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CENTRAL SECURITY SERVICE
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17 December 2015

To: Chief, D14 [REDACTED]

From: Investigator [REDACTED]

Subject: Computer Misuse

File No: IV-14-0068

Precedence: Routine

Purpose: To provide a summary report of investigation and to refer this matter to the Chief, Maryland Procurement Office (B3P); and the Associate Directorate for Security and Counterintelligence (ADS&CI), Contractor Clearances (Q232) and Special Actions (Q242) for review and any action deemed appropriate.

Details:**I. (U) Background:**

(U//~~FOUO~~) On 30 May 2014, the NSA/CSS Office of the Inspector General (OIG) received a referral containing a network activity report identifying possible misuse of the unclassified NSA/CSS Information System (IS) by contractor affiliate, [REDACTED]. On 3 April 2014, the OIG initiated an investigation into [REDACTED] suspected misuse of the unclassified NSA/CSS IS.

II. (U) Allegation:

(U//~~FOUO~~) Did [REDACTED] a contractor affiliate supporting the [REDACTED] misuse the unclassified NSA/CSS IS in violation of NSA/CSS Policy 6-4?

III. (U) Applicable Standard(s):

(U//~~FOUO~~) NSA/CSS Policy 6-4, *Contractor Use of NSA/CSS Information Systems and Resources*, dated 22 October 2013¹

¹ Applicable to IS misuse detected after 22 October 2013.

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(U//~~FOUO~~) NSA/CSS Policy 6-4, *Contractor Use of NSA/CSS Information Systems*, dated 16 April 2003, revised 7 June 2007.²

IV. (U) Investigative Activity:

A. (U//~~FOUO~~) Analysis of Routine Monitoring of [REDACTED] Unclassified NSA/CSS IS Activity:

(U//~~FOUO~~) Initially, one network activity report was referred to the OIG detailing [REDACTED] suspected misuse of the unclassified IS during the period 6 September 2013 – 27 January 2014 (Report A). Report A referenced an earlier network activity report which detailed similar suspected misuse during the period 22 August 2013 – 10 September 2013 (Report B). A copy of Report B was obtained for this investigation. A third network activity report (Report C) was requested and obtained for the period 15 March 2015 – 13 April 2015 to determine whether the suspected misuse was ongoing.

(U//~~FOUO~~) Report A indicated that during routine monitoring of the unclassified NSA/CSS IS, the user account bearing [REDACTED] NSA/CSS Standard Identification (SID), [REDACTED] was detected using the unclassified IS to conduct a business. Upon further review, [REDACTED] was detected conducting activities related to a [REDACTED]. Specifically, [REDACTED] was detected accessing her personal email account (xyz@yahoo.com) to discuss plans related to a [REDACTED] and to coordinate, organize, and monitor [REDACTED].

(U//~~FOUO~~) Report B indicated that during routine monitoring of the unclassified NSA/CSS IS, the user account bearing [REDACTED] SID, [REDACTED] was detected using the unclassified IS to conduct activities related to [REDACTED] and the [REDACTED]. Specifically, [REDACTED] was detected conducting activities related to her position as the [REDACTED] and using a spreadsheet to [REDACTED] planning, organizing, and coordinating [REDACTED] on behalf of [REDACTED] and planning, organizing, and coordinating events on behalf of a [REDACTED]. [REDACTED] also maintained a spreadsheet on her unclassified workstation to track [REDACTED]. In each case, [REDACTED] utilized the unclassified NSA/CSS IS to access her personal email account to plan, organize, and coordinate the [REDACTED].

(U//~~FOUO~~) Report C indicated that during routine monitoring of the unclassified NSA/CSS IS, the user account bearing [REDACTED] SID [REDACTED] was detected using the unclassified IS to conduct activities related to a [REDACTED]. Specifically, [REDACTED] was detected planning, organizing, and coordinating activities and events on behalf of [REDACTED]. [REDACTED] maintaining spreadsheets to [REDACTED] and printing forms related to [REDACTED] activities. Additionally, [REDACTED] was detected [REDACTED]

² Applicable to IS misuse detected from 22 August 2013 to 21 October 2013.

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conducting activities related to her duties as [REDACTED] such as planning, organizing and coordinating activities and [REDACTED]. In each case, [REDACTED] utilized the unclassified NSA/CSS IS to access her personal email account to plan, organize, and coordinate activities and [REDACTED]. During this analysis period, [REDACTED] engaged in these non-work-related activities for periods ranging from 15 minutes to two hours at a time.

