FACIAL ANALYSIS, COMPARISON, and EVALUATION
(FACE)
SERVICES UNIT

VERSION 1.0

4/9/13

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SAFEGUARDING AND REPORTING PERSONALLY IDENTIFIABLE INFORMATION (PII)

The term PII refers to information that distinguishes an individual, such as name, date of birth, place of birth, social security number, personal residential address, personal signature, FBI number, state identification number, alien registration number, and fingerprints.

A PII breach occurs when 1) unauthorized persons or agencies have access to PII and 2) loss of control of a document containing PII, which could potentially lead to identity theft. It is FBI policy that PII must be safeguarded against unauthorized disclosure.

It has been determined by the Office of the General Counsel (OGC) that any PII-related information sent from the Criminal Justice Information Services (CJIS) Division to another law enforcement agency will not be considered a potential PII breach; however, any PII-related information sent from the CJIS Division to an incorrect individual and/or civil agency will be considered a potential PII breach.

Potential PII breaches are to be reported as soon as possible to a Biometric Services Section (BSS) Supervisor. The BSS Supervisor is responsible to research the matter and report the findings to a designated BSS PII Point-of-Contact (POC) within 48 hours via e-mail, copying the Unit Chief on all e-mails pertaining to the breach. Once the potential PII breach is reported, it is the Supervisor's responsibility to research the matter and keep the PII POC informed. Potential PII breaches are as follows:

- PII disseminated (via mail, e-mail, or facsimile) from the CJIS Division to the incorrect individual and/or civil agency;

- Any materials containing PII that have been lost, misplaced, or out of the employee's span of control;

- Any materials containing PII that cannot be located or accounted for in any way.

Employees and/or supervisors are not to wait to report a potential breach in the hopes of locating the materials or in hopes that research will indicate that a breach did not occur. If the PII-related information is located at a later time or research indicates that a breach did not occur, the PII POC can be informed at that time.

Criminal history functional personnel are to be diligent and proactive in ensuring full compliance of protecting/safeguarding PII, e.g., checking every page of an Integrated Automated Fingerprint Identification System (IAFIS) response thoroughly for accuracy. In doing so, BSS employees ensure they are meeting all procedural guidelines and policies set forth for the protection of PII.

1.1 INTRODUCTION

The Facial Analysis, Comparison, and Evaluation (FACE) Services Unit was developed as a means to provide investigative support to the field by comparing Next Generation Identification (NGI) facial images of subjects who are the focus of active field investigations against those housed in selected databases, both internal and external, to the FBI. The FACE Services Unit coordinated this effort with entities who had been working toward this goal, resulting in an operational unit that receives facial probe images from the field, conducts a face search of all available facial recognition (FR) systems, and provides results back to the requesting agent. This service will be expanded to include a larger customer base as the operation evolves.

1.2 BACKGROUND

In 2007, the FBI's CJIS Division, FBI Charlotte, and the North Carolina Division of Motor Vehicles (NC DMV) collaborated to launch "Project Facemask", in which the NC DMV's FR system was used to search for FBI fugitives and missing persons. Initially, driver's license photographs were searched against existing digital images within the NC DMV database. The program was then expanded to involve searching criminal mug shots within the active Wants/Warrants files in NC and the surrounding states against the NC DMV's photo database.
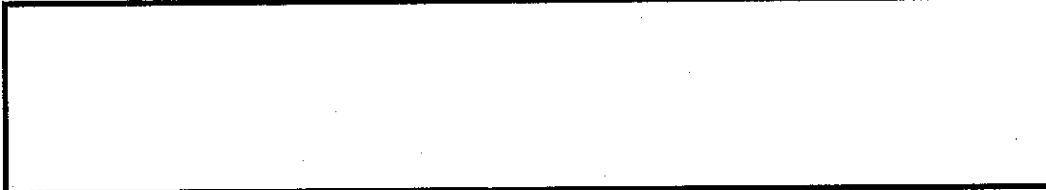
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Following this successful program, a full-time fully operational FACE Services Unit was established in 2011. Since this time, the Biometric Images Specialist (BIS) that have been assigned to the FACE Services Unit have undergone extensive training by subject matter experts in the field of FR, comparison, and identification.

