answers.

Please let me know if you have questions-we will be working on the acquisition related questions and may need some input from you.

Our goal is to send out all responses NLT COB on Friday, July 11, 2014.

Thank you,

V/R,

(b)(6);(b)(

(b)(6);(b)(7)(C)

Information Technology Division
Program Execution and Planning
Contract Specialist
DHS/ICE/Office of Acquisition Management (OAQ)
Desk: 202.732 (b)(6)
Mobile: 202-421-(b)(6)

E-mail: (b)(6);(b)(7)(C)

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(b)(5)

(b)(5)

(b)(5)



(b)(5)

(b)(5)



From: (b)(6);(b)(7)(C)
Sent: 27 Mar 2015 17:11:00 -0400
To: (b)(6);(b)(7)(C)
Subject: Does this make sense?

Thank you again for the meeting yesterday and the opportunity to discuss our current situation with the Palantir FALCON contract. The attached documents should provide a detailed background on the contract as well as options going forward. It should be noted that while accurate, the document labeled "FALCON Palantir Contract Timeline (HSI Only)" might hurt some feelings, but I wanted you to have the full history on how we found ourselves in this predicament. The "FALCON Taking Points for EAD" document has been sanitized and should be considered shareable.



Co-Case Frequently Asked Questions



The co-case functionality in ICM allows for collaborative case management between two agents of the same investigative case and for both agents to receive statistical credit. To help you understand more about this functionality, below are answers to some of the most common questions.

How do I qualify to become a co-case agent on an investigative case?

You need to have the “Special Agent” role in ICM and be permanently assigned or on TDY in the same office (code) where the investigative case is located.

How do I become a co-case agent on an investigative case?

The case supervisor determines when a co-case agent is needed for a case. When you are selected as a co-case agent, the case supervisor will add you to the case in ICM and should inform you directly. Additionally, an ICM-generated email and notification will also be sent to notify you.

How am I notified when the other co-case agent performs case activities in ICM?

An ICM-generated email and notification is sent to co-case agents any time a new case document is added or edits are made to existing case documents. All case activity is also tracked in the corresponding Index view.

How are co-case agents listed as owners on the investigative case?

Co-case agents are listed alphabetically in ICM. The order of the agents does not impact ownership of documents, notifications, or the tracking of case statistics.

Are both co-case agents notified when a CBP crossing alert is triggered?

Both agents are notified by CBP when there is a crossing alert, even though the co-case agent owner that is listed first on the subject record is the only one listed on the CBP record.

Can I view or edit draft documents authored by the other co-case agent or another user?

Only the author can view and edit his/her draft document. If a third agent authors an ROI, neither co-case agent can view the ROI until it is approved. This is no different than standard ICM functionality.

What happens if the case is transferred to the case supervisor?

Both co-case agents are notified when the transfer is complete and are removed as owners from the case and its supporting documents. The case supervisor can add one or both of the previous co-case agents as well as entirely new agents to the case.



Co-Case Frequently Asked Questions (continued)

What happens when one of the co-case agents has to transfer to another office?

The SCO will transfer all of the agent's assigned records, which automatically removes him/her as a co-case agent from the case. The case supervisor can then add a new co-case agent to the case or leave it with just one case owner.

What happens when a co-case agent unlinks a subject record from the case?

The co-case agent who unlinks the subject record becomes the sole owner of the record, even if they did not originally create/link the record. The record is moved to their Standalone Subject Records view.

What happens if I try to edit an existing case document at the same time as the co-case agent?

Both co-case agents can edit the same document at the same time; however, the last agent to save changes to the document would override any edits from the other agent. You will see a notification if the case is being edited by the other case agent. It is highly recommended to connect directly with the other agent when you see this happening in ICM.

Can the case supervisor remove me as a co-case agent at anytime?

Yes, the case supervisor has the ability to remove you as a co-case agent in ICM. The supervisor should work with you directly before this happens.

What happens to all the case documents I authored and owned if I am removed from the case?

When the case supervisor removes you from the case, ownership and notifications are transferred to the other agent or the new co-case agent if one is added. You are still listed as the author for any documents you created while part of the case.



Case Management

Create a Collateral Case Request

(b)(7)(E)

[Redacted content]

(b)(7)(E)

[Redacted content]

! Once a collateral case is approved by the supervisor, it's sent directly to the referral manager of the receiving office who assigns it to the appropriate supervisor in the new office. The supervisor then must open the case before reassigning the case to an agent who becomes the new case owner.



Case Management

Create a Collateral Case



A **collateral case** goes through a series of phases in ICM requiring multiple users with different roles to carry out specific tasks. The following guide outlines the tasks for each phase in the life cycle of a collateral case.

Phase 1: Initiator creates request

(b)(7)(E)

(b)(7)(E)

The collateral case request is removed from the supervisor approvals tab.

Note: *The approving supervisor is not responsible or notified about changes to the collateral case but can track its progress through the originating case links section.*



Case Management

Create a Collateral Case

Phase 3: Referral manager processes request

(b)(7)(E)

(b)(7)(E)

The collateral/referral inbox appears.

Note: *The green notification confirms the request has been delivered and the collateral case request is removed from the inbox.*

Note: *After submitting and routing to a supervisor, the referral manager no longer has access to, or responsibilities aligned to the collateral case.*



Case Management

Create a Collateral Case

Phase 4: Receiving supervisor creates case

(b)(7)(E)

(b)(7)(E)

The pending open collateral case appears.



