

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;

Subject: Informational Notification: DOJ Mobile Devices Require a Critical Update

Date: Mon, 17 Jul 2023 17:50:44 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Informational Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone/iPad Users

Details: The Justice Security Operations Center (JSOC) issued a cybersecurity alert regarding outdated versions of the iPhone/iPad Operating System (iOS).

OCIO requests iPhone/iPad users to immediately update their devices. To do so, users must be **connected to Wi-Fi** and follow the directions below:

1. Plug your device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Informational Notification: DOJ Mobile Devices Require a Critical Update

Date: Mon, 11 Sep 2023 14:02:58 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Informational Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone/iPad Users

Details: The Justice Security Operations Center (JSOC) issued a cybersecurity alert regarding outdated versions of the iPhone/iPad Operating System (iOS).

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We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

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Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "(b)(6), (b)(7)(c) - (Ariel McIntyre's email address)"

To: SCO-S All (b) (6), (b) (7)(C)

Subject: FW: Service Alert: JMD Windows 10 Workstations—February Restart

Date: Wed, 01 Mar 2023 14:50:46 -0500

Importance: Normal

Inline-Images: image001.jpg; image002.png

Hi everyone, please be aware that if you haven't restarted your computer since last Friday, Feb. 24, it will be automatically restarted this Friday, March 3, at 10pm to complete the monthly update process. To avoid an arbitrary shut down, please restart your computer at your convenience. If you have already restarted your computer since last Friday, you will not be affected.

Thanks!

Ariel

From: DOJ Service Desk (JMD) <(b) (6)>

Sent: Wednesday, March 1, 2023 2:44 PM

Subject: Service Alert: JMD Windows 10 Workstations—February Restart

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Service Alert: JMD Windows 10 Workstations—February Restart

To: JMD-supported users

Details: JMD-supported computers received the latest software and security updates on February 24 at 9:00 PM ET. Users must restart their computers to complete the update process.

JMD will initiate a restart command on March 3 at 10:00 PM ET to any outstanding computers that have not been restarted since the initial deployment.

If you have any questions, please contact the DOJ Service Desk at (b) (6) or (b) (6)

U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "Azamy, Ahmad (JMD) (CTR)" <(b) (6)>

To: Device Management <(b) (6)>

Cc: "DOJ Service Desk (JMD)" <(b) (6)> "DOJ Service Desk Tier 2" <(b) (6)>

Subject: Cisco AnyConnect 4.10 Upgrade

Date: Fri, 09 Jun 2023 16:20:38 -0400

Importance: Normal

Attachments: Instructions_-_Upgrade_JMD_Users_to_Cisco_AnyConnect_Client_4.10.06079.pdf

DOJ Customer: you are receiving this email as one or more computers you use will be receiving an update to the Cisco AnyConnect Client, beginning on June 13, 2023 at 8:00PM. The installation of this update will cause your computer to temporarily disconnect from the internet, please ensure your computer is plugged in, powered on, and connected to VPN.

Please note that if you would like to initiate the update earlier you can follow the instructions attached in order to receive the update directly from Software Center. If you have any questions or concerns please contact the DOJ Service Desk at (b) (6) or (b) (6)

Thank You

Ahmad Azamy

ESA V System Administrator

Contractor – End User Services Team Lead

Leidos Team

Service Delivery Staff

Office of the Chief Information Officer

Department of Justice, Justice Management Division (JMD)

2CON 4E.514

(b) (6)

(b) (6) mobile

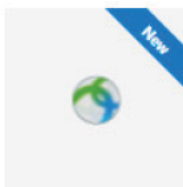
AnyConnect Client Upgrade to 4.10.06079

Please complete these instructions connected to the DOJ network either on site (e.g., 2CON, 3CON, RFK) or while working remotely connected via DOJConnect or Zscaler.

1. Search your computer for “Software Center” and launch the application
2. Search in Software Center for the following: *Cisco AnyConnect 4.10.06079* and press ENTER

Cisco AnyConnect 4.10.06079 

3. Click on the Cisco AnyConnect 4.10.06079 icon



Cisco AnyConnect
4.10.06079

4. Click on the blue Install button and the installation process will start



Cisco AnyConnect 4.10.06079

Install

5. If performing the installation on site or via Zscaler, the installation has completed when you see “Status: Installed”



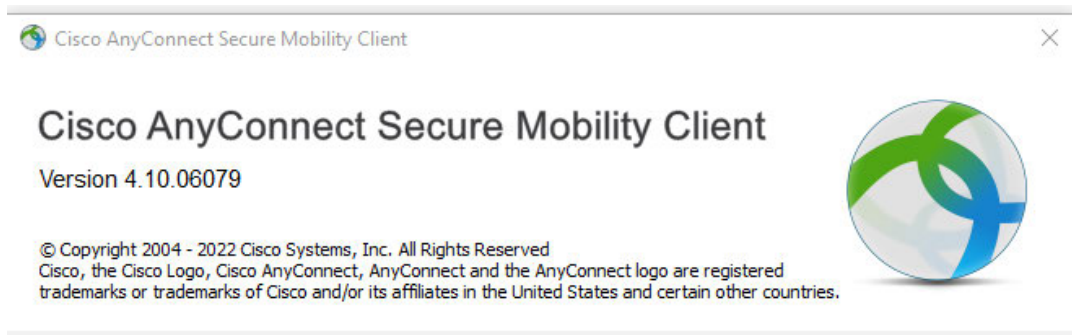
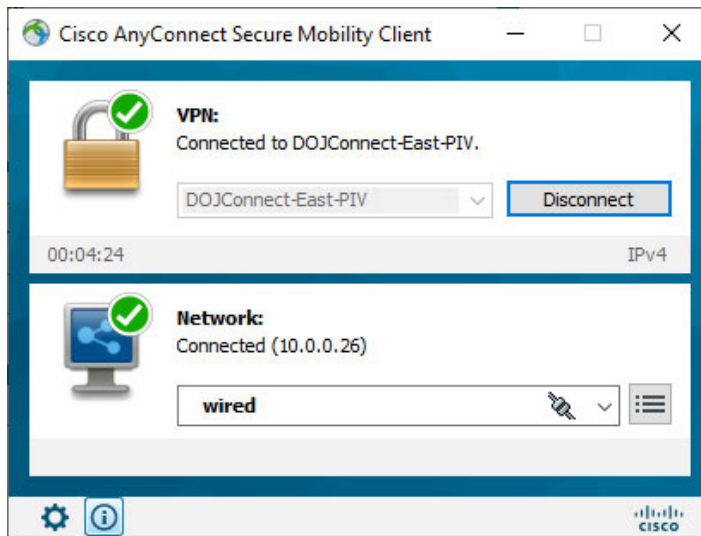
Cisco AnyConnect 4.10.06079

Uninstall



Status: Installed

6. If connected via DOJConnect, you will be disconnected during the installation
 - a. If so, please reconnect to DOJConnect-East, West, or Cent
7. Confirm the correct AnyConnect version is installed by clicking on the lowercase “i” (About) button on the bottom left of the AnyConnect Secure Mobility Client screen:



8. This completes the AnyConnect client upgrade to 4.10.06079

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Informational Notification: DOJ Mobile Devices Require a Critical Update

Date: Wed, 26 Jul 2023 14:18:31 -0400

Importance: Normal

Inline-Images: image001.jpg

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Informational Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone/iPad Users

Details: The Justice Security Operations Center (JSOC) issued a cybersecurity alert regarding outdated versions of the iPhone/iPad Operating System (iOS).

OCIO requests iPhone/iPad users to immediately update their devices. To do so, users must be **connected to Wi-Fi** and follow the directions below:

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We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.

U.S. Department of Justice | Justice Management Division

Office of the Chief Information Officer

From: (b)(6), (b)(7)(c) - (Karen Drolet's email address)

To: (b) (6), (b) (7)(C)

Cc: (b)(6), (b)(7)(c) - (Ariel McIntyre's email address), (b) (6), (b) (7)(C), (b) (6), (b) (7)(C), (b) (6), (b) (7)(C)

Subject: FW: Axon Investigate software

Date: Wed, 12 Jul 2023 15:32:06 -0400

Importance: Normal

Hello,

Please prepare the PCTF for the Axon investigate software and send it to me and Ariel. Please contact the vendor and order the software.

Thanks,

(b)(6), (b)(7)(c) - (Karen Drolet)

This message is intended for official use and may contain SENSITIVE information. If this message contains SENSITIVE information, it should be properly delivered, labeled, stored, and disposed of according to policy.

From: (b) (6), (b) (7)(C)

Sent: Wednesday, July 12, 2023 12:40 PM

To: (b)(6), (b)(7)(c) - (Karen Drolet's email address)

Cc: (b)(6), (b)(7)(c) - (Ariel McIntyre's email address), (b) (6), (b) (7)(C)

Subject: RE: Axon Investigate software

Duplicative Records

From: (b)(6), (b)(7)(c) - (Ariel McIntyre's email address)

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Cc: (b)(6), (b)(7)(c) - (Karen Drolet's email address) (b) (6), (b) (7)(C)

Subject: RE: Axon Investigate software

Date: Thu, 13 Jul 2023 11:37:18 -0400

Importance: Normal

(b) (6), (b) (7)(C) is authorized to make this purchase prior to creating the UFMS obligation (JMC) since her purchase card alias is not currently linked to her UFMS account and the purchase is urgent. The purchase itself has already been approved and funds certification has been provided both via email and electronically in UFMS at the commitment stage. SCO will get the pcard alias linked to (b) (6), (b) (7)(C) UFMS IDs and re-evaluate the micro-purchase process for more efficiency while maintaining appropriate internal controls.

Thanks!

Ariel

This message is intended for official use and may contain SENSITIVE information. If this message contains SENSITIVE information, it should be properly delivered, labeled, stored, and disposed of according to policy.

From: (b) (6), (b) (7)(C)

Sent: Wednesday, July 12, 2023 12:40 PM

To: (b)(6), (b)(7)(c) - (Karen Drolet's email address)

Cc: (b)(6), (b)(7)(c) - (Ariel McIntyre's email address) (b) (6), (b) (7)(C)

Subject: RE: Axon Investigate software

Chase Hill is the Axon account executive Keith has been working with. His email is (b) (6) and phone number is (b) (6). If you want to reach out to him directly, it may speed up the process instead of OCIO playing the middleman. I know they need type of some tax-exempt documentation to remove the taxes as well.

Thanks,

(b) (6), (b) (7)(C)

From: (b)(6), (b)(7)(c) - (Karen Drolet's email address)

Sent: Wednesday, July 12, 2023 12:29 PM

To: (b) (6), (b) (7)(C)

Cc: (b)(6), (b)(7)(c) - (Ariel McIntyre's email address) (b) (6), (b) (7)(C)

Subject: RE: Axon Investigate software

(b) (6), (b) (7)(C) asked me about this purchase this morning. Do we know how the vendor wants to get paid? Is it the part of your question to Keith?

Thanks,

(b)(6), (b)(7)(c) - (Karen Drolet)

This message is intended for official use and may contain SENSITIVE information. If this message contains SENSITIVE information, it should be properly delivered, labeled, stored, and disposed of according to policy.

From: (b) (6), (b) (7)(C)
Sent: Wednesday, July 12, 2023 12:10 PM
To: (b)(6), (b)(7)(c) - (Karen Drolet's email address)
Cc: (b)(6), (b)(7)(c) - (Ariel McIntyre's email address)
Subject: Fwd: Axon Investigate software

Karen,

Attached is the updated quote for just a (b)(4) per JMD license on Axon. I am going to reach out to Keith to see how we move forward. Let me know if you have any concerns.

Thanks,

(b) (6), (b) (7)(C)

Get [Outlook for iOS](#)

From: Alston, Keith (JMD) <(b) (6)>
Sent: Wednesday, July 12, 2023 11:23:30 AM
To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)> Alkire, Dee A. (JMD)
<(b) (6)> Yun, Jun (JMD) <(b) (6)> Feliciano, Damian R. (JMD)
<(b) (6)>
Subject: FW: Axon Investigate software

FYI.

v/r
Keith Alston
End-User Support Services
IT Specialist Tier II
JMD/OCIO
(b) (6)

From: Chase Hill <(b) (6)>
Sent: Wednesday, July 12, 2023 11:18 AM
To: Alston, Keith (JMD) <(b) (6)> Eugene Burgess <(b) (6)> Alkire, Dee A. (JMD)
<(b) (6)> Device Management <(b) (6)> Bou, Serey (JMD) (CTR)
<(b) (6)>
Cc: Christina Zeman <(b) (6)> Tyler Bost <(b) (6)>
Subject: [EXTERNAL] Re: Axon Investigate software

Keith,

Please see attached updated quote for Qty: 100 Axon Investigate licenses for (b)(4) per JMD.

Side Note – our system automatically generate tax on quotes. It is a strange request (since you are the Federal government) but will need a tax exempt form in order to remove tax from all future quotes/orders/invoices. If one is not available we have a template we can provide that DOJ, DHS, DOI, etc. can use. Let me know if you have any questions.

Chase Hill
Account Executive - Federal Civilian
Axon Enterprise, Inc. (AXON)

M / (b) (6)

E / (b) (6)

[AXON.COM](https://www.axon.com)

From: "Alston, Keith (JMD)" <(b) (6)>

Date: Tuesday, July 11, 2023 at 4:28 PM

To: Eugene Burgess <(b) (6)> Chase Hill <(b) (6)> "Alkire, Dee A. (JMD)"
<(b) (6)> Device Management <(b) (6)> "Bou, Serey (JMD)
(CTR)" <(b) (6)>

Cc: Christina Zeman <(b) (6)> Tyler Bost <(b) (6)>

Subject: Re: Axon Investigate software

Good evening Eugene,

Any update on the new price quote for (b) (6) Axon Investigate licenses for (b) (6)?

v/r

Keith Alston

End-User Support Services

IT Sepecialist Tier II

JMD/OCIO

(b) (6)

From: (b) (6), (b) (7)(C)
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C)

Subject: RE: Media Conversion software

Date: Thu, 29 Jun 2023 09:09:38 -0400

Importance: Normal

(b) (6), (b) (7)(C)

Just wanted to give you an update on the Axon software. OCIO is testing it and getting us information about pricing and how to purchase. I will let you know when I have more information but I'm hoping to purchase it soon.

