

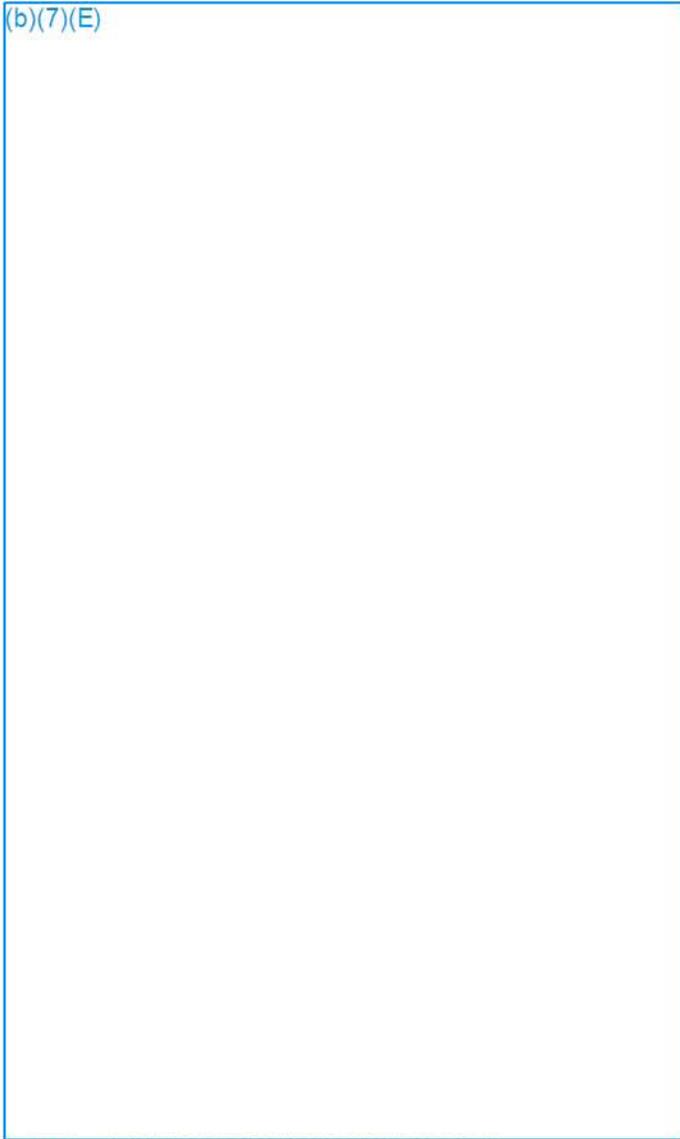


## Incident Reports & Statistics

### Import & Update SEACATS Statistics



Incidents containing seized property (SA and SZ) must be entered in SEACATS before being imported into an ICM incident report. Property seizure statistics must be updated and balanced in SEACATS before being updated in ICM. Arrest only (AR) incidents must NOT be entered into SEACATS.



*A draft of the incident report appears.*

**Note:** Only one ICM incident report can be created from each SEACATS incident.



Repeat steps 1 – 6 for each SEACATS incident that was displayed on the list.

[epic.org](http://epic.org)

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## Incident Reports & Statistics

### Import & Update SEACATS Statistics

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 **Tip:** Hover over the  to view a more detailed description of each section.



While statistics from a SEACATS incident can be updated in ICM, the associated incident report in ICM is not updated. Updated statistics are only viewable in the statistics tab of the case.



This guide helps translate how to complete the most commonly used functions from Legacy TECS to ICM. Many of the codes and keystrokes you used before are now a brief series of clicks and selections designed to give you more control of a specific task while in ICM.

TECS

ICM

(b)(7)(E)

Case Management

General Query

FinCEN



This guide helps translate how to complete the most commonly used functions from Legacy TECS to ICM. Many of the codes and keystrokes you used before are now a brief series of clicks and selections designed to give you more control of a specific task while in ICM.

TECS

ICM

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NCIC/NLETS

Supervisor Approval

Subject Query

User Profile



## Incident Reports & Statistics

### Link a Violator to an Incident Report



**Violator Information** contains person or business subject record data that is required to submit an ICM incident report for approval.

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*An updated draft of the incident report appears.*

**Note:** *Once a violator has been added, the report still requires violation statistics before it can be submitted for approval.*



Any existing violator information will be replaced by a newly linked violator and cannot be undone once saved.

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## Case Management

### Link Standalone Records to Colleagues' Cases



Your published standalone subject records can be linked to another user's open case in the same office.

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*the linked record.*



An ICM subject record can only be linked to one investigative case. If the same subject record needs to be linked to multiple cases, a new sub-record must be created and linked to each case.



## Case Management

### Locate a Case

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**Note:** *It is possible to create documents and subject records for the case but you cannot edit the case or add media.*

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## ICM Queries

### Locate a Closed Case

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**Note:** *Print the closed case using the actions dropdown.*

**Note:** *Only the owner of a closed case can submit a request to have their supervisor re-open it for future use.*

! Agents now have a 60-day grace period for posting hours to a case after it's closed. When entering hours for a closed case, it is necessary to manually enter the case number in the Case Number dropdown.



## Getting Started with ICM

### Locate ICM Privacy Course in PALMS



DHS Performance and Learning Management System (PALMS) is where all of the online courses relevant to ICM are located including the annually required ICM Privacy course.

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*A new window appears to launch the course.*

**Note:** Click the open item button twice when the course is blocked to also launch the course.

epic.org

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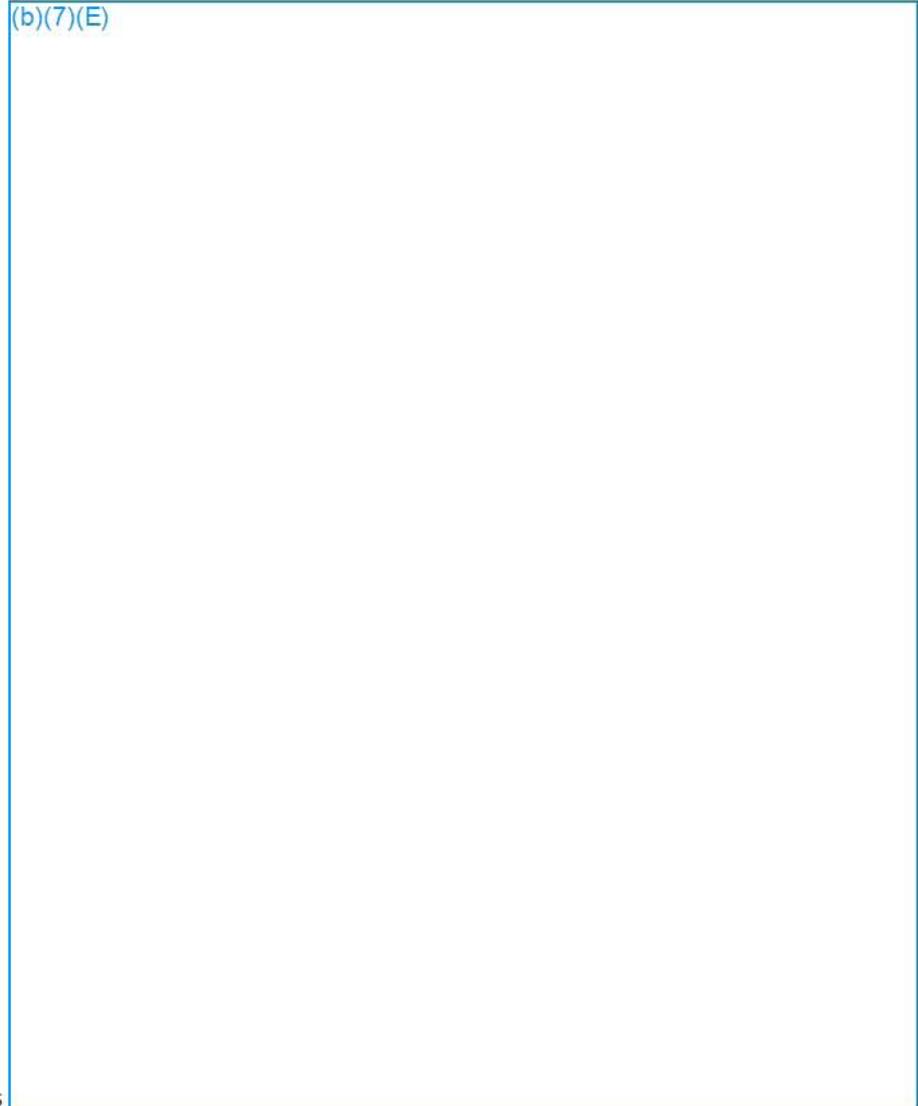
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## Management Dashboard: Supervisor View for Cases/Documents

On the supervisor view for cases/documents on the Management Dashboard, case data and statistics are displayed by default for the last 12 months, but any time period can be selected using the available dropdowns.

- A Select Agents dropdown**  
Filters results by office name and/or agent  
**Note:** *This defaults to direct reports*
- B Filter by Case/Document Type dropdown**  
Filters results by case category, case status, program code, document type, document status  
**Note:** *This defaults to all options selected, shown by a blank box*
- C Analyze button**  
Processes recently added filters to display updated results
- D Cases/Documents tab**  
Displays the default dashboard view for supervisor, including case and document data, for the previous 12 months
- E Hours tab**  
Displays hours data and statistics for the previous 12 months
- F People tab**  
Lists all of the active and/or disabled agents you supervise
- G Dashboard cards**  
Displays cumulative data for the selected office(s) and/or agent(s)
- H Selected Cases/Documents list**  
Provides high level case or document information for the selected dashboard card with direct links to the ICM case or document
- I Statistics heat table**  
Depicts statistics for all document types month over month for 12 months and includes a column that tracks the total over time





## Management Dashboard: Supervisor View for Hours

On the supervisor view of the hours tab on the Management Dashboard, hours (including approved hours, case hours, administrative hours, undercover hours, and foreign language hours) are displayed by default for the last 12 months, but any time period can be selected using the available dropdowns.

- A Cases/Documents tab**  
Displays the default dashboard view for supervisor, including case and document data, for the previous 12 months
- B Hours tab**  
Displays hours data and statistics for the previous 12 months
- C People tab**  
Lists all of the active and/or disabled agents you supervise
- D Case/Hours Type filters**  
Filters results by case number, hours type, hours status, undercover hours  
**Note:** *This defaults to all options selected, shown by a blank box*
- E Analyze button**  
Processes recently added filters to display updated results
- F Dashboard cards**  
Displays cumulative data for the selected office(s) and/or agent(s)
- G Hours visualization**  
Provides filters to help refine the visualization of hours

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**Note:** *The Management Dashboard functionality in ICM does not replace the need to run reports. All official reporting must be completed in COGNOS.*



## Management Dashboard: Program Manager View

Program Managers (PMs) have the same view as supervisors on the PM view of the Management Dashboard. This includes the same filters, to include hours and people.

### **A** Program Manager tab

The default display is blank until the PM creates a filtered search and selects “Analyze”. Results include case and document data, for the previous 12 months

**Note:** *The Supervisor tab will not have any functionality in the Program Manager view if the PM is not also a Supervisor*

### **B** Office or Supervisor filters

Filters results to view the work of any office or Supervisor

**Notes:** *This view defaults to include the office the user is in and the hierarchy below the office*

*The filters default to all options selected, shown by a blank box*

*The Office Region filter is only available for PMs assigned to HQ*

### **C** Office Hierarchy checkbox

Allows PMs to view statistics for just the office selected, or for the office selected and all offices that fall under that office

**Notes:** *If you are assigned to HQ, you are able to view the hierarchy of any SAC*

*This option defaults to show only the office selected*

### **D** Statistics heat table

Depicts statistics for all document types month over month for 12 months and a column that tracks the total over time

### **E** Selected Cases/Documents list

Provides high level case or document information for the selected dashboard card with direct links to the ICM case or document

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**Note:** *The Management Dashboard functionality in ICM does not replace the need to run reports. All official reporting must be completed in COGNOS.*



## Management Dashboard: People View

On the people tab on the Management Dashboard, a supervisor can view statistics for one agent or their entire team using the available filters.

- A Cases/Documents tab**  
Displays the default dashboard view for supervisor, including case and document data, for the previous 12 months
- B Hours tab**  
Displays hours data and statistics for the previous 12 months
- C People tab**  
Lists all of the active and/or disabled agents you supervise
- D Agent Status filter**  
Filters by Agent Status in ICM (Active vs. Disabled\*)
- E Analyze button**  
Processes recently added filters to display updated results
- F User Status column**  
Displays the ICM status of user (Active vs. Disabled\*)
- G Hours Report column**  
Highlights when last hours report was submitted by each user

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**Note:** The Management Dashboard functionality in ICM does not replace the need to run reports. All official reporting must be completed in COGNOS.



## Navigating ICM: Navigate ICM Homepage

This QRG describes the layout and functionality of a standard homepage in ICM for a typical user. Available features and functionality depend on your assigned role in ICM. When accessing the system, the Homepage (shown here) is the primary landing page when users access the system. It displays all cases currently assigned to a user. Additional landing pages include Documents, Subject Records, Standalone Subject Records, and Hours.

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## Navigating ICM: Navigation Sidebar

This QRG describes the layout and functionality of the left navigation sidebar in ICM for an agent or supervisor. The sidebar includes icons that direct users to the most important and frequently used system pages. The sidebar is viewable from all system screens and supports both case and user management functions.

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### Home

Return to ICM homepage and access to tabs associated to the user's role.

### Search

Search for cases, documents, and subject records.

### Inbox

Return to ICM homepage and access to tabs associated to the user's role.

### Pin Board

View pinned cases, documents, and subject records.

### Dashboard

Open dashboard to view case statistics and hours.

### User Info

View personal user information.

### My Office

View office location details as well as other ICM users aligned to the office.

### Team Management Search

Search ICM for other system users by criteria such as name and/or email address.

### Notifications

View changes, approvals, and queries (known as 'tripwire hits') to cases, documents, and subject records.

### User's Manual

Open a new browser window containing helpful information for ICM users.

### Logout

Exit ICM.



## ICM Queries

Perform a Search

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## User Registration: Register Yourself in ICM FAQs

So it's time to provision yourself in ICM but things aren't going well? Though unlikely, issues can happen which is why we have put together a list of Frequently Asked Questions (FAQs) to support you. Using these FAQs may help you identify the issue and possibly resolve on your own before contacting the ICE Service Desk.

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## Registration FAQs: System Cannot Be Reached

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## Registration FAQs: 404 Error Message

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## Registration FAQs: Unsupported Browser

(b)(7)(E)



## Registration FAQs: 401 Error Message

(b)(7)(E)



## Registration FAQs: 401 Error Message

- S** 7. From IE11, click the **Tools** icon and select **Compatibility View Settings**.

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## Registration FAQs: Invalid TECS Hash ID/SSN

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## Registration FAQs: Invalid Hash ID

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## Registration FAQs: System Cannot be Reached

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## Registration FAQs: Hash ID Already Provisioned

(b)(7)(E)



## Registration FAQs: Can't See My Cases

(b)(7)(E)



## Registration FAQs: Can't See My Cases

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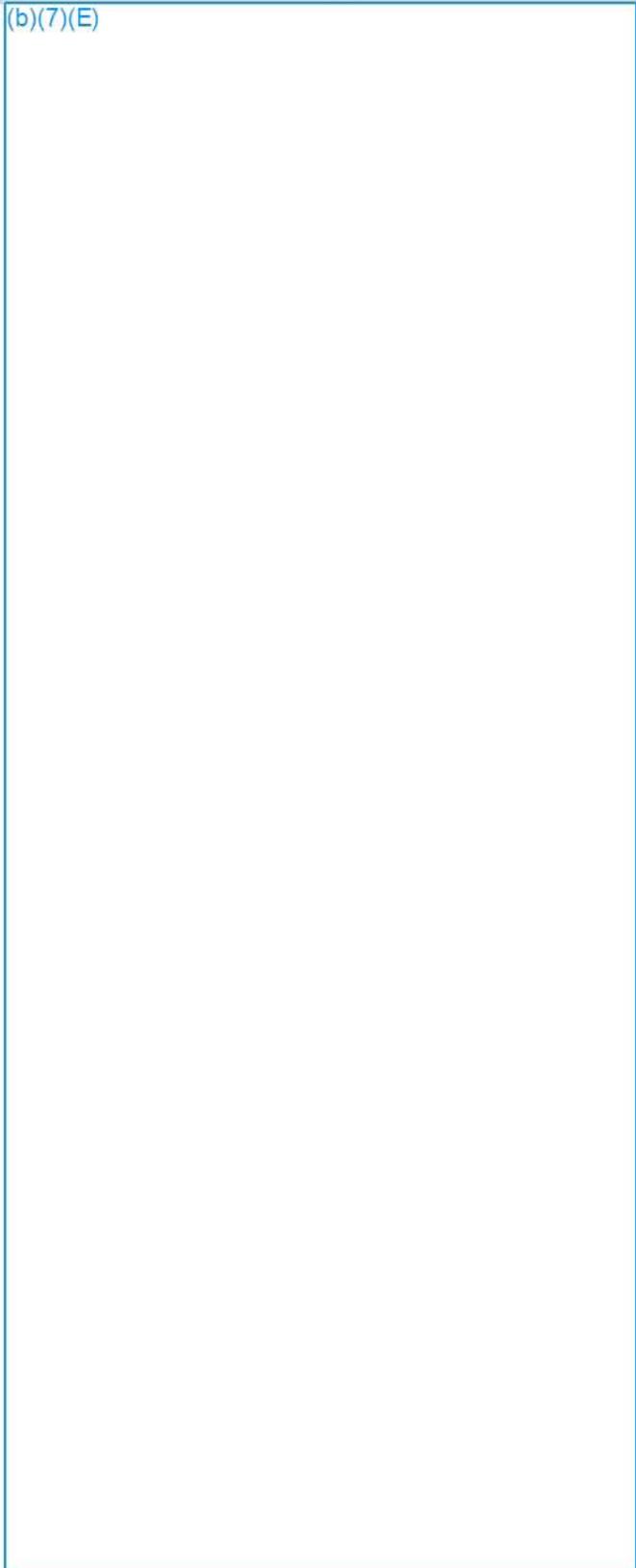


## User Registration

### Register Yourself in ICM



**Registering** verifies your identity in ICM. It's a security measure that must be completed in order to create your ICM account.