Tip: Immediately approve the case since you are the current owner and supervisor.



Case Management

Create a Collateral Case

(b)(7)(E)

(b)(7)(E)

Note: Only agents from the same office can be assigned the new case.



Case Management

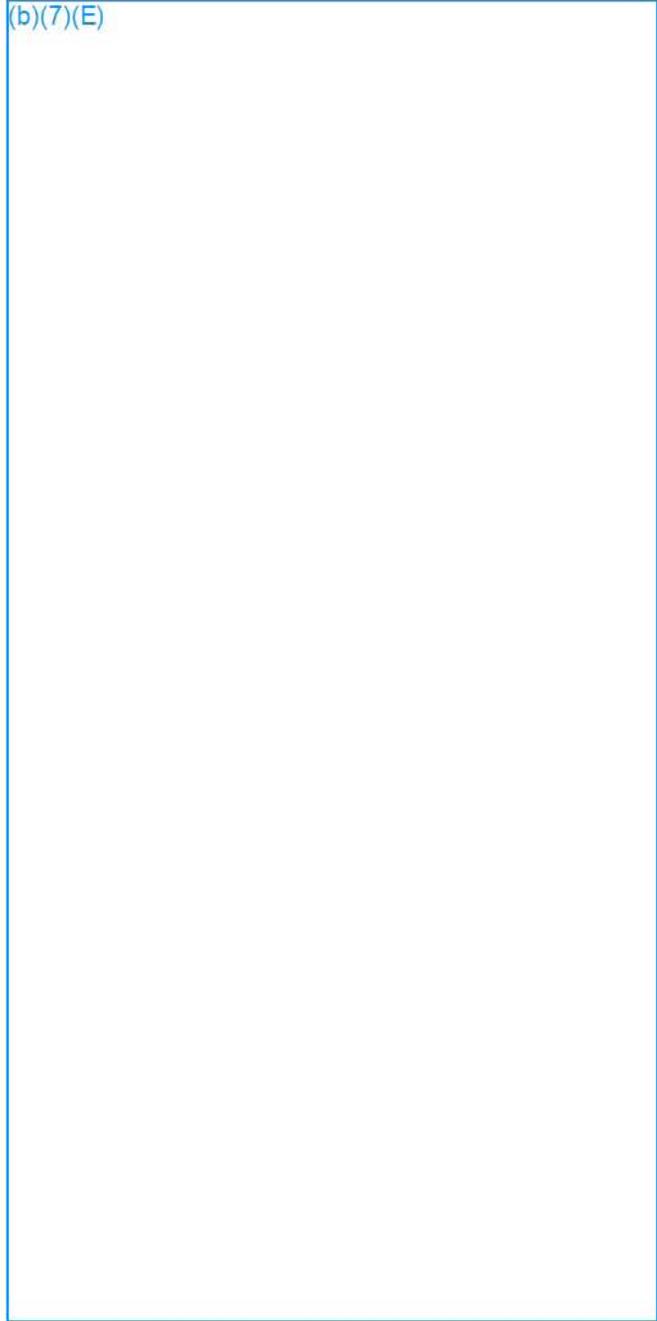
Create a Collateral Case

(b)(7)(E)



Note: *The originating case owner is notified by ICM that you accepted and created the case.*

(b)(7)(E)





Case Management

Create a Collateral Case

Phase 5: Assigned agent receives new case

(b)(7)(E)

(b)(7)(E)



Tip: Quickly access the originating case and collateral case request for more information and additional links.