Thanks,

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
Sent: Monday, June 26, 2023 3:10 PM
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: Media Conversion software

Hey all, we need to get ^{(b)(4) per} copies of Axon Investigate (<https://www.axon.com/products/axon-investigate>) which is used for converting all types of video and audio files including lots of proprietary types we receive. We would like these to be installed on ^{(b) (6), (b) (7)(C)} and my desktop (D-A069241, D-A105688). Let me know if you have any questions.

(b) (6), (b) (7)(C) Litigation Support

(b) (6)

Special Counsel's Office

From: IT Service Desk (b) (6) >

To: (b)(6) Christopher Pachas, (b)(6) Omar Khan, (b)(6) Lawrence Packard
(b)(6) Luis Suarez, (b)(6) Anish Khatri, (b)(6) Kaab Salama,
(b)(6) Al Duduk, (b)(6) Mitchell Chen, (b)(6) Derik Bahl,
(b)(6) Kevin Maki, (b)(6) Devin Cameron, (b)(6) Saad Karimullah,
(b)(6) Jonathan Clark, (b)(6) Rahul Dua, (b) (6), (b) (7)(C), (b)(6) Alan Foreman,
(b)(6) Kamran Khayami, (b)(6) Jonathon Oliver,
(b)(6) Robert Garfield, (b)(6) Robert Journey, (b)(6) Adnan Aslam,
(b)(6) David Kennedy, (b)(6) Gary Brown, (b)(6) Ayyaz Ahmed,
(b)(6) Brian Elsts, (b)(6) Gary Brown

Subject: Change Request CHG3000323 notification -- ECS Monthly Server Patching

Date: Mon, 05 Feb 2024 09:20:49 -0500

Importance: Normal

Inline-Images: sys_attachment.dosys_id=1b0543601bc2b9109bbb2f85624bcbd5



DOJ EMPLOYEE SERVICE CENTER

Short description: ECS Monthly Server Patching

Click here to view Change Request: [CHG3000323](#)

State: Canceled

Category:

Configuration item: ES: E-mail & Collaboration (ECS)

Opened by: ELSTS, BRIAN (JMD)

Assignment group: Email and Collaboration Services

Assigned to:

Description:

CHANGE SCOPE: Perform Installation of Monthly Microsoft Windows software updates on ECS Servers

PURPOSE/REASON: To ensure all ECS Windows based servers have the latest security patches and updates installed.

BUSINESS BENEFITS: Required to keep Operating Systems, and Microsoft software up-to-date

FINANCIAL (FUNDING/CUSTOMER BILLING) IMPACT: None

CUSTOMER(S) AFFECTED: None

OUTAGE REQUIRED OR OTHER CUSTOMER IMPACT: None

APPLICATIONS/SERVERS/SYSTEMS/NODES AFFECTED: All ECS managed Windows Systems (CEF-E, CEF-DC, and Azure hosted servers)

SECURITY CONSIDERATIONS OR POST IMPLEMENTATION SCANS REQUIRED: None

CUSTOMER COORDINATION REQUIRED: None

TECHNICAL TEAMS COORDINATION REQUIRED: None

CHANGES TO OVERALL SERVICE CONTINUITY & AVAILABILITY CAPABILITIES: None

POTENTIAL IMPACT ON SERVICE OR HARDWARE/SOFTWARE CAPACITY: None

PROJECT MANAGER: Lawrence Packard

Attachments:

[ChangeModel - ECS Monthly Server Patching.docx](#)

[ECSServerInventory2024.xlsx](#)

[ImplementationPlan_JCS_SecurityPatching.docx](#)

[Test+Plans_and_Levels_JCS_SecurityPatching.docx](#)

Comments and Work notes:

02/05/2024 09:19:37 EST - SAMARA, OMAR (JMD)

Work notes (For internal use)

Brian Elsts Requested Cancellation

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0271819_v1hEjejG5CnStz1KOLBZ

From: IT Service Desk (b) (6)

To: (b)(6) Christopher Pachas, (b)(6) Omar Khan, (b)(6) Lawrence Packard,
(b)(6) Luis Suarez, (b)(6) Anish Khatri, (b)(6) Kaab Salama,
(b)(6) Al Duduk, (b)(6) Mitchell Chen, (b)(6) Derik Bahl,
(b)(6) Kevin Maki, (b)(6) Devin Cameron, (b)(6) Saad Karimullah,
(b)(6) Jonathan Clark, (b) (6), (b) (7)(C), (b)(6) Alan Foreman,
(b)(6) Kamran Khayami, (b)(6) Jonathon Oliver,
(b)(6) Robert Garfield, (b)(6) Robert Journey, (b)(6) Adnan Aslam,
(b)(6) David Kennedy, (b)(6) Gary Brown, (b)(6) Ayyaz Ahmed,
(b)(6) Brian Elsts, (b)(6) Gary Brown

Subject: Change CHG3000457 has been assigned to group Email and Collaboration Services

Date: Tue, 16 Jan 2024 09:08:28 -0500

Importance: Normal

Inline-Images: sys_attachment.dosys_id=1b0543601bc2b9109bbb2f85624bcbd5



DOJ EMPLOYEE SERVICE CENTER

Short description: ECS Monthly Server Patching

Click here to view Change Request: [CHG3000457](#)

State: New

Category:

Configuration item: ES: E-mail & Collaboration (ECS)

Opened by: DUA, RAHUL (JMD)

Assignment group: Email and Collaboration Services

Assigned to:

Description:

CHANGE SCOPE: Perform Installation of Monthly Microsoft Windows software updates on ECS Servers

PURPOSE/REASON: To ensure all ECS Windows based servers have the latest security patches and updates installed.

BUSINESS BENEFITS: Required to keep Operating Systems, and Microsoft software up-to-date

FINANCIAL (FUNDING/CUSTOMER BILLING) IMPACT: None

CUSTOMER(S) AFFECTED: None

OUTAGE REQUIRED OR OTHER CUSTOMER IMPACT: None

APPLICATIONS/SERVERS/SYSTEMS/NODES AFFECTED: All ECS managed Windows Systems (CEF-E, CEF-DC, and Azure hosted servers)

SECURITY CONSIDERATIONS OR POST IMPLEMENTATION SCANS REQUIRED: None

CUSTOMER COORDINATION REQUIRED: None

TECHNICAL TEAMS COORDINATION REQUIRED: None

CHANGES TO OVERALL SERVICE CONTINUITY & AVAILABILITY CAPABILITIES: None

POTENTIAL IMPACT ON SERVICE OR HARDWARE/SOFTWARE CAPACITY: None

PROJECT MANAGER: Lawrence Packard

Attachments:

[ChangeModel - ECS Monthly Server Patching.docx](#)

[ECSServerInventory2024.xlsx](#)

[ImplementationPlan_JCS_SecurityPatching.docx](#)

[Test+Plans_and_Levels_JCS_SecurityPatching.docx](#)

Comments and Work notes:

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0217016_amd8KSFKOOKqXegOTJZU

From: IT Service Desk (b) (6)

To: (b)(6) Christopher Pachas, (b)(6) Omar Khan, (b)(6) Lawrence Packard,
(b)(6) Luis Suarez, (b)(6) Anish Khatri, (b)(6) Kaab Salama,
(b)(6) Al Duduk, (b)(6) Mitchell Chen, (b)(6) Derik Bahl,
(b)(6) Kevin Maki, (b)(6) Devin Cameron, (b)(6) Saad Karimullah,
(b)(6) Jonathan Clark, (b)(6) Rahul Dua, (b) (6), (b) (7)(C), (b)(6) Alan Foreman,
(b)(6) Kamran Khayami, (b)(6) Jonathon Oliver,
(b)(6) Robert Garfield, (b)(6) Robert Journey, (b)(6) Adnan Aslam,
(b)(6) David Kennedy, (b)(6) Gary Brown, (b)(6) Ayyaz Ahmed,
(b)(6) Gary Brown

Subject: Change CHG3000610 has been assigned to group Email and Collaboration Services

Date: Mon, 29 Jan 2024 08:47:05 -0500

Importance: Normal

Inline-Images: sys_attachment.dosys_id=1b0543601bc2b9109bbb2f85624bcbd5



DOJ EMPLOYEE SERVICE CENTER

Short description: ECS Monthly Server Patching

Click here to view Change Request: [CHG3000610](#)

State: New

Category:

Configuration item: ES: E-mail & Collaboration (ECS)

Opened by: ELSTS, BRIAN (JMD)

Assignment group: Email and Collaboration Services

Assigned to:

Description:

CHANGE SCOPE: Perform Installation of Monthly Microsoft Windows software updates on ECS Servers

PURPOSE/REASON: To ensure all ECS Windows based servers have the latest security patches and updates installed.

BUSINESS BENEFITS: Required to keep Operating Systems, and Microsoft software up-to-date

FINANCIAL (FUNDING/CUSTOMER BILLING) IMPACT: None

CUSTOMER(S) AFFECTED: None

OUTAGE REQUIRED OR OTHER CUSTOMER IMPACT: None

APPLICATIONS/SERVERS/SYSTEMS/NODES AFFECTED: All ECS managed Windows Systems (CEF-E, CEF-DC, and Azure hosted servers)

SECURITY CONSIDERATIONS OR POST IMPLEMENTATION SCANS REQUIRED: None

CUSTOMER COORDINATION REQUIRED: None

TECHNICAL TEAMS COORDINATION REQUIRED: None

CHANGES TO OVERALL SERVICE CONTINUITY & AVAILABILITY CAPABILITIES: None

POTENTIAL IMPACT ON SERVICE OR HARDWARE/SOFTWARE CAPACITY: None

PROJECT MANAGER: Lawrence Packard

Attachments:

[ChangeModel - ECS Monthly Server Patching.docx](#)

[ECSServerInventory2024.xlsx](#)

[ImplementationPlan_JCS_SecurityPatching.docx](#)

[Test+Plans_and_Levels_JCS_SecurityPatching.docx](#)

Comments and Work notes:

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0252305_Ppyhidewb1898ifX2PWE

From: IT Service Desk (b) (6)

To: (b)(6) Christopher Pachas, (b)(6) Omar Khan, (b)(6) Lawrence Packard,
(b)(6) Luis Suarez, (b)(6) Anish Khatri, (b)(6) Kaab Salama,
(b)(6) Al Duduk, (b)(6) Mitchell Chen, (b)(6) Derik Bahl,
(b)(6) Kevin Maki, (b)(6) Devin Cameron, (b)(6) Saad Karimullah,
(b)(6) Jonathan Clark, (b)(6) Rahul Dua, (b) (6), (b) (7)(C), (b)(6) Alan Foreman,
(b)(6) Kamran Khayami, (b)(6) Jonathon Oliver,
(b)(6) Robert Garfield, (b)(6) Robert Journey, (b)(6) Adnan Aslam,
(b)(6) David Kennedy, (b)(6) Gary Brown, (b)(6) Ayyaz Ahmed,
(b)(6) Gary Brown

Subject: Change CHG3000913 has been assigned to group Email and Collaboration Services

Date: Tue, 27 Feb 2024 12:06:31 -0500

Importance: Normal

Inline-Images: sys_attachment.dosys_id=1b0543601bc2b9109bbb2f85624bcbd5



DOJ EMPLOYEE SERVICE CENTER

Short description: ECS Monthly Server Patching

Click here to view Change Request: [CHG3000913](#)

State: New

Category:

Configuration item: ES: E-mail & Collaboration (ECS)

Opened by: ELSTS, BRIAN (JMD)

Assignment group: Email and Collaboration Services

Assigned to:

Description:

CHANGE SCOPE: Perform Installation of Monthly Microsoft Windows software updates on ECS Servers

PURPOSE/REASON: To ensure all ECS Windows based servers have the latest security patches and updates installed.

BUSINESS BENEFITS: Required to keep Operating Systems, and Microsoft software up-to-date

FINANCIAL (FUNDING/CUSTOMER BILLING) IMPACT: None

CUSTOMER(S) AFFECTED: None

OUTAGE REQUIRED OR OTHER CUSTOMER IMPACT: None

APPLICATIONS/SERVERS/SYSTEMS/NODES AFFECTED: All ECS managed Windows Systems (CEF-E, CEF-DC, and Azure hosted servers)

SECURITY CONSIDERATIONS OR POST IMPLEMENTATION SCANS REQUIRED: None

CUSTOMER COORDINATION REQUIRED: None

TECHNICAL TEAMS COORDINATION REQUIRED: None

CHANGES TO OVERALL SERVICE CONTINUITY & AVAILABILITY CAPABILITIES: None

POTENTIAL IMPACT ON SERVICE OR HARDWARE/SOFTWARE CAPACITY: None

PROJECT MANAGER: Lawrence Packard

Attachments:

[ChangeModel - ECS Monthly Server Patching.docx](#)

[ECSServerInventory2024.xlsx](#)

[ImplementationPlan_JCS_SecurityPatching.docx](#)

[Test+Plans_and_Levels_JCS_SecurityPatching.docx](#)

Comments and Work notes:

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0330481_Ygf1Obz0rsFol2M1SISb

From: IT Service Desk (b) (6)

To: (b)(6) Christopher Pachas, (b)(6) Omar Khan, (b)(6) Lawrence Packard,
(b)(6) Luis Suarez, (b)(6) Anish Khatri, (b)(6) Kaab Salama,
(b)(6) Al Duduk, (b)(6) Mitchell Chen, (b)(6) Derik Bahl,
(b)(6) Kevin Maki, (b)(6) Devin Cameron, (b)(6) Saad Karimullah,
(b)(6) Jonathan Clark, (b)(6) Rahul Dua, (b) (6), (b) (7)(C), (b)(6) Alan Foreman,
(b)(6) Kamran Khayami, (b)(6) Jonathon Oliver,
(b)(6) Robert Garfield, (b)(6) Robert Journey, (b)(6) Adnan Aslam,
(b)(6) David Kennedy, (b)(6) Gary Brown, (b)(6) Ayyaz Ahmed,
(b)(6) Gary Brown

Subject: Change CHG3000611 has been assigned to group Email and Collaboration Services

Date: Mon, 29 Jan 2024 08:47:05 -0500

Importance: Normal

Inline-Images: sys_attachment.dosys_id=1b0543601bc2b9109bbb2f85624bcbd5



DOJ EMPLOYEE SERVICE CENTER

Short description: ECS Monthly Server Patching

Click here to view Change Request: [CHG3000611](#)

State: New

Category:

Configuration item: ES: E-mail & Collaboration (ECS)

Opened by: ELSTS, BRIAN (JMD)

Assignment group: Email and Collaboration Services

Assigned to:

Description:

CHANGE SCOPE: Perform Installation of Monthly Microsoft Windows software updates on ECS Servers

PURPOSE/REASON: To ensure all ECS Windows based servers have the latest security patches and updates installed.