*The second page of the provisioning form appears.*

**!** Contact the ICE Service Desk if there are any issues with the registration process.



## User Registration

### Register Yourself in ICM

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*ICM appears.*

**Note:** *If you are a new user, registration requests must be approved by an SCO in your office so they can set up a TECS Portal user account for you and create a valid HASH ID.*



If you have issues accessing ICM after successfully registering, contact your office SCO and/or open an ICE Service Desk Ticket.



## Team Management

### Review My Office and User Profile

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(b)(7)(E)



*Your assigned office information appears.*



## ICM Queries: Search History

This QRG describes the layout and features associated with the system’s search history functionality to view previous searches or when a previous search has to be run again.

### Magnifying Glass

Open the search tool by clicking this icon from the navigation sidebar.

### Search History Icon

Access the search history page by clicking this icon from the search tool.

### Search History Categories

- A Ongoing Searches:** searches that are still waiting for results
- B Finished Searches:** searches that are completed and available
- C Expired Searches:** searches that are completed but no longer available
- D Any Search Status:** all search history categories combined
- E Pinned Searches:** searches that are pinned and saved by the user

### Filter Search Type

Narrow search history lists by selecting a search type from the dropdown.

### Pin Search

Click the pin icon to pin the search to the pinned searches category.

### Search Overview

Review the search type, number of fields and datasources used in a query.

### Collapse and Expand

Click a date header to collapse and expand search histories from that date.

### Full Query

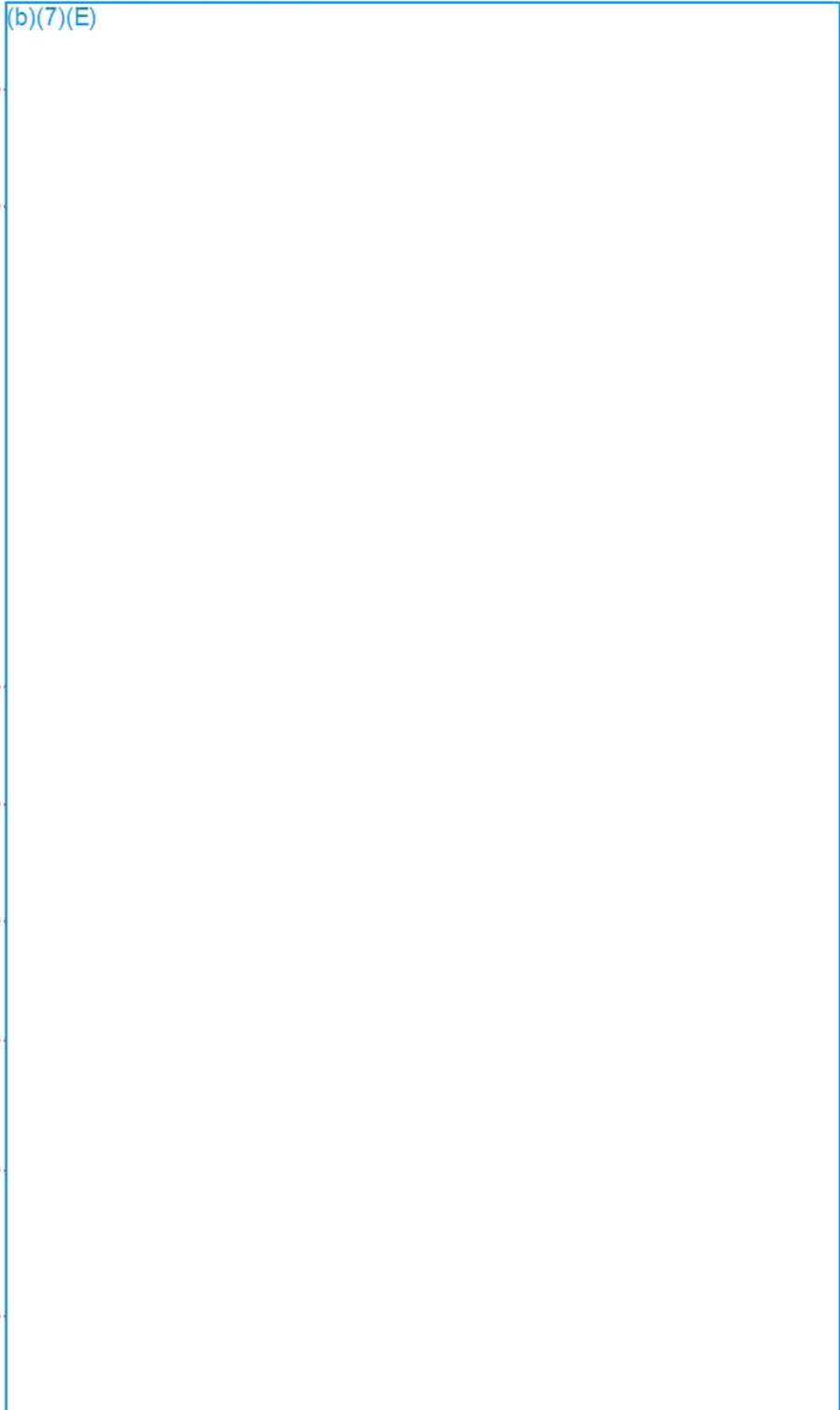
Hover over the keyword from a search history to display all the fields and data used in the query.

### Status

Identify if the search history is expired or query it again directly from the list when there is a green check mark.

### Return Arrow

Click the arrow to return to the search template with all the prior data intact.





## Team Management

### Search for ICM Users and ICE Offices

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*A preview of the office appears.*



Social security numbers are no longer used to locate other ICM users and/or their ICE offices.



## SCO Resources

[Edit a User Profile](#)

(b)(7)(E)

(b)(7)(E)





## Hours

### Enter and Submit Hours

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The hours landing page appears.

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**Note:** Reports cannot be submitted for approval until hours have been added.

! All hours aligned to an open case must be approved before the case can be closed. There is a 60-day grace period for posting hours to a case after it's closed.

[epic.org](http://epic.org)

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## SCO Resources

### How to Set and Unset TDY Office

*To set the TDY Office:*



*The updated user profile with the TDY and main office appears.*

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## SCO Resources

### How to Set and Unset TDY Office

#### To unset the TDY Office:



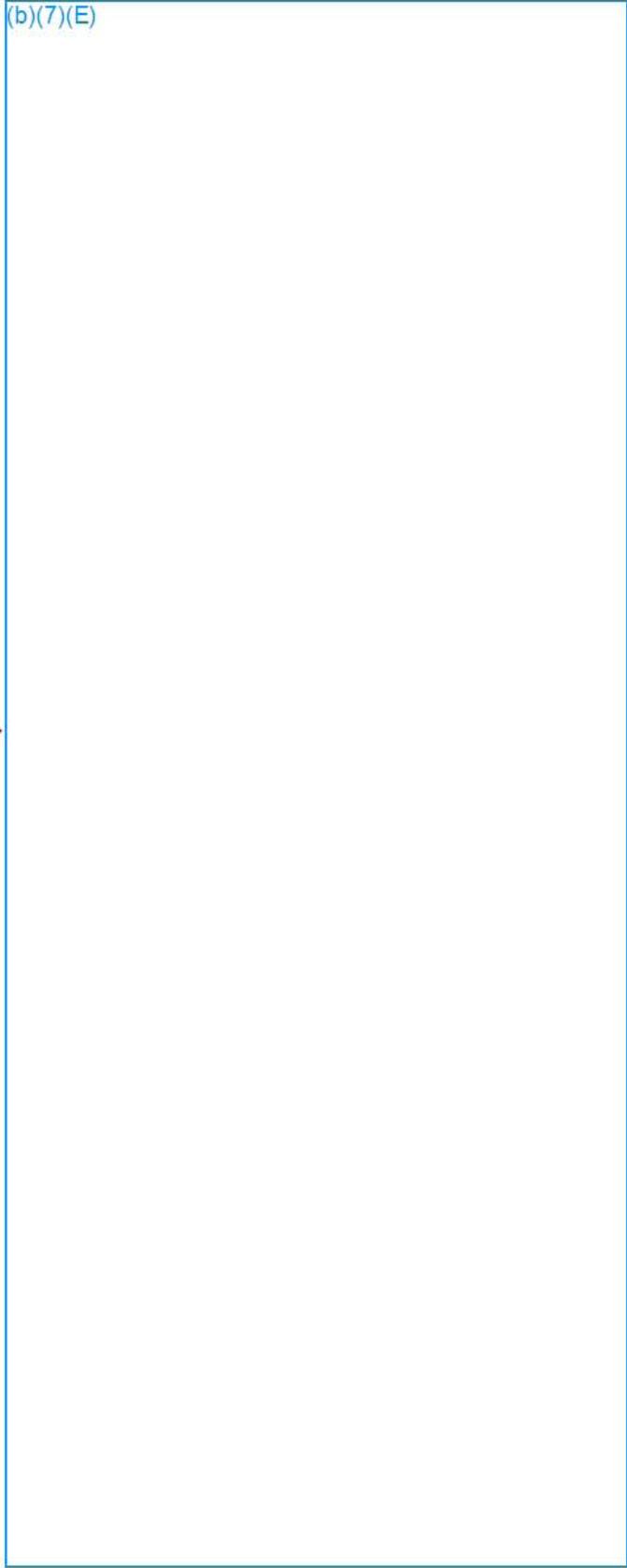
Any subject records created while assigned to a TDY office **MUST** be transferred to another user **BEFORE** unsetting or transferring the user.

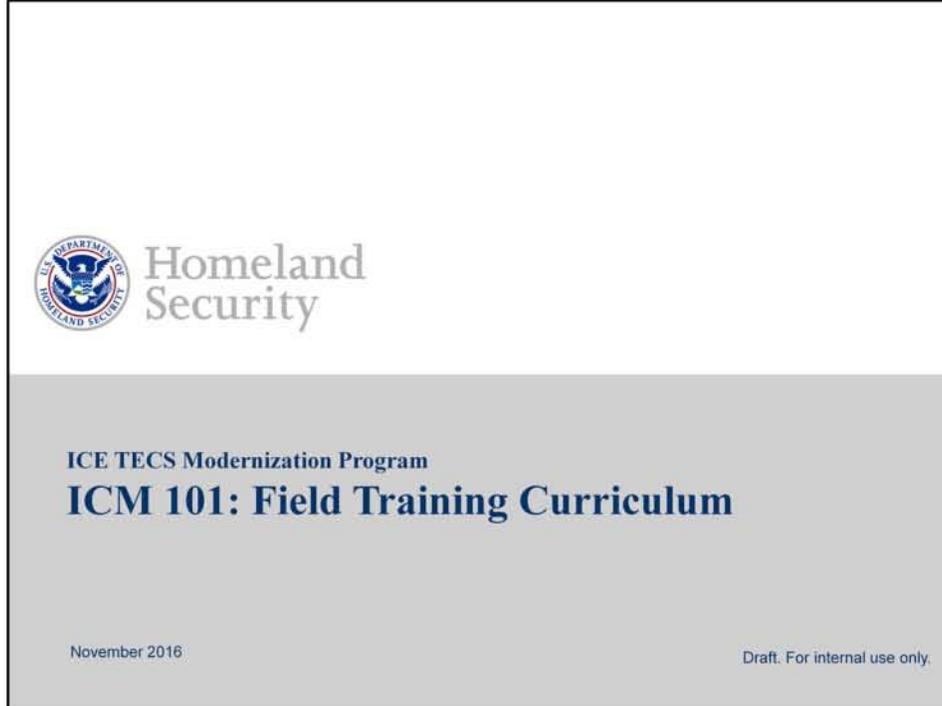
(b)(7)(E)



The updated user profile without the TDY office listed appears.

(b)(7)(E)





**Before getting started:**

- Ensure all the housekeeping chores have been done
- Come to the class with a good attitude, people can feel how you feel
- Review the materials and links in the course before presenting
- Think of relevant scenarios that resonate with your audience
- Identify the level of system knowledge users may already have and focus on more challenging topics
- Engage the audience with impromptu questions
- Encourage peer to peer support

**ICM 101**  
*Objectives & Guidance*



**Course Introductions**

Welcome to ICM 101: An Introduction to Investigative Case Management. This is a foundational course designed to provide you with a detailed overview of the ICM system and give you an opportunity to follow along with your instructor and practice important system functions that you will be required to know.

**Today you are going to:**

- Confirm you are provisioned in ICM
- Access the ICM Training Sandbox
- Perform specific tasks in the sandbox

**Before We Get Started**

**Make sure you**

1. Have a working computer with access to the ICE secured network
2. Have Google Chrome installed and working on your computer
3. Have completed the User Privacy and ICM 101 course

**A Special Note**

If you have already completed ICM 101 online and gained access to ICM and the ICM Training Sandbox, use the time during this course to practice and assist your peers.

SAY: Welcome to ICM 101, my name is (say your name). I am here to guide your through the process of accessing and learning how to use the new Investigative Case Management System which we will refer to now as ICM.

DO: Read the Course Introduction

DO: Confirm they have the appropriate technology and access to take the course

ASK: How many of you have completed the ICM 101 and Privacy courses as required to attend this course?

ASK: How many of you currently have access to the ICM Training Sandbox? How many remember your log in credentials?

DO: Provide the URL for users who have forgotten their log in credentials or need them because they never took the 101 course and ask any users who have to help them with accessing the different sites, provisioning themselves, and all around support learning the system

DO: Write or display the URL for gaining access to the sandbox (b)(7)(E)

(b)(7)(E)

DO: Inform participants that have not completed the courses must do so within 48 hours attending the course?

**ICM 101**  
*Topic Outline & Descriptions*



Lesson	Topics	Activities to cover	Time to Complete
Before we start	User Registration	<ul style="list-style-type: none"> <li>• Requirements for Accessing ICM</li> <li>• Provisioning Yourself in ICM</li> <li>• Updating Your User Profile in ICM</li> <li>• Updating Your User Profile in TECS Portal</li> <li>• Accessing the Training Sandbox</li> </ul>	30 minutes
1	Getting Started with ICM	<ul style="list-style-type: none"> <li>• About Investigative Case Management</li> <li>• Navigate the ICM User Portal</li> <li>• Locate Courses in FALMS</li> </ul>	15 minutes
2	Navigating ICM	<ul style="list-style-type: none"> <li>• Navigate ICM</li> <li>• Review the Standard Landing Page</li> <li>• Review the Navigation Sidebar</li> <li>• Identify common fields in ICM</li> </ul>	30 minutes
3	Team Management	<ul style="list-style-type: none"> <li>• Explore Team Management Tools</li> <li>• User Roles in ICM</li> <li>• Review Your Office and User Profile</li> <li>• Search for ICM Users and ICE Offices</li> </ul>	30 minutes
4	Open a Case	<ul style="list-style-type: none"> <li>• Access Control Levels in ICM</li> <li>• Create a Draft Case</li> <li>• Edit a Draft Case</li> <li>• Submit a Draft Case for Open</li> <li>• Edit an Open Case</li> </ul>	30 minutes 15 minutes practice
5	Case Management	<ul style="list-style-type: none"> <li>• Create a Report of Investigation</li> <li>• Edit an Approved Report of Investigation</li> <li>• Create a Subject Record</li> <li>• Create a Collateral Case</li> <li>• Create an Incident Report</li> </ul>	60 minutes 15 minutes practice
6	Working with Media	<ul style="list-style-type: none"> <li>• Add Media</li> <li>• Set Media as a Mughshot</li> <li>• Download, Print, and Delete Media</li> </ul>	30 minutes 15 minutes practice
7	ICM Queries	<ul style="list-style-type: none"> <li>• Review the Search Tool</li> <li>• Perform a Search</li> <li>• View Your Search History</li> </ul>	30 minutes 15 minutes practice
8	Case Supervision	<ul style="list-style-type: none"> <li>• Approve a Case</li> <li>• Approve a Report</li> <li>• Approve Media</li> </ul>	30 minutes 15 minutes practice

Practical exercises are provided throughout. At the end of the course, you will complete a series of scenarios in order to complete the course.

Say: Let's take a minute to review the topics we are going to cover today.

DO: remove any topics and associated slides that you don't wish to cover before starting the class

DO: review the topics at a high level and that you will have regular breaks and a lunch

DO: Highlight that the format will include you showing participants how to complete a task while they follow along

DO: Express that there will be time to practice after many of the lessons and one-on-one guidance will be given during that time

SAY: Practical exercises are provided throughout. At the end of the course, you will complete a series of scenarios in order to complete the course.

**ICM 101: ICM User Registration**  
*Before Getting Started*



**Lesson Objectives**

Upon completing this lesson, you will be able to:

- Acknowledge what is required to access ICM
- Determine if you are provisioned in ICM
- Update your user profile in ICM and TECS Portal
- Gain access to the ICM Training Sandbox

**Practical Application Exercises**

Complete the following using Google Chrome

1. Access ICM and verify you are provisioned
2. Confirm your user profile is the same in ICM and TECS Portal
3. Demonstrate you can access the ICM Training Sandbox

**Associated Training Products and Systems**

- [ICM](#)
- [ICM Training Sandbox](#)
- [TECS Portal Training](#)

SAY: Before we get started today, it is important to verify where everyone sits in the provisioning process and to assist anyone who requires assistance

DO: Explain that every user must successfully provision themselves in ICM before being able to access the system

BE: Prepared to assist the participants in completing all the requirements before moving on to the next slide

DO: Launch TECS Portal and demonstrate how to access the user profile screen and training products (b)(7)(E)

Have: Any participant having issues you cannot fix, file a remedy ticket online if they have any issues with provisioning themselves - (b)(7)(E)

SAY: The goal for today is to have you follow along with me as I demonstrate specific tasks in ICM. In order to do so without all of us being audited, there is a dedicated ICM Training Sandbox we are going to use. The functionality is the same as ICM and will allow us to play around and practice at will. Additionally, you will each be given agent and supervisor roles allowing you to create, edit, and approve many of the items we are going to cover in ICM. Doing it this way gives you more insight into the system, however your role(s) will depend on other variables and may not be the same that you see today.

SAY: Let's go ahead and access the training sandbox.