epic.org

EPIC-17-08-14-ICE-FOIA-20180521-3rdInterim-Production-pt6

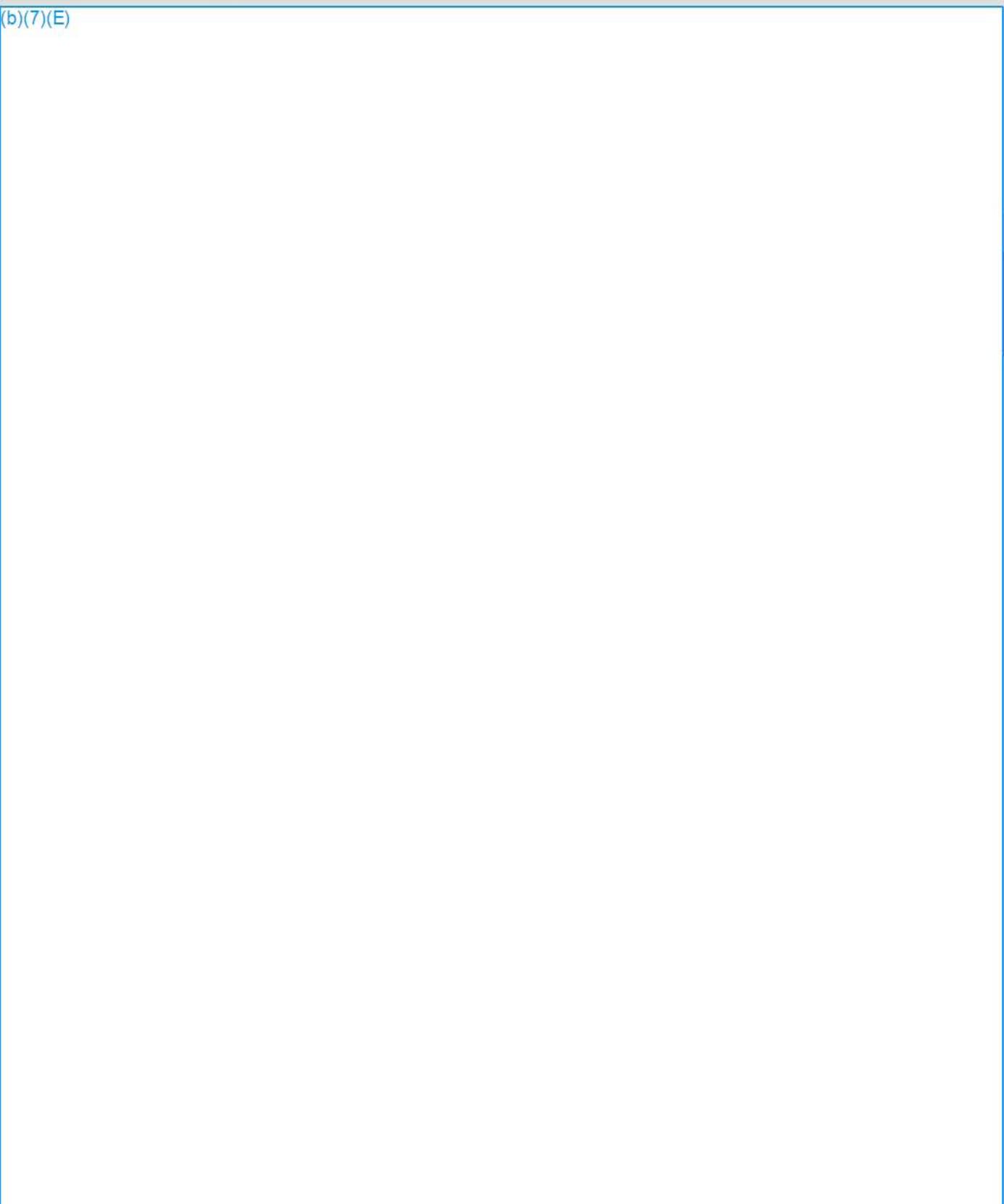
001516



ICE

Access Control Levels (ACLs) in ICM

(b)(7)(E)





Case Supervision

Add a Co-Case Agent



A co-case agent can be added to an open case by the case supervisor. A co-case agent has all the create and edit permissions as the original case owner.

(b)(7)(E)

(b)(7)(E)

The supervisor approvals page appears.

Note: Once submitted, the new co-case agent is added to the case, documents, and subject records in ICM. In addition, the HSI-owned subject records in TECS will be owned by the co-case agent who is listed first alphabetically no matter who owned the records first. CE, EP, and notifications will be sent to both case agents.



Working with Media

Add Media

(b)(6);(b)(7)(C)

(b)(7)(E)



Repeat steps 3 – 8 to add more media.

Note: Follow these same steps to add media to subject records and select documents.

! Do not post prohibited information, including contraband (e.g. child pornography), classified, or otherwise restricted information in ICM.

epic.org

EPIC-17-08-14-ICE-FOIA-20180521-3rdInterim-Production-pt6



Case Supervision

Approve a Case

(b)(7)(E)

(b)(7)(E)

Note: *Open cases are moved to this view and must be reviewed at least once every 4 months.*



Case Supervision

Approve a Report Of Investigation

(b)(7)(E)

(b)(5)

Note: A system notification is sent to the owner when the ROI is approved.

 **Tip:** To view the approved ROI, locate and open the associated case under case reviews.

 Notifications are sent to the supervisor each time an ROI is modified as well as being permanently recorded in the Index.



Case Supervision

Approve Media



Media includes any uploaded documents, images, or videos. All media must be approved before it is searchable in the system.

(b)(7)(E)

(b)(7)(E)

The media view appears.



Unapproved media must either be deleted to approve the case or the case must be rejected from the actions dropdown.

epic.org

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001522



Case Management

Archive a Published Subject Record



Subject records should be archived when no longer necessary for investigative or enforcement purposes. Records that do not fall into these two categories should instead be transferred to another active ICM user.

(b)(7)(E)

(b)(7)(E)

The archived record appears.

Note: Archiving the subject record automatically updates the 'Primary Action Code' to '0 - Not on Primary' and sets the 'Query Notification Level' to '0 - No Notice'.

Note: Archived records will not appear in ICM searches unless the 'Include Archived' option is checked.



The 'Archived' record status enables standalone records to follow users when they relocate offices, preventing users' profiles from being blocked upon transfer.



Hours

Create an Annual LEAP Hours Report



Annual LEAP Hours Reports for a calendar year cannot be generated until January of the next year and must have an approved December hours report prior to submission.

Phase 1: Review LEAP hours in the dashboard



Verify all of your LEAP hours are accurate by going to your dashboard.

(b)(7)(E)



Tip: If the LEAP hours appear incorrect, edit the necessary monthly hours report(s) and resubmit for supervisor approval.

Phase 2: Create draft LEAP Hours Report

(b)(7)(E)



Tip: Review 'Enter and Submit Hours' QRG or watch 'Create a Monthly Hours Report' video [fepic.org](https://www.fepic.org) with adding UEPIC-17-08-04-ICE-FOIA-20180521-3rdInterim-Production-pt6 a new or existing monthly hours report.

(b)(7)(E)



Hours

Create an Annual LEAP Hours Report

Phase 3: Recalculate LEAP hours *(If necessary)*



When a monthly hours report is edited to include new UOT and/or DAH hours, those hours are not automatically updated in the draft LEAP hours report. The new hours must be recalculated in the draft LEAP hours report.