1.3 MISSION

To provide forensic FR services that will support FBI Operations in safeguarding the public against terrorist and criminal activity.

1.4 FUNCTIONAL STATEMENT

To provide investigative lead support to the field by comparing facial images of subjects
who are the focus of [   ] and
active FBI investigations against those housed in selected databases both internal and
external to the FBI.

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NOTE: FACE Services will NOT be providing 1:1 identifications.

1.5 RESPONSIBILITIES

A.   Area Manager – To determine the job function based on the needs of highly-
     specialized BIS personnel; ensure all administrative and procedures are clearly
     written and protocols are met.

B.   Supervisory Biometric Images Specialist – To prioritize work flow within the
     FACE functions by order of importance and urgency, and to review all unit
     objectives and/or priorities.

C.   Team Lead – To assume the responsibilities of the supervisor in his/her absence.

D.   Biometric Images Specialist – To provide accurate and viable investigative leads
     in response to requests from FBI agencies regarding biometric probe image(s) of
     the subject in question of a valid case.

     1.   Specialist – This is the original BIS whom the case was originally
          assigned to and whose initial decision is responsible for the foundation of
          the quality assurance process. The "specialist" is always the first of the
          agreeing opinions and who ultimately sends the response back to the
          contributor.

     2.   Verifier – The second specialist who provides an independent review of
          the algorithm searches performed by the specialist. Verifier will also
          provide the deciding conclusion.

     3.   Reviewer – This is the internal quality BIS examiner who reviews Sentinel
          responses and ensures the Face Services log is completed accurately.

E.   State Agency POC – send out an email along with probe image to the determined
     State agencies – in order to search their internal database. The POC will also be
     the first person to view the returned gallery, update the FACE Services log, and
     send the returned gallery to a verifier.

1.6 ASSUMPTIONS

A. Employee has completed the Facial Comparison and Identification Training course.

B. Employee has been profiled and trained to perform FACE Functions. (For a complete list of profiles see FACE Services Unit Management.)

1.7 CONCLUSION

Each response/conclusion is an independent opinion of a trained to competency BIS examiner. The final decision is subjective in nature, and therefore, requires a collective opinion. The collective opinion is two-fold. First, it will serve to reach an agreement of concluding opinions that lend validity to the response. Second, the collective opinion serves as a quality assurance measure. All responses are to be considered as an investigative lead only and not absolute identifications or exclusions, as the FACE Services Unit does not provide 1:1 comparisons. By providing a multi-level, multi-specialist review methodology, the FACE Services Unit will be able to ensure requests are processed correctly.

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2.1   UNIT WORK PRIORITIES

A.   Urgent – Management Priorities and any 415 cases

B.   Standard – Cases reviewed through FBI field offices

C.   All other cases

2.2   FBI PRIORITIES

A.   To determine the level of priority to be performed, the BIS will utilize the case classification code and the corresponding FBI Priorities as given by the FBI Director.