BUSINESS BENEFITS: Required to keep Operating Systems, and Microsoft software up-to-date

FINANCIAL (FUNDING/CUSTOMER BILLING) IMPACT: None

CUSTOMER(S) AFFECTED: None

OUTAGE REQUIRED OR OTHER CUSTOMER IMPACT: None

APPLICATIONS/SERVERS/SYSTEMS/NODES AFFECTED: All ECS managed Windows Systems (CEF-E, CEF-DC, and Azure hosted servers)

SECURITY CONSIDERATIONS OR POST IMPLEMENTATION SCANS REQUIRED: None

CUSTOMER COORDINATION REQUIRED: None

TECHNICAL TEAMS COORDINATION REQUIRED: None

CHANGES TO OVERALL SERVICE CONTINUITY & AVAILABILITY CAPABILITIES: None

POTENTIAL IMPACT ON SERVICE OR HARDWARE/SOFTWARE CAPACITY: None

PROJECT MANAGER: Lawrence Packard

Attachments:

[ChangeModel - ECS Monthly Server Patching.docx](#)

[ECSServerInventory2024.xlsx](#)

[ImplementationPlan_JCS_SecurityPatching.docx](#)

[Test+Plans_and_Levels_JCS_SecurityPatching.docx](#)

Comments and Work notes:

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0252307_TGf9gVwuQ7HFA9sKqk86

From: IT Service Desk (b) (6)

To: (b)(6) Christopher Pachas, (b)(6) Omar Khan, (b)(6) Lawrence Packard
(b)(6) Luis Suarez, (b)(6) Anish Khatri, (b)(6) Kaab Salama,
(b)(6) Al Duduk, (b)(6) Mitchell Chen, (b)(6) Derik Bahl,
(b)(6) Kevin Maki, (b)(6) Devin Cameron, (b)(6) Saad Karimullah,
(b)(6) Jonathan Clark, (b)(6) Rahul Dua, (b) (6), (b) (7)(C), (b)(6) Alan Foreman,
(b)(6) Kamran Khayami, (b)(6) Jonathon Oliver,
(b)(6) Robert Garfield, (b)(6) Robert Journey, (b)(6) Adnan Aslam,
(b)(6) David Kennedy, (b)(6) Gary Brown, (b)(6) Ayyaz Ahmed,
(b)(6) Brian Elsts, (b)(6) Gary Brown

Subject: Change CHG3000518 has been assigned to group Email and Collaboration Services

Date: Fri, 19 Jan 2024 16:16:37 -0500

Importance: Normal

Inline-Images: sys_attachment.dosys_id=1b0543601bc2b9109bbb2f85624bcbd5



DOJ EMPLOYEE SERVICE CENTER

Short description: ECS Monthly Server Patching

Click here to view Change Request: [CHG3000518](#)

State: New

Category:

Configuration item: ES: E-mail & Collaboration (ECS)

Opened by: SAMARA, OMAR (JMD)

Assignment group: Email and Collaboration Services

Assigned to:

Description:

CHANGE SCOPE: Perform Installation of Monthly Microsoft Windows software updates on ECS Servers

PURPOSE/REASON: To ensure all ECS Windows based servers have the latest security patches and updates installed.

BUSINESS BENEFITS: Required to keep Operating Systems, and Microsoft software up-to-date

FINANCIAL (FUNDING/CUSTOMER BILLING) IMPACT: None

CUSTOMER(S) AFFECTED: None

OUTAGE REQUIRED OR OTHER CUSTOMER IMPACT: None

APPLICATIONS/SERVERS/SYSTEMS/NODES AFFECTED: All ECS managed Windows Systems (CEF-E, CEF-DC, and Azure hosted servers)

SECURITY CONSIDERATIONS OR POST IMPLEMENTATION SCANS REQUIRED: None

CUSTOMER COORDINATION REQUIRED: None

TECHNICAL TEAMS COORDINATION REQUIRED: None

CHANGES TO OVERALL SERVICE CONTINUITY & AVAILABILITY CAPABILITIES: None

POTENTIAL IMPACT ON SERVICE OR HARDWARE/SOFTWARE CAPACITY: None

PROJECT MANAGER: Lawrence Packard

Attachments:

[ChangeModel - ECS Monthly Server Patching.docx](#)

[ECSServerInventory2024.xlsx](#)

[ImplementationPlan_JCS_SecurityPatching.docx](#)

[Test+Plans_and_Levels_JCS_SecurityPatching.docx](#)

Comments and Work notes:

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0231044_NKHdn7ue6tWk1wvi5URC

From: IT Service Desk (b) (6)

To: (b)(6) Christopher Pachas, (b)(6) Omar Khan, (b)(6) Lawrence Packard
(b)(6) Luis Suarez, (b)(6) Anish Khatri, (b)(6) Kaab Salama,
(b)(6) Al Duduk, (b)(6) Mitchell Chen, (b)(6) Derik Bahl,
(b)(6) Kevin Maki, (b)(6) Devin Cameron, (b)(6) Saad Karimullah,
(b)(6) Jonathan Clark, (b)(6) Rahul Dua, (b) (6), (b) (7)(C), (b)(6) Alan Foreman,
(b)(6) Kamran Khayami, (b)(6) Jonathon Oliver,
(b)(6) Robert Garfield, (b)(6) Robert Journey, (b)(6) Adnan Aslam,
(b)(6) David Kennedy, (b)(6) Gary Brown, (b)(6) Ayyaz Ahmed,
(b)(6) Brian Elsts, (b)(6) Gary Brown

Subject: Change Request CHG3000609 notification -- ECS Monthly Server Patching

Date: Mon, 05 Feb 2024 09:19:20 -0500

Importance: Normal

Inline-Images: sys_attachment.dosys_id=1b0543601bc2b9109bbb2f85624bcbd5



DOJ EMPLOYEE SERVICE CENTER

Short description: ECS Monthly Server Patching

Click here to view Change Request: [CHG3000609](#)

State: Canceled

Category:

Configuration item: ES: E-mail & Collaboration (ECS)

Opened by: ELSTS, BRIAN (JMD)

Assignment group: Email and Collaboration Services

Assigned to:

Description:

CHANGE SCOPE: Perform Installation of Monthly Microsoft Windows software updates on ECS Servers

PURPOSE/REASON: To ensure all ECS Windows based servers have the latest security patches and updates installed.

BUSINESS BENEFITS: Required to keep Operating Systems, and Microsoft software up-to-date

FINANCIAL (FUNDING/CUSTOMER BILLING) IMPACT: None

CUSTOMER(S) AFFECTED: None

OUTAGE REQUIRED OR OTHER CUSTOMER IMPACT: None

APPLICATIONS/SERVERS/SYSTEMS/NODES AFFECTED: All ECS managed Windows Systems (CEF-E, CEF-DC, and Azure hosted servers)

SECURITY CONSIDERATIONS OR POST IMPLEMENTATION SCANS REQUIRED: None

CUSTOMER COORDINATION REQUIRED: None

TECHNICAL TEAMS COORDINATION REQUIRED: None

CHANGES TO OVERALL SERVICE CONTINUITY & AVAILABILITY CAPABILITIES: None

POTENTIAL IMPACT ON SERVICE OR HARDWARE/SOFTWARE CAPACITY: None

PROJECT MANAGER: Lawrence Packard

Attachments:

[ChangeModel - ECS Monthly Server Patching.docx](#)

[ECSServerInventory2024.xlsx](#)

[ImplementationPlan_JCS_SecurityPatching.docx](#)

[Test+Plans_and_Levels_JCS_SecurityPatching.docx](#)

Comments and Work notes:

02/05/2024 09:18:17 EST - SAMARA, OMAR (JMD)

Work notes (For internal use)

Brian Elsts Requested Cancellation

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0271785_XfL52w2Oqkag7ex1P1XF

From: IT Service Desk (b) (6)

To: (b)(6) Christopher Pachas, (b)(6) Omar Khan, (b)(6) Lawrence Packard
(b)(6) Luis Suarez, (b)(6) Anish Khatri, (b)(6) Kaab Salama,
(b)(6) Al Duduk, (b)(6) Mitchell Chen, (b)(6) Derik Bahl,
(b)(6) Kevin Maki, (b)(6) Devin Cameron, (b)(6) Saad Karimullah,
(b)(6) Jonathan Clark, (b)(6) Rahul Dua, (b) (6), (b) (7)(C), (b)(6) Alan Foreman,
(b)(6) Kamran Khayami, (b)(6) Jonathon Oliver,
(b)(6) Robert Garfield, (b)(6) Robert Journey, (b)(6) Adnan Aslam,
(b)(6) David Kennedy, (b)(6) Gary Brown, (b)(6) Ayyaz Ahmed,
(b)(6) Brian Elsts, (b)(6) Gary Brown

Subject: Change Request CHG3000344 notification -- ECS Monthly Server Patching

Date: Mon, 05 Feb 2024 09:20:49 -0500

Importance: Normal

Inline-Images: sys_attachment.dosys_id=1b0543601bc2b9109bbb2f85624bcbd5



DOJ EMPLOYEE SERVICE CENTER

Short description: ECS Monthly Server Patching

Click here to view Change Request: [CHG3000344](#)

State: Canceled

Category:

Configuration item: ES: E-mail & Collaboration (ECS)

Opened by: BHARDWAJ, GAGAN (JMD)

Assignment group: Email and Collaboration Services

Assigned to:

Description:

CHANGE SCOPE: Perform Installation of Monthly Microsoft Windows software updates on ECS Servers

PURPOSE/REASON: To ensure all ECS Windows based servers have the latest security patches and updates installed.

BUSINESS BENEFITS: Required to keep Operating Systems, and Microsoft software up-to-date

FINANCIAL (FUNDING/CUSTOMER BILLING) IMPACT: None

CUSTOMER(S) AFFECTED: None

OUTAGE REQUIRED OR OTHER CUSTOMER IMPACT: None

APPLICATIONS/SERVERS/SYSTEMS/NODES AFFECTED: All ECS managed Windows Systems (CEF-E, CEF-DC, and Azure hosted servers)

SECURITY CONSIDERATIONS OR POST IMPLEMENTATION SCANS REQUIRED: None

CUSTOMER COORDINATION REQUIRED: None

TECHNICAL TEAMS COORDINATION REQUIRED: None

CHANGES TO OVERALL SERVICE CONTINUITY & AVAILABILITY CAPABILITIES: None

POTENTIAL IMPACT ON SERVICE OR HARDWARE/SOFTWARE CAPACITY: None

PROJECT MANAGER: Lawrence Packard

Attachments:

[ChangeModel - ECS Monthly Server Patching.docx](#)

[ECSServerInventory2024.xlsx](#)

[ImplementationPlan_JCS_SecurityPatching.docx](#)

[Test+Plans_and_Levels_JCS_SecurityPatching.docx](#)

Comments and Work notes:

02/05/2024 09:19:18 EST - SAMARA, OMAR (JMD)

Work notes (For internal use)

Brian Elsts Requested Cancellation

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0271804_Lw1c1yq7kB4w8bw3guHk

From: IT Service Desk (b) (6)

To: (b)(6) Christopher Pachas, (b)(6) Omar Khan, (b)(6) Lawrence Packard,
(b)(6) Luis Suarez, (b)(6) Anish Khatri, (b)(6) Kaab Salama,
(b)(6) Al Duduk, (b)(6) Mitchell Chen, (b)(6) Derik Bahl,
(b)(6) Kevin Maki, (b)(6) Devin Cameron, (b)(6) Saad Karimullah,
(b)(6) Jonathan Clark, (b)(6) Rahul Dua, (b) (6), (b) (7)(C), (b)(6) Alan Foreman,
(b)(6) Kamran Khayami, (b)(6) Jonathon Oliver,
(b)(6) Robert Garfield, (b)(6) Robert Journey, (b)(6) Adnan Aslam,
(b)(6) David Kennedy, (b)(6) Gary Brown, (b)(6) Ayyaz Ahmed,
(b)(6) Brian Elsts, (b)(6) Gary Brown

Subject: Change Request CHG3000518 notification -- ECS Monthly Server Patching

Date: Mon, 05 Feb 2024 09:19:21 -0500

Importance: Normal

Inline-Images: sys_attachment.dosys_id=1b0543601bc2b9109bbb2f85624bcbd5



DOJ EMPLOYEE SERVICE CENTER

Short description: ECS Monthly Server Patching

Click here to view Change Request: [CHG3000518](#)

State: Canceled

Category:

Configuration item: ES: E-mail & Collaboration (ECS)

Opened by: SAMARA, OMAR (JMD)

Assignment group: Email and Collaboration Services

Assigned to:

Description:

CHANGE SCOPE: Perform Installation of Monthly Microsoft Windows software updates on ECS Servers

PURPOSE/REASON: To ensure all ECS Windows based servers have the latest security patches and updates installed.