(b)(7)(E)

Note: UOT and/or DAH hours on your monthly hours report must be approved before they will appear.



Tip: Review the 'Updated' date and time in the information section of the draft LEAP hours to see the last time the report was recalculated.

(b)(7)(E)

Phase 4: Release LEAP hours to Supervisor

(b)(7)(E)

The pending supervisor approval report appears.

Note: The supervisor listed on the report is notified and must approve the LEAP hours.



Hours

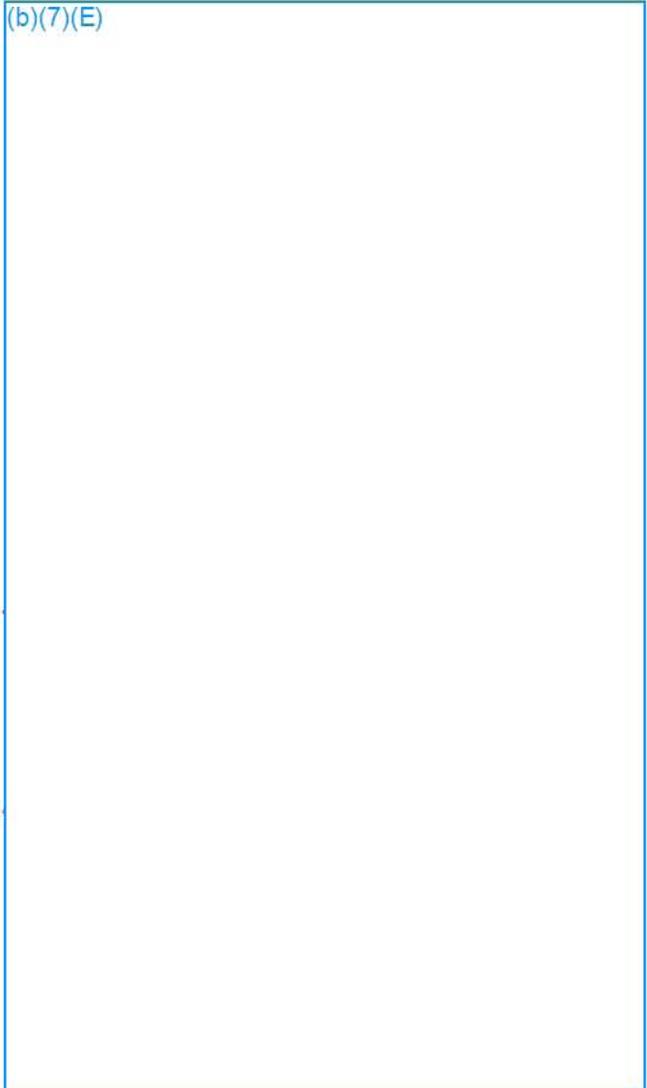
Create an Annual LEAP Hours Report

Phase 5: Supervisor Approves LEAP Hours



The agent is notified that the report is approved.

Note: Approved LEAP hours reports appear in the supervisors 'Approved Hours Reports' tab.





Incident Reports & Statistics

Create an Incident Report from EAGLE



Incident Reports in ICM are created from existing SEACATS records for seizure (SZ), seizure and arrests (SA), EAGLE records for arrests, or from ICM itself for arrests (AR).

(b)(7)(E)

(b)(7)(E)

A preview of the EAGLE record appears.



Tip: Print the EAGLE booking report from the actions dropdown without having to create a new incident report.

epic.org

EPIC-17-08-14-ICE-FOIA-20180521-3rdInterim-Production-pt6

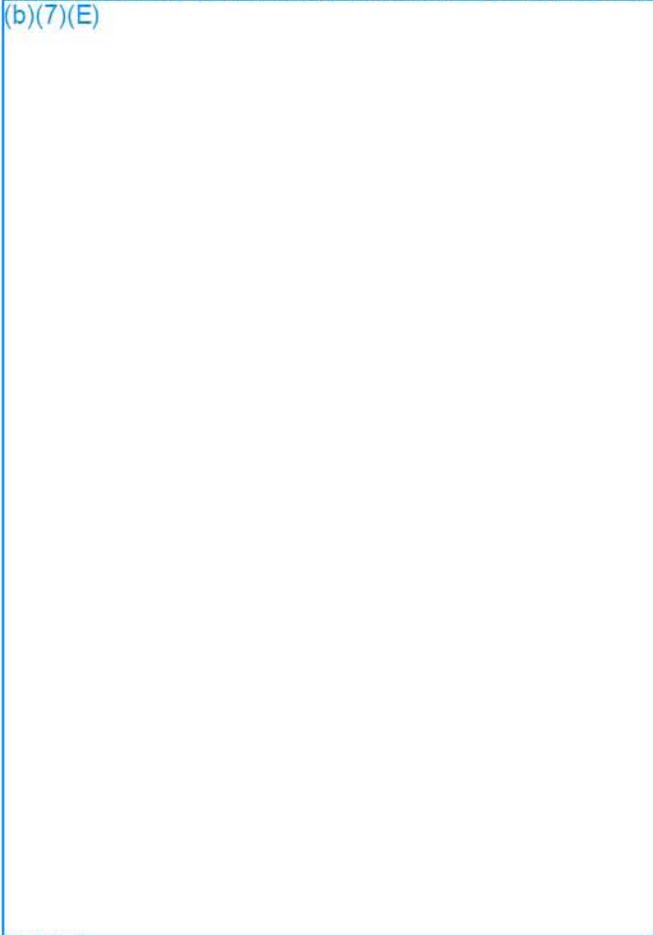
001527



Incident Reports & Statistics

Create an Incident Report from EAGLE

(b)(7)(E)