B. (U) Interview(s):

(U) On 14 October 2015, [REDACTED] was interviewed and provided the following sworn testimony:

(U//FOUO) [REDACTED] admitted that she does use the unclassified IS for personal, non-work-related activities. Specifically, she is a [REDACTED] and, as such, conducts activities during the work day on the unclassified IS related to those duties, such as: [REDACTED] planning meetings and events, [REDACTED] and printing out [REDACTED]. She is also the [REDACTED] in 2014 as well. One of her duties as the [REDACTED] and to organize the event. In order to track these events, she utilized a preexisting spreadsheet which she downloaded from her personal email account, updated it accordingly, and emailed it as necessary to those involved in [REDACTED]. She also maintained a spreadsheet that [REDACTED].

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(U//FOUO) [REDACTED] stated that she is also the [REDACTED]. She stated that she used the unclassified IS while at work to plan and coordinate events that [REDACTED]. She maintains that she only coordinated and organized events and that she did not [REDACTED] while at work. The extent of her activities on the unclassified IS related to [REDACTED] via Google searches and [REDACTED]. She also coordinated a [REDACTED] on behalf of [REDACTED].

(U//FOUO) [REDACTED] stated that she also conducted activities on the unclassified IS related to the [REDACTED] was involved. [REDACTED] attempted to coordinate [REDACTED] for that organization by [REDACTED]. She maintains that she was unsuccessful in her efforts to plan an event.

(U//FOUO) Additionally, [REDACTED] acknowledged that, on behalf of a [REDACTED] in which she was a member, she utilized her personal email account to plan and organize [REDACTED] using the unclassified IS. She stated she [REDACTED].

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(U//~~FOUO~~) [redacted] was unable to accurately account for the total amount of time she has spent conducting such activities; however, she did state that she likely spent up to two hours per week. [redacted] acknowledged that the time she spent engaged in such activities was billed to her contract and that no other arrangement was made to account for the time spent conducting non-work-related activities.

V. (U) Analysis:

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(U//~~FOUO~~) The three network activity reports detailing [redacted] activity on the unclassified NSA/CSS IS confirmed that [redacted] used the unclassified IS to conduct activities related to personal business as a [redacted]

In addition, [redacted] downloaded at least one spreadsheet from her personal email account to her unclassified workstation for the purpose of monitoring and tracking information related to these endeavors. [redacted] admitted during her interview with the OIG that she did in fact use the unclassified NSA/CSS IS to conduct various activities related to these duties while at work, including updating the aforementioned spreadsheet.

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(U//~~FOUO~~) [redacted] is employed by [redacted] and is an NSA/CSS contractor affiliate working on a contract that provides [redacted]. In this capacity, [redacted] is an authorized user of both the classified and unclassified ISs. As such, NSA/CSS Policy 6-4, *Contractor Use of NSA/CSS Information Systems and Resources* applies to her use of the unclassified NSA/CSS IS. NSA/CSS Policy 6-4 specifically limits contractor use of NSA/CSS ISs to the performance of tasks authorized by contract, approved by the Contracting Officer, and permitted by the policy itself. Per Paragraph 9 of the policy³, contractor affiliates are prohibited from using NSA/CSS ISs for personal use "except for brief, infrequent communications to deal with urgent matters." This limited exception to the personal use prohibition applies only when:

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- a. (U) Unavoidable personal matters arise such as, but not limited to, contacting a spouse, dependent family member, or other individuals responsible for a dependent's care; scheduling a physician's appointment; or vehicle maintenance;
- b. (U) The communication does not adversely affect the NSA/CSS mission or reflect poorly on NSA/CSS;
- c. (U) The communication does not result in other than minimal expense to the Government (e.g., the call is local, toll-free);
- d. (U) Time spent using the NSA/CSS IS or resource is not billed to the contract; and
- e. (U) The use is not associated with personal business activities outside the scope and purpose of the contract.

³ See NSA/CSS Policy 6-4, dated 22 October 2013; see also NSA/CSS Policy 6-4, Paragraph 4, dated 16 April 2003, revised 7 June 2007, which applied to all communications made prior to 22 October 2013. The applicable portions of both policies were substantially similar and the differences are not relevant to, nor do they change, the analysis.