DO: Provide users the URL for accessing the sandbox in the portal

(b)(7)(E)

**ICM 101: Lesson 1**  
*Getting Started with ICM*



**Lesson Objectives**  
 Upon completing this lesson, you will be able to:

- Explain to others what Investigative Case Management is designed to accomplish
- Navigate the ICM User Portal
- Locate courses aligned to ICM in PALMS

**Practical Application Exercises**  
 Complete the following in the User Portal

1. Locate, open, and download the *Create a Person Subject Record* QRG
2. Create and respond to a post in the *User Forum*

Locate and open the following in PALMS

1. ICM 101: An Introduction to Investigative Case Management

**Associated Training Products**

- [About Investigative Case Management](#)
- [Navigate the ICM User Portal](#)
- [Locate Courses in PALMS](#) (Privacy course example)

SAY: Let's take a few minutes to review the resources that are in place to help you today and when you are in the field and need additional guidance.

DO: Review the Lesson Objectives

DO: Demonstrate how to access the User Portal -

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ASK: Everyone to follow along using Google Chrome

DO: Have the participants add the portal to their favorites folder

OPEN and REVIEW: The About Investigative Case Management link to explain ICM -

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OPEN and REVIEW: The Navigate the ICM User Portal video -

(b)(7)(E)

HAVE: The participants play around in the User Portal for a few minutes

DO: Demonstrate how to open PALMS - (b)(7)(E)

DO: Locate and open the User Privacy Course

ASK: Everyone to complete the Practical Application Exercises

BE: Prepared to field questions about accessing the Portal and PALMS

**ICM 101: Lesson 2**  
*Navigating ICM*



**Lesson Objectives**

Upon completing this lesson, you will be able to:

- Explain how to navigate ICM
- Identify the different components of a standard landing page and navigation sidebar
- Identify common fields used in ICM

**Practical Application Exercises**

Complete the following in the Training Sandbox

1. Click on all the icons from the navigation sidebar
2. Click the Create an Investigative Case button and familiarize yourself with all the field types
3. Click on all the tabs across the top of the homepage

**Associated Training Products**

- [Navigate ICM Homepage](#)
- [Review the Standard Landing Page](#)
- [Review the Navigation Sidebar](#)
- [Identify common fields in ICM](#)

SAY: Now that everyone knows how to access online resources, I think we are ready to dive into the system but remember even though you have access to ICM we are going to focus our attention today on the ICM Training Sandbox so we can practice and make mistakes without consequences.

DO: Review the Lesson Objectives

ASK: Everyone to open the ICM Training Sandbox and log in using their prior credentials or new ones from the portal

OPEN and REVIEW: Navigate ICM Homepage -

https://(b)(7)(E)

OPEN and REVIEW: Standard Landing Page -

https://(b)(7)(E)

OPEN and REVIEW: Navigation Sidebar-

https://(b)(7)(E)

OPEN and REVIEW: Identify Fields -

https://(b)(7)(E)

ASK: Everyone to complete the Practical Application Exercises in the sandbox

### Lesson Objectives

Upon completing this lesson, you will be able to:

- Identify what the team management tools are designed for
- Review your office, user profile, and assigned role in ICM
- Search for other ICM Users and ICE Offices

### Practical Application Exercises

Complete the following in ICM

1. Identify the SCO for your office
2. Locate who the referral manager(s) is in SAC Miami
3. Search for the user sitting next to you and send them a message by clicking on their email

### Associated Training Products

- [Explore Team Management Tools](#)
- [User Roles in ICM](#)
- [Review Your Office and User Profile](#)
- [Search for ICM Users and HSI Offices](#)
- [ICM Workflows](#)

SAY: OK, I think everyone is getting anxious about creating something for the first time, if you have not already. However before we get moving on creating a case, let's pause for a minute and look at the team management tools that are available in ICM.

SAY: For this lesson, we are going to turn our attention to the live version of ICM so we can realize the real power of the team management tools

DO: Review the Lesson Objectives

ASK: Everyone to open a new tab in Google Chrome and open ICM -

(b)(7)(E)

ASK: If anyone cannot access ICM or needs to be provisioned

DO: Make sure everyone who can be provisioned is and if not that they share a computer with a peer who does after filing a remedy ticket

OPEN and REVIEW: Explore Team Management Tools-

(b)(7)(E)

OPEN and REVIEW: User Roles in ICM -

https:(b)(7)(E)

OPEN and REVIEW: Review Your Office and User Profile -

(b)(7)(E)

DO: Explain that their user profile needs to match that of the profile in TECS Portal and that only an SCO can update many parts of their user profile in both systems

ASK: Anyone whose profiles are incorrect to send an email to their SCO with the correct

information immediately (while in class). Use ICM to locate their SCO if they do not know.  
ASK: Everyone to update their training certification dates if they have not already  
DO: remind them the Privacy must be updated before June 24<sup>th</sup> or they will not be able to access ICM on June 27

OPEN and REVIEW: Search for ICM Users and ICE Offices -

(b)(7)(E)

SAY: Some of the workflows in ICM are a bit different then you might be used to so before we get to creating in ICM, let's take a minute to review what each workflow looks like so when we cover them later, it will make more sense.

OPEN and REVIEW: ICM Workflows -

(b)(7)(E)

ASK: Everyone to complete the Practical Application Exercises in the sandbox

DO: Remind participants that social security numbers are no longer used to locate people

### Lesson Objectives

Upon completing this lesson, you will be able to:

- Describe the different access control levels and what they mean
- Demonstrate how to create a draft case and edit it before submitting
- Show how to submit a draft case to your supervisor and approve the case for open

### Practical Application Exercises

Complete the following in the Training Sandbox

1. Create a draft of a drug related case
2. Edit the draft case origin country, update the case summary, and change the visibility to ALL
3. Submit case for open, recall it to a draft, edit something, resubmit it, and approve the open request

### Associated Training Products

- [Access Control Levels in ICM](#)
- [Create a Draft Case](#)
- [Edit a Draft Case](#)
- [Submit a Draft Case for Open](#)
- [Approve a Case](#)

SAY: I would like everyone to close ICM and log into the ICM Training Sandbox. We don't want to create any fake cases in the production environment.

DO: Review the Lesson Objectives

SAY: Security is a big issue with any system and ICM is no different. This system has very specific access control features that allow you to control who can query and see your cases, documents, records, and media. Let's take a minute to look at the different levels in ICM and what they mean to you.

OPEN and REVIEW: [Access Control Levels in ICM](#) -

(b)(7)(E)

ASK: Everyone to create a new case and scroll down to the Restrict Visibility section to show them the Access Level options.

DO: Remind everyone that there is a Restrict Visibility for almost everything they can create in ICM

OPEN and REVIEW: Create a Draft Case -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you create a case and save it as a draft

DO: Explain that everyone will be approving their own cases so the Case Supervisor field needs to match before saving the draft

OPEN and REVIEW: Edit a Draft Case -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you edit the draft case

OPEN and REVIEW: Submit a Draft Case for Open -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you submit the case for open

DO: Demonstrate how to recall an pending open case and then edit and resubmit using the actions dropdown.

OPEN and REVIEW: Approve a Case -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you open and approve the case

ASK: Everyone to complete the Practical Application Exercises in the sandbox

### Lesson Objectives

Upon completing this lesson, you will be able to:

- Create and edit a Report of Investigation (ROI)
- Create a Subject Record
- Create a Collateral Case

### Practical Application Exercises

Complete the following in the Training Sandbox

1. Create an **Interim** ROI, submit for approval, approve it, edit the occurrence date, and provide a reason
2. Create and published an unlinked vehicle subject record, then link it to your case
3. Submit a collateral case request from your drug case and make the receiving office SAC New York

### Associated Training Products

- [Create a Report of Investigation](#)
- [Edit an Approved Report of Investigation](#)
- [Create a Subject Record](#)
- [Create a Collateral Case](#)
- [Create an Incident Report](#)

SAY: Now that we have created and approved the drug case, let's continue to build on it by adding an initial ROI, and a person subject record. Additionally, I want to quickly go over show you how to create a collateral case as you may need to request one soon after ICM goes live.

DO: Review the Lesson Objectives

SAY: Remember, ICM is a case centric system that relies on the opening of a case after which you add items like records and reports to it. By doing it this way, the case is more organized, other users can quickly analyze and identify your cases, and it just makes more sense.

DO: Explain that everyone will be approving their own reports and publishing their own records

OPEN and REVIEW: Create a Report of Investigation -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you create an **Initial** ROI, submit for approval and approve it

OPEN and REVIEW: Edit an Approved Report of Investigation -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you edit the approved report, save it, and provide a modification reason

SAY: A big difference with ICM and subject records is the ability to create a record as part of

a draft of open case, or creating an unlinked subject record to be used in a way that does not require case or the case has not been created for the record yet. Don't worry, you can always link an unlinked record to a case when appropriate but let's review how to create one for this case

OPEN and REVIEW: Create a Subject Record -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you create and publish a subject record for the case

DO: Remind them that ICM requires them to search for an existing record before being able to create one of their own

SAY: Now let's turn our attention to creating a collateral case request which is now located under the documents tab of an open case.

OPEN and REVIEW: Create a Collateral Case -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you create and publish a subject record

DO: Explain that the path for a collateral case goes to the group supervisor first, then is routed to a Referral Manager at the receiving office who then routes it to the appropriate group supervisor who then opens the new case and assigns it to a special agent in their group.

SAY: In addition to ROIs, reports are used for incident reports. This would include arrests and seizures and the need to leverage SEACATS and EAGLE. The process for creating an incident report is very similar regardless of the type. The same basic principles and requirements exists for arrests and seizures. For now, let's focus on creating an arrest report in ICM

OPEN and REVIEW: the following QRGs

Create an Incident Report from EAGLE -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you create and approve an incident report

DO: Explain that the sandbox has limited functionality in locating an EAGLE arrest report to use so simply create the report in ICM without EAGLE but remind them that in the field the appropriate course of action is to use EAGLE for the booking and ICM for the report.

DO: Highlight different portions of the incident report creation process like adjusting the incident overview fields, adding a violator, adding and updating statistics, and the submission process for approval that may be restricted due to choices made in the report.

ASK: Everyone to complete the Practical Application Exercises in the sandbox

### Lesson Objectives

Upon completing this lesson, you will be able to:

- Explain how to add media to cases and subject records
- Show how to set media as mugshot
- Demonstrate how to download, print and delete media

### Practical Application Exercises

Complete the following in the Training Sandbox

1. Use the image of the car you downloaded and add it as media to your vehicle subject record
2. Add the image of the drugs you downloaded and add it to your case and set it as the mugshot
3. Add the image of the person you downloaded to the vehicle subject record and download and print it

### Associated Training Products

- [Add Media](#)
- [Set Media as a Mugshot](#)
- [Download, Print, and Delete Media](#)

SAY: I am sure all of you have noticed the media tab by now and are itching to know more about it. In ICM, adding media takes on a whole new image, pun intended. You can now easily upload images, documents, videos, and audio with a few simple clicks of your mouse. As long as it stays under the maximum file size (right now 8mb) and can be opened by a program on your computer, the sky is the limit.

DO: Review the Lesson Objectives

OPEN and REVIEW: Add Media -

(b)(7)(E)

DO: Explain that media searchable by the file name and Access Level. Though the actual media will not return on the hit list, the item it is attached to will be displayed and can be located by opening the item.

HAVE: Everyone locate and download an image of a car, a person, and drugs to their desktop to be used during the lesson

HAVE: Everyone follow along on their computers as you add media to the drug case and to a subject record

HAVE: Everyone follow along on their computers as you search for and locate the media you just uploaded using the search tool

OPEN and REVIEW: Set Media as a Mugshot -

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

DO: Remind everyone that a mugshot doesn't mean an image of a person but should

represent the item, like a car for a vehicle subject record

HAVE: Everyone follow along on their computers as you set the media for the subject record as a mugshot

OPEN and REVIEW: Download, Print, and Delete Media -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you print the mugshot you just added from ICM, then download the media to your computer and open it with the default media program (Photo Gallery), and finally print it from photo gallery

ASK: Everyone to complete the Practical Application Exercises in the sandbox

**ICM 101: Lesson 7**  
*ICM Queries*



**Lesson Objectives**  
Upon completing this lesson, you will be able to:

- Identify how to access and use the search tool
- Demonstrate how to perform a search
- Explain how to access and use ICM's search history

**Practical Application Exercises**  
Complete the following in ICM

1. Search for and preview 2 cases, 2 subject records, and 2 ROIs
2. Pin a search result to your pinned search history
3. Perform a person search checking SEVIS, TLS Subscribers, Form I94 and SAR datasources

**Associated Training Products**

- [Search Types in ICM](#)
- [Review the Search Tool](#)
- [Perform a Search](#)
- [Viewing Your Search History](#)

SAY: Throughout this course you have been exposed to the ICM search tool but I have not fully explained its full power and reach across many of the datasources you need in order to get your job done in a timely fashion

DO: Review the Lesson Objectives

SAY: For this lesson, we are going to turn our attention back to the live version of ICM so we can have all the datasources available to us. The training sandbox does not currently have external datasources so we would be limited in what I could have you practice on your own  
OPEN and REVIEW: Search Types in ICM -

(b)(7)(E)

OPEN and REVIEW: Review the Search Tool -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you work through the search tool

DO: Focus on the three different ways to access the tool and the three main components of the search page (search type, datasources, and search fields).

OPEN and REVIEW: Perform a Search -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you query different items from different datasources, reviewing the results, and opening items from the hit list into the preview.

DO: Remind them that searching for items related to their active cases would be better for

the need to know rule when querying data

DO: Try to show the different actions that are available from a preview screen like creating a sub-record and printing

SAY: Hopefully you have just completed a handful of queries and that is good, but what if you need to look up the exact same thing tomorrow or next week. No worries, ICM has a powerful search history functionality that keeps track of your ongoing, finished and expired searches for faster access and use when you need it most.

OPEN and REVIEW: View Your Search History -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you go through each category of the search history page

DO: Highlight that it tracks the date, time and type of each query, as well as the data used and can perform the same query again when needed

ASK: Everyone to complete the Practical Application Exercises in the sandbox

### Lesson Objectives

Upon completing this lesson, you will be able to:

- Locate and approve an open request for a case
- Review and approve a report
- Identify when media needs to be approved and reject or approve it

### Practical Application Exercises

Complete the following in ICM

1. Create a draft case, submit for open, approve, leave a message, open the case and remove message
2. Create an ROI, submit for approval, reject it, leave a reason, edit the ROI, resubmit, and approve ROI
3. Add media to an open case, locate the case in supervisor approval view, open and approve the media

### Associated Training Products

- [Approve a Case](#)
- [Approve a Report](#)
- [Approve Media](#)

SAY: As we close this course, I thought it would be important to show you the primary role of reviewer and approver the supervisor has in ICM. Throughout most of today you have had access to both in the Training Sandbox which is where we will finish today.

DO: Review the Lesson Objectives

DO: Ask everyone to close ICM and return back to the Training Sandbox

SAY: Even though there is no formal review and approval process for subject records, a supervisor is notified when a subject record is published and is also notified anytime there are edits made to a published record. Additionally, any media added to a subject record must be approved before it is viewable and searchable by other users

OPEN and REVIEW: Approve a Case -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you create a draft case, submit it for open, and find it in the supervisor approval tab

DO: Remind everyone that when a case has been opened it sits in the case reviews view for more efficient tracking

OPEN and REVIEW: Approve a Report -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you create an initial report for the drug case, submit it for approval, locate the pending report, review and approve it

DO: Show everyone that once the report is approved it is removed from the supervisors

approval tab and will only reappear on the list if changes are made to the report. The same holds true for cases and subject records.

SAY: Media can be added to cases and subject records at anytime, however a supervisor is not notified specifically that media has been added but the thing it was added to will automatically be listed in the supervisors approval tab. It is up to the supervisor to open the item to reveal the media tab having a number next to it representing the number of new media that needs to be approved.

OPEN and REVIEW: Approve Media -

(b)(7)(E)

HAVE: Everyone follow along on their computers as you add media to the vehicle subject record and then open the record from the supervisors approval tab, locate the media and approve it

DO: Remind everyone that when media is added to a draft case and submitted, the supervisor will see the media notification and has to approve all the media before opening the case.

ASK: Everyone to complete the Practical Application Exercises in the sandbox

### Lab Objectives

Upon completing the scenarios with this lab, you will be able to:

- Demonstrate all of the basic functionality covered during the course
- Create and approve investigative cases and reports
- Add and approve media
- Create and publish subject records
- Use the search tool to run a variety of searches

### Associated Training Products

- All the QRGs on the [User Portal](#)
- All the instructional videos on the [User Portal](#)

SAY: We have reached the end of the direct instruction portion of this course. Let's move on to a learning lab to finish it off strong. To practice what you just learned, I have put together 7 scenarios that will test your ability to work in ICM efficiently.

DO: Review the Lesson Objectives

DO: Express that there is no pre-existing data for the scenarios and that in many cases it is up to the learner to create, submit and approve many of the items needed to complete the scenarios. In other words, the participant will need to be all the characters for the scenario and create what is necessary to have the scenario be completed.

SAY: I would ask that you try to work through each scenario alone and if you need help, ask your peer first because in the field, that is who you would look to for help.

SAY: The scenarios should not take more than 30 minutes to complete.

SAY: Please feel free to continue practicing in the sandbox even after you have completed the scenarios. Every moment of practice today will make you a stronger ICM user in the future.

## ICM 101: LABS

*Attempt to complete the following scenarios on your own*



### Scenario 1

At the airport, Stephanie speaks with the CBP officer and searches through the suspect's belongings on the luggage carousel. She conducts a long interview with the suspect at the airport. The suspect confesses to carrying drugs and provides information about other conspirators.

Stephanie arrests Greg Smith and arranges for his transportation to lock up. After he is transported, she goes back to the office. It's now fairly late and has been a long day. Stephanie goes in to ICM to open her case. She selects the case category, sub-division, and codes for her jurisdiction. She then adds a brief explanation of the case and completes the rest of the form. Before submitting, she adds images of the drugs seized during the arrest. Stephanie submits the whole case to her Supervisor and waits for approval in order to get a case number and add to the case.

Stephanie's supervisor approves the case opening.