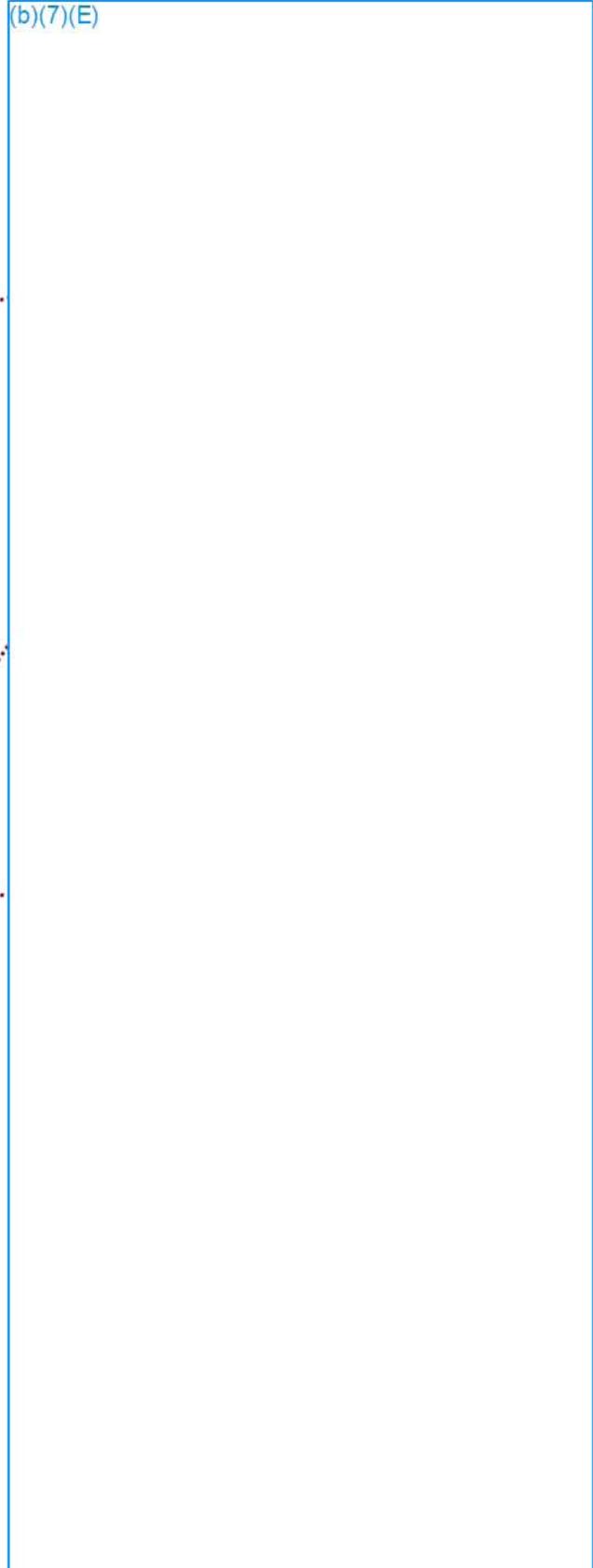
A draft of the incident report appears.

Note: Now use the actions dropdown to edit and then link a violator or other records and reports.



An Incident Report must have exactly one violator link to a published Person or Business subject record before getting approved.

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Case Management

Create an Op Plan



An Enforcement Operation Plan (Op Plan) can now be created and managed in ICM with the ability to link suspects, records, and add media.

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Tip: Select 'Unknown Suspect' in the instance that targets have yet to be identified (surveillance, controlled deliveries, etc.) Remarks are required for an unknown subject.

Note: The Op Plan cannot be submitted for approval until the 'Suspect Record' field is completed. Suspect information auto-populates into the Op Plan from the subject record. An Op Plan can have multiple Suspects linked.



Case Management

Create an Op Plan

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Note: *The Op Plan must be approved by both a first and second line supervisor. The second line supervisor is based on the case supervisor's supervisor in ICM.*

Note: *At any point during the approval process the owner may recall the Op Plan to draft.*