B.   List of FBI Priorities

1.   Protect the United States from terrorist attack

2.   Protect the United States against foreign intelligence operations and espionage

3.   Protect the United States against cyber-based attacks and high-technology crimes

4.   Combat public corruption at all levels

5.   Protect civil rights

6.   Combat transnational/national criminal organizations and enterprises

7.   Combat major white-collar crime

8.   Combat significant violent crime

9.   Support federal, state, local and international partners

10.   Upgrade technology to successfully perform the FBI's mission

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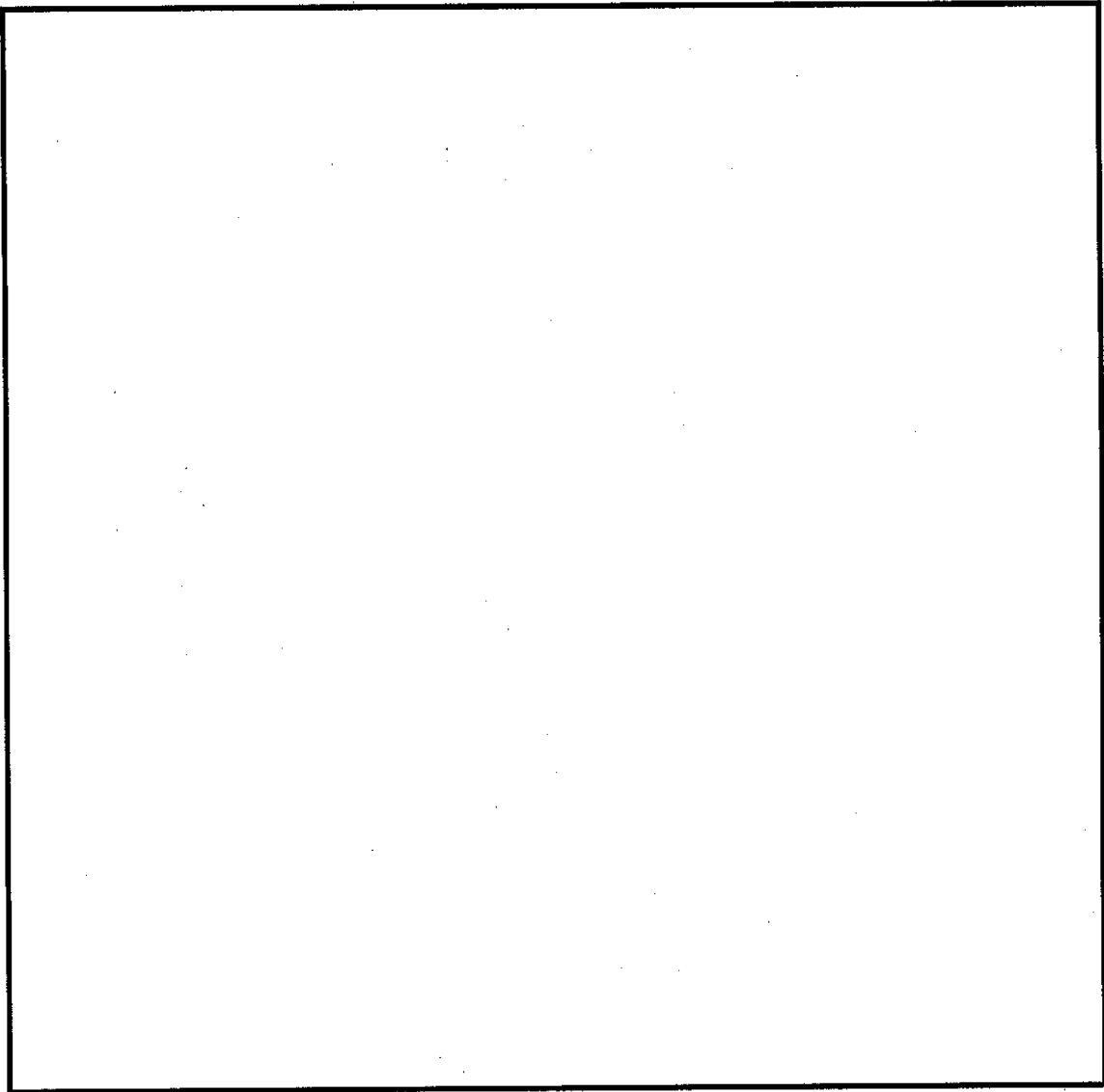
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D.   State Agency Stipulations

　　　　1.   The FACE Services Unit has entered into a Memorandum of
　　　　　　　Understanding (MOU) with several state agencies to obtain access to
　　　　　　　search their databases. Each state has their own stipulations and is
　　　　　　　described in the sections following. When contacting each state, make a
　　　　　　　reasonable effort to ensure that only authorized state agency personnel will
　　　　　　　handle the requests. A list of names from the FACE Services Unit has
　　　　　　　been provided to each state.

4. Return to original e-mail request and reply with following template. Template may be used at Specialist discretion.

   a. If e-mail originated on FBI Domain:

Template to use when sending out response e-mail.

Thank you for your recent submission to the FACE Services Unit. To access your response, please reference the link below. If your request receives a response from one of our partnering agencies, you will be notified in a separate e-mail.

Link to Document: Copy LINK Here (from Sentinel)

Should you have any questions or require additional services, please do not hesitate to contact me or any member of the FACE Services Unit.