Stephanie can now enter a new person subject record on Greg Smith, detailing the information she has based on the encounter and subsequent interview and publishes it to her case. She uploads a mugshot of Greg so that the record is easy to recognize in the future.

It has been three days since Stephanie arrested Greg Smith over the concealed narcotics he brought through LAX. She needs to complete her ROI in ICM. She starts by reviewing her complaint and adding details from her notebook to the initial ROI in ICM.

She completes her ROI and submits for approval by her Group Supervisor.

DO: Have the participants run through the scenario with minimal guidance but be available to answer questions as they come up.

## ICM 101: LABS

*Attempt to complete the following scenarios on your own*



### **Scenario 2**

A confidential informant tells Jessica about an individual possibly laundering money. Jessica searches the suspect, Tom Smith in ICM, by querying his name and noting individuals associated with him.

She eventually adds a sub-record under his name but leaves it unlinked because no case has been opened. Stephanie puts a lookout on the suspect so she can see when and where he is traveling.

Jessica decides to open a case and further investigate the suspect. Jessica's supervisor approves the case opening.

Jessica can then update her subject record to include the newly opened case to link the record to the case.

After a few weeks of surveillance and research, Jessica leads a raid on the suspect's residence to arrest him and his associates. While raiding the residence, they seize sizable amounts of cash and narcotics. Later at 3AM that same morning, Jessica has to enter the arrests in ICM by creating an incident report. She will take care of the SEACATS the next day. Her adrenaline has been high and is now starting to crash, so she just wants to enter the required information and get home.

DO: Have the participants run through the scenario with minimal guidance but be available to answer questions as they come up.

## ICM 101: LABS

*Attempt to complete the following scenarios on your own*



### Scenario 3

Hector's group has gotten a tip that an attorney is facilitating money laundering by helping his clients make structured cash deposits. Last night, two of Hector's agents, Jill and Matt, conducted surveillance on one of the suspect's homes. Jill enters an ROI in ICM, and queries the vehicles from the property. The two Agents fill Hector in on their surveillance and let him know they entered an ROI for him to approve.

Hector goes back to his desk and checks his Supervisor to-do screen which has a few new ROI's, subject records and case closures. He opens the ROI on the money laundering attorney first. He's looking for a detailed, but easy to read narrative that will hold up on the stand, and a clear synopsis. The ROI looks good so he approves and moves on to the other to-do's.

### Scenario 4

Susan's group performs surveillance on a few of the known addresses of the group causing disturbances in local establishments. From that surveillance, Susan gathers more vehicles to research. Susan enters an ROI documenting what her team observed during the surveillance against a case number she was provided to by another agent in her team.

DO: Have the participants run through the scenario with minimal guidance but be available to answer questions as they come up.

## ICM 101: LABS

*Attempt to complete the following scenarios on your own*



### Scenario 5

Sam is working a document fraud case from his office in New York. His investigation has revealed that the fraudulent document ring might be operating out of a storefront location in Los Angeles. Because Sam only has preliminary information on the location, he needs an agent from Los Angeles to check the location, take photos, and conduct a brief surveillance there. Sam enters a collateral in ICM, asking the Los Angeles office to provide the support he needs to further that part of his case.

### Scenario 6

While Lauren was on duty last week at the Nogales border crossing, she was called by CBP for a case in which narcotics were found in a vehicle. A CBP dog identified a substance in the gas tank of the truck crossing the border, and Lauren was able to get a full confession from the individual.

Now a few days later, Lauren is completing her ROI to synopsize the interview and also include CBP's information, as well as information from DEA returned from drug testing. Her notes are in bullet form and she begins to translate them into a narrative.

### Scenario 7

Agent Scenario has collected a wealth of images and documents that need to be added to a new drug case he needs to open. His group supervisor wants him to add the media so he can approve it then download the media for him and save it to a folder on his desktop so he doesn't lose it like the last time. Agent Scenario doesn't understand why his supervisor is so paranoid but follows his orders.

DO: Have the participants run through the scenario with minimal guidance but be available to answer questions as they come up.

**ICM 101: Course Completion**  
*Moving to the next stage*



**Congratulations!**

You have completed this course and are ready to work with ICM but a few things before we go

- Remember, this is the beginning of your journey with ICM. You've only scratched the surface of what ICM can do for you. Be on the lookout for more communications and learning products in the future.
- Continue to visit and play in the ICM Training Sandbox. It is a safe environment for you to practice a task or process safely without compromising an actual case or subject record.

**Now that you've completed this course, please be sure you have:**

1. Access to the [User Portal](#) to get the most current information and training products about ICM
2. Completed the ICM Privacy Course
3. Provisioned yourself in ICM
4. Completed ICM 101 through PALMS

**A Final Message**

It is only together that we reach the highest plateaus of knowledge. Continue to learn how to use ICM, work with your peers, expose others to the system in a way that is meaningful to them. ICM was designed by agents and supervisors just like you and the system in front of you was the result of years of hard work. Honor their dedication by becoming system experts yourselves!

**DO:** Review the contents of this page and make yourself available to everyone you helped today. They will be looking to you as the direct support moving forward. By collaborating with them when they have questions, you both will learn and most likely find the resolution to any issue.

**Message to the instructor:** Thank you for taking the time to lead this course and help prepare our new ICM users. Without you, our efforts would be much more difficult.

# Instructor Guide & Outline for Delivering ICM Field Training Events

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# 1 INTRODUCTION

## Introduction

*ICM 101: Field Training* is designed to be a one-day learning event that provides an immersive, hands-on experience with the Investigative Case Management (ICM) system.

This is a foundational course designed to provide participants with a preliminary look at the ICM system and the knowledge needed to complete core investigative activities.

Please note that participants who have completed the online *ICM 101: An Introduction to Investigative Case Management* course will experience similar content and concepts throughout this event.

### The course is designed to cover:

- The importance of using the new case management system
- Foundational knowledge needed to complete critical tasks
- Business workflows in ICM
- ICM tools and search functionalities

### This course is designed to allow participants to:

- Gain access to ICM
- Follow along with the instructor in ICM
- Practice what they have learned using the ICM Training Sandbox

# 2 COURSE OVERVIEW

The Department of Homeland Security's commitment to superior, results-driven investigations has led to the colossal task of modernizing Legacy TECS, which has served agency components, particularly the U.S. Customs and Border Protection (CBP) and the U.S. Immigration and Customs Enforcement (ICE), with uncompromising output and access to massive amounts of case data since 1987. The modernization effort is multi-faceted, with aspects that are unique to CBP and ICE. Accordingly, the two components are upgrading the parts of TECS that support their distinctive missions, and the comprehensive effort to modernize TECS is being managed by both CBP and ICE as separate but parallel programs.

At ICE, our Office of the Chief Information Officer (OCIO) and Homeland Security Investigations (HSI) have taken the lead in developing an Investigative Case Management (ICM) solution that will be deployed to the Special Agent community in Summer 2016. ICM is designed specifically for the investigative workforce, with our unique perspectives on case development and the complex, global nature of investigations. The web-based system that is coming to ICE is customized to our organization and the way we carry out the mission of combatting criminal threats that endanger America's borders and citizens. ICM will offer single sign-on for Special Agents around the world, who will be able to access the data they rely on using the same password used to unlock the ICE network. From built-in text editors to the ability to publish preformatted reports with a single click, ICM employs familiar web-based functionalities to lessen time spent behind the desk.

When the first release of ICM is delivered to our workstations in Summer 2016, nearly 11,000 HSI users will receive a robust case management system that will enhance the way we view and manage data, without diminishing our ability to access and query information from our law enforcement partners.

Upon release of ICM, peer-to-peer ICM instruction may benefit some offices. This one day course focuses on preparing users for a successful transition from the Legacy TECS Case Management to ICM. The scenarios covered in this course will reinforce ICM topics covered in the *ICM 101* course on PALMS.

### 3 COURSE ORGANIZATION

This course is intended to be presented by one instructor that has familiarity with the system and comfort speaking to small groups of participants.

- This course is designed to be completed over the course of one business day with standard breaks and a full lunch. However, the course can be targeted to specific lessons thus shortening the length and providing more flexibility to the instructor and participants.
- The course may be presented virtually through an online platform or in a classroom using a projector to show the PowerPoint presentation, following links to important training products and online tools, as needed.
- The instructor will present ICM through the Training Sandbox and allow participants to access the same environment for step by step instructions and practical exercises.
- The course is broken down into multiple lessons each targeted to build on the lesson before but can be broken down and delivered according to lessons of need.
- No external datasources will be available for use in the Training Sandbox.
- Course content will be present on the PPT slides and instructor guidance will be located in the notes section of each slide.

#### Course Outline (5.5 total hours of instruction and practice)

This outline corresponds to Field Training Guide: ICM 101. Use the field guide for the actual delivery of the ICM 101 course. The field guide has talking points, links, and exercises that match this outline.

Lesson	Lesson Description	Est. Time (minutes)
<b>Before we start: User Registration</b>	<ul style="list-style-type: none"> <li>• Requirements for Accessing ICM</li> <li>• Provisioning Yourself in ICM</li> <li>• Updating Your User Profile in ICM</li> <li>• Updating Your User Profile in TECS Portal</li> <li>• Accessing the Training Sandbox</li> </ul>	30 minutes
<b>Lesson 1: Getting Started with ICM</b>	<ul style="list-style-type: none"> <li>• About Investigative Case Management</li> <li>• Navigate the ICM User Portal</li> <li>• Locate Courses in PALMS</li> </ul>	15 minutes
<b>Lesson 2: Navigating ICM</b>	<ul style="list-style-type: none"> <li>• Navigate ICM</li> <li>• Review the Standard Landing Page</li> <li>• Review the Navigation Sidebar</li> <li>• Identify common fields in ICM</li> </ul>	30 minutes
<b>Lesson 3: Team</b>	<ul style="list-style-type: none"> <li>• Explore Team Management Tools</li> </ul>	30 minutes

<b>Management</b>	<ul style="list-style-type: none"> <li>• User Roles in ICM</li> <li>• Review Your Office and User Profile</li> <li>• Search for ICM Users and ICE Offices</li> </ul>	
<b>Lesson 4: Open a Case</b>	<ul style="list-style-type: none"> <li>• Access Control Levels in ICM</li> <li>• Create a Draft Case</li> <li>• Edit a Draft Case</li> <li>• Submit a Draft Case for Open</li> <li>• Edit an Open Case</li> </ul>	30 minutes <i>15 minutes practice</i>
<b>Lesson 5: Case Management</b>	<ul style="list-style-type: none"> <li>• Create a Report of Investigation</li> <li>• Edit an Approved Report of Investigation</li> <li>• Create a Subject Record</li> <li>• Create a Collateral Case</li> <li>• Create an Incident Report</li> </ul>	60 minutes <i>15 minutes practice</i>
<b>Lesson 6: Working with Media</b>	<ul style="list-style-type: none"> <li>• Add Media</li> <li>• Set Media as a Mugshot</li> <li>• Download, Print, and Delete Media</li> </ul>	30 minutes <i>15 minutes practice</i>
<b>Lesson 7: ICM Queries (limited in sandbox)</b>	<ul style="list-style-type: none"> <li>• Review the Search Tool</li> <li>• Perform a Search</li> <li>• View Your Search History</li> </ul>	30 minutes <i>15 minutes practice</i>
<b>Lesson 8: Case Supervision (optional)</b>	<ul style="list-style-type: none"> <li>• Approve a Case</li> <li>• Approve a Report</li> <li>• Approve Media</li> </ul>	30 minutes <i>15 minutes practice</i>
<b>Total Contact Time</b>		<b>5.5 hours</b>

## 4 COURSE COORDINATION

The designated instructor will work with the ICM training team to ensure all the necessary elements, links, and resources are in place and functioning to support an effective learning environment for all participants.

- The instructor should share when and where they will deliver the course to their participants so the appropriate support can be identified. The ICM training team can be reached via email at  [\(b\)\(7\)\(E\)](mailto:(b)(7)(E)@epic.org)
- The instructor will confirm they have all the required ICM access and guidance needed to deliver the course.
- The assigned ITFO for the office where the course is to be delivered will ensure all the network, software, and hardware needed to deliver the course is available and functioning appropriately.
- The instructor will provide feedback to the training team so that the curriculum, training products, and support materials can be revised and updated as needed.
- All students must complete the *ICM 101* course on PALMS before this training begins (doing so will ensure they have access to the training sandbox)

## 5 CLASS SIZE

The maximum class size should not be more than 20 people, however, the smaller the class sizes the better, with a minimum of 5 people to offset the resources needed to deliver the course.

The instructor should provide rosters and sign-in sheets, and a course evaluation for participants to complete at the end of the course.

## 6 INSTRUCTOR RESPONSIBILITIES

### Audio Visual Requirements

- Visual aids for this course are comprised of PowerPoint presentations and live demonstrations of the system. The instructor will also need to display, share, or project ICM and other training materials from supporting systems like the ICM User Portal.

### Room Requirements

- The room will be large enough to accommodate workspace and chairs for up to 20 participants and 1 instructor plus equipment—a large conference room or classroom should work fine.
- Instructors will arrange the classroom, as they deem most appropriate given the number of participants. All participants should be able to see the screen and instructors. Participants and instructors should be able to move about the room without obstruction. The room should be in a quiet area and have a lighting system that permits convenient dimming of the lights, especially where the screen is located.
- A preparation table and presentation table should be provided for the instructors. The presentation table will be for the audiovisual equipment and the preparation table will be for the instructors' materials.

### Training Site

- Before the instructors' arrival, the local coordinator should verify the following accommodations are in place for the training site:
  1. Selection of a training room is critical to the success of the course. Great care should be taken to select a room that will not be overcrowded, too hot or too cold, or subject to outside distractions. The instructors should provide any specific requirements for the training facility so that the training coordinator may:
  2. Reserve a training room for the duration of the course
  3. Visit the classroom to make certain it meets all of the instructors' requirements
- Other suggested considerations for a training room:
  1. Heat or air conditioning; find out if the instructors can control these
  2. Adequate room layout and size with no obstructions (e.g., poles) to viewing the instructor or training content
  3. Special arrangements for demonstrations, labs and experiments
  4. Seating arrangements conducive to viewing training content and instructor
  5. Location away from kitchen, construction area or other potential noise distractions
  6. Electrical outlets for laptops or other required technology
  7. Lighting controls – almost every training course uses visual aids that require a projection screen. It is important to have a room where lighting can be controlled to prevent glare on the screen while not placing the room in total darkness. The following lighting questions can be considered for using visual aids:
    1. Will shades completely darken all windows?
    2. Can the lights be selectively dimmed when showing slides?
    3. Will overhead lights shine directly on the screen?

## 7 TARGET AUDIENCE

This course is for individuals who need and will have access to ICM in order to perform required actions as it relates to investigative case management including:

- Special Agents
- Intelligence Research Specialists
- Investigative Assistants
- Task Force Officers
- Group Supervisors
- Acting Supervisors
- Resident Agent in Charge
- Special Agent in Charge
- Assistant Special Agent in Charge
- Deputy Special Agent in Charge
- Assistant Directors

This course is designed for those individuals seeking to acquire a basic knowledge and understanding of ICM. This is an introductory level course focusing primarily on exposure to the system, identifying important case workflows, demonstrating step-by-step instructions for completing common case management tasks, and sharing of supplemental learning products for participant use after the course is complete.

The course will focus on the technical aspects of “how-to” rather than business processes given that the intended audience will already have advanced comprehension of the case management process.

## 8 PARTICIPANT PREREQUISITES

There are no required actions for a participant to complete before attending the course but it is highly recommended that they have:

1. Provisioned themselves in ICM
2. Confirmed their user profiles are correct or updated in TECS Portal
3. Complete the ICE Privacy Course online using PALMS

If participants are expected to follow along with the lessons, it is strongly recommended that users are required to complete the *ICM 101* course online BEFORE the training. Understand that many of the participants will not have completed the course so they can use the course time to apply what they learned online, practice independently with instructor support, or provide peer support to participants who did not take the online course.

## 9 COURSE GOALS AND OUTCOMES

### The purpose of this course is to:

- Provide foundational and broad exposure to ICM
- Identify the types of users who will use the system
- Examine departures from the legacy case management system
- Examine new workflows and user roles
- Explore the steps to complete required tasks
- Understand how ICM will decrease the amount of time a user spends in front of the system and increase their time in the field

### The goal of this course is to:

Promote proper use of ICM by providing participants with tools, techniques, and noteworthy practices to ensure they are able to perform required actions in the system the first day they have access.

### At the end of this course, participants will be able to:

- Describe how to access and navigate ICM
- Identify the case and team management tools
- Discuss the primary case workflows
- Demonstrate how create cases, documents, and records
- Show how add media and query for data

## 10 COURSE AGENDA

The agenda will vary depending on if you follow the entire curriculum or only cover select lessons depending on the need of the participants and constraints with their schedules. Use the estimated time provided in Section 3 to complete each lesson as a guide in your planning of the agenda.

## 11 INSTRUCTOR CHECKLIST

Ask the Local Host/Coordinator for any equipment or room set up that you need.

### Normal items to request include

- LCD Projector or large monitor compatible with computer
- Cables necessary to connect projector to computer, if possible
- Spare projector bulb, if needed
- Projection screen or blank wall for LCD projector
- Power strip and a 20 foot extension cord
- Lectern or instructor table
- Access to stable and secure internet access (necessary for ICM User Portal and access to ICM)
- Google Chrome or Internet Explorer 11 to display and use ICM

## Ensure you have the following materials

- Instructor Guide (IG), one copy for each instructor
- PowerPoint Presentation with notes
- Access to the ICM User Portal
- Read and study the IG, PowerPoint Presentation
- Computer with PowerPoint, Google Chrome and/or Internet Explorer 11,
- LCD projector or large monitor compatible with a notebook computer
- Cables necessary to connect projector to computer
- List of participants along with their identified roles in ICM
- Digital and hard copies of identified learning products if internet does not work
- ICM scenarios to be used during practical exercises
- A watch or clock

## One week before the course

- Send an email reminder to all participants reminding users to complete the prerequisites if possible
- Run through the curriculum and test all the major functions in ICM to ensure users can be successful during the step-by-steps and practical exercises
- Contact the training team with any questions and to confirm there won't be any system outages during the course

## Preparing to begin the course

- Arrive at least an hour before the session starts
- Help set-up the classroom (tables and chairs are arranged to maximize interaction; projectors do not block participants' lines of sight, etc.)
- Test all equipment and access to required systems like ICM and the User Portal
- Help organize any participant materials
- Explain that the participants will sign-in
- Provide any critical information to the participants like your name, contact information, etc.
- Cover the ground rules and housekeeping like planned breaks, lunch options, and locations for restrooms
- Ask if they have anything they would like to add or requirements that went unnoticed

## During the course

- Allow plenty of time to get organized
- Start on time and stay on track. Always start on time, even if only one participant is in the room. Keep exercises within their time limits. End discussions when they cease to be productive. Lead participants away from digressions and tangents, and back to the lesson.
- Be available during breaks and after class of questions.
- Walk among groups as they work on their scenarios or exercises and answer question or offer guidance as appropriate. Ensure participants are on track as they work. Give constructive feedback during the practical exercises and discussion.

