



governmentattic.org

"Rummaging in the government's attic"

Description of document: Department of Homeland Security (DHS), internal agency memos, correspondence, documents that review or discuss the merits and/or disadvantages of iPads and/or similar pad/tablet computer devices for employee use, 2011

Requested date: 15-August-2011

Released date: 19-September-2011

Posted date: 03-October-2016

Source of document: FOIA Request
Department of Homeland Security
245 Murray Lane SW
STOP-0655
Washington, D.C. 20528-0655
Fax: 202-343-4011
E-mail: foia@hq.dhs.gov
[Online FOIA Request Submission Form](#)

The governmentattic.org web site ("the site") is noncommercial and free to the public. The site and materials made available on the site, such as this file, are for reference only. The governmentattic.org web site and its principals have made every effort to make this information as complete and as accurate as possible, however, there may be mistakes and omissions, both typographical and in content. The governmentattic.org web site and its principals shall have neither liability nor responsibility to any person or entity with respect to any loss or damage caused, or alleged to have been caused, directly or indirectly, by the information provided on the governmentattic.org web site or in this file. The public records published on the site were obtained from government agencies using proper legal channels. Each document is identified as to the source. Any concerns about the contents of the site should be directed to the agency originating the document in question. GovernmentAttic.org is not responsible for the contents of documents published on the website.



Homeland Security

September 19, 2011

Re: **DHS/MGMT 11-169**

This is the final response to your Freedom of Information Act (FOIA) request to the Department of Homeland Security (DHS), dated August 15, 2011, and received by this office on August 31, 2011. You are seeking memos or other documents reviewing tablet computer devices.

A search of the Office of the Chief Information Officer for documents responsive to your request produced a total of 58 pages. Of those pages, I have determined that 27 pages are partially releasable, 12 pages of the records are under the purview of the Department of Defense (DoD), and 19 pages are withheld in their entirety pursuant to Title 5 U.S.C. § 552 (b)(4), FOIA Exemption 4.

During our search for responsive records, we located 12 pages of records that originated within the Department of Defense (DOD). Therefore, I am transferring this request, along with those responsive documents, to the FOIA Officer for the Department of Defense, OSD/JS FOIA Requester Service Center, Office of Freedom of Information, 1155 Defense Pentagon Washington, DC 20301-1155, for processing under the FOIA and direct response to you. You may contact the DOD FOIA Officer at 1-866-574-4970.

Enclosed are 27 pages with certain information withheld as described below.

FOIA Exemption 5 protects from disclosure those inter- or intra-agency documents that are normally privileged in the civil discovery context. The three most frequently invoked privileges are the deliberative process privilege, the attorney work-product privilege, and the attorney-client privilege. After carefully reviewing the responsive documents, I determined that portions of the responsive documents qualify for protection under the deliberative process privilege and the government's commercial data privilege.

The deliberative process privilege protects the integrity of the deliberative or decision-making processes within the agency by exempting from mandatory disclosure opinions, conclusions, and recommendations included within inter-agency or intra-agency memoranda or letters. The release of this internal information would discourage the expression of candid opinions and inhibit the free and frank exchange of information among agency personnel.

The Government's commercial data privilege protects various government cost estimates. Release would not only cause harm to the government's decision-making process, it would also provide a contractor with insight into the government's price negotiation position. This would place the government at a disadvantage in their efforts to obtain fair and reasonable prices in the future.

FOIA Exemption 6 exempts from disclosure personnel or medical files and similar files the release of which would cause a clearly unwarranted invasion of personal privacy. This requires a balancing of the public's right to disclosure against the individual's right to privacy. The privacy interests of the individuals in the records you have requested outweigh any minimal public interest in disclosure of the information. Any private interest you may have in that information does not factor into the aforementioned balancing test.

Twenty pages are withheld in full as described below.

FOIA Exemption 4 protects trade secrets and commercial or financial information obtained from a person that is privileged or confidential. The courts have held that this subsection protects (a) confidential commercial information, the disclosure of which is likely to cause substantial harm to the competitive position of the person who submitted the information and (b) information that was voluntarily submitted to the government if it is the kind of information that the provider would not customarily make available to the public. I reviewed the responsive documents, the submitter's objections to release, and relevant case law, and I determined that the 20 pages are exempt from disclosure under subsection (b)(4) of the FOIA and must be withheld in order to protect the submitter's proprietary interests.