YOUR NAME
YOUR TELEPHONE NUMBER / EXTENSION
YOUR LEO E-MAIL ADDRESS
FBI CJIS Division
FACE SERVICES
304-625-FACE

This e-mail may contain Personally Identifiable Information (PII) which must be protected in accordance with applicable privacy and security policies. If you are not the intended recipient of this information, disclosure, reproduction or distribution, use of this information is prohibited.

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b.　　If e-mail originated on LEO:

Who to email: Requestor of image search

Subject: Facial Search Request

Body:

Thank you for your recent submission to FACE SERVICES. Attached you will find your response. If your request receives a response from one of our partnering agencies, you will be notified in a separate e-mail. Also, you will receive an e-mail on FBI Domain with a Sentinel link to this case.

Should you have any questions or require additional services, please do not hesitate to contact me or any member of the FACE SERVICES Unit.

YOUR NAME
YOUR TELEPHONE NUMBER / EXTENSION
YOUR LEO E-MAIL ADDRESS
FBI CJIS Division - Identification Services Unit
FACE SERVICES
304-625-FACE

This e-mail may contain Personally Identifiable Information (PII) which must be protected in accordance with applicable privacy and security policies. If you are not the intended recipient of this information, disclosure, reproduction, distribution, or use of this information is prohibited.

Also send Sentinel e-mail on FBI Domain. (See template in Step 2 above.)

D.　　Complete FACE Services Log. *(Refer to Appendix A: FACE Services Log.)*

E.　　Notify the reviewer that the log is ready to be verified.

F.　　An internal audit review will be performed by the supervisor, checking for case information.

3.7   DISK HANDLING (ALL FACE CASES)

A.   All Disks will be locked in the evidence locker at the end of the day. Supervisor or team lead will be responsible to ensure all disks are accounted for.

B.   A tracking log is located on the inside door of the evidence locker to track who has possession of the disk.

3.8   EMAIL CLASSIFICATION

A.   ALL emails must be marked unclassified.

B.   ALL emails containing PII, or that could contain PII, must also be marked For Official Use Only (FOUO).

C.   ALL emails: Secret or Confidential emails **must** be classified as shown below:

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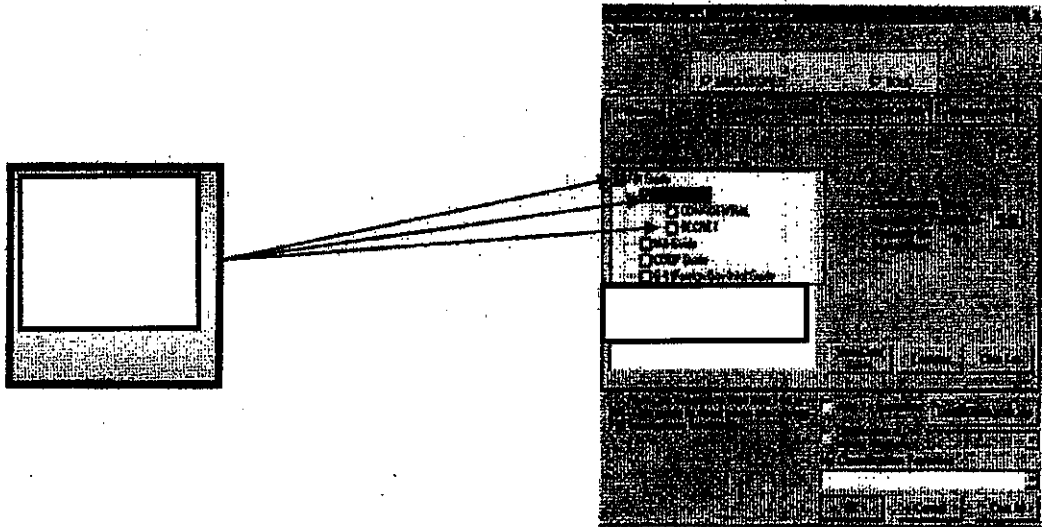
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FACIAL ANALYSIS, COMPARISON, and EVALUATION (FACE) SERVICES UNIT

APPENDIX A

VERSION 1.0

4/9/13

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1.0 SEARCH RESULTS PROCEDURES

NOTE:	Biometric Images Specialist (BIS) may only enter own name in the FACE Services log.