- Review Questions: Throughout and at the end of each lesson, review questions should be asked to reinforce the learning outcomes for that lesson and to connect to upcoming material. As a general rule, review or discussion questions should be asked every six to eight slides. Avoid YES or NO questions and try to use open-ended questions to draw participants into the material. Sample review questions are available in the notes section of the PowerPoint; however, the instructor can also develop additional questions and add them for future courses. Make sure all questions directly relate and support the learning outcomes.
- Lesson Outcomes: At the beginning of each lesson, review that lesson's outcomes by introducing the outcomes by saying: "At the end of this lesson, you will be able to..." Make sure participants are fully aware of the topics to be addressed in the lesson. Then, at the end of each lesson, review the outcomes once again using review questions or an activity/exercise to ensure the outcomes were met.
- Use personal stories and experiences using ICM to help participants identify how the system will impact their day to day activities.
- Edit and adjust the course to meet your needs and the needs of the participants. What works with one group may not with another so stay flexible.
- Enjoy teaching your session!

### After the course

- Thank the participants for taking time out of their busy days to attend
- Have participants complete course evaluations
- Clean up the room
- Email the training team course evaluations and any personal feedback so that the course can continue to be refined for future participants

## 12 COURSE EVALUATION

Evaluating this course is like reviewing a submitted investigative case or report. The course must have the correct amount of data and organization in order to make sense and prepare you for using ICM. So if the course is poorly designed and executed the outcome would be the same as if you write a report that is missing data or a subject record without identifiable information. Please make sure to make copies of the evaluation below and hand them out to the class before they are dismissed and as to have them completed before they leave.

### Instructions:

- Please use the questions below as the course evaluation for ICM 101.
- Please format the evaluation so that it can be printed, completed, and scored easily.

### Title of Survey:

ICM 101 Course Evaluation

### Intro Message:

Thank you for taking the time out of your day to complete the ICM 101 course evaluation. Please take a few minutes to share your feedback on the overall experience of the ICM 101 course.

Please rate how much you agree or disagree with these statement. Use the following scale:

1= Strongly Agree, 2= Agree, 3=Neutral, 4= Disagree, 5= Strongly Disagree, and N/A

**Questions:**

1. Upon completion of training, I feel confident that I will be able to perform my day-to-day tasks within ICM with minimal disruption.  
 1.    2.    3.    4.    5.    N/A
2. The instructor communicated the content in the sessions effectively.  
 1.    2.    3.    4.    5.    N/A
3. The training materials were clear, easy to understand, and organized.  
 1.    2.    3.    4.    5.    N/A
4. The practical exercises were useful.  
 1.    2.    3.    4.    5.    N/A
5. I was able to complete the scenarios in the lab.  
 1.    2.    3.    4.    5.    N/A
6. The overall length of the training was sufficient.  
 1.    2.    3.    4.    5.    N/A
7. I am satisfied with the overall training provided.  
 1.    2.    3.    4.    5.    N/A
8. I was able to locate and open the necessary training products on the User Portal.  
 1.    2.    3.    4.    5.    N/A

# ICM Trends: Frequently Asked Questions

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# ICM Trends: Frequently Asked Questions

## Incident Reports & Statistics

### **Question: Can I attach a thing subject record to an incident?**

- A** In SEACATS, a primary violator person SR or business SR must be linked to the incident in order to generate statistics for Case Management. This requirement is unchanged from Legacy TECS Case Management. A thing record cannot be a violator or house statistics. A thing SR can be linked to an incident, but cannot be the primary violator. In the event that there is an unknown/unnamed SR as primary violator, the user should use FNU LNU.

### **Question: How do we capture indictments without arrests?**

- A** Create an incident report in ICM (AR) and mark arrest no, indictment yes. The indictment date should be added only in ICM. If an arrest is done later the ICM incident can be modified to include the AR.

### **Question: Why do all imported Incident Reports show up under June and July 2016 stats on the agent's dashboard regardless of the actual incident/occurrence date?**

- A** The date added under imported Incident Reports is the date the agent created the incident report in ICM, which would be June or July of 2016.

### **Question: Why doesn't my SAS (SA or SZ) appear when I attempt to import into ICM?**

- A** The SAS must have been updated in SEACATS with the HSI Case number and must contain CSA in the participated field for seizure and/or arrest. As in Legacy TECS Case management it may be necessary to regenerate the statistics in SEACATS.



# ICM Trends: Frequently Asked Questions

## Incident Reports & Statistics

### **Question: How do you reconcile unbalanced statistics?**

- A** As in Legacy TECS Case Management each initial statistic must have a corresponding final statistic, such as a conviction. You can also enter an interim statistic, such as an indictment. It's important to note that ICM will warn you if your statistics are unbalanced when creating an incident report. This is normal if your incident report only contains an initial statistic or initial and an interim statistic. Since your case is not complete it's not possible for your statistics to be balanced.

### **Question: Can you still do an SA in SEACATS if you make an arrest and seize items, then just migrate the record over into ICM?**

- A** Yes, you can still import the SA from SEACATS to ICM however arrests only should not be input into SEACATS.

## Printing

### **Question: Can case agents print stats and link lists in ICM?**

- A** We are working to update the case management handbook to remove the requirement to print the link list.



# ICM Trends: Frequently Asked Questions

## SCO Functions

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### **Question: What is the protocol for addressing retiring users and/or supervisors in ICM?**

- A** All subject records and supervised subject records should be transferred to another user/supervisor. All cases owned or supervised should be transferred to another user or supervisor. The user should be disabled in ICM, and the profile in Modernized TECS Portal should be archived as it was done previously on the mainframe, if appropriate.

### **Question: How do we activate archived users?**

- A** It depends. If they are not already provisioned in ICM, then they must provision, if they are ERO TFOs they must complete several steps and ensure that they have HSI supervisors and SCOs. Additionally, if they have not completed ICM privacy awareness or NCIC certification they must complete them first.

### **Question: Why can't I add a user's first line supervisor as Acting for them?**

- A** You cannot go down the management chain, only up. We are exploring options to enable Acting Supervisor roles for first line supervisors. For now, set another agent to act for the GS.

### **Question: Is there a plan to add restrictions to the "Transfer all assigned records" option? Such as restricting it by case or office?**

- A** The transfer now includes the office limiter and we intend to add the case limiter as well. Please keep in mind when doing these transfers they must be done in CBP TECS portal as well. We are awaiting functionality from CBP to enable the automatic transfer of records when a transfer occurs in ICM.



# ICM Trends: Frequently Asked Questions

## SCO Functions

**Question: Are SCOs going to be required to transfer all subject records for a user's entire career before we can transfer them to a new office?**

**A** All subject records and supervised subject records should be transferred to another user/supervisor in from the originating office. All cases owned or supervised should be transferred to another user or supervisor. It is of note that this requirement is not new, however legacy TECS did not enforce the transfer requirement. We are working on both a long-term solution for the storage of these records and a short-term fix to facilitate transfers. The ICM team has recently enhanced the bulk transfer option in ICM and the ICM owner search (GQSR) as part of these efforts. Finally of note is that ALL subject record transfers MUST be accompanied by a corresponding transfer in CBP TECS Portal/Mainframe.

**Question: What are the specific steps to designate a user as an acting supervisor? Must this be done in TECS Mod and ICM?**

**A** First the SCO should grant the user(s) the Acting Supervisor role. This role need not be removed and can be left in place. Second the GS or SCO can assign a specific user as acting by clicking the actions button on the GS's profile and selecting assign acting supervisor. User profile updates in ICM do not synchronize to TECS Portal /SEACATS. If a GS requires the acting to have the ability to approve seizures the SCO must designate the user acting using CBP's Modernized TECS Portal.

**Question: How do we archive users (i.e. retirees)?**

**A** You disable the user in ICM and then transfer their UPR in Modernized TECS Portal to the appropriate archive UPR holder.



# ICM Trends: Frequently Asked Questions

## Subject Records

**Question: How do I link a subject record from SEACATS to an incident seizure in ICM?**

**A** The preferred workflow for the creation of Subject records should be to create the subject record in ICM. It is possible, while records created in ICM will publish to CBP TECS Portal/Legacy TECS/SEACATS, subject records created in TECS Portal/Legacy TECS do NOT synchronize back to ICM. As a result any records created in TECS Portal/Legacy TECS cannot be linked to cases in ICM.

**Question: How can subject records be linked to a case in ICM if the case owner is not the record owner and the record owner is not the case owner?**

**A** ICM uses a case centric model. As such the case agent MUST be the owner of ALL subject records linked to their case. To resolve this issue the records should be transferred to the case agent and then linked to the case. Please note that the record must be transferred in ICM and TECS Portal. If there is an operational need for another individual to own a record linked to a case that individual can create a sub-record of the linked subject record.

**Question: How do I link an existing subject records to an existing case?**

**A** The case must be open and owned by the record owner to link it to a case.



# ICM Trends: Frequently Asked Questions

## Referrals

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### Question: How does office hierarchy work regarding referral managers?

**A** ICM referral managers receive the referrals for the main office listed in their profile. They also have visibility into any offices where they are TDY. Keep in mind it is not possible to change the collateral destination once it is created by the originating office. This includes routing it to offices below the SAC office.

## Reports

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### Question: How are MICO and CM30 reports generated?

**A** Similar functionality can be found in the case statistics tab, accessible by the case supervisor and case agent. Please note that utilizing MICO and/or CM30 printouts for CI payments is against policy. Statistic reports for this purpose must be generated from COGNOS.

### Question: Why doesn't ICM allow for simultaneous submissions of initials (cat 1) and disruptions (cat 2) for approval by the SCR Panel?

**A** The SCR workflow currently requires the category 1 to be approved prior to submitting a category 2. This does not preclude the agent from creating a category 2 in draft status.



# ICM Trends: Frequently Asked Questions

## Hours

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### **Question: How do you search for cases to put hours against?**

- A** Within the Hours tab under Admin Hours, you can search either by typing in the title of the case or a general topic. For regular investigative hours, you have to specifically know the case number.

### **Question: Is there still a required date for hours report submission? What happens if a user is on leave or TDY and can't get to ICM?**

- A** If a user is slated to be on leave, they need to complete their hours report prior to their departure. For example, if they are scheduled to be on leave the last week of the month, that is a known value that can be entered into an hours report. Hours reports can be completed early or submitted late. ICM does not impose a penalty for submitting hours late.

### **Question: Is DAH (Designated Availability) an option for Admin Hours?**

- A** HSI does not use DAH. HSI agents utilize UOT for LEAP, which is available under admin hours.

### **Question: For non-agents listed in ICM as agents that don't want to track hours as investigative time, is there an 1801 type catch-all?**

- A** There are several non-agent profile codes in ICM. Everyone who needs to create documents in ICM DOES need to have Agent ROLE on within their User Profile. The ROLE is different from the Title; HSI Position titles were migrated from Legacy TECS. If you require a position title that was not migrated please file a helpdesk ticket and include the title and code from Legacy TECS for possible addition.



# ICM Trends: Frequently Asked Questions

## Hours

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### **Question: Why is there no category 40 intelligence case option in ICM?**

- A** Intelligence activities should be posted to a specific HSI investigative case if at all possible. In the alternative, intelligence hours can be posted to the general investigative categories such as General Smuggling.

### **Question: What is the suggested best practice for IRS's using general hours?**

- A** IRS's can post hours to the specific cases they are supporting in their field offices. In the alternative they can post hours to the specific investigative area in which they are supporting.

### **Question: Why can't we use Direct Support ICE/OI for general hours?**

- A** If you previously had a General/Admin Case that was closed after the transition to ICM please file an ICE Service Desk ticket and include the case number along with a short description of the need for the admin case.

### **Question: Why can't I input foreign language hours in admin hours?**

- A** The ICM team is aware of this limitation and it evaluating the feasibility of a change to the admin hours section.

### **Question: Will default case notification turn off for the Office Manager?**

- A** Admin hours are no longer posted to administrative cases so there is no case to modify. While categories have been added to admin hours, this did not add any cases and therefore there is no case modification level to change.



# ICM Trends: Frequently Asked Questions

## Queries

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### **Question: Why is the Intel Report search unavailable in ICM or Modernized TECS Portal?**

**A** This is not a function of ICM, and was not part of the Case Management function in Legacy TECS. CBP is working on modernizing this function. For analytical research, HSI Intelligence Research specialists should utilize the FALCON application. For intelligence reporting IRS can generate ROIs, in accordance with local policy, and post them to general cases or specific investigative cases as directed by their supervisor.

### **Question: In GQIQ, is there a way to add additional fields to the search criteria?**

**A** Detailed searches of SEACATS data with specific criteria are best conducted in SEACATS. Detailed reports on seizure data can also be conducted in COGNOS.

### **Question: In GQ03, why can't I search for an ROI with just the date and office parameters?**

**A** This functionality does not currently exist in ICM and is not planned for a future release. Detailed reports can be conducted in COGNOS for executive reporting. If you require advanced searching using broad criteria for targeting and intelligence FALCON can search across several datasets.

### **Question: Are we still able to do Suspicious Activity Report searches?**

**A** This data source is now under the FinCEN entry when doing a Person Search (SQ11).



# ICM Trends: Frequently Asked Questions

## Case Review

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### Question: Can I look up past case reviews?

- A** Past case reviews can be seen in the case index visible to the case supervisor and the case agent. ICE is working to update policy to remove the requirement to print. We are also exploring the ability to sort Case Reviews by Case Agent. Case reviews from Legacy TECS Case Management are not visible in ICM.

## Notifications

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### Question: Can email notifications be turned off?

- A** No, but you can create a rule in Microsoft Outlook to automatically move emails to a specific folder. You can examine notifications in that folder at a later time.

## Dashboard

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### Question: Can I sort columns and otherwise manipulate the Supervisor Dashboard in ICM?

- A** An FOC outcome for year 1 is advanced dashboard functionality. Currently the dashboards are read only. If you have specific functionality requests, please file an ICE Service Desk ticket and be as detailed as possible.



# ICM Trends: Frequently Asked Questions

## Report of Investigation (ROI)

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### **Question: Why can't a Group Supervisor (GS) edit the narrative on ROIs?**

**A** ICM is designed for only the author (and the one testifying in court) to be able to edit the narrative.

### **Question: Why are we getting system generated messages from TECS regarding the supposed failure to enter an ROI when we entered them in ICM?**

**A** Since mainframe Legacy TECS case management is no longer the system of record, messages regarding Case Management from a CBP email address can be safely ignored.

### **Question: Why does ICM tell me I am missing an initial ROI?**

**A** The requirement for the first ROI to be an initial ROI was not enforced in Legacy TECS. It is now enforced in ICM. If you have a case that is missing an initial ROI you can simply create a new ROI and mark it initial. There is no way to change the status of previously approved ROIs.

### **Question: Why do I see a lot of documents where it says "Draft" but the report is approved?**

**A** This is a known issue in the document hit list. It does not affect the status of the document which displays correctly when viewed or printed. It will be fixed in a future release.



# ICM Trends: Frequently Asked Questions

## Formatting

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### Question: What methods can be utilized to maintain text formatting?

- A** You can use Shift + Enter to ensure no extraneous spaces when text is pasted from Microsoft Word. Alternatively, using notepad will lessen formatting when pasting. Additionally, users can type directly into the ICM text editors.

## Handbook

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### Question: When do you anticipate an updated Case Management Handbook?

- A** We are still continuing to implement fixes and work through the implementation of ICM. An update to the case management handbook will be released as the system is fully implemented.

## Cases

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### Question: How are case numbers generated in ICM?

- A** Case number generation now includes the source code for sequence. For example in Legacy TECS Case management NY13HR16NY0001 would be followed by NY13HE16NY0002. In ICM the cases would be numbered NY13HR16NY0001 followed by NY13HE16NY0001. This change was introduced to address offices hitting the maximum number of cases per fiscal year.

### Question: Why aren't open and close cases available in ICM?

- A** Open and close cases are now accomplished by opening a case and then posting a closing ROI. There is no longer a separate Open & Close ROI option.



# ICM Trends: Frequently Asked Questions

## Collaterals

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### **Question: Can we send collaterals to multiple offices?**

**A** You can send collaterals to multiple offices however you must send a separate collateral request to each office.

### **Question: Why can't agents open their own collateral cases?**

**A** ICM requires supervisors to open and approve collateral cases before reassigning to the case agent. This is the functionality of the commercial off-the-shelf (COTS) product that was purchased.

### **Question: When supervisors edit the draft collateral request in their queue, why can't the data fields from the programmatic case remain populated?**

**A** Unfortunately it is not possible to add the ability to "copy" the originating case data to the collateral as in Legacy TECS.

### **Question: How do you assign a collateral case to an agent once it has been assigned to you as the supervisor?**

**A** Once received, the supervisor must create a draft of the case first and then approve the same draft case themselves using the actions dropdown. Once opened, the supervisor can open the case and using the actions dropdown, reassign the case to any agent in their office.



# ICM Trends: Frequently Asked Questions

## Collaterals

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**Question: Is it possible in ICM, as it was in TECS, to create a self-generated collateral case by imputing your office code and the original case number from a different SAC/ASAC or RAC office?**

**A** Yes, it is possible. First use the search tool and perform a case search for the known open case (pending and draft will not work because documents can only be created from an open case). Once the case is opened, click the documents tab, click the actions dropdown, select create collateral case request. Complete the report and select your own office as the receiving office. The case number will carry over from the original automatically. Because all requests must be made from existing open cases the case number for the collateral is automatically generated and cannot be changed. This is unchanged from legacy TECS case management.