BUSINESS BENEFITS: Required to keep Operating Systems, and Microsoft software up-to-date

FINANCIAL (FUNDING/CUSTOMER BILLING) IMPACT: None

CUSTOMER(S) AFFECTED: None

OUTAGE REQUIRED OR OTHER CUSTOMER IMPACT: None

APPLICATIONS/SERVERS/SYSTEMS/NODES AFFECTED: All ECS managed Windows Systems (CEF-E, CEF-DC, and Azure hosted servers)

SECURITY CONSIDERATIONS OR POST IMPLEMENTATION SCANS REQUIRED: None

CUSTOMER COORDINATION REQUIRED: None

TECHNICAL TEAMS COORDINATION REQUIRED: None

CHANGES TO OVERALL SERVICE CONTINUITY & AVAILABILITY CAPABILITIES: None

POTENTIAL IMPACT ON SERVICE OR HARDWARE/SOFTWARE CAPACITY: None

PROJECT MANAGER: Lawrence Packard

Attachments:

[ChangeModel - ECS Monthly Server Patching.docx](#)

[ECSServerInventory2024.xlsx](#)

[ImplementationPlan_JCS_SecurityPatching.docx](#)

[Test+Plans_and_Levels_JCS_SecurityPatching.docx](#)

Comments and Work notes:

02/05/2024 09:18:39 EST - SAMARA, OMAR (JMD)

Work notes (For internal use)

Brian Elsts Requested Cancellation

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0271792_23T0vrMzwrPJY1bV7TTO

From: IT Service Desk (b) (6)

To: (b)(6) Christopher Pachas, (b)(6) Omar Khan, (b)(6) Lawrence Packard,
(b)(6) Luis Suarez, (b)(6) Anish Khatri, (b)(6) Kaab Salama,
(b)(6) Al Duduk, (b)(6) Mitchell Chen, (b)(6) Derik Bahl,
(b)(6) Kevin Maki, (b)(6) Devin Cameron, (b)(6) Saad Karimullah,
(b)(6) Jonathan Clark, (b)(6) Rahul Dua, (b) (6), (b) (7)(C), (b)(6) Alan Foreman,
(b)(6) Kamran Khayami, (b)(6) Jonathon Oliver,
(b)(6) Robert Garfield, (b)(6) Robert Journey, (b)(6) Adnan Aslam,
(b)(6) David Kennedy, (b)(6) Gary Brown, (b)(6) Ayyaz Ahmed,
(b)(6) Gary Brown

Subject: Change CHG3000609 has been assigned to group Email and Collaboration Services

Date: Mon, 29 Jan 2024 08:47:05 -0500

Importance: Normal

Inline-Images: sys_attachment.dosys_id=1b0543601bc2b9109bbb2f85624bcbd5



DOJ EMPLOYEE SERVICE CENTER

Short description: ECS Monthly Server Patching

Click here to view Change Request: [CHG3000609](#)

State: New

Category:

Configuration item: ES: E-mail & Collaboration (ECS)

Opened by: ELSTS, BRIAN (JMD)

Assignment group: Email and Collaboration Services

Assigned to:

Description:

CHANGE SCOPE: Perform Installation of Monthly Microsoft Windows software updates on ECS Servers

PURPOSE/REASON: To ensure all ECS Windows based servers have the latest security patches and updates installed.

BUSINESS BENEFITS: Required to keep Operating Systems, and Microsoft software up-to-date

FINANCIAL (FUNDING/CUSTOMER BILLING) IMPACT: None

CUSTOMER(S) AFFECTED: None

OUTAGE REQUIRED OR OTHER CUSTOMER IMPACT: None

APPLICATIONS/SERVERS/SYSTEMS/NODES AFFECTED: All ECS managed Windows Systems (CEF-E, CEF-DC, and Azure hosted servers)

SECURITY CONSIDERATIONS OR POST IMPLEMENTATION SCANS REQUIRED: None

CUSTOMER COORDINATION REQUIRED: None

TECHNICAL TEAMS COORDINATION REQUIRED: None

CHANGES TO OVERALL SERVICE CONTINUITY & AVAILABILITY CAPABILITIES: None

POTENTIAL IMPACT ON SERVICE OR HARDWARE/SOFTWARE CAPACITY: None

PROJECT MANAGER: Lawrence Packard

Attachments:

[ChangeModel - ECS Monthly Server Patching.docx](#)

[ECSServerInventory2024.xlsx](#)

[ImplementationPlan_JCS_SecurityPatching.docx](#)

[Test+Plans_and_Levels_JCS_SecurityPatching.docx](#)

Comments and Work notes:

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0252303_3bs7cujnIcSIhi3o2Anj

From: IT Service Desk (b) (6)

To: (b)(6) Christopher Pachas, (b)(6) Omar Khan, (b)(6) Lawrence Packard,
(b)(6) Luis Suarez, (b)(6) Anish Khatri, (b)(6) Kaab Salama,
(b)(6) Al Duduk, (b)(6) Mitchell Chen, (b)(6) Derik Bahl,
(b)(6) Kevin Maki, (b)(6) Devin Cameron, (b)(6) Saad Karimullah,
(b)(6) Jonathan Clark, (b)(6) Rahul Dua, (b) (6), (b) (7)(C), (b)(6) Alan Foreman,
(b)(6) Kamran Khayami, (b)(6) Jonathon Oliver,
(b)(6) Robert Garfield, (b)(6) Robert Journey, (b)(6) Adnan Aslam,
(b)(6) David Kennedy, (b)(6) Gary Brown, (b)(6) Ayyaz Ahmed,
(b)(6) Brian Elsts, (b)(6) Gary Brown

Subject: Change Request CHG3000457 notification -- ECS Monthly Server Patching

Date: Mon, 05 Feb 2024 09:19:21 -0500

Importance: Normal

Inline-Images: sys_attachment.dosys_id=1b0543601bc2b9109bbb2f85624bcbd5



DOJ EMPLOYEE SERVICE CENTER

Short description: ECS Monthly Server Patching

Click here to view Change Request: [CHG3000457](#)

State: Canceled

Category:

Configuration item: ES: E-mail & Collaboration (ECS)

Opened by: DUA, RAHUL (JMD)

Assignment group: Email and Collaboration Services

Assigned to:

Description:

CHANGE SCOPE: Perform Installation of Monthly Microsoft Windows software updates on ECS Servers

PURPOSE/REASON: To ensure all ECS Windows based servers have the latest security patches and updates installed.

BUSINESS BENEFITS: Required to keep Operating Systems, and Microsoft software up-to-date

FINANCIAL (FUNDING/CUSTOMER BILLING) IMPACT: None

CUSTOMER(S) AFFECTED: None

OUTAGE REQUIRED OR OTHER CUSTOMER IMPACT: None

APPLICATIONS/SERVERS/SYSTEMS/NODES AFFECTED: All ECS managed Windows Systems (CEF-E, CEF-DC, and Azure hosted servers)

SECURITY CONSIDERATIONS OR POST IMPLEMENTATION SCANS REQUIRED: None

CUSTOMER COORDINATION REQUIRED: None

TECHNICAL TEAMS COORDINATION REQUIRED: None

CHANGES TO OVERALL SERVICE CONTINUITY & AVAILABILITY CAPABILITIES: None

POTENTIAL IMPACT ON SERVICE OR HARDWARE/SOFTWARE CAPACITY: None

PROJECT MANAGER: Lawrence Packard

Attachments:

[ChangeModel - ECS Monthly Server Patching.docx](#)

[ECSServerInventory2024.xlsx](#)

[ImplementationPlan_JCS_SecurityPatching.docx](#)

[Test+Plans_and_Levels_JCS_SecurityPatching.docx](#)

Comments and Work notes:

02/05/2024 09:18:58 EST - SAMARA, OMAR (JMD)

Work notes (For internal use)

Brian Elsts Requested Cancellation

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0271796_EUMdDcotaxdWqRV54NKo

From: "(b) (6), (b) (7)(C)"
To: "Paulson, Amanda (JMD)" <(b) (6)>
Cc: (b)(6), (b)(7)(c) - (Karen Drolet's email address) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Subject: RE: OnCue software purchase

Date: Thu, 13 Jun 2024 13:03:27 -0400

Importance: Normal

Attachments: PCTF_SCO_OnCue_Software_OnCue_Technology_Store_4500_06112024.pdf

Thanks Amanda! We already received the licenses so I signed the receiving report and attached it.

From: Paulson, Amanda (JMD) <(b) (6)>
Sent: Thursday, June 13, 2024 1:01 PM
To: (b) (6), (b) (7)(C)
Cc: (b)(6), (b)(7)(c) - (Karen Drolet's email address) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: RE: OnCue software purchase

Hey (b) (6), (b) (7)(C)

I received the link to pay for the OnCue software and I have successfully completed the transaction - please see the updated PCTF. I also attached the receipt for your records.

Have a good day!

Amanda Paulson

Budget Analyst

Department of Justice | JMD Finance Staff

Mobile: (b) (6)

Email: (b) (6)

This message is intended for official use and may contain SENSITIVE information. If this message contains SENSITIVE information, it should be properly delivered, labeled, stored, and disposed of according to policy.

From: (b) (6), (b) (7)(C)
Sent: Tuesday, June 11, 2024 11:48 AM
To: Paulson, Amanda (JMD) <(b) (6)>
Cc: (b)(6), (b)(7)(c) - (Karen Drolet's email address) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: OnCue software purchase

Hi Amanda,

Hope you are doing well. We need to order 10 licenses of the OnCue software. See attached PCTF. The website to order it is listed below as well as the steps to follow on their website. Let me know if you have any issues/questions.

<https://www.oncuetech.com/plans>

- We want the OnCue Pro
- Click subscribe
- Enter 10 under the yearly license option
- Click order now
- Fill in the contact info: (b) (6), (b) (7)(C), Company: DOJ, (b) (6) email: (b) (6), (b) (7)(C) 950 Pennsylvania Ave. Rm B-206 Washington, DC 20350
- Click next and fill out the credit card info

Thanks for your help!

Thanks,
(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)
Records Officer
Special Counsel's Office - Smith
(b) (6)

PURCHASE CARD TRANSACTION FORM



U.S. DEPARTMENT OF JUSTICE
JUSTICE MANAGEMENT DIVISION

PART I - REQUESTOR

1. Name of Requestor (b) (6), (b) (7)(C) 2. Requestor Title Records Officer 3. Requesting Organization SCO-S 4. Date of Request 2024-06-11 5. Action (check one): ☒ New ☐ Revised

PART II - DESCRIPTION OF SUPPLIES / SERVICES

6. Insert the description, quantity and unit price for each product / service acquired.

Add Row	Product Description	Unit of Issue	Quantity	Unit Rate	Subtotal
Remove Row	OnCue Pro Software Yearly License (two activations per license)	Each	(b)(4) per JMD		4500
Remove Row		Each			
Delivery/Shipping ☐ FOB Destination ☐ FOB Origin		Shipping Est.=0		Grand Total=4500	

7. Justification of Purchase
SCO-S mission needs

PART III - VENDOR INFORMATION

8. Vendor Name & Address
OnCue Technology Store
<https://www.oncuetech.com/plans>

9. Vendor Point-of-Contact (POC) Name

10. Vendor's POC Information

11. Vendor's Contract Number

12. Vendor DUNS Number (Optional)

13. Business Type (Check all that apply):
☐ Small-Disadvantaged-Business ☐ Other
☐ Small-Veteran-Owned
☐ Small-Woman-Owned
☐ Small-Business
☐ Small-Service-Disabled-Veteran-Owned

PART IV - APPROPRIATION INFORMATION & FUNDING APPROVAL

14. Insert complete appropriation data and authorized amount. Funding must be approved by the organization's Funds Certifying Officer:

JPQ / UPQ / GPQ No.	Date Approved	Amount
JIQ JSC24000352 - Line 11	2024-06-11	4500
_____	_____	0
_____	_____	_____
+ - Row		Grand Total: _____

15. Complete Blocks 15a & 15b if this request is to modify funds from a previously request. Increases must be approved prior to purchase.

15a Original Amount: 0 15b Revised Amount: 0

16. I certify that the use of federal funds for the items to be purchase is allowable and appropriate:

16a. Signature of Funds Certifying Officer

16b. Date

16c. Name of Funds Certifying Officer

PART V - APPROVAL TO PURCHASE SUPPLIES / SERVICES

17.The "Authorizing Official" is the individual within the requestor's organization that is authorized to approve requisitions:

NOTE: Allottee cannot serve as funds certifier and cardholder's approving funds, may only perform 2 of these 3 functions

17a. Signature of Authorizing Official

17b. Date

17c. Name and Title of Authorizing Official

18. As required by component specific policy

18a. Signature of Approver

18b. Date

18c. Name and Title of Approver

PURCHASE CARD TRANSACTION FORM



U.S. DEPARTMENT OF JUSTICE
JUSTICE MANAGEMENT DIVISION

PART VI - Micro-Purchase Procurement Checklist *REQUIRED*

19. Required Sources:

Option	Source Priority	Determination	Contract Solutions
1	Sources Identified in FAR Part 8.002 and FAR Part 8.003	☐ Suitable ☒ Not Suitable	AbilityOne GSA Global Supply UNICOR (mandatory items >\$3,500)
2	OMB Mandatory Best In Class (BIC) Solutions	☐ Suitable ☐ Not Suitable	For the latest list, always check Solutions Finder (https://hallways.cap.gsa.gov/login-information) and the Best in Class (BIC) Resource Page (https://hallways.cap.gsa.gov/app/#/gateway/bestclass-bic) on the Acquisition Gateway
3	Justice Mandatory Solutions	☐ Suitable ☐ Not Suitable	DOJ Wireless Blanket Purchase Agreement (equipment only) DOJ Worldwide Delivery Services
4	OMB Preferred BIC Solutions	☐ Suitable ☐ Not Suitable	GSA FSSI OS3, FSSI OS4 and MAS SIN 3399400S4 (for office supplies) GSA Advantage GSA/FSSI NASA SEWP
5	Justice Preferred Solutions	☐ Suitable ☐ Not Suitable	DOJ Wireless Blanket Purchase Agreement (equipment only) DOJ Worldwide Delivery Services
6	Other Government-Wide Solutions	☐ Suitable ☐ Not Suitable	
7	Open Market Solutions	☐ Suitable ☐ Not Suitable	GSA Commercial Platforms Pilot Proof of Concepts Program

20. Determinations

- Yes No
☐ ☒ 20.01. Is this purchase a personal convenience item(s) exclusively for the benefit of an employee(s)?
- Yes No
☐ ☒ 20.02. Is/Are the Item(s) on the Don't Buy Listing in the OBD Purchase Card Manual?
- Yes No
☐ ☒ 20.03. Will this transaction result in a split purchase?
- Yes No
☒ ☐ 20.04. Have you rotated vendors for the same type of purchase?
- Yes No
☐ ☒ 20.05. Does the transaction amount include sales taxes or other fees?
- Yes No
☐ ☒ 20.06. Does the transaction represent an advance payment as defined in the OBD Purchase Card Manual?
- Yes No
☐ ☒ 20.07. Is this transaction a Call against an existing internal BPA?
- Yes No
☐ ☒ 20.08. Is this transaction a payment against an existing open market contract?
- Yes No
☐ ☒ 20.09. Is this transaction an order against an existing GSA/FSS, GSA/FSSI BPA, JWAC, or GWAC contract?
- Yes No
☐ ☐ 20.10. [OPTIONAL] Has verification been made that vendor is not debarred or suspended (www.sam.gov)? Attach SAM system verification search. (Excluded Parties List System (FAR 9.404(c)(7)))
- Yes No
☐ ☒ 20.11. Is this a purchase for copy or printing services?
- Yes No
☐ ☒ 20.12. Is this for construction/renovation/alteration services over \$2,000 that is not a repair (i.e., electrical services, painting >200 sq. ft. to public building or public work FAR Part 22.401 and FAR Part 22.402)?
- Yes No
☐ ☒ 20.13. Does purchase use Representation Funds (SOC 2572 only)?
- Yes No
☐ ☒ 20.14. Is purchase for food, beverages and/or light refreshments?
- Yes No
☐ ☒ 20.15. Is purchase for trinkets or other give-away items?
- Yes No
☐ ☒ 20.16. Is this purchase for food, beverages and/or light refreshments?
- Yes No
☐ ☒ 20.17. Is item for reasonable accommodation for an employee?
- Yes No
☐ ☒ 20.18. Is purchase for paid advertisements?
- Yes No
☐ ☒ 20.19. Is the action greater than \$3,500 and subject to UNICOR (FAR 8.6)?