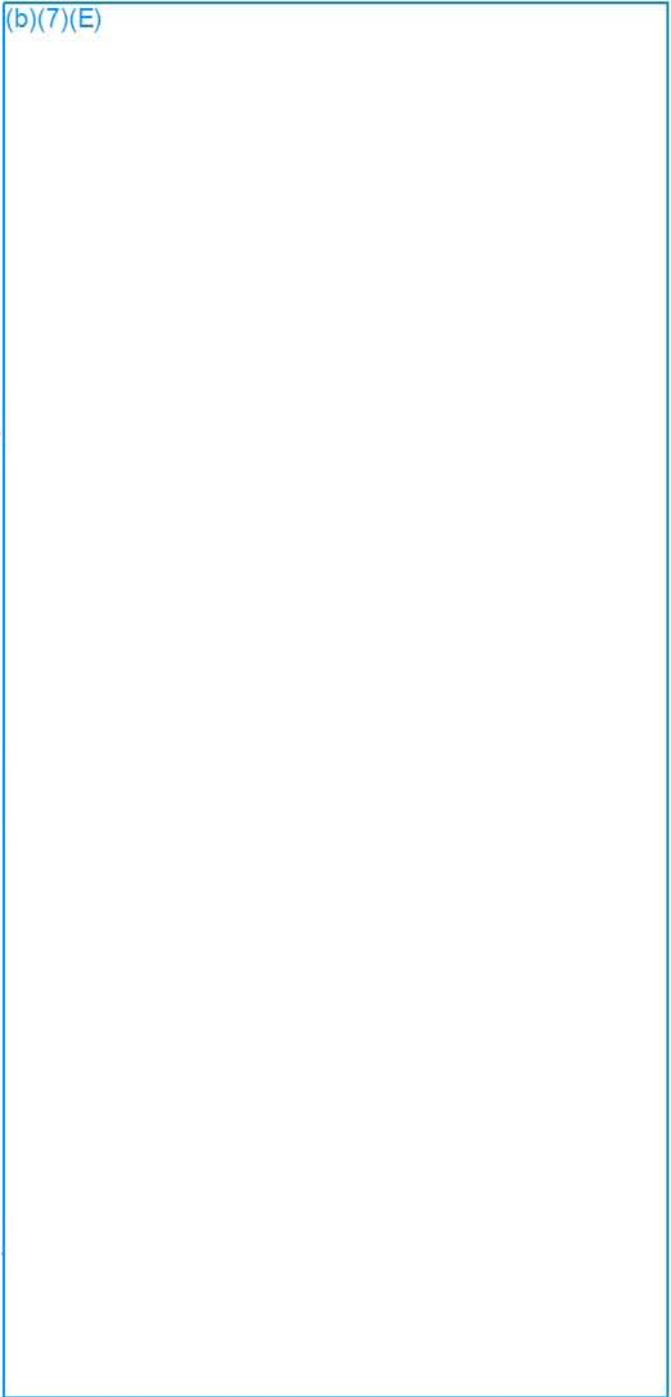
Sector is automatically notified when a second-line supervisor approves and if any changes are made to the approved Op Plan.

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Open a Case

Create and Submit a Draft Case



The case pending open appears.

Note: The green notification banner verifies a case has been submitted for open.

Note: A case number is assigned to the case only after it is approved by a supervisor.



A draft case must be submitted for open in order to have it appear in the supervisor's queue for review and approval.



SCO Resources

Creating and Assigning an Acting Supervisor



An **Acting Supervisor** serves in the same capacity as the group supervisor in ICM and receives the same cases, documents, media, records, and hours as the group supervisor.

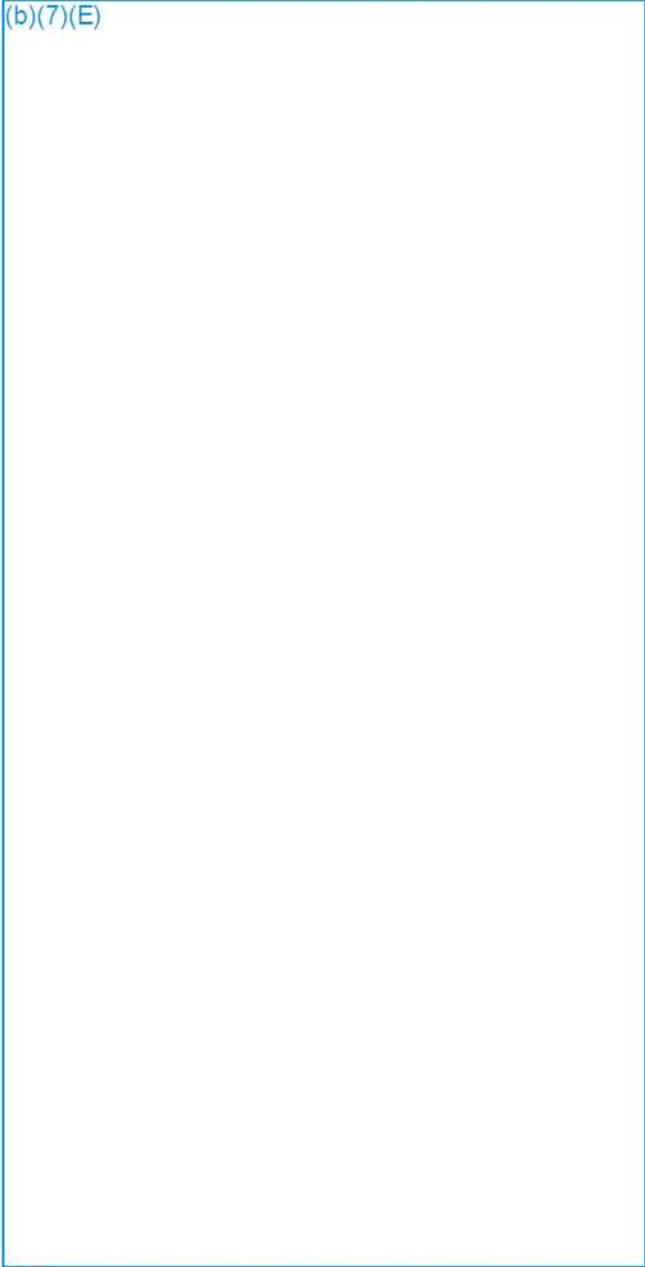
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SCO Resources

Creating and Assigning an Acting Supervisor



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The updated profile appears with no acting supervisor assigned to the user's role.

Note: ICM updates all associated roles to a user's profile immediately after being saved.