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(U//~~FOUO~~) On multiple occasions during the periods 22 August 2013 – 27 January 2014, and 15 March 2015 – 13 April 2015, [REDACTED] utilized the unclassified NSA/CSS IS and workstation to 1) access her personal email account for the purposes of conducting activities related to various [REDACTED] and 2) to conduct internet-based research in an effort to plan activities and events related to [REDACTED]. Though such activities may be characterized as personal in nature, conducting them from the unclassified NSA/CSS IS is inconsistent with NSA/CSS Policy 6-4's limited exception to the personal use prohibition. Specifically, [REDACTED] activities were not unavoidable personal matters requiring her immediate attention and, as [REDACTED] herself acknowledged, the time she spent conducting these activities using the unclassified NSA/CSS IS was billed to the contract. Finally, [REDACTED] continuous use of the unclassified NSA/CSS IS to conduct such non-contract, non-work-related activities reflects poorly on NSA/CSS.

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(U//~~FOUO~~) The OIG finds that a preponderance of the evidence exists to support the conclusion that, during the periods 22 August 2013 – 27 January 2014, and 15 March 2015 – 13 April 2015, [REDACTED] used the unclassified NSA/CSS IS for personal use to access her personal email account for the purposes of conducting activities related to [REDACTED] and to conduct internet-based research in an effort to plan activities and events related to [REDACTED] in violation of NSA/CSS Policy 6-4.

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VI. (U) Response to Tentative Conclusion:

(U//~~FOUO~~) The tentative conclusion was provided to [REDACTED] on 24 November 2014. On 8 December 2015, [REDACTED] responded by indicating that she had did not have any additional comments.

(U//~~FOUO~~) Because [REDACTED] provided no new information or mitigation that would impact our analysis, our preliminary conclusion became final.

VII. (U) Conclusion(s):

(U//~~FOUO~~) **Substantiated.** The preponderance of the evidence supports the conclusion that, during the periods 22 August 2013 – 27 January 2014, and 15 March 2015 – 13 April 2015, [REDACTED] used the unclassified NSA/CSS IS for personal use to access her personal email account for the purposes of conducting activities related to [REDACTED] and to conduct internet-based research in an effort to plan activities and events related to [REDACTED] in violation of NSA/CSS Policy 6-4.

Attachment: Network Activity Report Sampling

* (U//~~FOUO~~) This report is property of NSA and may not be disseminated further without specific approval of the NSA OIG and the Office of the General Counsel (OGC). Furthermore, the

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information in this report cannot be used in affidavits, court proceedings, subpoenas, or for other legal or judicial purposes without prior OIG and OGC approval.

Excerpts from Network Activity Reports

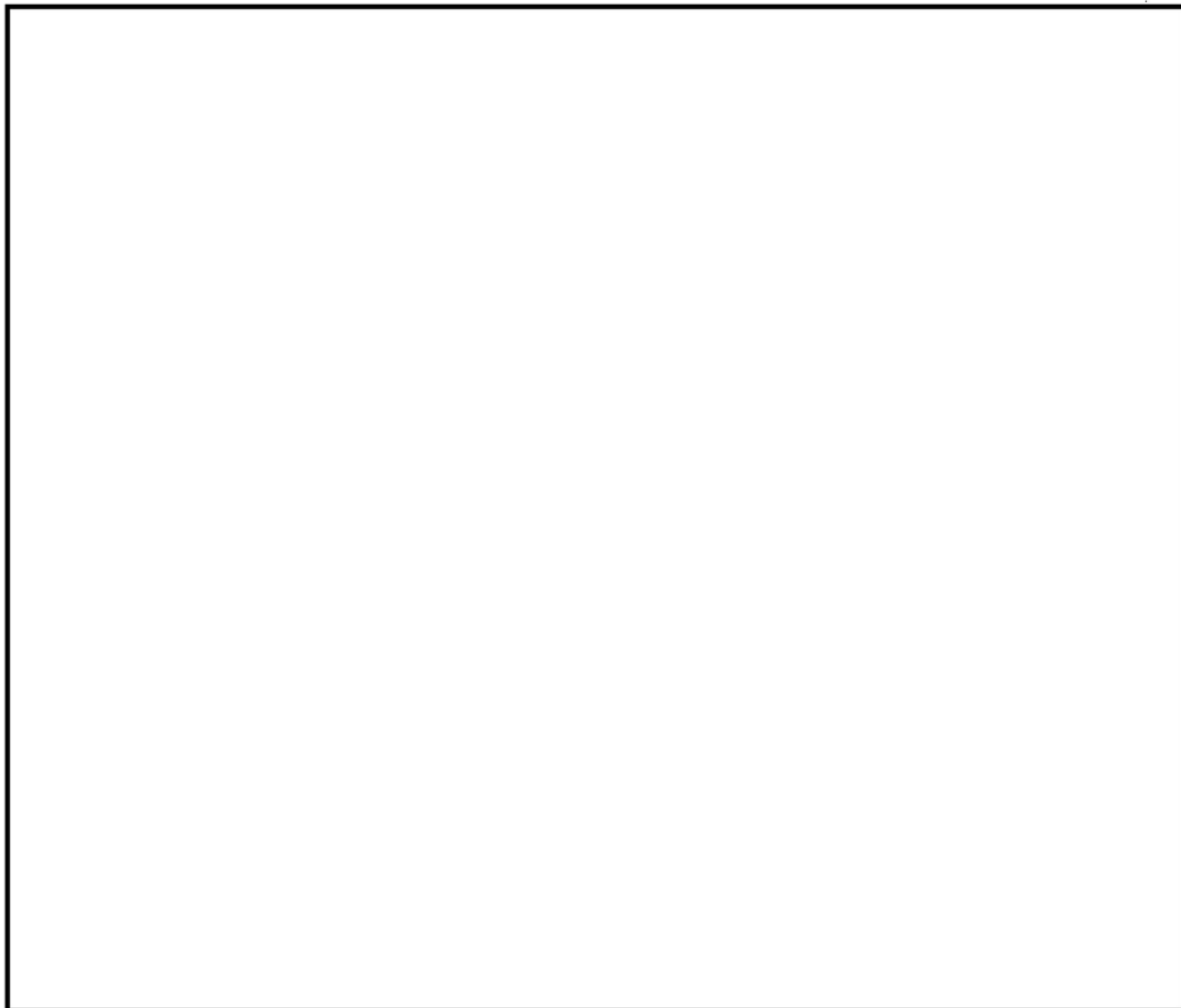
Edits were made by the OIG for readability purposes.