PURCHASE CARD TRANSACTION FORM



U.S. DEPARTMENT OF JUSTICE
JUSTICE MANAGEMENT DIVISION

- Yes No
☐ ☒ 20.20. Is purchase for non-professional services greater than \$2,500 AND will employees be more than 5 employees?
- Yes No
☐ ☒ 20.21. Is purchase for Electronic and Information Technology (EI&T) goods or services? http://dojnet.doj.gov/jmd/pss/section_508.php
- Yes No
☒ ☐ 20.22. Is purchase for software or hardware?
- Yes No
☐ ☒ 20.23. Is purchase for IT services that require access to a DOJ IT system?
- Yes No
☐ ☒ 20.24. Is purchase for services that require access to personally identifiable information?
- Yes No
☐ ☒ 20.25. Is purchase for a commercially available, off-the-shelf item that uses external standby power devices, or that contains an internal standby power function? See <http://www.energystar.gov>, http://www1.eere.energy.gov/femp/technologies/eeep_purchasingspecs.html, and <http://www.epa.gov/watersense>.
- Yes No
☐ ☐ 20.26. Does this product use the Department of Energy's recommendation or the lowest standby power wattage?
- Yes No
☐ ☒ 20.27. Is product a delivery of hazardous material (i.e., pesticides or medical waste)?
- Yes No
☐ ☒ 20.28. Is transaction for products or services that will use products identified on EPA's list of designated products (<http://www.epa.gov/epaoswer/non-hw/procure/products.htm>) or USDA's list of designated products (www.biopreferred.gov/designationitemlist.aspx)?
- Yes No
☐ ☒ 20.29. Is this purchase to an individual (except an individual involved in undercover law enforcement operations)?
- Yes No
☐ ☒ 20.30. Is this purchase for a product that is made from radioactive materials, e.g., ammunition, electronic tubes, instrument panel gauges, compasses, identification markers.
- Yes No
☐ ☒ 20.31. Is this a purchase for a computer monitor, desktop computer, notebook or personal computer copiers, digital duplicators, facsimile (fax) machines, mailing machines, multifunction devices, printers, and scanners.(www.epeat.net)? (see DOJ Electronics Stewardship Program).
- Yes No
☐ ☒ 20.32. Is purchase for a product that contains ozone-depleting substances (e.g., refrigerator)? See <http://www.epa.gov/ozone.snap/index.html>.
- Yes No
☐ ☒ 20.33. Is purchase for repair or maintenance of a product that contains ozone-depleting substances (e.g., air conditioners, refrigerators)?

PART VII - Price Reasonableness

I have knowledge of this item based on prior experience acquiring same or similar goods or services. Therefore the price is deemed fair.

	2024-06-13	Amanda Paulson
21a. Signature of Cardholder	21b. Date	21c. Name of Cardholder

PART VIII - Order Placement Information *REQUIRED*

22. Transaction was made via: ☒ Internet ☐ Telephone ☐ Fax ☐ Contract Invoice Payment ☐ Other

23. Confirmation Number: 2105-8538

	2024-06-13	Amanda Paulson
24a. Signature of Cardholder	24b. Date	24c. Name of Cardholder

PART IX - Receiving Report

25a. Product / Service	25b. Quantity Ordered	25c. Quantity Received
OnCue licenses	5	5

I certify that all of the above products and/or services have been received, inspected, and accepted.

	2024-06-13	(b) (6), (b) (7)(C)
26a. Signature of Receiver	26b. Date	26c. Name of Receiver

PART X - Closeout

27a. Amount Obligated with Purchase:

27b. Adjustments Made (attach Justification):

27c. Total Amount Paid:

PART XI - Property

Insert the description, model number and serial number for each item inventoried. If the item was input into the DOJ Property Tracking System (PTS), insert “yes” in the “Input in PTS” column. If the item was bar coded, insert “yes” in the “Bar Coded” column.

Item Description	Model No.	Serial No.	Input in PTS		Bar Coded		Bar Code #
			Yes	No	Yes	No	
			☐	☐	☐	☐	
+ - Row							
Row							

PURCHASE CARD TRANSACTION FORM



U.S. DEPARTMENT OF JUSTICE
JUSTICE MANAGEMENT DIVISION

PART I - REQUESTOR

1. Name of Requestor (b) (6), (b) (7)(C) 2. Requestor Title Records Officer 3. Requesting Organization SCO-S 4. Date of Request 2024-06-11 5. Action (check one): ☒ New ☐ Revised

PART II - DESCRIPTION OF SUPPLIES / SERVICES

6. Insert the description, quantity and unit price for each product / service acquired.

Add Row	Product Description	Unit of Issue	Quantity	Unit Rate	Subtotal
Remove Row	OnCue Pro Software Yearly License (two activations per license)	Each	(b)(4) per JMD		4500
Remove Row		Each			
Delivery/Shipping ☐ FOB Destination ☐ FOB Origin		Shipping Est.=0		Grand Total=4500	

7. Justification of Purchase
SCO-S mission needs

PART III - VENDOR INFORMATION

8. Vendor Name & Address
OnCue Technology Store
<https://www.oncuetech.com/plans>

9. Vendor Point-of-Contact (POC) Name

10. Vendor's POC Information

11. Vendor's Contract Number

12. Vendor DUNS Number (Optional)

13. Business Type (Check all that apply):
☐ Small-Disadvantaged-Business ☐ Other
☐ Small-Veteran-Owned
☐ Small-Woman-Owned
☐ Small-Business
☐ Small-Service-Disabled-Veteran-Owned

PART IV - APPROPRIATION INFORMATION & FUNDING APPROVAL

14. Insert complete appropriation data and authorized amount. Funding must be approved by the organization's Funds Certifying Officer:

JPQ / UPQ / GPQ No.	Date Approved	Amount
JIQ JSC24000352 - Line 11	2024-06-11	4500
		0
		Grand Total: _____

15. Complete Blocks 15a & 15b if this request is to modify funds from a previously request. Increases must be approved prior to purchase.

15a Original Amount: 0 15b Revised Amount: 0

16. I certify that the use of federal funds for the items to be purchase is allowable and appropriate:

16a. Signature of Funds Certifying Officer

16b. Date

16c. Name of Funds Certifying Officer

PART V - APPROVAL TO PURCHASE SUPPLIES / SERVICES

17.The "Authorizing Official" is the individual within the requestor's organization that is authorized to approve requisitions:

NOTE: Allottee cannot serve as funds certifier and cardholder's approving funds, may only perform 2 of these 3 functions

17a. Signature of Authorizing Official

17b. Date

17c. Name and Title of Authorizing Official

18. As required by component specific policy

18a. Signature of Approver

18b. Date

18c. Name and Title of Approver

PURCHASE CARD TRANSACTION FORM



U.S. DEPARTMENT OF JUSTICE
JUSTICE MANAGEMENT DIVISION

PART VI - Micro-Purchase Procurement Checklist *REQUIRED*

19. Required Sources:

Option	Source Priority	Determination	Contract Solutions
1	Sources Identified in FAR Part 8.002 and FAR Part 8.003	☐ Suitable ☒ Not Suitable	AbilityOne GSA Global Supply UNICOR (mandatory items >\$3,500)
2	OMB Mandatory Best In Class (BIC) Solutions	☐ Suitable ☐ Not Suitable	For the latest list, always check Solutions Finder (https://hallways.cap.gsa.gov/login-information) and the Best in Class (BIC) Resource Page (https://hallways.cap.gsa.gov/app/#/gateway/bestclass-bic) on the Acquisition Gateway
3	Justice Mandatory Solutions	☐ Suitable ☐ Not Suitable	DOJ Wireless Blanket Purchase Agreement (equipment only) DOJ Worldwide Delivery Services
4	OMB Preferred BIC Solutions	☐ Suitable ☐ Not Suitable	GSA FSSI OS3, FSSI OS4 and MAS SIN 3399400S4 (for office supplies) GSA Advantage GSA/FSSI NASA SEWP
5	Justice Preferred Solutions	☐ Suitable ☐ Not Suitable	DOJ Wireless Blanket Purchase Agreement (equipment only) DOJ Worldwide Delivery Services
6	Other Government-Wide Solutions	☐ Suitable ☐ Not Suitable	
7	Open Market Solutions	☐ Suitable ☐ Not Suitable	GSA Commercial Platforms Pilot Proof of Concepts Program

20. Determinations

- Yes No
☐ ☒ 20.01. Is this purchase a personal convenience item(s) exclusively for the benefit of an employee(s)?
- Yes No
☐ ☒ 20.02. Is/Are the Item(s) on the Don't Buy Listing in the OBD Purchase Card Manual?
- Yes No
☐ ☒ 20.03. Will this transaction result in a split purchase?
- Yes No
☒ ☐ 20.04. Have you rotated vendors for the same type of purchase?
- Yes No
☐ ☒ 20.05. Does the transaction amount include sales taxes or other fees?
- Yes No
☐ ☒ 20.06. Does the transaction represent an advance payment as defined in the OBD Purchase Card Manual?
- Yes No
☐ ☒ 20.07. Is this transaction a Call against an existing internal BPA?
- Yes No
☐ ☒ 20.08. Is this transaction a payment against an existing open market contract?
- Yes No
☐ ☒ 20.09. Is this transaction an order against an existing GSA/FSS, GSA/FSSI BPA, JWAC, or GWAC contract?
- Yes No
☐ ☐ 20.10. [OPTIONAL] Has verification been made that vendor is not debarred or suspended (www.sam.gov)? Attach SAM system verification search. (Excluded Parties List System (FAR 9.404(c)(7)))
- Yes No
☐ ☒ 20.11. Is this a purchase for copy or printing services?
- Yes No
☐ ☒ 20.12. Is this for construction/renovation/alteration services over \$2,000 that is not a repair (i.e., electrical services, painting >200 sq. ft. to public building or public work FAR Part 22.401 and FAR Part 22.402)?
- Yes No
☐ ☒ 20.13. Does purchase use Representation Funds (SOC 2572 only)?
- Yes No
☐ ☒ 20.14. Is purchase for food, beverages and/or light refreshments?
- Yes No
☐ ☒ 20.15. Is purchase for trinkets or other give-away items?
- Yes No
☐ ☒ 20.16. Is this purchase for food, beverages and/or light refreshments?
- Yes No
☐ ☒ 20.17. Is item for reasonable accommodation for an employee?
- Yes No
☐ ☒ 20.18. Is purchase for paid advertisements?
- Yes No
☐ ☒ 20.19. Is the action greater than \$3,500 and subject to UNICOR (FAR 8.6)?

PURCHASE CARD TRANSACTION FORM



U.S. DEPARTMENT OF JUSTICE
JUSTICE MANAGEMENT DIVISION

- Yes No
☐ ☒ 20.20. Is purchase for non-professional services greater than \$2,500 AND will employees be more than 5 employees?
- Yes No
☐ ☒ 20.21. Is purchase for Electronic and Information Technology (EI&T) goods or services? http://dojnet.doj.gov/jmd/pss/section_508.php
- Yes No
☒ ☐ 20.22. Is purchase for software or hardware?
- Yes No
☐ ☒ 20.23. Is purchase for IT services that require access to a DOJ IT system?
- Yes No
☐ ☒ 20.24. Is purchase for services that require access to personally identifiable information?
- Yes No
☐ ☒ 20.25. Is purchase for a commercially available, off-the-shelf item that uses external standby power devices, or that contains an internal standby power function? See <http://www.energystar.gov>, http://www1.eere.energy.gov/femp/technologies/eeep_purchasingspecs.html, and <http://www.epa.gov/watersense>.
- Yes No
☐ ☐ 20.26. Does this product use the Department of Energy's recommendation or the lowest standby power wattage?
- Yes No
☐ ☒ 20.27. Is product a delivery of hazardous material (i.e., pesticides or medical waste)?
- Yes No
☐ ☒ 20.28. Is transaction for products or services that will use products identified on EPA's list of designated products (<http://www.epa.gov/epaoswer/non-hw/procure/products.htm>) or USDA's list of designated products (www.biopreferred.gov/designationitemlist.aspx)?
- Yes No
☐ ☒ 20.29. Is this purchase to an individual (except an individual involved in undercover law enforcement operations)?
- Yes No
☐ ☒ 20.30. Is this purchase for a product that is made from radioactive materials, e.g., ammunition, electronic tubes, instrument panel gauges, compasses, identification markers.
- Yes No
☐ ☒ 20.31. Is this a purchase for a computer monitor, desktop computer, notebook or personal computer copiers, digital duplicators, facsimile (fax) machines, mailing machines, multifunction devices, printers, and scanners.(www.epeat.net)? (see DOJ Electronics Stewardship Program).
- Yes No
☐ ☒ 20.32. Is purchase for a product that contains ozone-depleting substances (e.g., refrigerator)? See <http://www.epa.gov/ozone.snap/index.html>.
- Yes No
☐ ☒ 20.33. Is purchase for repair or maintenance of a product that contains ozone-depleting substances (e.g., air conditioners, refrigerators)?