You have a right to appeal the above withholding determination. Should you wish to do so, you must send your appeal and a copy of this letter, within 60 days of the date of this letter, to: Associate General Counsel (General Law), U.S. Department of Homeland Security, Washington, D.C. 20528, following the procedures outlined in the DHS regulations at 6 C.F.R. § 5.9. Your envelope and letter should be marked "FOIA Appeal." Copies of the FOIA and DHS regulations are available at www.dhs.gov/foia.

The Office of Government Information Services (OGIS) also mediates disputes between FOIA requesters and Federal agencies as a non-exclusive alternative to litigation. If you are requesting access to your own records (which is considered a Privacy Act request), you should know that OGIS does not have the authority to handle requests made under the Privacy Act of 1974. If you wish to contact OGIS, you may email them at ogis@nara.gov or call 1-877-684-6448.

Provisions of the FOIA allow us to recover part of the cost of complying with your request. In this instance, because the cost is below the \$14 minimum, there is no charge. 6 CFR § 5.11(d)(4).

If you need to contact our office again about this matter, please refer to **DHS/MGMT 11-169/**. This office can be reached at 703-235-0755.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Dorgan", with a long horizontal flourish extending to the right.

Mark Dorgan
FOIA Officer

Enclosure(s): Responsive Documents, 27 pages

Industry Analysis for Bring your Own Device to work

What is required for an Enterprise Bring Your Own Device (BYOD)?

(b) (5)



Robust and secure remote access system

(b) (5)



Secure Wireless Campus/Building/Remote user environments

(b) (5)



(b) (5)

Virtual desktop environment

(b) (5)

Constraints

(b) (5)

Disadvantages of Employee Owned devices

(b) (5)

(b) (5)

A large rectangular area of the document is completely redacted with a solid grey fill.

Recommendations

(b) (5)

A large rectangular area of the document is completely redacted with a solid grey fill.



Homeland
Security

Mobile Checkpoint and Discussion Brief

CIOC April 20, 2011



Pilot Overview:

- Majority of Components have pilots underway (CBP, ICE, TSA, USCIS, FEMA, USCG, HQ & FLETC).
- Most DHS effort consists of small pilots and end user devices.
- Evaluating multiple devices (b) (5)
(b) (5)
- Leveraging multiple device management tools - (b) (5)
(b) (5) .
- Pilots are focused on briefing books, e-mail, and training material with small user groups
- (b) (5)



Pilot Summary

- Greater customer analysis and use cases are needed to determine business and mission requirements.
 - Consumer Segmentation will drive capability definition
 - Mission space presents some physical limitations with the end user devices.
- Security requirements need to be developed for the Enterprise – no Component or Enterprise wide policy developed
- Nexus with Virtual Desktops and Remote Access Requirements
- There is general consensus across Components to push content to:
 - Robust enterprise back end service to provide the right service at the right security level
 - Multiple device classifications –Tablets, Smart Phones, (agnostic endpoint devices – both consumer purchased and DHS issued).



ITSO Tablet Analysis

- Conducted a review and limited pilot investigation of small form factor devices that ITSO could support as a service offering. Evaluated Service Management, Wi-Fi, and Cost analysis.

(b) (5)



Homeland
Security



UNCLASSIFIED//FOUO

ITSO Tablet Analysis

(b) (3)



Homeland
Security



UNCLASSIFIED//FOUO

Discussion Topics

(b) (5)



Homeland
Security



Next Steps

(b) (5)



Homeland
Security



UNCLASSIFIED//FOUO

Backup



Homeland
Security



UNCLASSIFIED//FOUO

Pilot Activity:

- Customs and Border Protection (CBP)

(b) (5)



- Transportation Security Agency (TSA)

(b) (5)



Homeland
Security



Pilot Activity

- United States Coast Guard (USCG)

(b) (5)



- Immigration and Customs Enforcement (ICE)

(b) (5)



Pilot Activity

- Federal Law Enforcement Training Center (FLETC)

(b) (5)



- United States Customs and Immigration Services (USCIS)
 - Evaluating devices iPad only;
 - Small pilot planned and will focus on Executives
 - Focused on briefing books & e-mails.



Dorgan, Mark

From: Raw, David
Sent: Thursday, September 08, 2011 10:11 AM
To: Cooch, Shila
Subject: FW: RE: iPad Reseller info

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

From: (b) (6)
Sent: Wednesday, April 27, 2011 8:34 PM
To: Raw, David
Subject: Re: RE: iPad Reseller info

I will be out of the office Thursday and Friday, April 28 and 29 but will check email periodically. Please reach out to (b) (6) or (b) (6) with any needs or concerns. Thank you.