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08/22/2013 – 1117 hours:

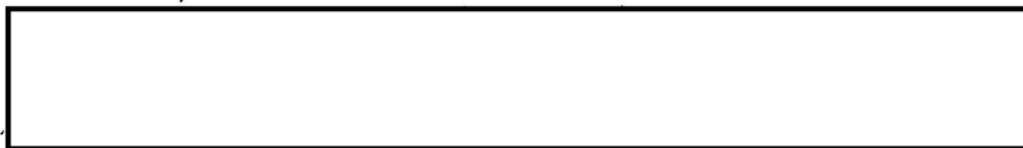


08/30/2013 – 1342 hours:



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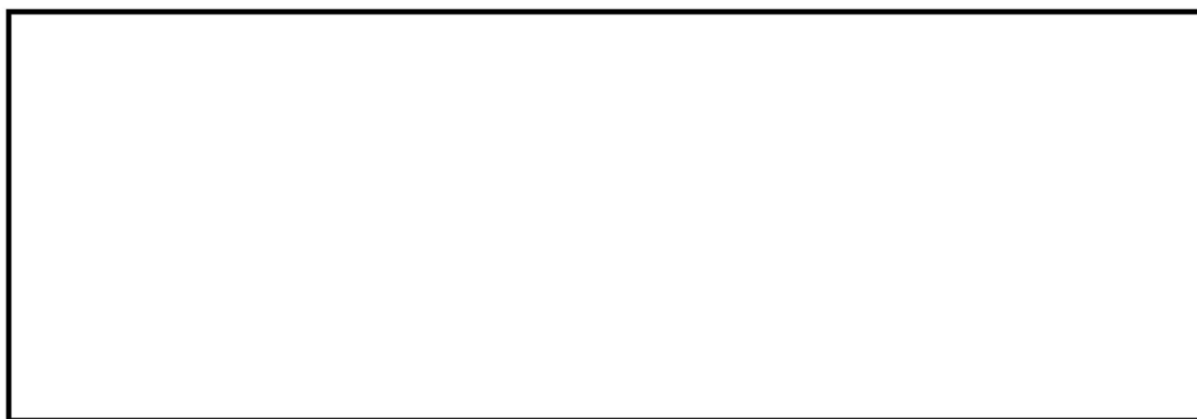


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08/30/2013 – 1543 hours:



09/06/2013 – 1346 hours:



11/21/2013 16:36:48



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03/15/15 – 1223 hours:

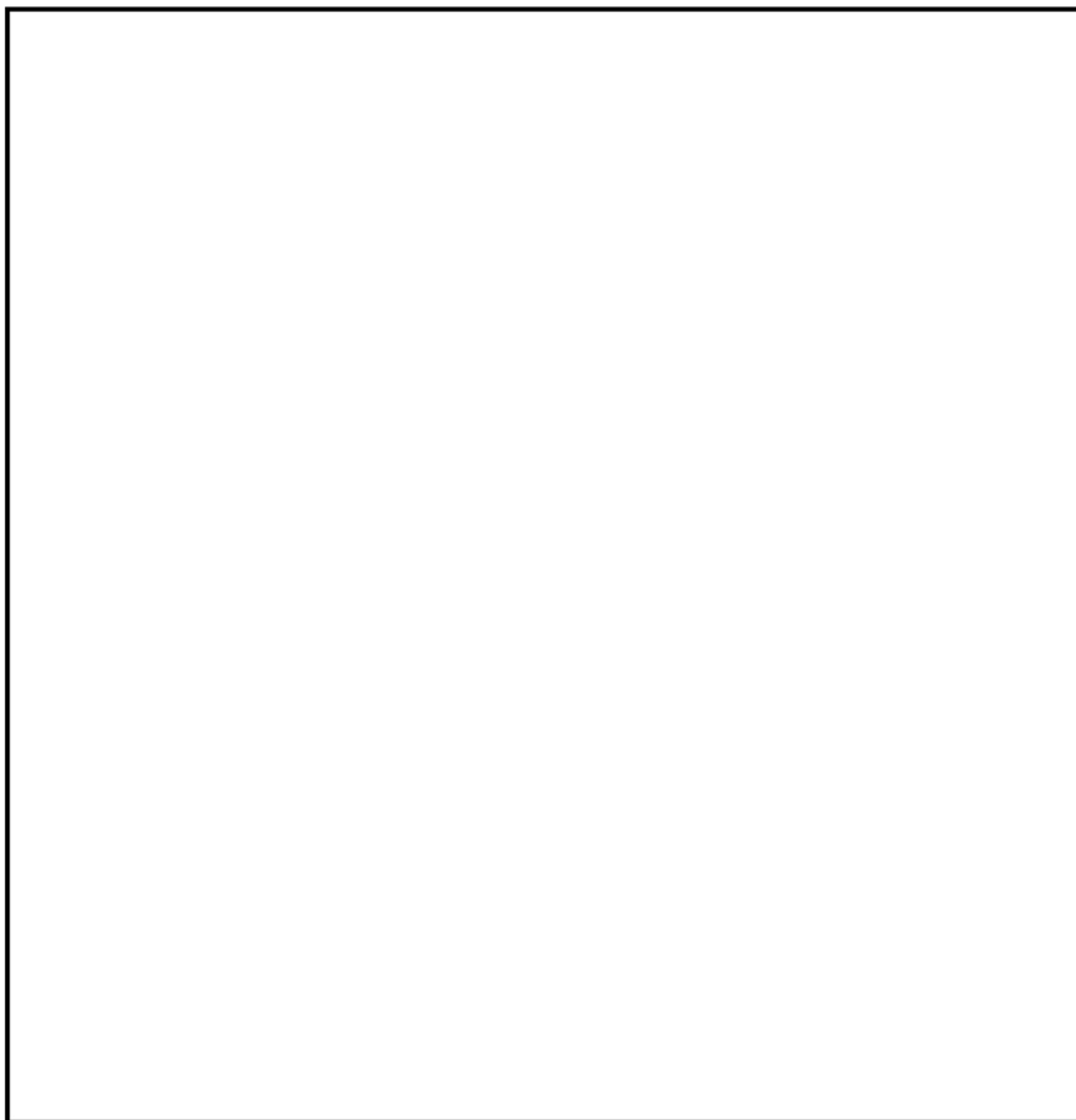
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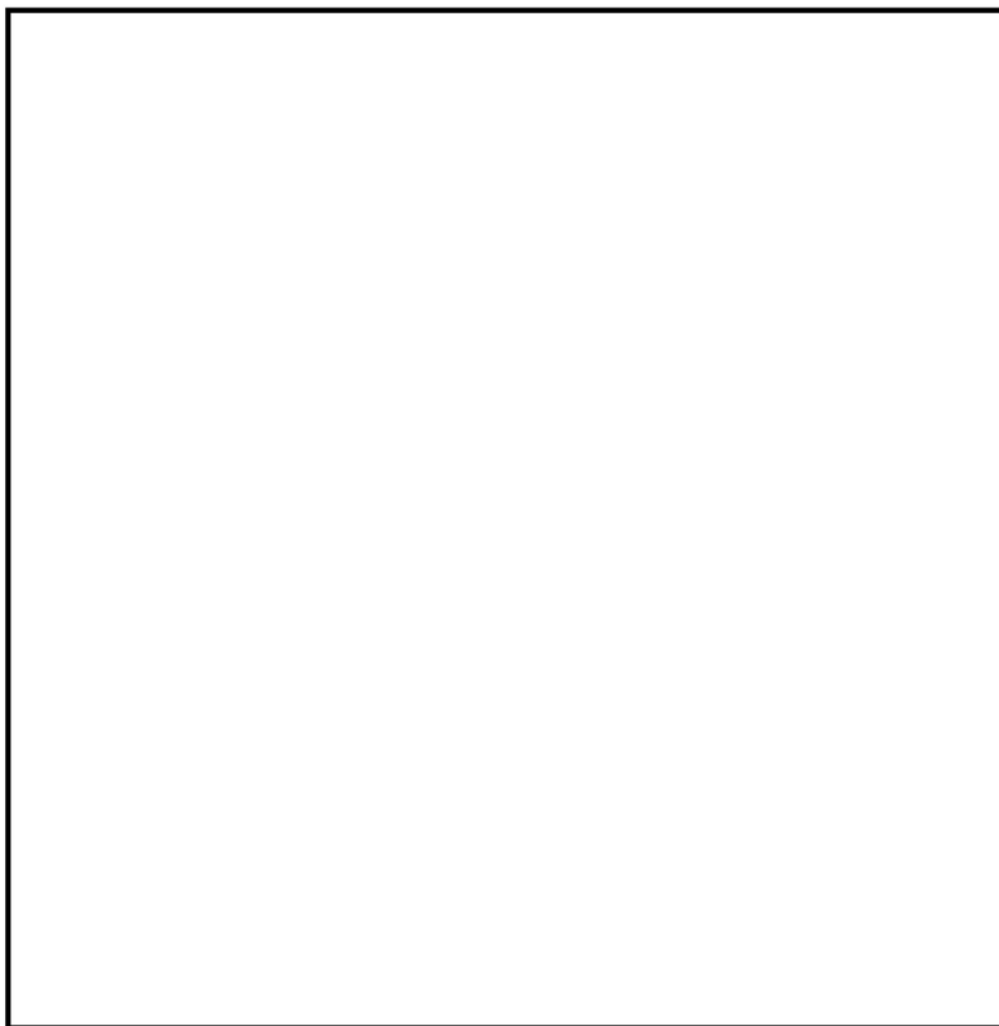
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03/23/15 - 1303 hours:



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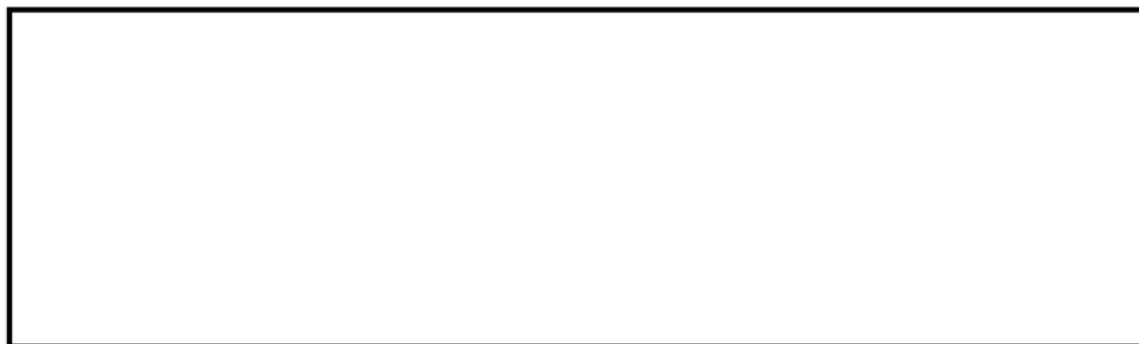


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03/23/15 – 1456 hours:



03/26/15 - 1646 hours:



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[Redacted]

03/27/15 - 1632 hours:

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[Redacted]

04/01/15 – 1557 hours:

[Redacted]

04/02/15 - 1428 hours:

[Redacted]

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