PART VII - Price Reasonableness

I have knowledge of this item based on prior experience acquiring same or similar goods or services. Therefore the price is deemed fair.

21a. Signature of Cardholder

2024-06-13

21b. Date

Amanda Paulson

21c. Name of Cardholder

PART VIII - Order Placement Information *REQUIRED*

22. Transaction was made via: ☒ Internet ☐ Telephone ☐ Fax ☐ Contract Invoice Payment ☐ Other

23. Confirmation Number: 2105-8538

24a. Signature of Cardholder

2024-06-13

24b. Date

Amanda Paulson

24c. Name of Cardholder

PART IX - Receiving Report

25a. Product / Service

25b. Quantity Ordered

25c. Quantity Received

I certify that all of the above products and/or services have been received, inspected, and accepted.

26a. Signature of Receiver

26b. Date

26c. Name of Receiver

PART X - Closeout

27a. Amount Obligated with Purchase:

27b. Adjustments Made (attach Justification):

27c. Total Amount Paid:

PART XI - Property

Insert the description, model number and serial number for each item inventoried. If the item was input into the DOJ Property Tracking System (PTS), insert “yes” in the “Input in PTS” column. If the item was bar coded, insert “yes” in the “Bar Coded” column.

Item Description	Model No.	Serial No.	Input in PTS		Bar Coded		Bar Code #
			Yes	No	Yes	No	
			☐	☐	☐	☐	
+ - Row							
Row							

Receipt

OnCue Technology LLC

Invoice number 20240071-0001
Receipt number 2105-8538
Date paid June 13, 2024
Payment method Mastercard - (b) (6)

OnCue Technology LLC
(b) (6)

Bill to
Department of Justice
(b) (6)

\$4,500.00 paid on June 13, 2024

Description	Qty	Unit price	Amount
OnCue Yearly Subscription	1	\$4,500.00	\$4,500.00
Subtotal			\$4,500.00
Customer is tax exempt			
Total			\$4,500.00
Amount paid			\$4,500.00

From: "(b) (6), (b) (7)(C)"

To: "Paulson, Amanda (JMD)" <(b) (6)>

Cc: (b)(6), (b)(7)(c) - (Karen Drolet's email address) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Subject: OnCue software purchase

Date: Tue, 11 Jun 2024 12:47:54 -0400

Importance: Normal

Attachments: PCTF_SCO_OnCue_Software_OnCue_Technology_Store_4500_06112024.pdf

Duplicative Records

PURCHASE CARD TRANSACTION FORM



U.S. DEPARTMENT OF JUSTICE
JUSTICE MANAGEMENT DIVISION

PART I - REQUESTOR

1. Name of Requestor

(b) (6), (b) (7)(C)

2. Requestor Title

Records Officer

3. Requesting Organization

SCO-S

4. Date of Request

Jun 11, 2024

5. Action (check one):

☒ New

☐ Revised

PART II - DESCRIPTION OF SUPPLIES / SERVICES

6. Insert the description, quantity and unit price for each product / service acquired.

Add Row	Product Description	Unit of Issue	Quantity	Unit Rate	Subtotal
Remove Row	OnCue Pro Software Yearly License (two activations per license)	Each	(b)(4) per JMD		\$4,500.00
Remove Row		Each			
Delivery/Shipping ☐ FOB Destination ☐ FOB Origin		Shipping Est.=	\$0.00	Grand Total=	\$4,500.00

7. Justification of Purchase

SCO-S mission needs

PART III - VENDOR INFORMATION

8. Vendor Name & Address

OnCue Technology Store

<https://www.oncuetech.com/plans>

9. Vendor Point-of-Contact (POC) Name

10. Vendor's POC Information

11. Vendor's Contract Number

12. Vendor DUNS Number (Optional)

13. Business Type (Check all that apply):

☐ Small-Disadvantaged-Business

☐ Other

☐ Small-Veteran-Owned

☐ Small-Woman-Owned

☐ Small-Business

☐ Small-Service-Disabled-Veteran-Owned

PART IV - APPROPRIATION INFORMATION & FUNDING APPROVAL

14. Insert complete appropriation data and authorized amount. Funding must be approved by the organization's Funds Certifying Officer:

JPQ / UPQ / GPQ No.	Date Approved	Amount
JIQ JSC24000352 - Line 11	Jun 11, 2024	\$4,500.00
		\$0.00
		Grand Total: \$4,500.00

15. Complete Blocks 15a & 15b if this request is to modify funds from a previously request. Increases must be approved prior to purchase.

15a Original Amount: \$0.00 15b Revised Amount: \$0.00

16. I certify that the use of federal funds for the items to be purchase is allowable and appropriate:

(b)(6), (b)(7)(c) - (Karen Drolet)

16a. Signature of Funds Certifying Officer

16b. Date

16c. Name of Funds Certifying Officer

PART V - APPROVAL TO PURCHASE SUPPLIES / SERVICES

17. The "Authorizing Official" is the individual within the requestor's organization that is authorized to approve requisitions:

NOTE: Allotee cannot serve as funds certifier and cardholder's approving funds, may only perform 2 of these 3 functions

(b) (6), (b) (7)(C)

17a. Signature of Authorizing Official

17b. Date

17c. Name and Title of Authorizing Official

18. As required by component specific policy

18a. Signature of Approver

18b. Date

PURCHASE CARD TRANSACTION FORM



U.S. DEPARTMENT OF JUSTICE
JUSTICE MANAGEMENT DIVISION

PART VI - Micro-Purchase Procurement Checklist *REQUIRED*

19. Required Sources:

Option	Source Priority	Determination	Contract Solutions
1	Sources Identified in FAR Part 8.002 and FAR Part 8.003	☐ Suitable ☐ Not Suitable	AbilityOne GSA Global Supply UNICOR (mandatory items >\$3,500)
2	OMB Mandatory Best In Class (BIC) Solutions	☐ Suitable ☐ Not Suitable	For the latest list, always check Solutions Finder (https://hallways.cap.gsa.gov/login-information) and the Best in Class (BIC) Resource Page (https://hallways.cap.gsa.gov/app/#/gateway/bestclass-bic) on the Acquisition Gateway
3	Justice Mandatory Solutions	☐ Suitable ☐ Not Suitable	DOJ Wireless Blanket Purchase Agreement (equipment only) DOJ Worldwide Delivery Services
4	OMB Preferred BIC Solutions	☐ Suitable ☐ Not Suitable	GSA FSSI OS3, FSSI OS4 and MAS SIN 339940OS4 (for office supplies) GSA Advantage GSA/FSSI NASA SEWP
5	Justice Preferred Solutions	☐ Suitable ☐ Not Suitable	DOJ Wireless Blanket Purchase Agreement (equipment only) DOJ Worldwide Delivery Services
6	Other Government-Wide Solutions	☐ Suitable ☐ Not Suitable	
7	Open Market Solutions	☐ Suitable ☐ Not Suitable	GSA Commercial Platforms Pilot Proof of Concepts Program

20. Determinations

- Yes No
- ☐ ☐ 20.01. Is this purchase a personal convenience item(s) exclusively for the benefit of an employee(s)?
- Yes No
- ☐ ☐ 20.02. Is/Are the Item(s) on the Don't Buy Listing in the OBD Purchase Card Manual?
- Yes No
- ☐ ☐ 20.03. Will this transaction result in a split purchase?
- Yes No
- ☐ ☐ 20.04. Have you rotated vendors for the same type of purchase?
- Yes No
- ☐ ☐ 20.05. Does the transaction amount include sales taxes or other fees?
- Yes No
- ☐ ☐ 20.06. Does the transaction represent an advance payment as defined in the OBD Purchase Card Manual?
- Yes No
- ☐ ☐ 20.07. Is this transaction a Call against an existing internal BPA?
- Yes No
- ☐ ☐ 20.08. Is this transaction a payment against an existing open market contract?
- Yes No
- ☐ ☐ 20.09. Is this transaction an order against an existing GSA/FSS, GSA/FSSI BPA, JWAC, or GWAC contract?
- Yes No
- ☐ ☐ 20.10. [OPTIONAL] Has verification been made that vendor is not debarred or suspended (www.sam.gov)? Attach SAM system verification search. (Excluded Parties List System (FAR 9.404(c)(7)))
- Yes No
- ☐ ☐ 20.11. Is this a purchase for copy or printing services?
- Yes No
- ☐ ☐ 20.12. Is this for construction/renovation/alteration services over \$2,000 that is not a repair (i.e., electrical services, painting >200 sq. ft. to public building or public work FAR Part 22.401 and FAR Part 22.402)?
- Yes No
- ☐ ☐ 20.13. Does purchase use Representation Funds (SOC 2572 only)?
- Yes No
- ☐ ☐ 20.14. Is purchase for food, beverages and/or light refreshments?
- Yes No
- ☐ ☐ 20.15. Is purchase for trinkets or other give-away items?
- Yes No
- ☐ ☐ 20.16. Is this purchase for food, beverages and/or light refreshments?
- Yes No
- ☐ ☐ 20.17. Is item for reasonable accommodation for an employee?
- Yes No
- ☐ ☐ 20.18. Is purchase for paid advertisements?

PURCHASE CARD TRANSACTION FORM



U.S. DEPARTMENT OF JUSTICE
JUSTICE MANAGEMENT DIVISION

- Yes No
☐ ☐ 20.19. Is the action greater than \$3,500 and subject to UNICOR (FAR 8.6)?
- Yes No
☐ ☐ 20.20. Is purchase for non-professional services greater than \$2,500 AND will employees be more than 5 employees?
- Yes No
☐ ☐ 20.21. Is purchase for Electronic and Information Technology (EI&T) goods or services? http://dojnet.doj.gov/jmd/pss/section_508.php
- Yes No
☐ ☐ 20.22. Is purchase for software or hardware?
- Yes No
☐ ☐ 20.23. Is purchase for IT services that require access to a DOJ IT system?
- Yes No
☐ ☐ 20.24. Is purchase for services that require access to personally identifiable information?
- Yes No
☐ ☐ 20.25. Is purchase for a commercially available, off-the-shelf item that uses external standby power devices, or that contains an internal standby power function? See <http://www.energystar.gov>, http://www1.eere.energy.gov/femp/technologies/eed_purchasingspecs.html, and <http://www.epa.gov/watersense>.
- Yes No
☐ ☐ 20.26. Does this product use the Department of Energy's recommendation or the lowest standby power wattage?
- Yes No
☐ ☐ 20.27. Is product a delivery of hazardous material (i.e., pesticides or medical waste)?
- Yes No
☐ ☐ 20.28. Is transaction for products or services that will use products identified on EPA's list of designated products (<http://www.epa.gov/epaoswer/non-hw/procure/products.htm>) or USDA's list of designated products (www.biopreferred.gov/designationitemlist.aspx)?
- Yes No
☐ ☐ 20.29. Is this purchase to an individual (except an individual involved in undercover law enforcement operations)?
- Yes No
☐ ☐ 20.30. Is this purchase for a product that is made from radioactive materials, e.g., ammunition, electronic tubes, instrument panel gauges, compasses, identification markers.
- Yes No
☐ ☐ 20.31. Is this a purchase for a computer monitor, desktop computer, notebook or personal computer copiers, digital duplicators, facsimile (fax) machines, mailing machines, multifunction devices, printers, and scanners.(www.epeat.net)? (see DOJ Electronics Stewardship Program).
- Yes No
☐ ☐ 20.32. Is purchase for a product that contains ozone-depleting substances (e.g., refrigerator)? See <http://www.epa.gov/ozone.snap/index.html>.
- Yes No
☐ ☐ 20.33. Is purchase for repair or maintenance of a product that contains ozone-depleting substances (e.g., air conditioners, refrigerators)?

PART VII - Price Reasonableness

I have knowledge of this item based on prior experience acquiring same or similar goods or services. Therefore the price is deemed fair.

21a. Signature of Cardholder

21b. Date

21c. Name of Cardholder

PART VIII - Order Placement Information *REQUIRED*

22. Transaction was made via: ☐ Internet ☐ Telephone ☐ Fax ☐ Contract Invoice Payment ☐ Other

23. Confirmation Number: _____

24a. Signature of Cardholder

24b. Date

24c. Name of Cardholder

PART IX - Receiving Report

25a. Product / Service

25b. Quantity Ordered

25c. Quantity Received

I certify that all of the above products and/or services have been received, inspected, and accepted.

26a. Signature of Receiver

26b. Date

26c. Name of Receiver

PURCHASE CARD TRANSACTION FORM



U.S. DEPARTMENT OF JUSTICE
JUSTICE MANAGEMENT DIVISION

PART X - Closeout

27a. Amount Obligated with Purchase:

27b. Adjustments Made (attach Justification):

27c. Total Amount Paid:

PART XI - Property

Insert the description, model number and serial number for each item inventoried. If the item was input into the DOJ Property Tracking System (PTS), insert "yes" in the "Input in PTS" column. If the item was bar coded, insert "yes" in the "Bar Coded" column.

Item Description	Model No.	Serial No.	Input in PTS		Bar Coded		Bar Code #
			Yes	No	Yes	No	
			☐	☐	☐	☐	
+ Row	- Row						

From: "DOJ Service Desk (JMD)" (b) (6)

To: Undisclosed recipients;;

Subject: Advisory: Now Available - Apple iPhone/iPad iOS (16.4.1) Update

Date: Thu, 13 Apr 2023 12:09:45 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Advisory: Now Available - Apple iPhone/iPad iOS (16.4.1) Update

To: JMD Users

Details: Apple recently released a critical operating system (iOS) update (16.4.1) for iPhone and iPad. JMD users are required to update their mobile devices to ensure that DOJ assets are fully protected by the security patches incorporated in the new releases.