On Apr 22, 2011, at 3:31 PM, "Raw, David" (b) (6) wrote:

> (b) (6)
>
> Can you send me some specs and prices on Apple devices (iPads 1 &2, iPhones 3&4) we may be using for an evaluation exercise starting in May. Early next week is fine.

> Best Regards

> Dave

> | Dave Raw
> | Solutions Architecture & Engineering
> | Division Manager, Enterprise System Development Office (ESDO)
> | Office of the Chief Information Officer (OCIO)
> | Department of Homeland Security (DHS) Headquarter (HQ)

> office (b) (6) email (b) (6)

> -----Original Message-----

> From: (b) (6)
> Sent: Friday, April 22, 2011 2:20 PM
> To: (b) (6) David Raw
> Subject: RE: iPad Reseller info

> Thank you (b) (6) Dave, how can I help?

> (b) (6)
> DHS Senior Account Manager
> (b) (6)
> (b) (6)
> (b) (6)

> DHS 1st Source HSHQDC-07-D-00024
> <http://www.gov-acq.com/contracts/DHSFirstSourceContract.html>
> DHS Small Business Partner

>
> This e-mail is CONFIDENTIAL and intended solely for the person or entity to which it is addressed and may contain privileged information. Any review, dissemination, copying, printing or other use of this e-mail by persons or entities other than the addressee is prohibited. If you have received this e-mail in error, please contact the sender immediately and delete the material from any computer.

>
>
> -----Original Message-----

> From: (b) (6)
> Sent: Friday, April 22, 2011 2:00 PM
> To: David Raw
> Cc: (b) (6)
> Subject: iPad Reseller info

>
> Hi Dave -

>
> CC:ed is (b) (6) who covers HQ for Gov Acquisition. (b) (6) can work with you to get you iPads or any Mac equipment that you need.

>
> Thank you,
> (b) (6)
>
> (b) (6)
> National Security Group
> (b) (6)
> (b) (6)

>
>
>

Dorgan, Mark

From: Raw, David
Sent: Thursday, September 08, 2011 10:12 AM
To: Cooch, Shila
Subject: FW: Follow up from Apple iOS meeting

From: (b) (6)
Sent: Friday, April 22, 2011 1:48 PM
To: (b) (6)
Cc: David Raw
Subject: Fwd: Follow up from Apple iOS meeting

(b) (6) -

When you settle on a date and time with Earl's team, please include Dave Raw, cc:ed, from ESDO. He will be the POC for Keith Trippie's iPad Pilot coordination.

(b) (6)
National Security Group
(b) (6)
(b) (6)

Begin forwarded message:

From: "Crane, Earl" (b) (6)
Date: April 22, 2011 7:45:50 AM EDT
To: (b) (6)
Cc: (b) (6)
"Hagerling, Don" (b) (6) "Rather, James (CTR)"
(b) (6)
Subject: RE: Follow up from Apple iOS meeting

Can you please coordinate with Mr. Rather (CC'd) for meeting specifics, topics, agenda, and technical requirements?
Thanks

Earl Crane
(b) (6) [m]
(b) (6) [o]

From: (b) (6)
Sent: Thursday, April 21, 2011 7:07 PM
To: (b) (6)

Cc: Crane, Earl; (b) (6) ; (b) (6) ; Hagerling, Don; West, Robert
Subject: Re: Follow up from Apple iOS meeting

Mr. Crane,

Is there someone on your staff I can work with to schedule a time for a face to face discussion? Please let me know. Thank you!

On Apr 19, 2011, at 12:01 PM, (b) (6) wrote:

Great. Can you provide us with some dates and times where we could have a face to face discussion to review with you? Please let us know. Thank you!

(b) (6)

Director, Advanced Technologies

Agilex, Inc.

5155 Parkstone Drive | Chantilly, VA 20151 | www.agilex.com

(b) (6)

From: "Crane, Earl" (b) (6)

Date: Tue, 19 Apr 2011 11:58:05 -0400

To: (b) (6)

Cc: (b) (6)

(b) (6)

"West, Robert" (b) (6)

"Hagerling, Don"

Subject: RE: Follow up from Apple iOS meeting

Yes, please

Earl Crane

(b) (6)

[m]

(b) (6)

[o]

From: (b) (6)

Sent: Tuesday, April 19, 2011 11:55 AM

To: (b) (6)

Cc: (b) (6) ; (b) (6)

Subject: Follow up from Apple iOS meeting

Mr. Crane,

I am reaching back out to you after our brief discussion at the Apple iOS event you attend a few weeks ago. Based on our discussion, I thought you might be interested in some work we are in the process of completing at the Department of Veterans Affairs. The customer asked us to provide them with an overview of risk mitigation techniques they could choose to leverage if they chose to put iOS devices on their network. After speaking with Apple, they let us know you might be interested something similar for DHS. To be clear, we are in the process of finalizing the work for the customer.