Working with Media

Download, Print, and Delete Media

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The media landing page appears with.

Note: The removed media will no longer be displayed on the list and cannot be recovered.

Note: A green notification banner appears to confirm the media was successfully removed.



Any media uploaded by a user can be deleted by the same user regardless of case, document, or subject record status. Remember, once media is uploaded to ICM and approved, it becomes part of the official case record. Follow agency guidelines for when approved media can be deleted in ICM.



Case Management

Create a New Person Subject Record

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SCO Resources

Create a New User in TECS Portal for ICM



New ICM users must have an active TECS Portal account created by their local SCO and complete all the mandatory training before they can provision themselves in ICM. The SCO should perform the following steps once they receive a new ICM user request.

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Tip: Copy existing TECS Portal profile data from the same office to complete many of the fields.

Note: Make sure to enter the user's correct

email now as it's the only time you will be able to see or modify it in TECS Portal.

epic.org

EPIC-17-08-14-140E-FOIA-20180521-3rdInterim-Production-pt6

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SCO Resources

Create a New User in TECS Portal for ICM

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At this point, email the user and inform them to complete the **TECS Portal NCIC course** and then access PALMS to complete the **User Privacy Awareness for Investigative Case Management (ICM) course** after which they can provision themselves in ICM.

epic.org

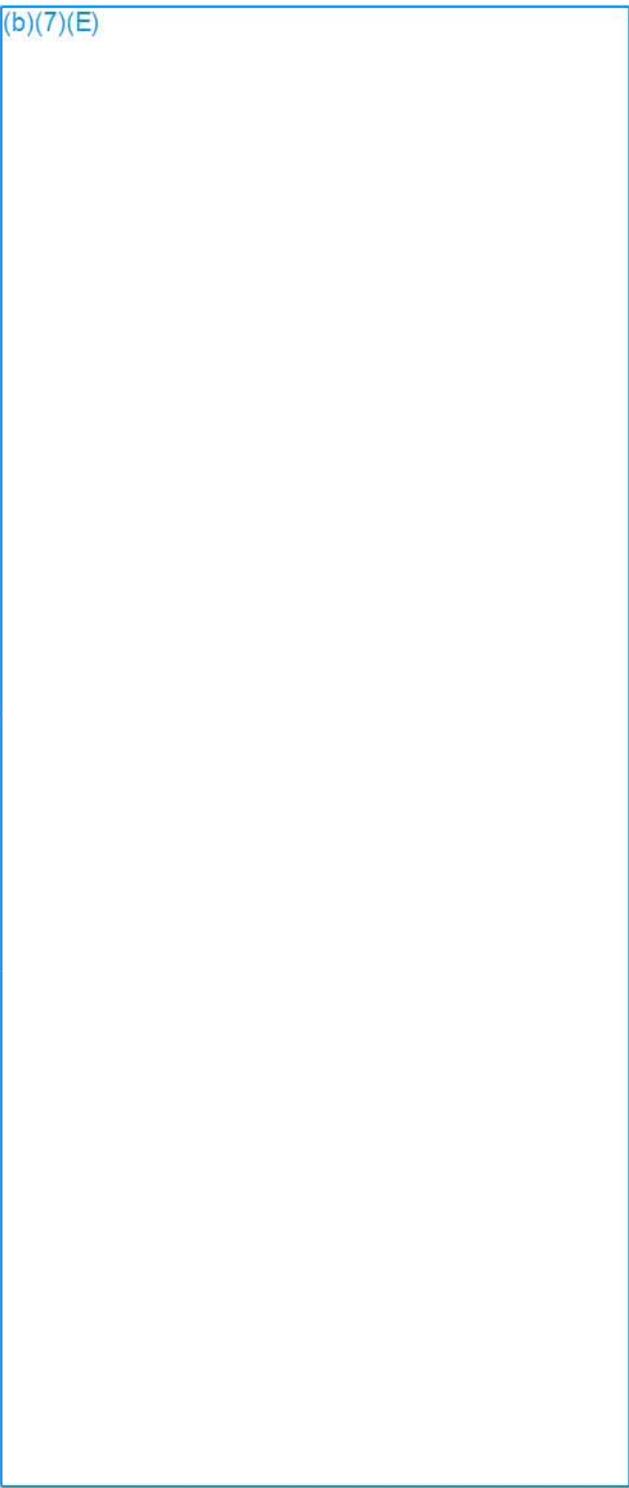
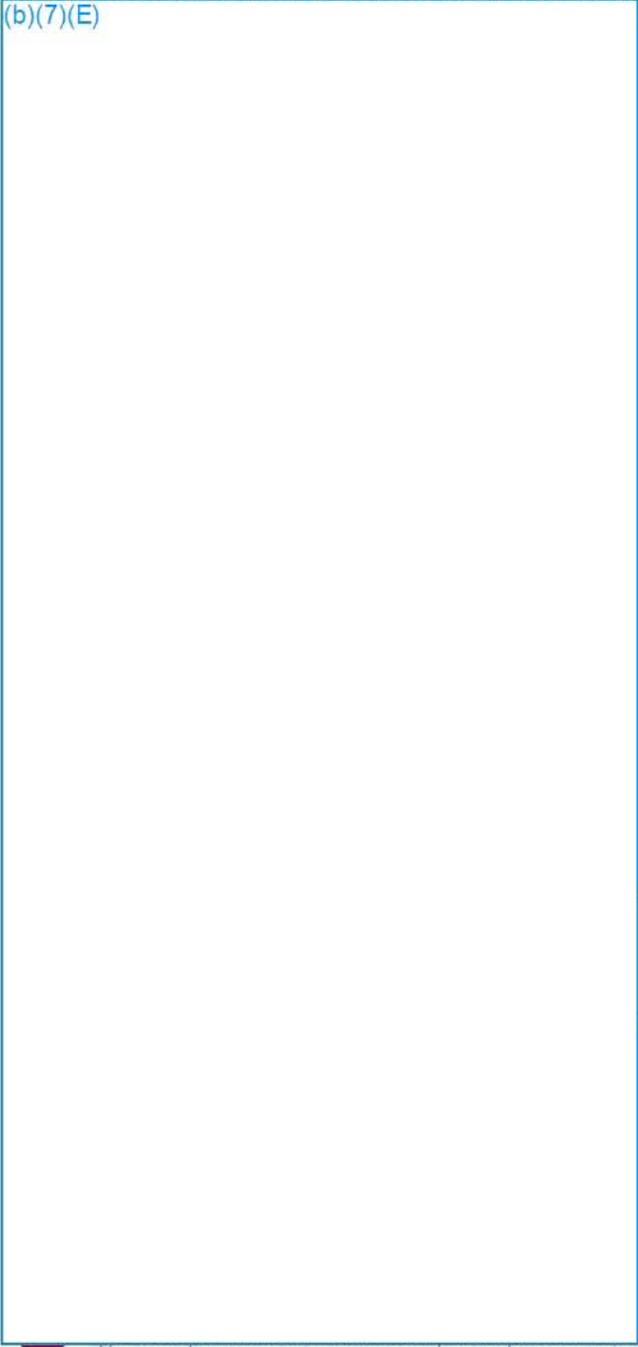
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Case Management