**Question: I am having difficulty with this collateral from another office. On my homepage, instead of saying the case is Open, it says “Pending Case Number Publish.”**

**A** All cases have to publish to the CBP database so there is an issue with communicating to that database. Try publishing the case again from the actions dropdown, check that your CBP credentials are up to date by looking at TECS Portal. It is also possible that there is a connection issue so try again later in the day if possible.



## WHY ARE THERE NEW WORKFLOWS IN ICM?

ICM is a case centric system that depends on all cases and case materials being created and saved in ICM. The process for doing this is centered on strategic workflows. This ensures the appropriate parties are notified when actions are required by them. Some of the workflows are new and explained in more detail here.

## WHAT IS THE WORKFLOW FOR THE MOST COMMON TASKS IN ICM?

Each action taken in ICM must follow a specific workflow. Just as a case that needs to be created and approved in ICM, so must a collateral case request be submitted and transferred to the appropriate office using ICM. The steps outlined below illustrate each major workflow in ICM. To help you understand, review the following common tasks in ICM that includes the responsible role assigned to each step in the workflow.

TASK	WORKFLOW				
INVESTIGATIVE CASE	Agent creates the case and submits the case for open	Supervisor is notified, reviews, and either opens or rejects the case	Agent is notified if the case is opened or needs further attention and resubmits	Supervisor is notified of any edits made to the case	Case is available for query by other ICM users
REPORT OF INVESTIGATION	Agent creates the report of investigation (ROI) and submits for approval	Supervisor is notified, reviews, and either opens or rejects the ROI	Agent is notified if the ROI is opened or needs further attention and resubmits	Supervisor is notified of any edits made to the report	ROI is available for query by other ICM users
SUBJECT RECORD	Agent creates the subject record and publishes without approval	Subject record is available for query by other ICM users	Supervisor is notified, can review and edit, but does not need to approve	Agent is notified if any edits are made by the supervisor	Supervisor is notified of any further edits by the record owner
MEDIA	Agent adds media to a case, document, or subject record	Supervisor is notified of new media and must approve before media is searchable	Agent is notified when media is approved. Media can be deleted as needed	Supervisor is notified when new media is added to an approved or published item	Media can be located by using a keyword search that returns a hit list of cases, documents, and/or subject records that the media is attached to in ICM



TASK	WORKFLOW					
<b>COLLATERAL CASE</b>	Agent creates the collateral case request and submits the request for approval	Supervisor is notified, reviews, confirms the receiving office, and approves	Referral Manager assigned to the receiving office receives the collateral request in their designated inbox and routes the collateral case to the appropriate supervisor in their office	Supervisor is notified, converts the collateral to a new case, and assigns agent as new owner	Assigned agent is notified and performs investigative case actions as needed	
<b>INVESTIGATIVE REFERRAL</b>	Agent creates the investigative referral and submits the referral for approval	Supervisor is notified, reviews, confirms the receiving office, and approves	Referral Manager assigned to the receiving office receives the investigative referral in their designated inbox, routes the referral to the appropriate supervisor in their office if warranted, or takes no action	Supervisor is notified and assigns agent as the new owner	Assigned agent is notified and performs investigative case actions as needed	
<b>INCIDENT REPORT</b>	Agent imports or creates the report and submits the report for approval	Supervisor is notified, reviews, and approves the report	Agent is notified the report is approved and edits and resubmits as needed	Supervisor is notified of any edits made to the report	Incident report is available for query by other ICM users	Agent adds, and balances statistics as needed
<b>SIGNIFICANT CASE REPORT</b>	Agent creates the significant case report (SCR) and submits for approval	Supervisor is notified, reviews, and approves the report	SAC Approver is notified, reviews, and approves the report	HQ Approver is notified, reviews, and approves the report	SCR is available for query by other ICM users	
<b>ELSUR</b>	Agent creates the ELSUR authorization and submits the request for approval	Supervisor is notified, reviews, and approves the authorization request	SAC Approver is notified, reviews, and approves the authorization request	HQ Approver is notified if sensitive, reviews, and approves the authorization request	ELSUR is available for query by other ICM users	
<b>MONTHLY HOURS</b>	Agent creates the monthly hours report and submits the report for approval	Supervisor is notified, reviews, and approves the monthly hours report	Agent is notified the report is approved, recalls, edits and resubmits as needed	Supervisor is notified of any edits made to the report	All approved monthly hour reports are available for review and editing under the Hours tab	



## Navigating ICM: Identify Fields

This QRG describes the layout and fields associated with many of the items you will create in ICM. Cases, documents, subject records, reports, and hours use these fields interchangeably.

### Create Button

Open an editable form for cases, documents, subject records, reports, and hours.

### Table of Contents

Identify and navigate to any section in the form. Red dots indicate there are required fields in a particular section that still need to be completed.

### Open Text Field

Field without a dropdown list. Enter data manually using the keyboard. Field may be required or optional.

### Required Field

Complete any field with a red dot. Incomplete fields display red text as a reminder to complete the field.

### Dropdown Fields

Dropdown includes typeahead functionality. Activate a field and start typing to reveal a list of available values.

Fields that have a large number of values require at least 2 characters or the system code in the field to reveal a narrowed list of values.

Scroll or navigate through the values using the mouse or keyboard, and select the appropriate value by using the mouse, hitting enter, or by tabbing to the next field.

### Date Field

Pop-up calendar used to search for and select date or enter a date manually using the **MM/DD/YYYY** format.

### Add Another Button

Create additional fields for additional data for the same type of information by clicking the **+ADD ANOTHER** button.

### Delete Button

Remove additional fields or clear existing information from the primary field by clicking the delete icon.

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## Navigating ICM: Identify Fields

This QRG describes the layout and fields associated with a fillable form. Cases, documents, subject records, reports, and hours use similar forms. General ICM functionality incorporates many of field types below.

### 'Other' Open Text Field

When a desired value is not found in a dropdown, some fields allow for selection of an 'OTHER' value. Begin typing **other** directly in a dropdown field. If the word **OTHER** appears and is highlighted, hit enter or select it with the mouse. Selecting **OTHER** generates an open text field that must be filled out with an appropriate value.

### Text Editor

Use the editor to enter and format text directly and / or copy and paste directly from external programs like Word, Excel, and Outlook. Pasted text will not keep the formatting from its source.

### Routing Information

Assign the owner, supervisor, and other routing information as it relates to who has access to a completed form.

### Case Notification Level

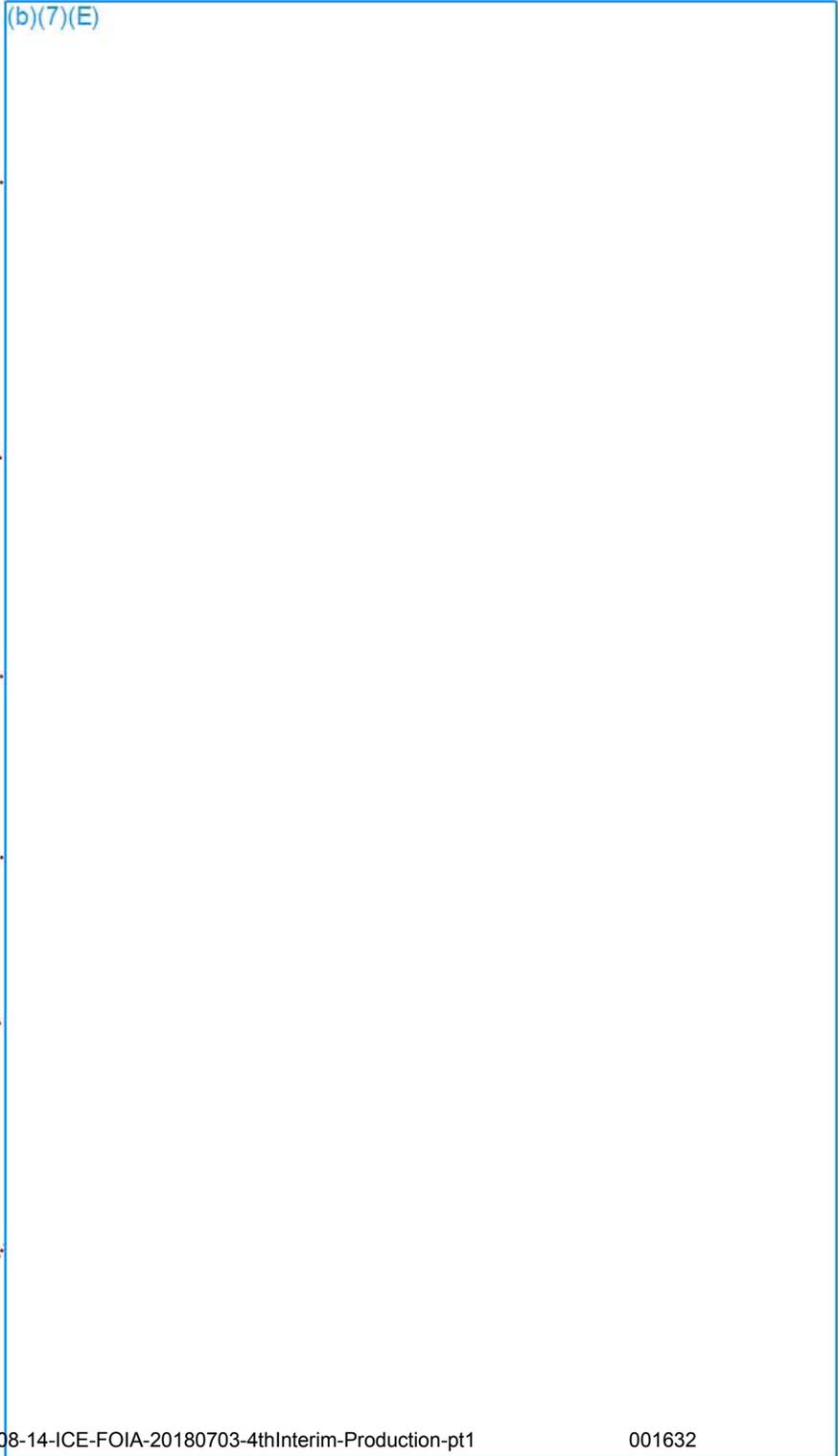
Select how and who is notified when a completed form is queried or accessed by another user.

### Visibility

Select who can access and view a form once it completed.

### Unsaved Changes

Forms are auto-saved in ICM when users navigate away from them without clicking cancel or ICM sits idle too long. When this occurs an **Unsaved Changes** button **1** appears. Clicking the button opens a pop-up window **2** to choose whether or not to **Discard** or **View** the unsaved changes. Clicking **View** opens the form and a banner appears **3** with the option to **Recover** or **Discard** the unsaved changes made to the form.





## Case Management

### Unarchive a Subject Record



In order to unarchive a standalone subject record or record linked to a closed case, you must be assigned to the office that owns the record.

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*The unarchived record appears.*

**Note:** *The subject record status automatically changes from 'Archived' to 'Published'.*



## Incident Reports & Statistics

### Update & Balance Arrest Statistics



**Arrest (AR)** statistics should be entered in EAGLE when possible before being imported into an ICM incident report. AR statistics must be updated and balanced in ICM.

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**Note:** *If the arrest and/or indictment indicators are set to 'yes', the corresponding statistics must be entered in the violation statistics section before the report can be submitted for approval.*

**Note:** *Setting the arrest indicator to 'yes' creates additional required fields that must be completed before saving and submitting for approval.*



ICM is the system of record for Case Management. All statistics and must be entered or imported, updated, and balanced in ICM.



## Incident Reports & Statistics

### Update & Balance Arrest Statistics

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## Incident Reports & Statistics

### Update & Balance Arrest Statistics

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*A pending supervisor approval report appears.*

**Note:** A balanced report will no longer display unbalanced messages.



## SCO Resources

### Update ICM User Roles

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**Note:** Changes are not saved and updated in ICM until the confirmation message appears.

**Note:** The user may need to clear the cache and restart their browser before seeing the updated roles in their profile.



## SCO Resources

### Update Profile and Enable User

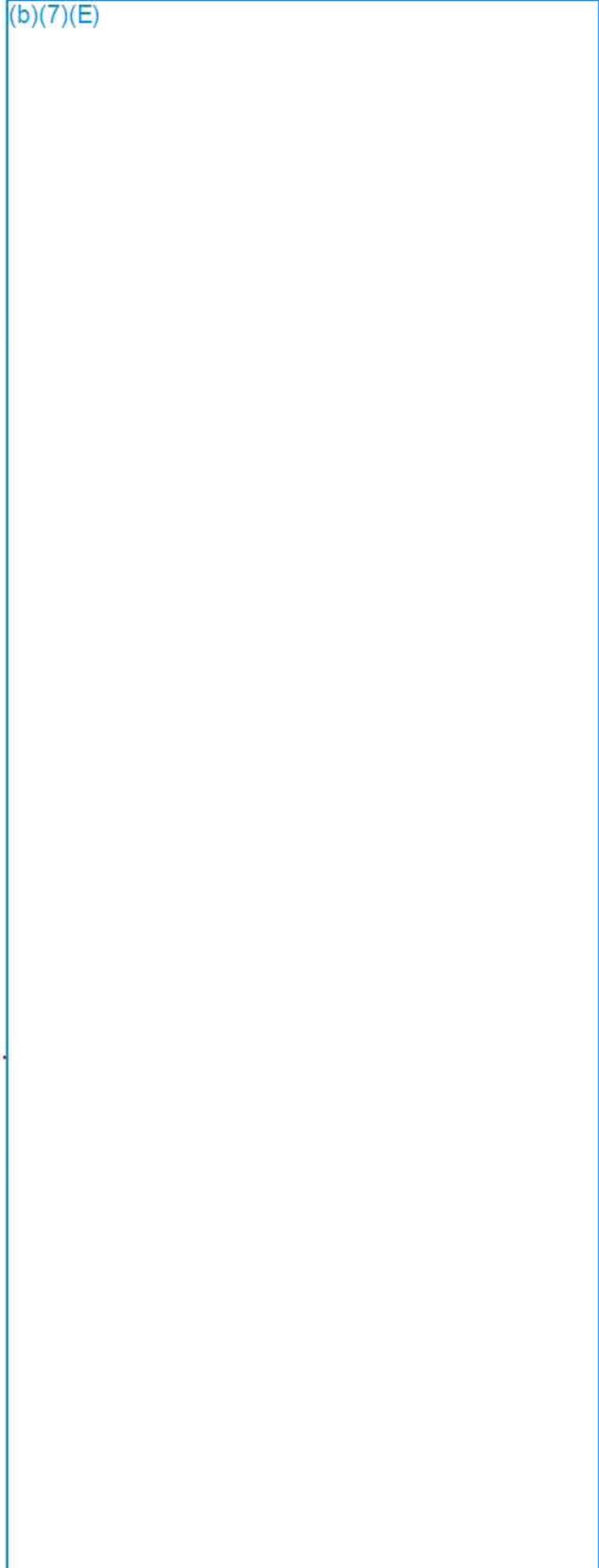


ICM users with an expired ICM Training (User Privacy Course) Certification date are automatically disabled in ICM. Disabled users must provide proof that they completed the User Privacy Course before you can update their profile and give them access to ICM.



*An editable version of the user's profile appears.*

**Note:** An SCO can only update a user's profile for users in their office. For example, an SCO aligned to the ASAC in Sacramento can only update users assigned to Sacramento.

