

From: Peterson, Robert </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ROBERT.W.PETERSON (b)(6)>
To: "Frey, Gregory </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Gregory.Frey>"
CC: "Peterson, Robert </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Robert.w.peterson (b)(6)>"
Subject: FW: URGENT - NEED the list of all VIPS who are using webmail
Date: 2015/07/20 13:11:40
Priority: Normal
Type: Note

Greg,

Latest update from (b)(6) below. Note, the Veitch approval should not have gone thru as I have an email disapproving her access. (see attached)

Do you need anything else? Would you like me to summarize what we've found out so far?

Bob

Robert W Peterson, CISM, CGEIT, PMII, COR III
Service Delivery Manager
Headquarters Services Division
Department of Homeland Security
(b)(6)

From: (b)(6) (CTR)
Sent: Monday, July 20, 2015 1:06 PM
To: Peterson, Robert
Subject: FW: URGENT - NEED the list of all VIPS who are using webmail

Bob-

The last incident we could find in bold is for **Veitch, Alexandra** and the justification is highlighted below:

We were unable to located tickets for Stevan Bunnell, Jordan Gottfried, Jonathan Meyer or Erin Waters.

Thanks,

(b)(6)
IT Service Desk/Delivery Manager
DHS HQ IT-NOVA

(b)(6)

From: Peterson, Robert
Sent: Monday, July 20, 2015 11:29 AM
To: (b)(6) (CTR)
Cc: Peterson, Robert
Subject: RE: URGENT - NEED the list of all VIPS who are using webmail

(b)(6)

Can they pull these tickets and provide the rationale for request?

Robert W Peterson, CISM, CGEIT, PMII, COR III
Service Delivery Manager
Headquarters Services Division
Department of Homeland Security

(b)(6)

From: (b)(6) (CTR)
Sent: Monday, July 20, 2015 10:48 AM
To: Peterson, Robert
Subject: RE: URGENT - NEED the list of all VIPS who are using webmail

Bob-

ITSD was unable to locate requests approval or otherwise for users besides those identified in **bold**:

S2	ANMS2	INC000002064309
OGC General Council	Bunnell, Stevan E	
OPS Director	Chavez, Richard	INC000002064309
PRIV COS	Gottfried, Jordan	
S1	JCI	INC000002064309
Associate Gen Council Intel	Kronisch, Matthew	INC000002042432
SEC/COS	Marrone, Christian	INC000002064309
Deputy Gen Council	Meyer, Jonathan	
SEC/D COS	Rosen, Paul	INC000002064309
OGC Dep Gen Council	Shahoulain, David	INC000002057749

Justification: He is a PA and the Deputy General Counsel for OGC- DHS. I have spoken to the OGC CoS reg this and she would like to go forward with a waiver to allow him to use (b)(6) just like other folks in the OGC Front office (Steven Bunnell and Jon Meyer). I spoke to RMD and was told a process has been established and that once a ticket is generated it will begin to route for approval. Please track this request because it is sensitive and provide a timeline for resolution.

DSEC/ Senior Council	Silvers, Robert	INC000002012315	INC000002064309
D/USIA	Taylor, Francis X	INC000002051090	INC000002064309
OLA Dep Asst Sec	Veitch, Alexandra	INC000002111161	(Approved by Bob on 2/27/15)

- **Justification: A key component for success in my job as Deputy Assistant Secretary of Legislative Affairs is access to information. It is my responsibility to know the latest information about the workings of Capitol Hill. My deep network of contacts, built over a decade of working on the Hill, regularly contact me via (b)(6) because they have been doing**

so for years. Furthermore, I'm on a range of listserves that share information about Congress that I joined when I was a Hill staffer using my (b)(6). I would not be able to join these listserves using my DHS account today. Via (b)(6), I learn news ahead of its official release, get information that can be useful in briefing the Secretary and Deputy Secretary, and gain important intelligence that is essential to doing my job. Since the implementation of the webmail ban, I have worked hard to work within the confines of the current rules. But my position, as an external-facing senior leader in the Department, is uniquely dependent upon the sharing of information, some of which inevitably is directed to my (b)(6). I have found, over the last nine months, that I am less effective at my job without access to webmail. I do expect that my use of webmail while at work will be limited.

OPA

Waters, Erin

Thanks,

(b)(6)

IT Service Desk/Delivery Manager
DHS HQ IT-NOVA

(b)(6)

From: (b)(6) (CTR)
Sent: Monday, July 20, 2015 10:17 AM
To: Peterson, Robert
Subject: RE: URGENT - NEED the list of all VIPS who are using webmail

Yes, I'll work with ITSD to provide the information before noon, Bob.