Please let me know if you would be interested in having a more in depth discussion. Thank you!

(b) (6)

Director, Advanced Technologies

Agilex, Inc.

5155 Parkstone Drive | Chantilly, VA 20151 | www.agilex.com

(b) (6)

Dorgan, Mark

From: Raw, David
Sent: Thursday, September 08, 2011 10:11 AM
To: Cooch, Shila
Subject: FW: "An Introduction to iOS Management" webinar - May 12, 2011

From: (b) (6)
Sent: Tuesday, May 03, 2011 10:05 AM
To: Earl Crane; David Raw
Cc: Keith Trippie
Subject: Fwd: "An Introduction to iOS Management" webinar - May 12, 2011

Earl/Dave -

May be something of interest for you. JAMF is a great partner of ours.

(b) (6)
National Security Group
(b) (6)
(b) (6)

Begin forwarded message:

From: (b) (6)
Date: May 2, 2011 5:03:53 PM EDT
To: (b) (6)
Subject: "An Introduction to iOS Management" webinar - May 12, 2011
Reply-To: (b) (6)

Hey there,

I would like to invite you to attend our "An Introduction to iOS Management" webinar on May 12.

One of the most appealing aspects of iOS devices, such as the iPad and the iPhone, is the fact that they are easy and intuitive to use. Due to their flexibility and portability, it is becoming clear that they can be used in an unexpected variety of scenarios. As organizations discover the expanding uses of iOS devices on a large scale, there are often varying levels of understanding about the management options available to IT administrators.

An Introduction to iOS Management

Mobile Device Management (MDM) is commonly perceived as a comprehensive solution for managing mobile devices, but in reality there are additional steps to consider when managing iOS devices. While mobile device management can address many of the ongoing tasks in the

lifecycle of an iOS device, there are a variety of setup and management activities that require either manual interaction by an IT administrator or automation that is beyond the scope of MDM solutions.

We will take a look at three workflows that could be applied to many challenges organizations encounter in this emerging space. As significant portions of these workflows are not possible with mobile device management solutions, these example cases explore a more rounded approach to automating iOS management.

This webinar will cover the following topics:

- Common vocabulary and concepts of iOS management
- *Workflow*: One to One iPad program in a school
- *Workflow*: Point of Sale system in a national retail store using iPod touch devices and a custom in-house app
- *Workflow*: Bring your own iPhone program in a large business

Please mark your calendar on Thursday, May 12th, 2011 at 2:00 pm Central Time to join me for "An Introduction to iOS Management", a webinar and Q&A session.

The webinar and live question and answer session will be held on:

Thursday, May 12th, 2011
2:00-3:00 pm Central Time

Please register for this free webinar in advance:

<http://jamfsoftware.com/solutions/ios-management>

The seminar is intended for anyone interested in learning more about the emerging space of iOS management. I hope you can join me for the live webinar on May 12th. If you are unable to attend the live event, we will be posting an archive and resources related to these topics on our website after the event. Please subscribe to our JAMF Nation newsletter to be notified when the archive is posted.

- Chip

[Forward email](#)

This email was sent to [\(b\) \(6\)](#)
[Update Profile/Email Address](#) | [Instant removal with SafeUnsubscribe™](#) | [Privacy Policy](#)

JAMF Software | 1011 Washington Ave S. Suite 350 | Minneapolis | MN | 55415

Dorgan, Mark

From: Raw, David
Sent: Thursday, September 08, 2011 10:11 AM
To: Cooch, Shila
Subject: FW: iPad Reseller info (quote # 2031913)
Attachments: 2031913.xls

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

From: (b) (6)
Sent: Monday, April 25, 2011 5:21 PM
To: Raw, David
Cc: (b) (6)
Subject: RE: iPad Reseller info (quote # 2031913)

Dave,

Thanks for the time on the phone earlier today. Attached is the iPad "menu" quote we discussed.

Best Regards,

(b) (6)
Team Lead - Dept. of Homeland Security
Government Acquisitions, Inc.

(b) (6)

This email is CONFIDENTIAL and intended solely for the person or entity to which it is addressed and may contain privileged information. Any review, dissemination, copying, printing or other use of this email by persons or entities other than the addressee is prohibited. If you have received this email in error, please contact the sender immediately and delete the material from any computer.