NOTE:	If any likely candidates are found while performing searches, the images may be used to run through other image based searches at the discretion of the BIS (per Supervisor) due to the images

NOTE:	Ensure probe image is used for all comparisons.

|	
NOTE:	If the case number is a 415 it can be processed. Once all searching is completed, send email to Special Identities Unit (SIU) POCs to be cleared, if necessary, and run through internal database. The email should contain the FACE Services request form, probe image, and any likely candidate information.

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A. No Candidate

    1. If text-based search, search is complete.

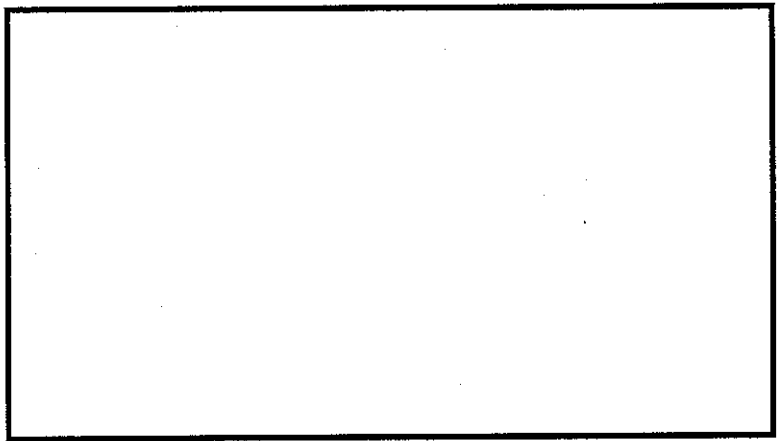   2. If image-based search, complete verification as an independent search excluding   state agencies.
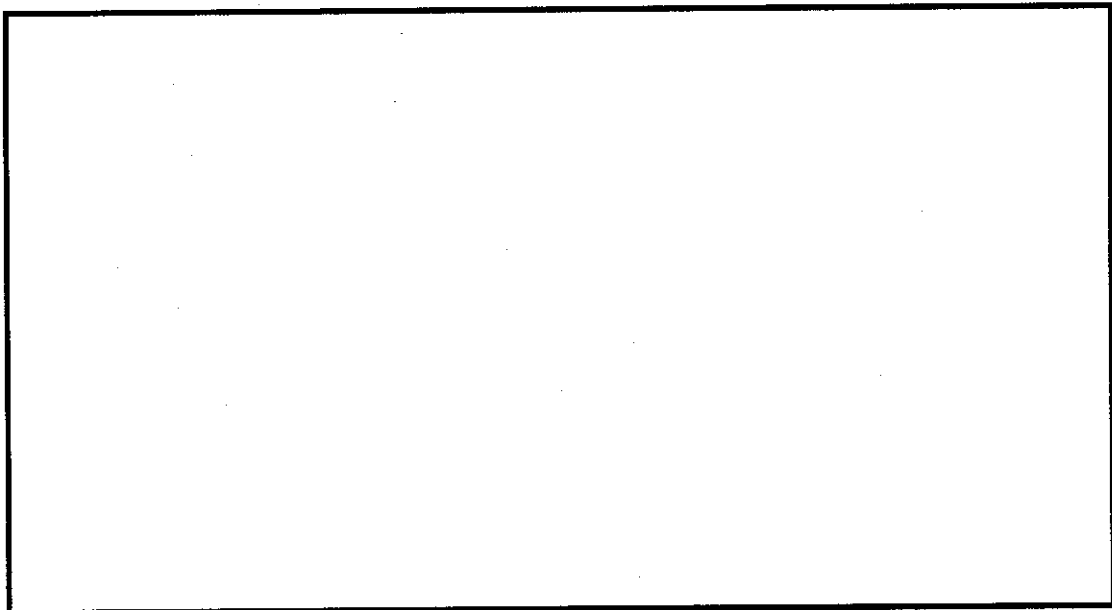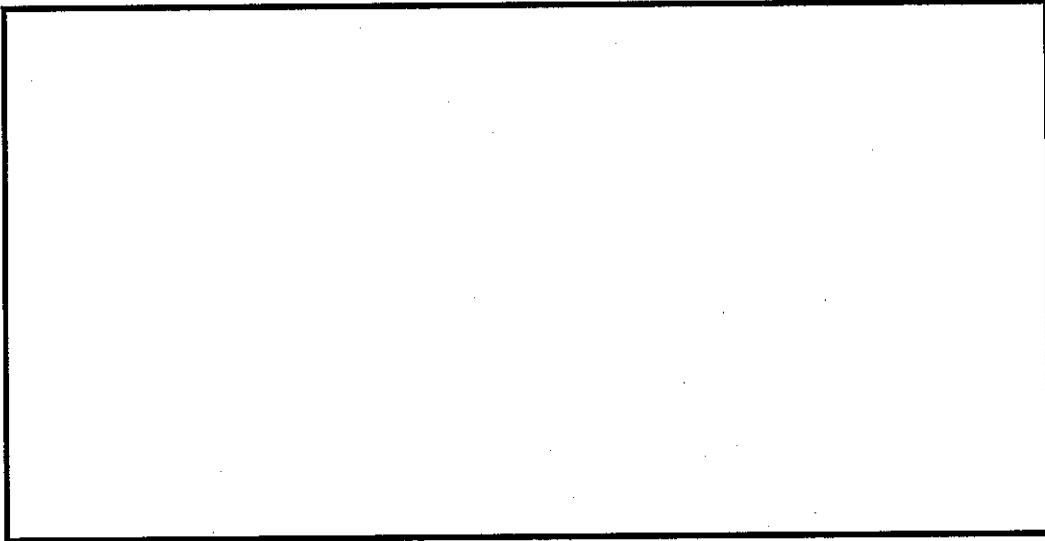
> **NOTE:** Once a likely candidate has been verified and cleared, a Sentinel response should be sent out on the same day.
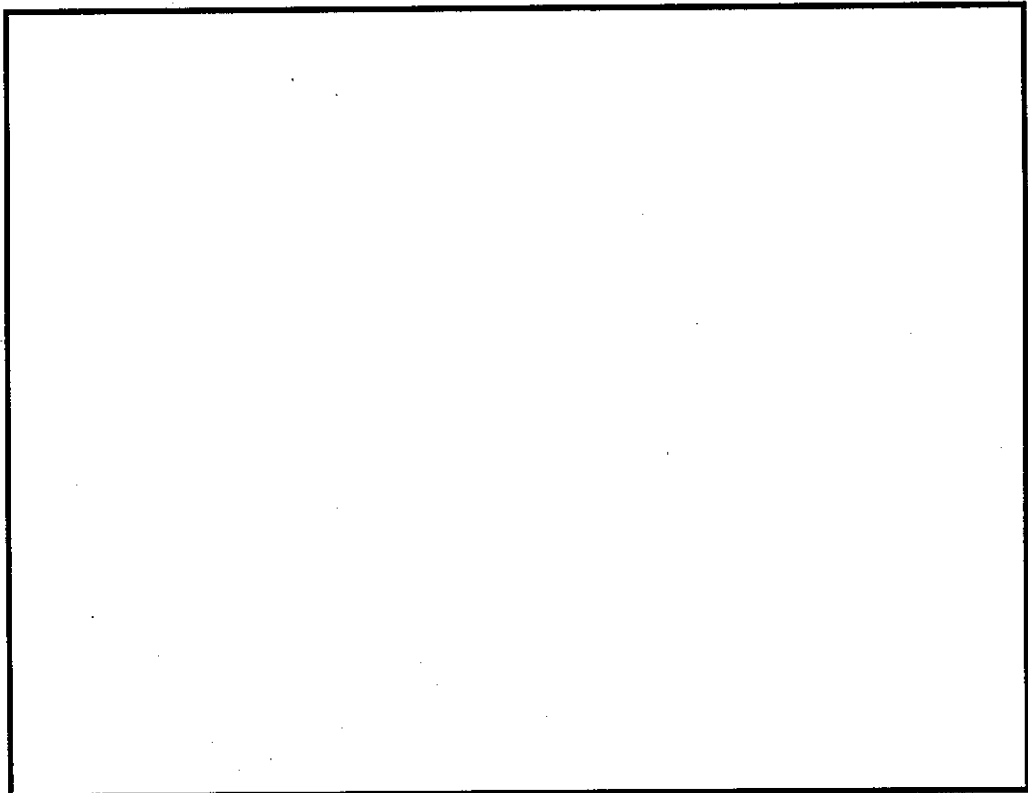
2.0 VIRUS SCAN MEDIA