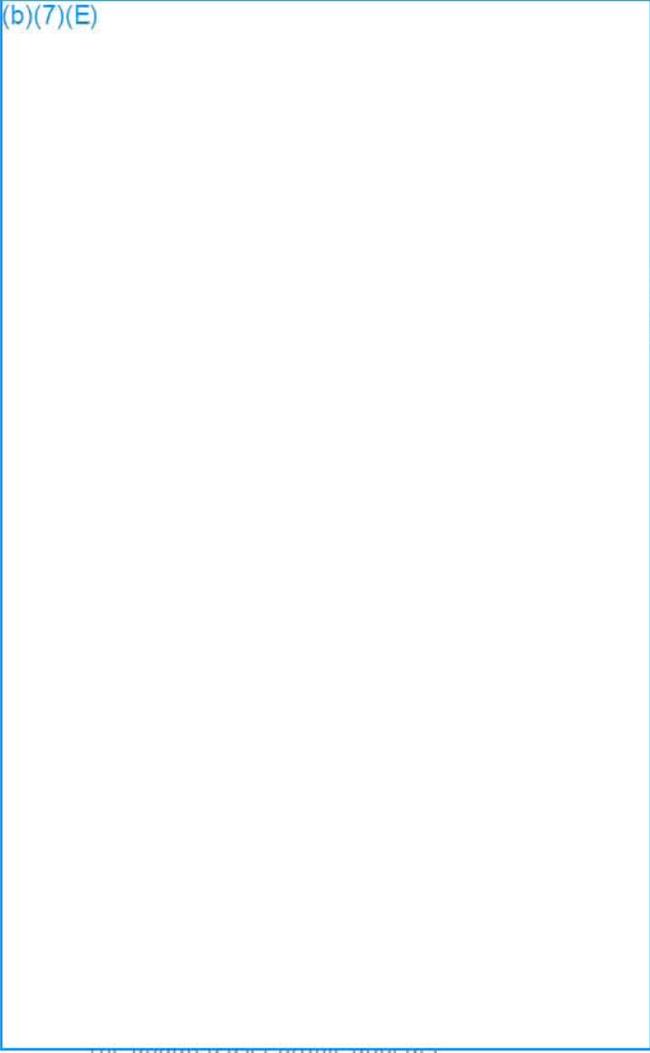




## SCO Resources

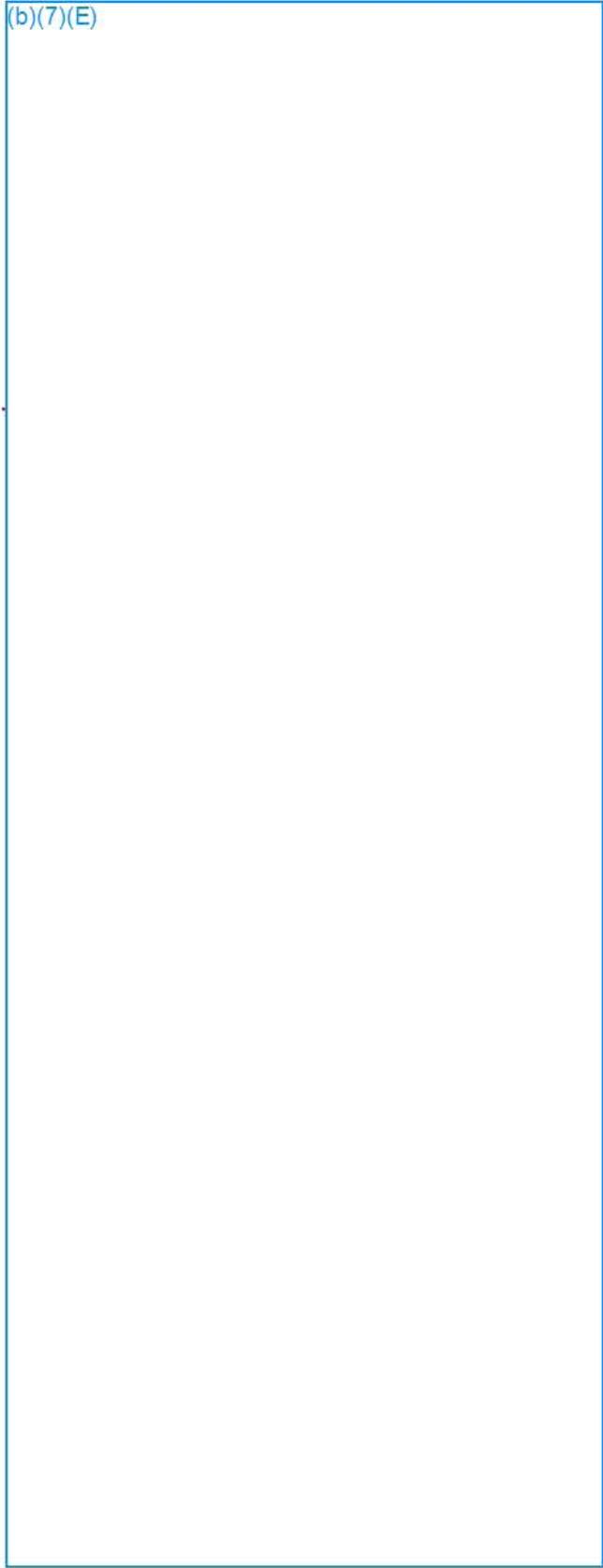
### Update Profile and Enable User

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The updated user profile appears:

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Once completed, notify the user that their training date has been updated and their ICM user profile has been enabled. Update any corresponding Remedy ticket to include the action taken to resolve the issue.



## SCO Resources

### Update Training Certification Dates



ICM Privacy & NCIC **Training Certificate Completion Dates** for an ICM user can only be updated by their local SCO.

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*The updated user profile overview page appears.*

## USER ROLE RESPONSIBILITIES

In order to understand system workflows, you must first recognize how user roles are identified in ICM. Each role has access to different actions in ICM, which may differ from what users assigned to these roles experienced in Legacy TECS. Review the table below to learn all the roles and their corresponding responsibilities.

ICM ROLE	RESPONSIBILITIES
<b>Agent</b>	Creates investigative cases, case documents, and ROIs. Creates and publishes subject records. Adds media, statistics, and hours.
<b>Supervisor</b>	Approves case actions, documents (including ROIs), and media submitted to them by their direct subordinates. Is notified of published subject records. Can reassign cases and add co-case agents between agents reporting to them. Approves collateral requests and investigate referrals that are sent from referral managers. First level approver for ELSURS.
<b>SCO/NSCO</b>	SCOs can make changes in ICM Team Management to users within their physical office. An NSCO can make changes in ICM for <u>all</u> users and offices in their organization. SCOs and NSCOs have the same roles in TECS Portal.
<b>Referral Manager</b>	Receives all collateral case requests and investigative referrals through a designated inbox and routes them to the appropriate supervisor within his or her office.
<b>Office Manager</b>	Accesses the Distributions tab for their office. This allows them to approve case documents that require an additional level of approval after being first approved by the submitting agent's supervisor (such as collateral ROIs, ELSURs, and SCR).
<b>Acting Supervisor</b>	When a supervisor is on leave, the acting supervisor is chosen from a list of ICM users who have an acting supervisor role, which activates supervisor permissions.
<b>HQ Approver</b>	Approves items requiring HQ-level approval.
<b>SAC Approver</b>	Approves approve items requiring SAC-level approval.
<b>OPR</b>	Has read-only capabilities and does not create a query notification when using ICM in the OPR role. The OPR role and Agent role cannot be active at the same time.
<b>Program Manager</b>	Reviews all ICM activity in the Management Dashboard at their office level and below in the office hierarchy for the purpose of reporting to executives.



## WHY SHOULD I PERFORM ALL MY QUERIES IN ICM?

In the past you frequently had to conduct multiple searches to locate data for a case. Not only was this time consuming but it also meant you had to access different systems then piece meal all the data together. ICM solves those issues by allowing you to query multiple databases at the same time from one system. Any important data you locate can be added to cases directly or printed using the Actions dropdown in ICM.

## HOW DO I CHOOSE A SEARCH TYPE IN ICM?

ICM's powerful search tool is centered around a wide variety of search types. By selecting a search type, the system displays all the available external data sources and search fields needed to run a successful query of the search type. Use this guide to quickly identify each search type and subsequent ICM code. All the available data sources for a search type are also listed along with any need to know information.

SEARCH TYPE

CODE

AVAILABLE DATA SOURCES

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**ICE**

# Search Types in ICM

**SEARCH TYPE**

**CODE**

**AVAILABLE DATA SOURCES**

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# ICE

## Search Types in ICM

SEARCH TYPE

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AVAILABLE DATA SOURCES

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## Search Types in ICM

SEARCH TYPE

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AVAILABLE DATA SOURCES

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**ICE**

# Search Types in ICM

**SEARCH TYPE**

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# ICE

## Search Types in ICM

SEARCH TYPE

CODE

AVAILABLE DATA SOURCES

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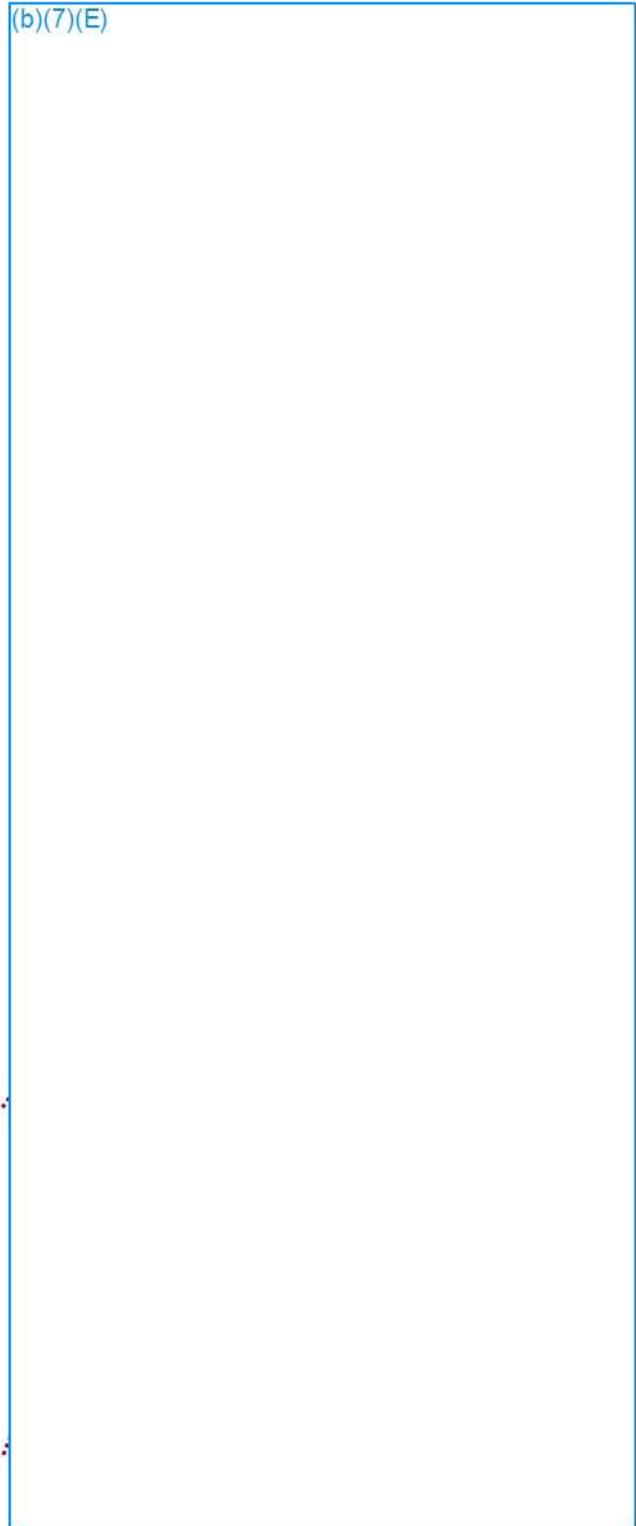
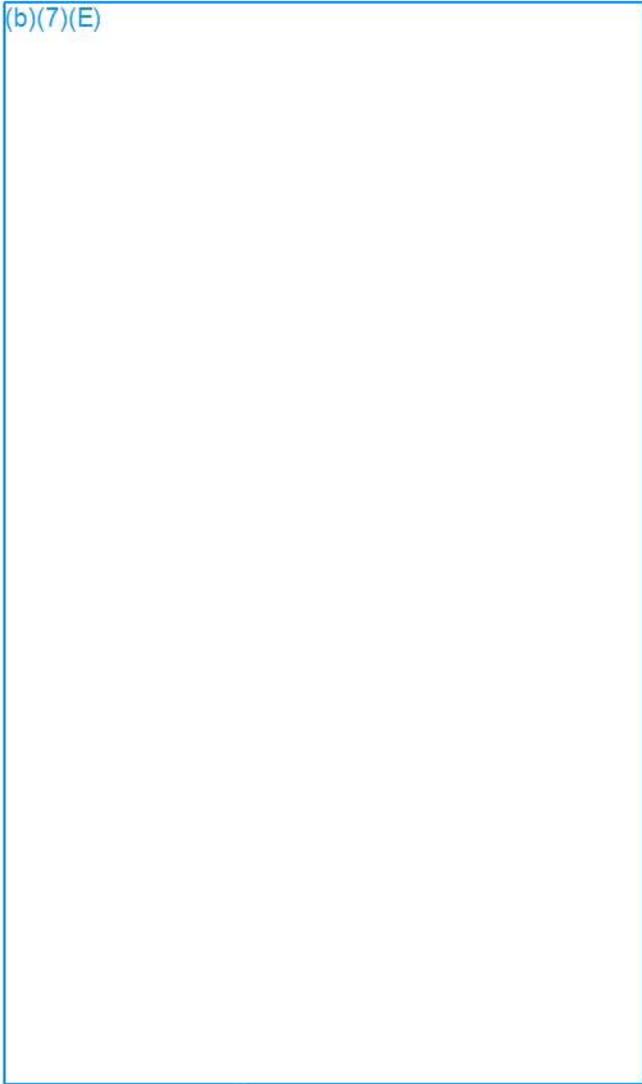
## Working with Media

### Set Media as a Mugshot



**Mugshots** are identifying images that can be added to a case, subject record, or document, such as an Assault Threat report.

**Note:** *This example demonstrates how to add a mugshot to a person subject record.*



**Remember:** *A mugshot is the identifying image associated with a case, document, or record.*

**Note:** *Follow the same steps described here to add a mugshot for a case or document.*



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



## Case Management

### Significant Case Report Life Cycle



A Significant Case Report (SCR) is intended to target the greatest threats facing the U.S. while also documenting HSI's commitment to disrupt and dismantle criminal activity.

#### Phase 1: Create a Draft SCR

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*A draft of the SCR appears.*



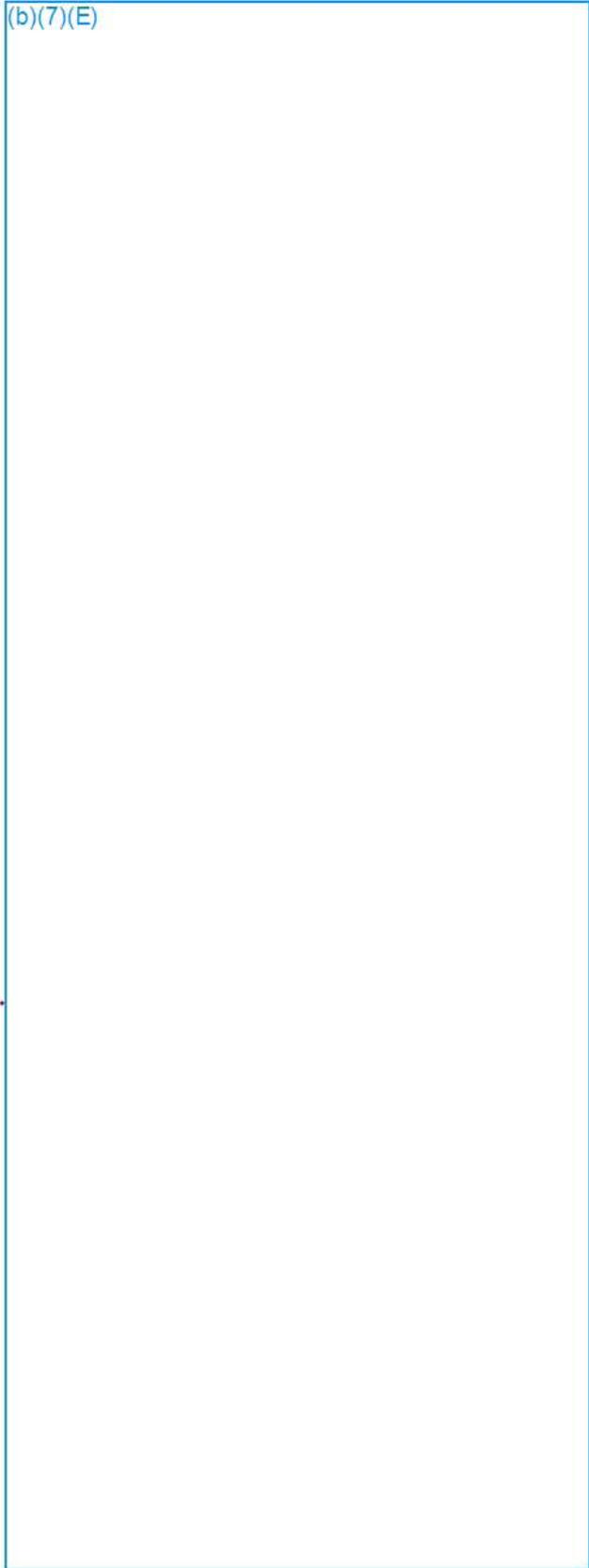
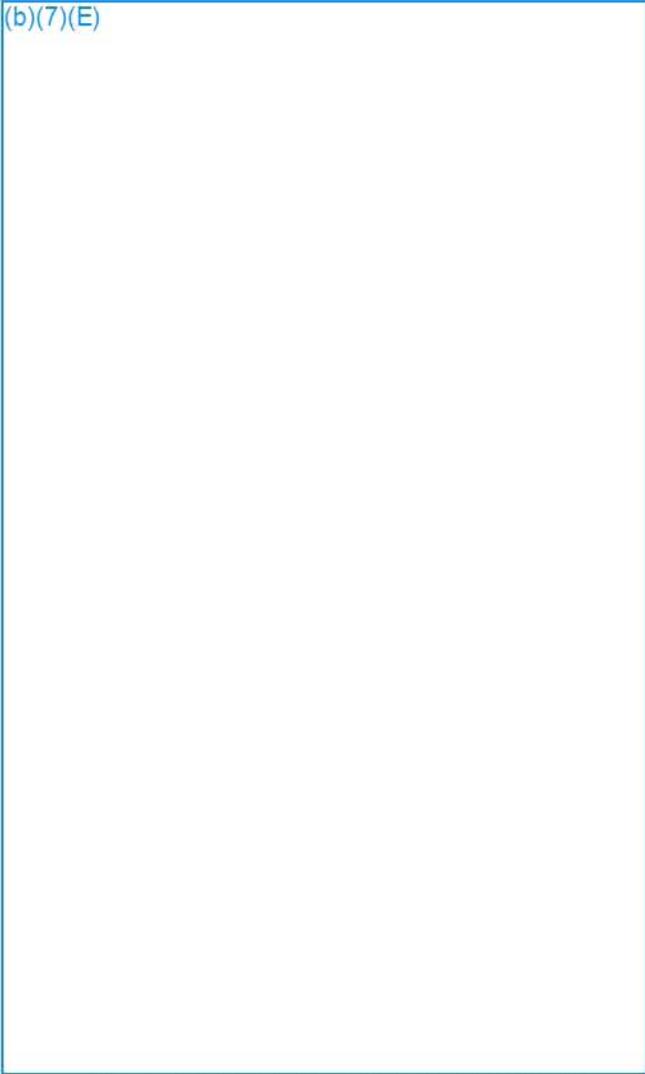
## Case Management

### Significant Case Report Life Cycle

#### Phase 2: Modify and Submit a Draft SCR



A draft SCR can be modified at any time by the owner of the SCR.



*The pending supervisor approval SCR appears.*

**Note:** The SCR is sent to the supervisor listed on the SCR and remains in pending approval status until it's approved by the local supervisor, SAC approver, and HQ approver.

**!** Review the SCR Handbook to learn more about SCR types, target types, threshold categories, and other tips for creating an effective SCR.