Create a Report of Investigation (ROI)



The pending supervisor approval report appears in the list of documents.

Note: Recall and edit a report pending approval by using the actions dropdown.

! A draft of the report must be submitted for approval in order to have it appear in the supervisor's queue for review and approval.



Case Management

Create a Sub-Record...

...that doesn't have other records linked to it.



Sub-Records are created from an existing case management subject record that's been confirmed as relating to the same person, vehicle, thing, vessel, business, or aircraft that you are wanting to create.

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Note: *Once a sub-record is linked to a case, it cannot be undone.*



Tip: *Quickly identify if the record has been linked to the right case or remains a standalone.*



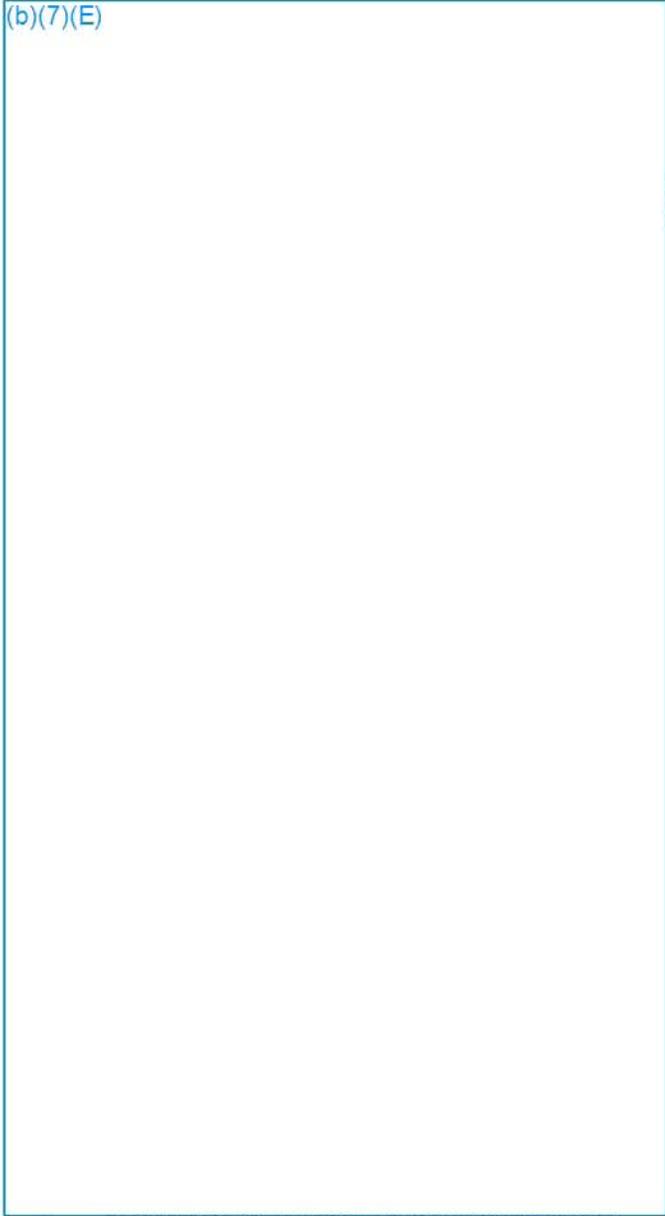
Matching records from external datasources require a new ICM subject record to be created and published before creating a sub-record.



Case Management

Create a Sub-Record...

...that has other records linked to it.



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The new standalone draft subject record appears.

 **Tip:** Link the draft record to a case or other record using the actions dropdown.

 **Tip:** Quickly confirm that the draft record has remained a standalone record.

 Matching records from external datasources require a new ICM subject record to be created and published before creating a new record.