To update a mobile device, users must be on a secure Wi-Fi network and follow the directions below:

1. Plug the device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

No action is required if you have updated your device to the latest iOS. Thank you for your vigilance.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Advisory: Now Available - Critical Apple iPhone/iPad iOS (16.3) Update

Date: Fri, 27 Jan 2023 14:33:45 -0500

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Advisory: Now Available - Critical Apple iPhone/iPad iOS (16.3) Update

To: JMD-supported users

Details: Apple recently released an operating system (iOS) update (16.3) for iPhone and iPad. We ask JMD users to update their mobile devices to ensure that DOJ assets are fully protected by the security patches incorporated in the new releases.

To update a mobile device, users must be on a secure Wi-Fi network and follow the directions below:

1. Plug the device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS update)
4. The automated iOS update process will take several minutes to complete
5. Once the process completes, the device will automatically restart

No action is required if you have already updated your device to the latest iOS version. Thank you for your vigilance.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

Platform: Microsoft Teams **Name:** SCO-S support group **Timezone:** UTC-0400

Contributors: 60b5cec9-f73d-42af-b7a0-3d9e8641ddff@15ef12a1-af58-44c4-b029-712fc0605570,

(b)(6), (b)(7)(C) - (Ariel McIntyre)

Dee A. (JMD) Alkire, Keith (JMD) Alston, Darlene W. (JMD) Brooks, (b)(6), (b)(7)(C), Duane E.

(JMD) Carroll, Anitra S. (JMD) Collins, Bernice (JMD) (CTR) Dargan, Damian R. (JMD) Feliciano, Natasha A.

(JMD) Gibson, Barbara (JMD) (CTR) Granfield, Ashley (JMD) (CTR) Harrison, (b)(6), (b)(7)(C) - (Karen Drolet)

(JMD) (CTR) McAdams, Carmen L. (JMD) McGruder, Douglas (JMD) Miller, Gary L. (JMD) Murphy, Damon

(JMD) (CTR) Nestell, Peter D. (JMD) Omberg, (b)(6), (b)(7)(C) Jun (JMD)

Yun

2023/01/30

oo

Darlene W. (JMD) Brooks

02:39:15 pm

(b)(6), (b)(7)(C)

We need a profile (no PIV) and laptop (no phone) for (b)(6), (b)(7)(C) USA Western District of Washington. Please use the initials (b)(6), (b)(7)(C). Set the laptop for password use and ship it to (b)(6), (b)(7)(C). His number is (b)(6), (b)(7)(C) or (b)(6), (b)(7)(C). He will need access to every...

Confirming receipt and will process. Should this user receive the same software as the other users? (Textmap Casemap and Beyond Compare) Thanks

oo

Keith (JMD) Alston

03:16:31 pm

I can register his software. Is (b)(6), (b)(7)(C) available now? Or do we have a time (b)(6), (b)(7)(C) will be available?

2023/02/10

oo

60b5cec9-f73d-42af-b7a0-3d9e8641ddff@15ef12a1-af58-44c4-b029-712fc0605570

03:45:09 pm

doesn't look like it's on software center, but NSD had it?

does that mean it'll be available for download from software center upon approval?

04:01:32 pm

2023/02/21

oo

(b)(6), (b)(7)(C)

08:55:06 am

SPeaking of needing software. Can we get Camtasia by TechSmith loaded on to the desktop (b)(6), (b)(7)(C) will be using? He says the USAOs have the [necessary software] (<https://www.techsmith.com/video-editor.html>) available in their Software Center.

(Edited on 2023/02/21 at 12:43:14 pm) (b)(6), (b)(7)(C)

12:42:12 pm

SPeaking of needing software. Can we get Camtasia by TechSmith loaded on to the desktop (b)(6), (b)(7)(C) will be using? He says the USAOs have the necessary software available in their Software Center.

2021 is good.

2023/02/22

(b) (6), (b) (7)(C)

09:25:37 am

Sent an email for status on the (b) (6), (b) (7)(C) Remote Access to Y51327 and related software

2023/02/27

Dee A. (JMD) Alkire

03:23:41 pm

Can someone from SCO-S please assist us in completing the setup for (b) (6), (b) (7)(C) Tier 2 needs to complete her software install and her print setup. The tech needs to schedule a little time with her to complete these tasks. He has stopped by a couple of times, but she has not been in the office. I told him that I would just post here, and ask one of you to please coordinate/schedule a time that works best for the user. Thank You!

2023/03/01

Keith (JMD) Alston

11:26:44 am

(b) (6), (b) (7)(C)

Sent an email request for another desktop set up for remote access by (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) have setup the 2 remote desktops and the 1 vanilla desktop. The desktop (A105664) located in cubicle 3E.112B is fully connected to the network with 1GB speed/duplexing. The desktop (A105667) located in cubicle 3E.112C is fully connected to the network with 1GB speed/duplexing. The vanilla desktop (A105647) located in cubicle 3E.40A however I have to verify if the system has 7Zip already installed or if I will still need to install the software. Which system do you want me to add the 2 other SCO-S staff for remote access?

@Yun,@Jun@(JMD) are we installing Westlaw software from Software Center or was that a push from Device Management

03:37:42 pm

2023/03/14

Keith (JMD) Alston

02:06:15 pm

(b)(6), (b)(7)(c) - (Ariel McIntyre)

is anyone aware of any audio enhancing capabilities in windows or as add-ons? we have some recordings where the audio is very low. headphones help somewhat but are not ideal.

We have VLC Media Player available for installation from Software Center. You can try installing that software to see if it allows more enhanced audio.

2023/04/25

Keith (JMD) Alston

02:43:28 pm

(b) (6), (b) (7)(C) I went to see (b) (6), (b) (7)(C) however he was not there. I will email him to schedule a time to register his Beyond Compare software.

2023/04/26

Keith (JMD) Alston

09:03:53 am

Good morning (b) (6), (b) (7)(C) yes I did the email communications this morning however I will have to defer to Jun for that information. I will follow up with (b) (6), (b) (7)(C) this morning to register the Beyond Compare software.

2023/04/28

Jun (JMD) Yun

12:08:07 pm

(Edited on 2023/04/28 at 12:09:28 pm) (b) (6), (b) (7)(C) Who needs Thunderbird software and what's the reason?

(b) (6), (b) (7)(C)

12:11:19 pm

Yun, Jun (JMD)

(b) (6), (b) (7)(C) ho needs Thunderbird software and what's the reason?

(b) (6), (b) (7)(C) was trying to view some Thunderbird files. We are looking to have the (b) (6), (b) (7)(C) team sort it out through NUIX.

Jun (JMD) Yun

12:42:40 pm

(b) (6), (b) (7)(C) requested ReadySuite software, we sent information on you purchasing the licenses. let us know when that is done and we can help you install it

(b) (6), (b) (7)(C)

12:43:10 pm

Yun, Jun (JMD)

(b) (6), (b) (7)(C) requested ReadySuite software, we sent information on you purchasing the licenses. let us know when that is done and we can help you install it
We purchased the license and got the link and he has already downloaded it.

Jun (JMD) Yun

12:43:24 pm

ok he can just install it himself from the software center.

(b) (6), (b) (7)(C)

12:44:38 pm

Yun, Jun (JMD)

ok he can just install it himself from the software center.
I didn't think it was available through the software center?? He downloaded it through a link we were given after we purchased it.

2023/05/04

Jun (JMD) Yun

02:28:48 pm

USA machine "probably" uses McAfee encryption software that is built in to the flash drive.

He needs to use that to encrypt the files and copy to the flash drive.
once done, he can bring that flash drive over to JMD machine, run the McAfee software from the flash drive, decrypt the files and copy over to the JMD computer.

2023/05/08

30

Keith (JMD) Alston

05:19:26 pm

(b) (6), (b) (7)(C)

Can we get Quicktime loaded on to (b) (6), (b) (7)(C) laptop A105271 Checking with our Device Management team to see if that software is available for install or if it requires testing.

30

(b) (6), (b) (7)(C)

05:28:02 pm

Alston, Keith (JMD)

Checking with our Device Management team to see if that software is available for install or if it requires testing.

Call off the hunt for Quicktime. Further investigation shows it is a different issue.

2023/05/16

30

Jun (JMD) Yun

10:01:10 am

(Edited on 2023/05/16 at 10:55:49 am) (b) (6), (b) (7)(C)

Is (b) (6), (b) (7)(C) able to install Camtasia on his desktop now that we have purchased a license or does OCIO need to do it from an admin perspective (b) (6), (b) (7)(C) the software is available from software center and (b) (6), (b) (7)(C) can install the license when Camtasia pops up asking

2023/05/19

30

(b) (6), (b) (7)(C)

11:35:26 am

Is Camtasia not in the software center? Are people to download it directly from the website?

30

Jun (JMD) Yun

11:37:18 am

Not all software is visible on the software center. Approved software are made visible to the user requested.

30

(b) (6), (b) (7)(C)

11:39:02 am

Yun, Jun (JMD)

Not all software is visible on the software center. Approved software are made visible to the user requested. Ah. Can we make it visible to (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

2023/05/22

30

(b) (6), (b) (7)(C)

09:09:33 am

Where do we stand on the machines for use with the Law Prediscovery software for (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C)

30

Keith (JMD) Alston

03:45:58 pm

(Edited on 2023/05/22 at 03:46:09 pm) (b) (6), (b) (7)(C) I just setup a desktop system in 3E.112B for (b) (6), (b) (7)(C) I am waiting for our NetOps team to enable the port and then I will be able to complete the software installs and configure for (b) (6), (b) (7)(C) to remote to that desktop. I will let you all know once that has been completed.

2023/05/24

Keith (JMD) Alston

02:07:31 pm

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) is going to need a desktop configured the same as what we have for (b) (6), (b) (7)(C)

Please also start the process for her to be able to remote in to the machine. There is room for it in 3E.112B. (b) (6), (b) (7)(C) the desktop has been setup and configured for Remote Desktop Connection for (b) (6), (b) (7)(C) also installed Camtasia, CaseMap/Text, however I would like to license/register the software once (b) (6), (b) (7)(C) has successfully remotely into the system. Can one of you schedule a day/time with (b) (6), (b) (7)(C) to have the software license once she has remotely into the system?

(b) (6), (b) (7)(C)

02:09:06 pm

(Edited on 2023/05/24 at 02:10:34 pm) Alston, Keith (JMD)

(b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) the desktop has been setup and configured for Remote Desktop Connection for (b) (6), (b) (7)(C) I also installed Camtasia, CaseMap/Text, however I would like to license/register the software once (b) (6), (b) (7)(C) as successfully remotely into the system. Can one of you schedule a day/time with (b) (6), (b) (7)(C) we have gotten the license key for Camtasia and I emailed it to her this morning. I am waiting to hear about her PIV being activated so I don't know if she needs her PIV for the desktop or if you can put that in a PIV exemption.

Keith (JMD) Alston

02:44:28 pm

(Edited on 2023/05/24 at 02:44:37 pm) (b) (6), (b) (7)(C)

Also, do you have a license to use for CaseMap/TextMap for (b) (6), (b) (7)(C) want to ensure (b) (6), (b) (7)(C) can remote access the system and then I will license (b) (6), (b) (7)(C) under her user profile.

(b) (6), (b) (7)(C)

02:44:52 pm

Alston, Keith (JMD)

(b) (6), (b) (7)(C) want to ensure (b) (6), (b) (7)(C) can remote access the system and then I will license the software under her user profile. I emailed her with that info and will let you know when I hear back from her.

2023/06/01

(b) (6), (b) (7)(C)

10:07:32 am

Are we able to get FTK Imager in the software center.

2023/06/07

Keith (JMD) Alston

10:57:32 am

(Edited on 2023/06/07 at 10:57:39 am) I'll be down shortly to add the staff to both systems and I can license the software then



(b) (6), (b) (7)(C)

10:58:36 am

(Edited on 2023/06/07 at 10:58:55 am) Alston, Keith (JMD)
I'll be down shortly to add the staff to both systems and I can license the software then I just emailed you the license key we have.



Keith (JMD) Alston

02:45:46 pm

(b) (6), (b) (7)(C)

Alston, Keith (JMD) can you install Law Prediscovery on the law PC A51183? Do you have the software available for me to install?



(b) (6), (b) (7)(C)

02:49:05 pm

Alston, Keith (JMD)
Do you have the software available for me to install? I just forwarded you the email with the software key.



Keith (JMD) Alston

03:19:21 pm

(b) (6), (b) (7)(C)

I'm having our Device Management team assist with this software packaging/installation. Can you verify which software(s) needs to be installed on the Law PC?

Choose the Software to Download: *

- ☐ Concordance 10.25.1.14
- ☐ Concordance Desktop 1.9.1.6
- ☐ Concordance FYI Reviewer 5.19.0.40
- ☐ Concordance FYI Server 5.16.0.65
- ☐ Discovery Portal 4.5.77
- ☐ Explore 7.8
- ☐ LAW 7.8
- ☐ LAW & Explore 7.8
- ☐ Sentinel Licensing Installers

(b) (6), (b) (7)(C)

03:30:40 pm

(Edited on 2023/06/07 at 03:31:00 pm) Alston, Keith (JMD)

(b) (6), (b) (7)(C) am having our Device Management team assist with this software packaging/installation. Can you verify which software(s) needs to be installed on the Law PC? Law 7.8

2023/06/09

(b) (6), (b) (7)(C)

09:41:07 am

We have purchased licenses for ReadySuite for (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) can you please push that to them in the Software Center?

2023/06/12

Keith (JMD) Alston

11:12:04 am

(Edited on 2023/06/12 at 11:31:27 am) (b) (6), (b) (7)(C) Beyond Compare software has been licensed for (b) (6), (b) (7)(C)

2023/06/13

Keith (JMD) Alston

09:04:26 am

(Edited on 2023/06/13 at 09:04:47 am) (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) is having issues with the Law PreDiscovery. I have forwarded his email to Yun, Jun (JMD) Brooks, Darlene W. (JMD) Feliciano, Damian R. (JMD) Alston, Keith (JMD) Good morning (b) (6), (b) (7)(C) am still working with our Device Management team to configure the Law software. When we attempted to configure the software on Thursday last week we found it required additional software to complete the configuration. Once the software has been properly configured on both of the 4TB systems, I will provide you with an update so that (b) (6), (b) (7)(C) can test the software to ensure it is working properly.