(b)(6)

IT Service Desk/Delivery Manager
DHS HQ IT-NOVA

(b)(6)

From: Peterson, Robert
Sent: Monday, July 20, 2015 10:13 AM
To: (b)(6) (CTR)
Cc: Peterson, Robert
Subject: FW: URGENT - NEED the list of all VIPS who are using webmail

Please ask the ITSD to pull the tickets for each of these... can you do it by noon?

Robert W Peterson, CISM, CGEIT, PMII, COR III
Service Delivery Manager
Headquarters Services Division
Department of Homeland Security

(b)(6)

From: Peterson, Robert
Sent: Monday, July 20, 2015 10:12 AM
To: Frey, Gregory
Cc: Peterson, Robert
Subject: RE: URGENT - NEED the list of all VIPS who are using webmail

Will do.

Robert W Peterson, CISM, CGEIT, PMII, COR III
Service Delivery Manager
Headquarters Services Division
Department of Homeland Security

(b)(6)

From: Frey, Gregory
Sent: Monday, July 20, 2015 10:12 AM
To: Peterson, Robert
Subject: RE: URGENT - NEED the list of all VIPS who are using webmail

Please try to find the original requests for each and person on the list. I need by noon. The requests in general should have been forward to you by me or Mike in some cases with our confirmation. We need the original request for each name below

From: Peterson, Robert
Sent: Monday, July 20, 2015 10:04 AM
To: Frey, Gregory <Gregory.Frey(b)(6)>
Cc: Peterson, Robert <robert.w.peterson(b)(6)>
Subject: RE: URGENT - NEED the list of all VIPS who are using webmail

S2	ANMS2
OGC General Council	Bunnell, Stevan E
OPS Director	Chavez, Richard
PRIV COS	Gottfried, Jordan
S1	JCJ
Associate Gen Council Intel	Kronisch, Matthew
SEC/COS	Marrone, Christian
Deputy Gen Council	Meyer, Jonathan
SEC/D COS	Rosen, Paul
OGC Dep Gen Council	Shahouljian, David
DSEC/ Senior Council	Silvers, Robert
D/USIA	Taylor, Francis X
OLA Dep Asst Sec	Veitch, Alexandra
OPA	Waters, Erin

Robert W Peterson, CISM, CGEIT, PMII, COR III
Service Delivery Manager
Headquarters Services Division
Department of Homeland Security

(b)(6)

From: Peterson, Robert
Sent: Monday, July 20, 2015 9:54 AM
To: Frey, Gregory
Cc: Peterson, Robert
Subject: FW: URGENT - NEED the list of all VIPS who are using webmail
Importance: High

See below... I'll get the org codes

Robert W Peterson, CISM, CGEIT, PMII, COR III
Service Delivery Manager
Headquarters Services Division
Department of Homeland Security

(b)(6)

From: (b)(6) (CTR)
Sent: Monday, July 20, 2015 9:51 AM
To: Peterson, Robert; Reig, Jorge; Schiro, Daniel (CTR); IT Support
Cc: Kettell, Kent
Subject: RE: URGENT - NEED the list of all VIPS who are using webmail
Importance: High

Good morning all,

Users with external webmail access are include below:

User ANMS2
User Bunnell, Stevan E
User Chavez, Richard
User Gottfried, Jordan
User JCJ
User Kronisch, Matthew
User Marrone, Christian
User Meyer, Jonathan
User Rosen, Paul
User Shahoulian, David
User Silvers, Robert
User Taylor, Francis X
User Veitch, Alexandra
User Waters, Erin

Thank you,

(b)(6)

IT Service Desk/Delivery Manager
DHS HQ IT-NOVA

(b)(6)

From: Peterson, Robert
Sent: Monday, July 20, 2015 9:38 AM
To: Reig, Jorge; Schiro, Daniel (CTR); (b)(6) (CTR); IT Support
Cc: Peterson, Robert; Kettell, Kent
Subject: URGENT - NEED the list of all VIPS who are using webmail
Importance: High

Need this list in 15 min for Mr Frey.

Please call/email to me.