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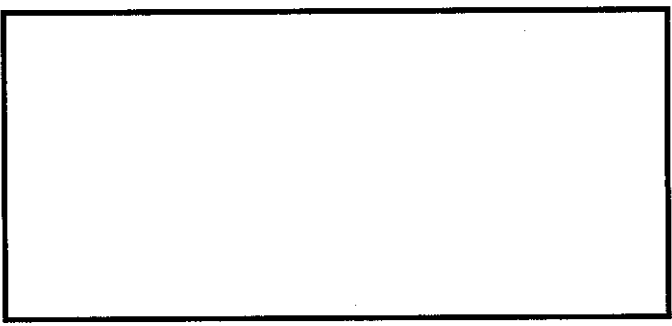> **NOTE:** **DO NOT SELECT CLEAN!** If clean is selected, all data will be erased.

Notify Help Desk at 4357 if Virus is found.
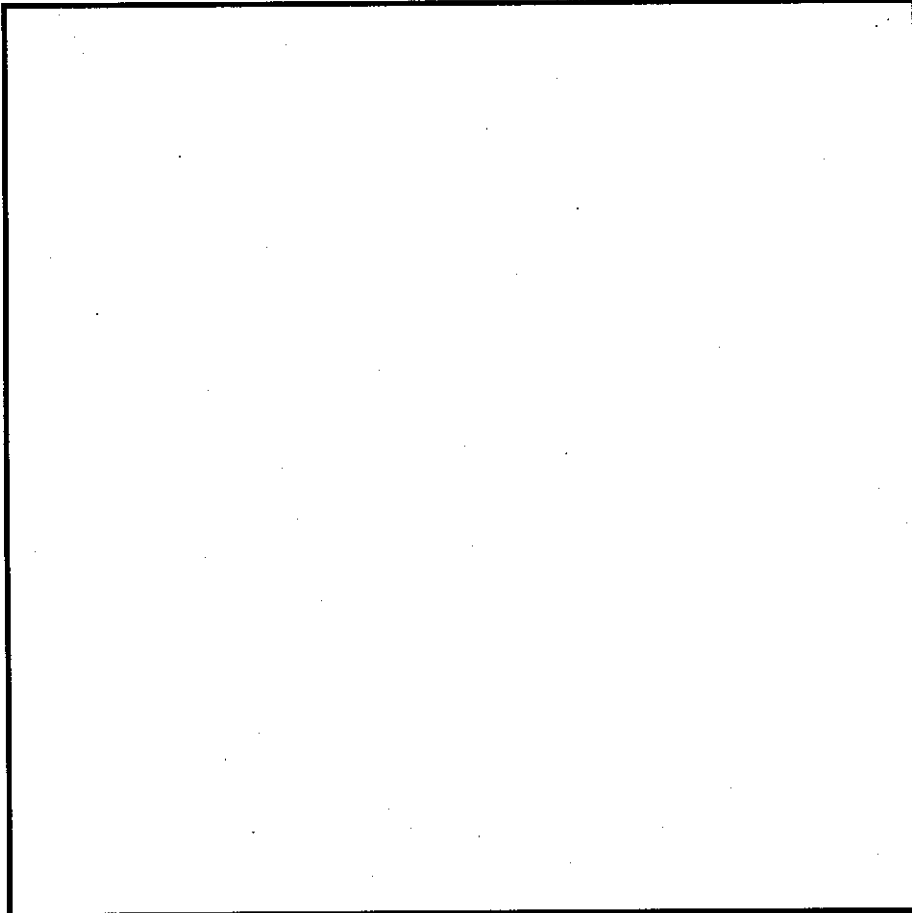
> **NOTE:** Thumb drive should never leave the Criminal Justice Information Services facility.

> **NOTE:** Thumb drives should only be used for FACE Services casework.

> **NOTE:** If any media has been lost, the FACE Services will immediately follow BSS PII guidelines. See BSS PII section.

10. 0   PHONE SYSTEM

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