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

From: (b) (6)
Sent: Friday, April 22, 2011 3:37 PM
To: (b) (6)
Subject: FW: iPad Reseller info

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

From: Raw, David (b) (6)
Sent: Friday, April 22, 2011 3:32 PM
To: (b) (6); David Raw
Subject: RE: iPad Reseller info

(b) (6)

Can you send me some specs and prices on Apple devices (iPads 1 &2, iPhones 3&4) we may be using for an evaluation exercise starting in May. Early next week is fine.

Best Regards

Dave

| Dave Raw
| Solutions Architecture & Engineering
| Division Manager, Enterprise System Development Office (ESDO)
| Office of the Chief Information Officer (OCIO)
| Department of Homeland Security (DHS) Headquarter (HQ)

office (b) (6) email: (b) (6)

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

From: (b) (6)
Sent: Friday, April 22, 2011 2:20 PM
To: (b) (6) David Raw
Subject: RE: iPad Reseller info

Thank you (b) (6) Dave, how can I help?

(b) (6)
DHS Senior Account Manager

(b) (6)

DHS 1st Source HSHQDC-07-D-00024
<http://www.gov-acq.com/contracts/DHSFirstSourceContract.html>
DHS Small Business Partner

This e-mail is CONFIDENTIAL and intended solely for the person or entity to which it is addressed and may contain privileged information. Any review, dissemination, copying, printing or other use of this e-mail by persons or entities other than the addressee is prohibited. If you have received this e-mail in error, please contact the sender immediately and delete the material from any computer.

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

From: (b) (6)
Sent: Friday, April 22, 2011 2:00 PM
To: David Raw
Cc: (b) (6)
Subject: iPad Reseller info

Hi Dave -

CC:ed is (b) (6) who covers HQ for Gov Acquisition. (b) (6) can work with you to get you iPads or any Mac equipment that you need.

Thank you,

(b) (6)

(b) (6)
National Security Group

(b) (6)

(b) (6)

Dorgan, Mark

From: Raw, David
Sent: Thursday, September 08, 2011 10:11 AM
To: Cooch, Shila
Subject: FW: iPad Reseller info

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

From: (b) (6)
Sent: Friday, April 22, 2011 2:00 PM
To: David Raw
Cc: (b) (6)
Subject: iPad Reseller info

Hi Dave -

CC:ed is (b) (6) who covers HQ for Gov Acquisition. (b) (6) can work with you to get you iPads or any Mac equipment that you need.

Thank you,

(b) (6)

(b) (6)
National Security Group

(b) (6)

Dorgan, Mark

From: Raw, David
Sent: Thursday, September 08, 2011 10:11 AM
To: Cooch, Shila
Subject: FW: New iPad Pilot lead?

From: (b) (6)
Sent: Friday, May 06, 2011 6:55 AM
To: Keith Trippie
Cc: David Raw
Subject: Fwd: New iPad Pilot lead?

FYI - Agilex is trying to get you numbers by this afternoon.

(b) (6)
National Security Group
(b) (6)

Begin forwarded message:

From: (b) (6)
Date: May 5, 2011 3:43:46 PM EDT
To: (b) (6)
Subject: Re: New iPad Pilot lead?

Hey there -

So what we would have is based on information, not implementation (yet) from other customers. So they will be estimates. I need to sync with Brad and Matt. Hoping tomorrow early afternoon?

(b) (6)
Director, Advanced Technologies

Agilex, Inc.

5155 Parkstone Drive | Chantilly, VA 20151 | www.agilex.com

(b) (6)

From: (b) (6)
Date: Thu, 5 May 2011 10:13:58 -0400
To: (b) (6)
Subject: Re: New iPad Pilot lead?

Perfect - any idea when you could get them to Keith (I think you should send them to Keith and Dave Raw directly, just copy me)?

(b) (6)

On May 5, 2011, at 10:06 AM, (b) (6) wrote:

We can give a few estimates

On May 5, 2011, at 10:01 AM, (b) (6) wrote:

Do you guys have any data (see below)?

(b) (6)

Begin forwarded message:

From: "Trippie, Keith" (b) (6)
Date: May 4, 2011 6:47:38 AM EDT
To: (b) (6)
Subject: RE: RE: New iPad Pilot lead?

Do you have any indept numbers about savings companies have received by ditching desktops and laptops and going to a mobile workforce? What are expected savings? Anything you are aware of from gartner or forrester. Even your own PR shop?

Keith Trippie
Executive Director, Enterprise System Development Office (ESDO)
Office of the Chief Information Officer
Department of Homeland Security

(b) (6)