Thanks,

Bob

Robert W Peterson, CISM, CGEIT, PMII, COR III
Service Delivery Manager
Headquarters Services Division
Department of Homeland Security

(b)(6)

Sender: Peterson, Robert </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ROBERT.W.PETERSON.(b)(6)>
Recipient: "Frey, Gregory </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Gregory.Frey>"; "Peterson, Robert </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Robert.w.peterson.(b)(6)>
Sent Date: 2015/07/20 13:11:39
Delivered Date: 2015/07/20 13:11:40
From: Peterson, Robert </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ROBERT.W.PETERSON.(b)(6)>
To: "Jackson, Harry </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Harry.jackson.(b)(6)>
CC: "Peterson, Robert </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Robert.w.peterson.(b)(6)>
Subject: Re: (b)(6) exception- This decision belongs to RMD- Mr. Jackson
Date: 2014/12/04 15:27:56
Type: Note

Thanks Harry!

Robert W Peterson, CISM, CGEIT, PM II, COR III
Service Delivery Manager
Headquarters Services Division

(b)(6)

Sent from my Blackberry (please excuse typos)

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

From: Jackson, Harry

Sent: Thursday, December 04, 2014 10:02 AM

To: Blankenstein, Michael; Manohar, Savitha; Peterson, Robert; (b)(6) (CTR)

Subject: RE: (b)(6) exception- This decision belongs to RMD- Mr. Jackson

Disapproved. Per Greg, this is not a legitimate business reason.

Dr. Harry Jackson
LAN A ISSM

From: Blankenstein, Michael

Sent: Thursday, December 04, 2014 9:36:38 AM

To: Manohar, Savitha; Peterson, Robert; (b)(6) (CTR); Jackson, Harry

Subject: RE: (b)(6) exception- This decision belongs to RMD- Mr. Jackson

(b)(6) do not cancel this request.

Harry- please proceed with a decision.

Michael F Blankenstein, MS, PMP, CISSP
ITSM Branch Manager, Portfolio and Business Services Manager
MGMT/CIO/ITSO Headquarters Services Division
U.S. Department of Homeland Security

(b)(6)

From: Manohar, Savitha

Sent: Wednesday, December 03, 2014 4:49 PM

To: Peterson, Robert; (b)(6) (CTR); Blankenstein, Michael

Cc: Thornburg, Robert (CTR)

Subject: Re: (b)(6) exception

I am including Mike.

Bob, I am not sure what you are reading but (b)(6) asked "Please let us know whether or not you wish to continue with the request.". And Alexandra responded "Got it. Yes, thanks."

Savitha Manohar
Customer Relationship Manager
OCIO - ITSO - CRD

(b)(6)

From: Peterson, Robert
Sent: Wednesday, December 03, 2014 04:41 PM
To: Manohar, Savitha; (b)(6) (CTR)
Cc: Thornburg, Robert (CTR); Peterson, Robert
Subject: RE: (b)(6) exception

That's not what her email says. Did you speak with her?

Robert W Peterson, CISM, CGEIT, PMII, COR III
Service Delivery Manager
Headquarters Services Division
Department of Homeland Security

(b)(6)

From: Manohar, Savitha
Sent: Wednesday, December 03, 2014 4:39 PM
To: Peterson, Robert; (b)(6) (CTR)
Cc: Thornburg, Robert (CTR)
Subject: Re: (b)(6) exception

Why? She wants to proceed with the request

Savitha Manohar
Customer Relationship Manager
OCIO - ITSO - CRD

(b)(6)

From: Peterson, Robert
Sent: Wednesday, December 03, 2014 04:37 PM
To: (b)(6) (CTR); Manohar, Savitha
Cc: Thornburg, Robert (CTR); Peterson, Robert
Subject: RE: (b)(6) exception

Savitha, (b)(6)

Based on Ms. Veitch's reply, I'll go ahead and cancel the ticket.

Bob

Robert W Peterson, CISM, CGEIT, PMII, COR III
Service Delivery Manager
Headquarters Services Division
Department of Homeland Security

(b)(6)

From: Veitch, Alexandra
Sent: Wednesday, December 03, 2014 4:01 PM
To: (b)(6) (CTR)
Cc: Manohar, Savitha; Peterson, Robert; Thornburg, Robert (CTR)
Subject: RE: (b)(6) exception

Got it. Yes, thanks.

ANV

From: (b)(6) (CTR)
Sent: Wednesday, December 03, 2014 3:41 PM
To: Veitch, Alexandra
Cc: Manohar, Savitha; Peterson, Robert; Thornburg, Robert (CTR)
Subject: RE: (b)(6) exception

Good afternoon Ms. Veitch,

Please note, the new requirement which include webmail users to forward copies of correspondence to your DHS account.

the webmail exclusion group to forward all copies of the correspondence used with these accounts to their official DHS LAN A account. This of course, would subject any form of information forwarded to FOIA requests or inquiries.