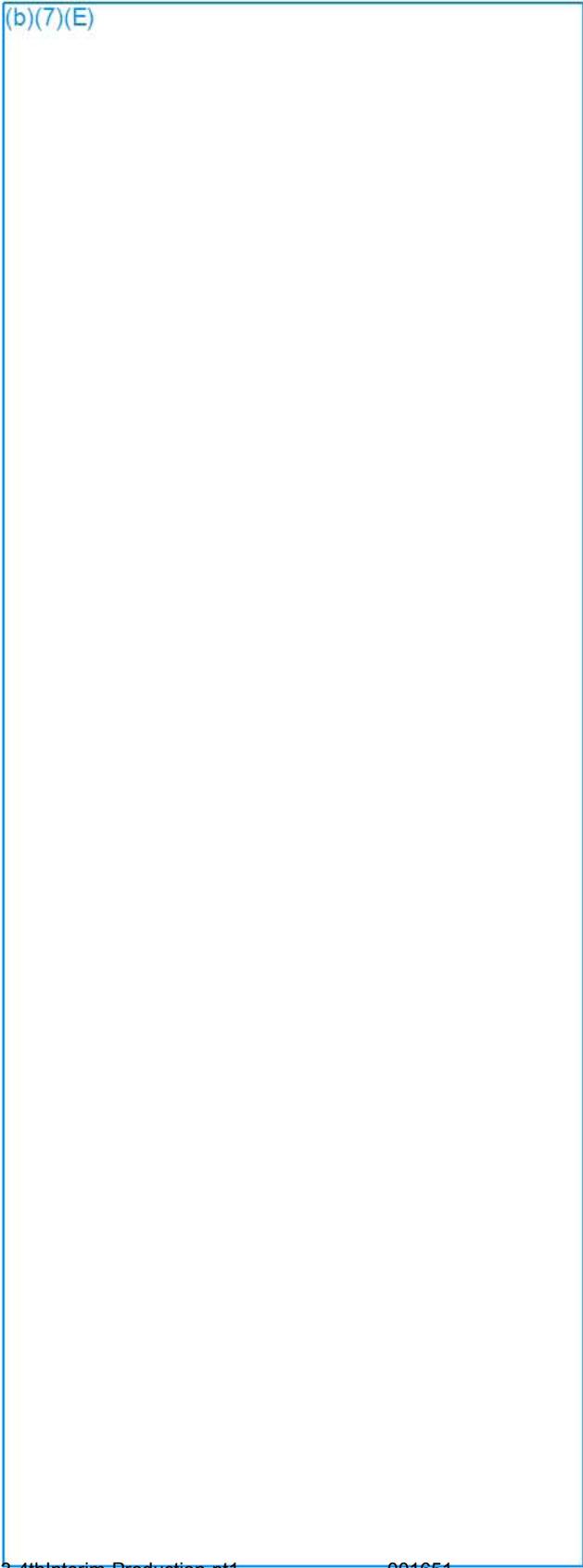
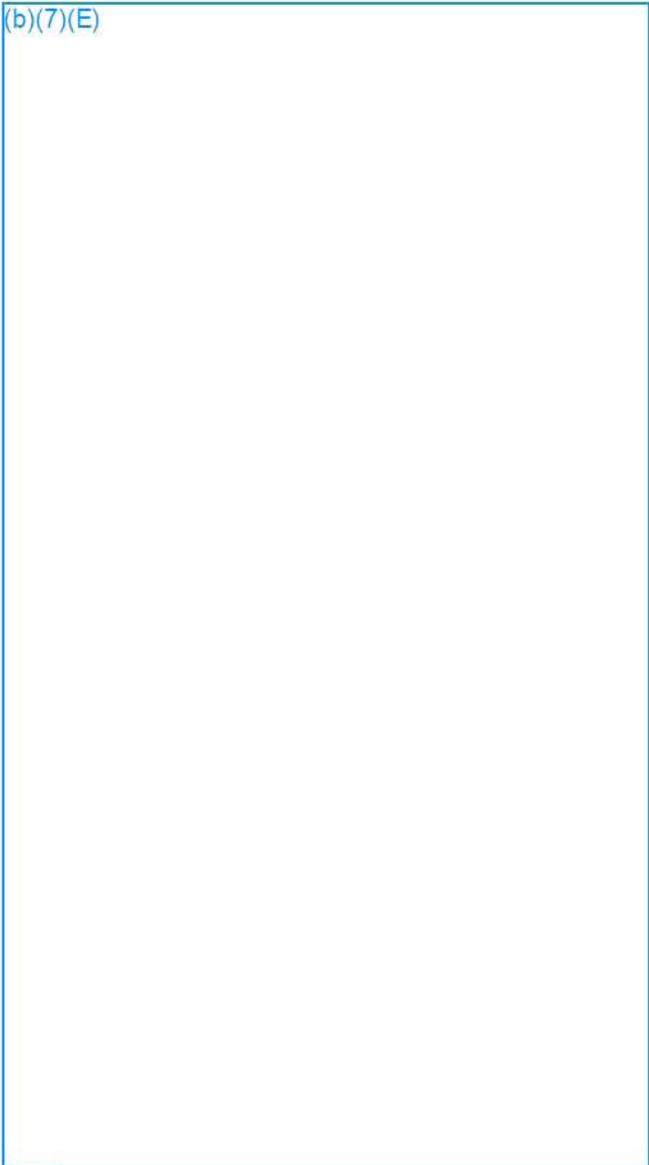
## Case Management

### Significant Case Report Life Cycle

#### Phase 3: Modify an SCR Pending Approval



The owner/case agent of an SCR can recall and edit a pending SCR during any stage of the review process. The assigned supervisor can also edit the pending SCR but cannot recall or edit it once they approve the SCR.



*The pending supervisor approval SCR appears.*

**Note:** Any edits made to a pending SCR must go through the entire approval process again.



## Case Management

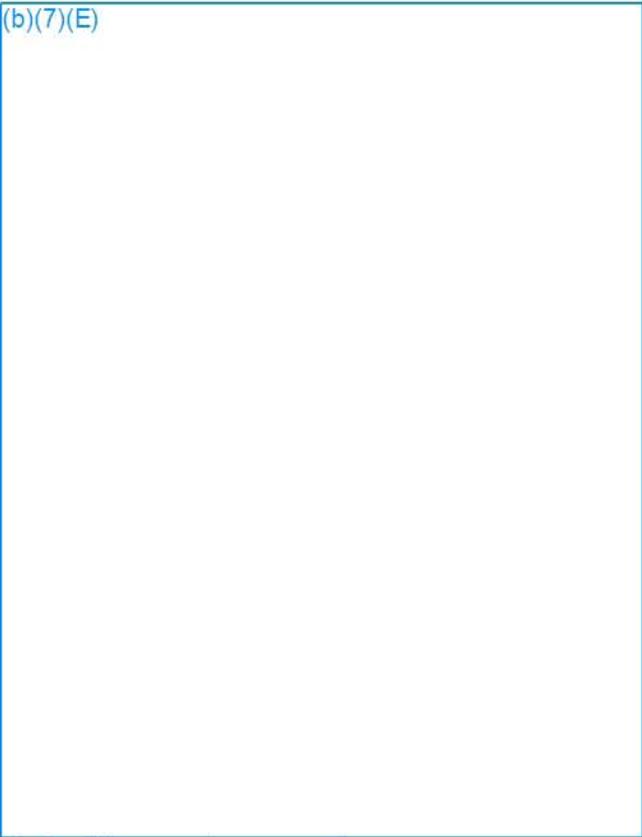
### Significant Case Report Life Cycle

#### Phase 4: The Review and Approval Process



Once submitted, an SCR must be reviewed and approved by the case supervisor, SAC Approver, and HQ Approver.

#### Step 1: Supervisor Approval



*The supervisor approvals page appears.*

**Note:** *The approved SCR is given a number and routed to the appropriate SAC Approver.*

! During the approval process, the SCR owner can track the approval history by reviewing the Information section of the SCR Overview page.





## Case Management

### Significant Case Report Life Cycle

#### Step 2: SAC Approval

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*The SAC approval page appears.*

**Note:** The approved SCR is routed to the appropriate HQ Approver and vetted for final review with a designated HQ SCR panel.

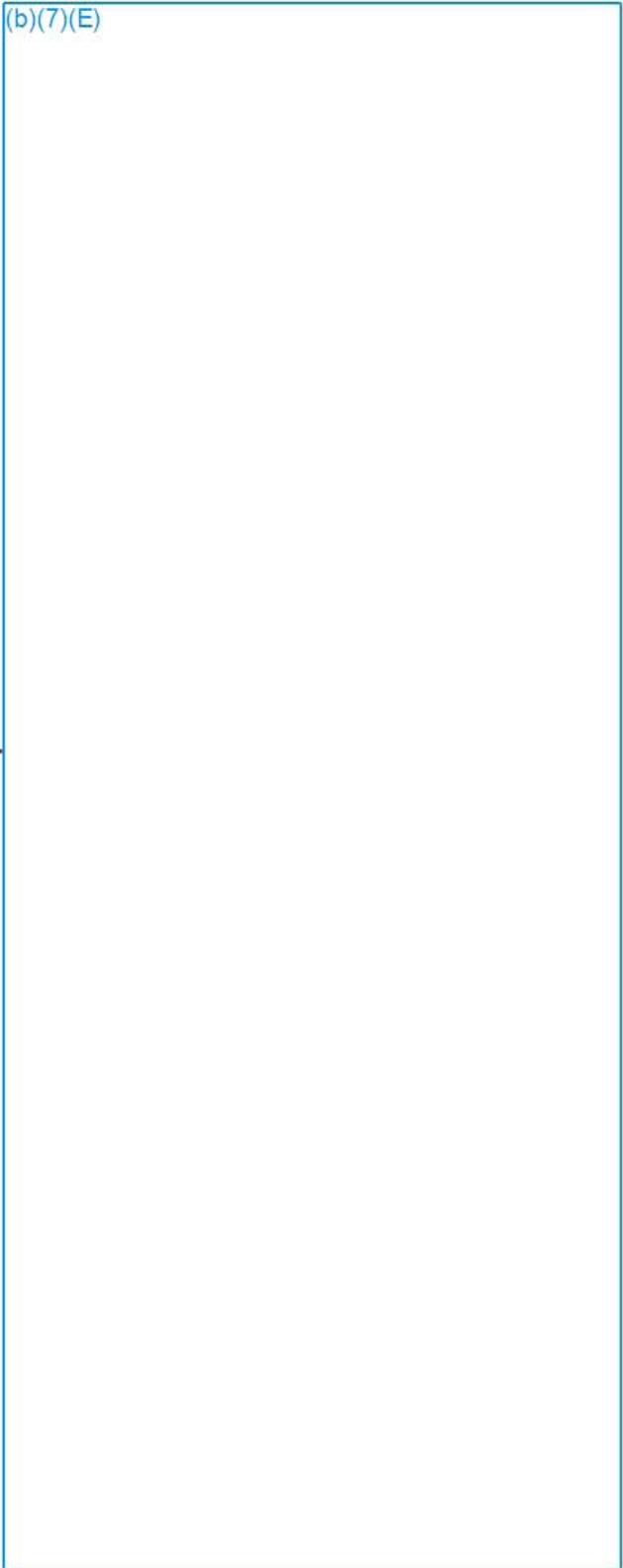
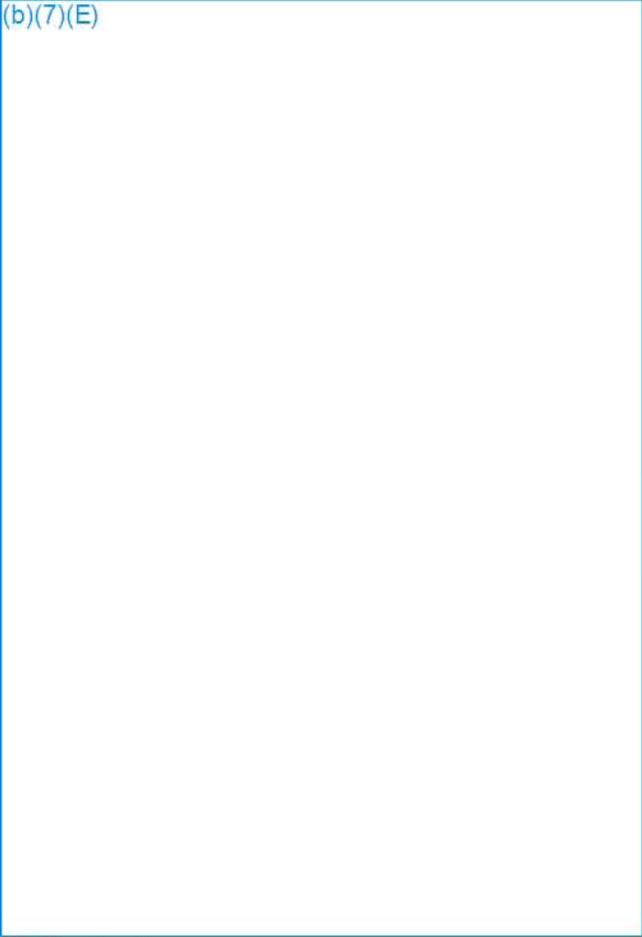
**Note:** Once approved the SCR is no longer visible in the SAC approver's queue.



## Case Management

### Significant Case Report Life Cycle

#### Step 3: Headquarters (HQ) Approval



*The HQ approvals page appears.*

**Note:** *Once approved the SCR is no longer visible in the HQ approver's queue.*



## Navigating ICM: Standard Landing Page

This QRG describes the layout and functionality of a standard landing page in ICM for a typical user. Landing pages are designed to quickly organize important items and resources associated with investigative cases allowing for easier access and review. Different landing pages include Case, Documents, Subject Records, Standalone Subject Records, Media and Hours. Each landing page has a similar look and feel to the page below.

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## ICM Queries: The Search Tool

This QRG describes the layout and fields associated with the system's search functionality when a case, document, or report needs to be queried in the system and/or other datasources.

### Magnifying Glass

Open the search tool by clicking this icon from the navigation sidebar.

### Hotkey Menu (F6 key)

Access the search tool by hitting the F6 key and selecting a search type.

### Search Type Dropdown

Select a different search type from dropdown with the mouse or keyboard.

### Search Templates

Displays available fields used for a specific search type.

### Wildcard Options

Perform more efficient searches by hovering over the title of the field to identify if a wildcard can be used.

### Datasources

Select which datasources to search by selecting the boxes next to each source.

### Required Fields

Hover over the information icon of selected datasources to identify the required fields.

### Data Validation

A red icon in a completed data field indicates the format is wrong. Hover over the icon to view the correct format.

### Download Results

Export list of results to a CSV or PDF.

### Search Results

Results appear as a list to the right. Viewed results are greyed out in the list.

### Search History

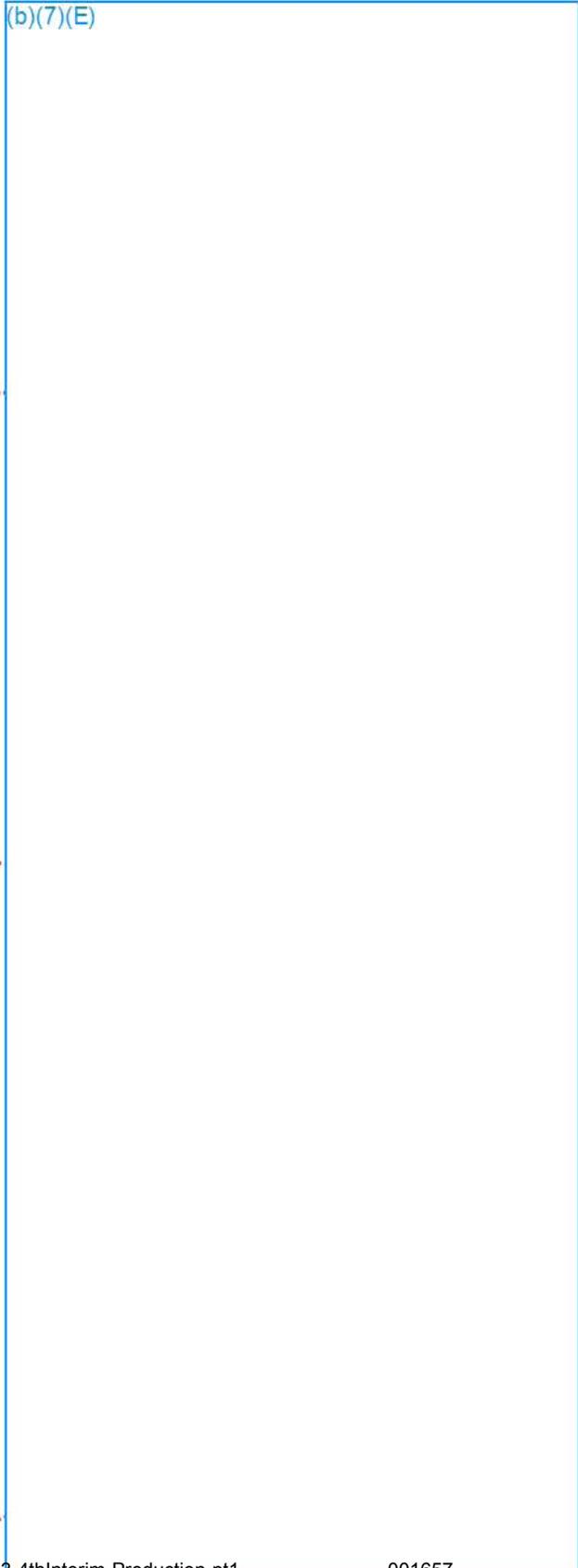
- A** Click the search status icon to view the search history.
- B** Click the pin icon to add a search to the pinned searches history.
- C** Click the arrow icon to return a search to the search template.

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## SCO Resources

### Transfer a User and Assign Supervisor



*The updated user profile appears.*



**Tip:** Review the 'supervised by' section to confirm the supervisor is correct.



## SCO Resources

### Transfer an Agent's Assigned Records



An agent who permanently transfers to a new office must have all ICM records that they own or supervise transferred to another user in the originating office before their ICM profile can be transferred to the new office.

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Pop-up window 2 of 5 appears.



## SCO Resources

### Transfer an Agent's Assigned Records

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*A pop-up window appears.*

**Note:** *Once all the assigned records have been transferred successfully, ICM displays that the user has no more records available for transfer.*

! Any records transferred in ICM will also be transferred automatically in TECS Portal. If there are any issues with transferred records not showing up in TECS Portal, contact the local SCO.