Security has provided the attached url for your review:

<http://fedscoop.com/obama-signs-bill-governing-agency-staffers-use-personal-email/>

In addition, written approval must be provided by Greg Frey, Mike Brown, or Vince Micone in order to proceed.

Please let us know whether or not you wish to continue with the request.

Thank you,

(b)(6)

IT Service Desk/Delivery Manager

DHS HQ IT-NOVA

(b)(6)

From: Veitch, Alexandra
Sent: Wednesday, December 03, 2014 2:47 PM
To: IT Support
Cc: (b)(6) (CTR)
Subject: RE: (b)(6) exception

Please find the business justification, as requested, below. Please confirm that you have all you need from me, for now. Thanks!

A key component for success in my job as Deputy Assistant Secretary of Legislative Affairs is access to information. It is my responsibility to know the latest information about the workings of Capitol Hill. My deep network of contacts, built over a decade of working on the Hill, regularly contact me via (b)(6) because they have been doing so for years. Furthermore, I'm on a range of listserves that share information about Congress that I joined when I was a Hill staffer using my (b)(6). I would not be able to join these listserves using my DHS account today. Via (b)(6) I learn news ahead of its official release, get information that can be useful in briefing the Secretary and Deputy Secretary, and gain important intelligence that is essential to doing my job.

Since the implementation of the webmail ban, I have worked hard to work within the confines of the current rules. But my position, as an external-facing senior leader in the Department, is uniquely dependent upon the sharing of information, some of which inevitably is directed to my (b)(6). I have found, over the last nine months, that I am less effective at my job without access to webmail. I do expect that my use of webmail while at work will be limited.

Alexandra N. Veitch
Department of Homeland Security
Office of Legislative Affairs
Deputy Assistant Secretary (House)

(b)(6)

From: IT Support
Sent: Wednesday, December 03, 2014 12:46 PM
To: Veitch, Alexandra
Cc: Manohar, Savitha; (b)(6) (CTR)
Subject: RE: (b)(6) exception

Ms. Veitch,

We have created INC00000211161 for your (b)(6) access request. In order to complete your request, please provide the business justification for gmail access. Once submitted, the request will be reviewed by the IT and Security. Once final approval is made, the request will be fulfilled. We apologize, for any inconvenience.

Thank you for your time,

IT Support Desk

DHS HQ IT-NOVA Program

Toll Free: 1-800-250-7911

Email: ITSupport (b)(6) emailto:ITSupport (b)(6)

RT2

From: Manohar, Savitha

Sent: Monday, December 01, 2014 9:01 AM

To: Veitch, Alexandra; IT Support; (b)(6) (CTR)

Subject: RE: (b)(6) exception

Hi Alexandra,

Today is my first day back from an overseas trip and I am getting caught up on emails.. There is a form that needs to be filled out. So far, Vince Micone CoS for USM has been approving requests for Webmail exception. But I think that the process begins with requesting exception and providing the business justification. (b)(6) please provide process details to Alexandra.

Thanks,

Savitha Manohar PMP ITIL F

Customer Relationship Manager

Customer Relations Division

Information Technology Services Office

Office of the Chief Information Officer, DHS

(b)(6)

Click here for the IT Services and Hardware

Catalog<http://dhsconnect.dhs.gov/org/comp/mgmt/cio/itso/IT_Services_Catalog/index.html>

From: Veitch, Alexandra

Sent: Monday, December 01, 2014 9:46 AM

To: Manohar, Savitha

Subject: (b)(6) exception

Hi Savitha,

Apologies for coming to you directly on this but Tony Goggins assured me he was working on this three weeks ago and I've seen no progress since.

I need to obtain a (b)(6) exception for myself. I believe I'm the authorizing person in OLA so what do you need from me (justification?) in order to move this forward?

Thanks in advance for your help.
ANV

Alexandra N. Veitch
Department of Homeland Security
Office of Legislative Affairs
Deputy Assistant Secretary (House)

(b)(6)

Sender: Peterson, Robert </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ROBERT.W.PETERSON.(b)(6)>

Recipient: "Jackson, Harry </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Harry.jackson (b)(6)>

"Peterson, Robert </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Robert.w.peterson (b)(6)>

Sent Date: 2014/12/04 15:27:55

Delivered Date: 2014/12/04 15:27:56