(b) (6), (b) (7)(C)

02:45:01 pm

@Yun, @Jun @JMD @Alston, @Keith @JMD (b) (6), (b) (7)(C) also want licenses for Folder Sizes software. Is that available in the software center or do we need to purchase?

Jun (JMD) Yun

02:49:55 pm

New software must be tested first. Will send you the form. Do you have the link to the software?

(b) (6), (b) (7)(C)

02:50:28 pm

The link to order it is: [Buy Disk Space Analysis Software : FolderSizes] (<https://www.foldersizes.com/order>)

Keith (JMD) Alston

03:03:29 pm

(Edited on 2023/06/13 at 03:04:46 pm) (b) (6), (b) (7)(C) Alston, Keith (JMD) Can you install ReadySuite on the two desktops for (b) (6), (b) (7)(C) It's D-A105651 and D-A069241. I just got a request from (b) (6), (b) (7)(C) about this. I installed the software on D-A069241. Someone else is logged into D-A105651. They will need to log off before I'm able to login and install the software.



(b) (6), (b) (7)(C)

03:05:01 pm

(Edited on 2023/06/13 at 03:05:14 pm) Alston, Keith (JMD)

I installed the software on D-A069241. Someone else is logged into D-A105651. They will need to log off before I'm able to login and install the software. That is (b) (6), (b) (7)(C) machine so I just pinged her to log off.



Keith (JMD) Alston

04:03:50 pm

The software has been installed on both systems. Can you have them log into those systems and see if they are able to license the software? Please let me know if there's any issues with licensing the software.



60b5cec9-f73d-42af-b7a0-3d9e8641ddff@15ef12a1-af58-44c4-b029-712fc0605570

04:50:52 pm

(Edited on 2023/06/13 at 05:01:48 pm) Alston, Keith (JMD)

The software has been installed on both systems. Can you have them log into those systems and see if they are able to license the software? Please let me know if there's any issues with licensing the software. Thanks Keith. We're checking and will follow up if there are issues

Platform: Microsoft Teams **Name:** SCO-S support group **Timezone:** UTC-0400

Contributors: 60b5cec9-f73d-42af-b7a0-3d9e8641ddff@15ef12a1-af58-44c4-b029-712fc0605570,

(b)(6), (b)(7)(c) - (Ariel McIntyre)

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(JMD) (CTR) McAdams, Carmen L. (JMD) McGruder, Douglas (JMD) Miller, Gary L. (JMD) Murphy, Damon

(JMD) (CTR) Nestell, Peter D. (JMD) Omberg, (b)(6), (b)(7)(C) Jun (JMD)

Yun

2023/06/23

(b)(6), (b)(7)(C)

12:26:11 pm

(Edited on 2023/06/23 at 12:26:57 pm) Alston, Keith (JMD)

(b)(6), (b)(7)(C) e were not ask to assign that desktop to anyone else however we can if you all have another staff member onboarding. Well not now since the five (b)(6), (b)(7)(C) now have desktops and software has been loaded to those machines.

2023/06/29

Damian R. (JMD) Feliciano

03:03:12 pm

Good Afternoon all-

The second desktop is complete! Ahmad informed me that the last thing is to have another license key for the LAW software to be purchased. I am not sure who purchased the first license.

(b)(6), (b)(7)(c) - (Karen Drolet)

03:11:24 pm

Feliciano, Damian R. (JMD)

Good Afternoon all- The second desktop is complete! Ahmad informed me that the last thing is to have another license key for the LAW software to be purchased. I am not sure who purchased the first license. Hello,

2023/07/03

Jun (JMD) Yun

11:53:01 am

(b)(6), (b)(7)(C) an you send us the email that ReadySuite sent with the link to download the software?

(b)(6), (b)(7)(C)

11:55:48 am

Yun, Jun (JMD)

(b)(6), (b)(7)(C) can you send us the email that ReadySuite sent with the link to download the software? Just forwarded you the email.

(b)(6), (b)(7)(C)

12:45:48 pm

please push Camtasia to (b)(6), (b)(7)(C) software center. Already has the license.

Jun (JMD) Yun

12:46:52 pm

(b) (6), (b) (7)(C)

please push Camtasia to (b) (6), (b) (7)(C) software center. Already has the license. we'll make Camtasia software available to (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

12:49:19 pm

(Edited on 2023/07/03 at 12:49:25 pm) Yun, Jun (JMD)

we'll make Camtasia software available to (b) (6), (b) (7)(C) please make sure (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) also have it.

Jun (JMD) Yun

12:57:24 pm

(Edited on 2023/07/03 at 01:10:46 pm) Users can now install Camtasia from the software center at their leisure.

2023/07/05

Jun (JMD) Yun

09:54:47 am

(Edited on 2023/07/05 at 09:57:47 am) zoom client is available on the software center.

(b) (6), (b) (7)(C) - (John Pelletier) can install it and join without needing an account

2023/07/10

Jun (JMD) Yun

02:19:10 pm

(b) (6), (b) (7)(C)

We reached out to the vendor for FTK imaging software to find out how we get around the issue where the software is requiring an Admin rights of the user using the software. what will SCOS be using this software for?

(b) (6), (b) (7)(C)

02:56:13 pm

(Edited on 2023/07/10 at 03:42:10 pm) Yun, Jun (JMD)

(b) (6), (b) (7)(C)

We reached out to the vendor for FTK imaging software to find out how we get around the issue where the software is requiring an Admin rights of the user using the software. what will SCOS be using this software for? OCIO can close out this request. Lit Supp found a work around and no longer need FTK.

2023/07/24

(b) (6), (b) (7)(C)

02:05:21 pm

@Alston, @Keith @ (JMD) we got in the two dongles for the Axon software. Can you come down to install? I have them at my desk.

2023/07/26

(b) (6), (b) (7)(C)

01:31:56 pm

(Edited on 2023/07/26 at 01:36:09 pm) @Alston, @Keith @ (JMD) (b) (6), (b) (7)(C) is in the office and is ready whenever you are to install the Axon software on his computer. I have the dongle at my desk.

2023/07/31

Keith (JMD) Alston

09:38:01 am

(b) (6), (b) (7)(C)
(Edited on 2023/07/31 at 09:38:11 am) (b) (6), (b) (7)(C) ur Device Management team is working on adding the HP printer driver to the Software Center. I will come down and install the drivers for you as soon as they have been added.

2023/08/08

Keith (JMD) Alston

03:14:29 pm

(b) (6), (b) (7)(C) believe the software provided by the Axon reps at the time we ordered it was the most updated software. Also the same Axon software is also loaded on the dongles which should be the same version as the desktop install.

Damian R. (JMD) Feliciano

03:41:10 pm

(Edited on 2023/08/08 at 08:30:29 pm) Just as a FYI if it is an incremental version update; we should be able to publish the updated version to Software Center as soon as we receive the latest version. If it is a major updated version we will have to test and vet that version.

2023/08/21

(b) (6), (b) (7)(C)

09:38:55 am

Please add the VLC media player to (b) (6), (b) (7)(C) software center

Keith (JMD) Alston

09:53:18 am

(b) (6), (b) (7)(C)

Please add the VLC media player to (b) (6), (b) (7)(C)'s software center (b) (6), (b) (7)(C) the VLC Media Player is already available for all staff.

(b) (6), (b) (7)(C)

10:02:15 am

Alston, Keith (JMD)

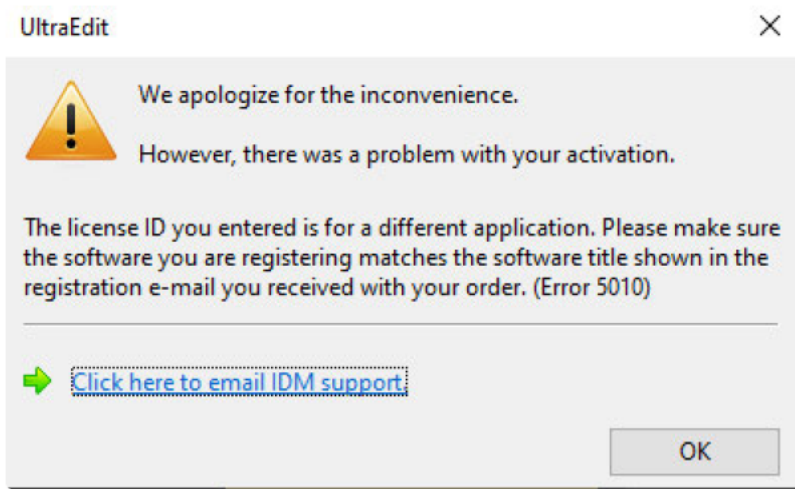
(b) (6), (b) (7)(C) the VLC Media Player is already available for all staff. Please check in with (b) (6), (b) (7)(C) as she did not see it in her software center. 3E.115. i would do it but I am teleworking

2023/08/30

(b) (6), (b) (7)(C)

11:28:36 am

(Edited on 2023/08/30 at 11:51:14 am) (b) (6), (b) (7)(C) is having an issue with her UltraEdit license. "I downloaded UltraEdit from the software center prior to receiving this license. The Trial period ended so I tried to enter the License ID and Password but I received the below error:" can someone reach out to her?



2023/12/21

Keith (JMD) Alston

01:52:38 pm

(b)(6), (b)(7)(c) - (Ariel McIntyre) per our conversation.... we have the following Trial Director software version currently available for our NSD staff. Will this version work for your staff?

Applications > Application details



Trial Director (b)(7)(E) per NSD

Published by IProTech

Install

Status: Available
Version: (b)(7)(E) per NSD
Date published: Not specified
Restart required: No
Download size: Less than 1 MB
Estimated time: Not specified
Total components: 0

(Edited on 2023/12/21 at 01:59:27 pm) I have updated our Device Management team. I will let you know once the software has been added to our Software Center.

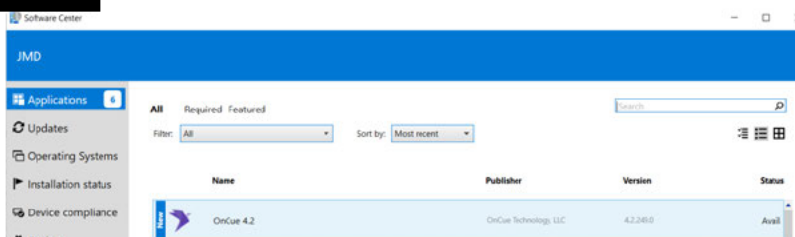
01:58:44 pm

2024/01/29

Jun (JMD) Yun

01:53:20 pm

(Edited on 2024/01/29 at 01:57:16 pm) (b) (6), (b) (7)(C) OnCue is in software center and (b) (6), (b) (7)(C)s added as user.



2024/02/14

oo

Keith (JMD) Alston

03:54:11 pm

(Edited on 2024/02/14 at 04:31:23 pm) (b) (6), (b) (7)(C) e are working on making your local print driver availalbe in Software Center. Once it has been added I will follow up with you.

2024/03/13

oo

(b) (6), (b) (7)(C)

11:50:22 am

(Edited on 2024/03/13 at 11:51:04 am) Can you please add Camtasia to the software center for (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C)?

oo

Keith (JMD) Alston

01:18:45 pm

(Edited on 2024/03/13 at 01:22:18 pm) Good afternoon all, Both (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) have been added to the Camtasia software. Please allow 30 minutes for the permissions to synch.

(Edited on 2024/03/13 at 04:02:56 pm) The driver should have been placed in Software Center. Please search there by the model number and let me know if you're able to see that driver or not.

04:02:35 pm

oo

(b) (6), (b) (7)(C)

04:26:14 pm

Alston, Keith (JMD)

The driver should have been placed in Software Center. Please search there by the model number and let me know if you're able to see that driver or not. The drivers were in the software center so I was able to successfully install it.

2024/06/05

oo

(b) (6), (b) (7)(C)

02:21:18 pm

Could I please have Camtasia made available in the software center for (b) (6), (b) (7)(C)

oo

Keith (JMD) Alston

02:35:18 pm

Please allow 30 minutes to the permissions to replicate before the software will be available for installation from Software Center

2024/06/06

oo

Jun (JMD) Yun

12:09:32 pm

(b) (6), (b) (7)(C)

Our licenses were expiring and the license keys issued to us are upgraded to the latest version because we have a maintenance agreement with them it's going to take some time, we also don't have access to 2024 version. Did your renewal come with a link for the upgraded software?

2024/06/10

Jo

Keith (JMD) Alston

04:16:34 pm

Good afternoon (b) (6), (b) (7)(C) the USB dongle has the license and software for Axon however just the Axon software can be installed from Software Center. I believe it can be used as trial 30 days until another license can be purchased.

Jo

(b) (6), (b) (7)(C)

04:21:21 pm

Alston, Keith (JMD)

Good afternoon (b) (6), (b) (7)(C) the USB dongle has the license and software for Axon however just the Axon software can be installed from Software Center. I believe it can be used as trial 30 days until another license can be purchased. We don't have dongles and can we make the software available to (b) (6), (b) (7)(C)

Jo

Keith (JMD) Alston

04:32:20 pm

(b) (6), (b) (7)(C) has been added to the Axon software. Please allow 15 to 30 minutes for permission to replicate before the software will be available for download.

2024/06/21

Jo

(b) (6), (b) (7)(C)

01:47:11 pm

Please make Camtasia 2024 visible in (b) (6), (b) (7)(C) software center

Jo

Jun (JMD) Yun

02:56:42 pm

Give it about 30 minutes and should appear in the Software center

2024/06/24

Jo

Keith (JMD) Alston

12:21:28 pm

GM (b) (6), (b) (7)(C) can you install the driver from Software Center? I will also have a tier 2 tech follow up with you.

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Informational Notification: DOJ Mobile Devices Require a Critical Update

Date: Wed, 26 Jul 2023 14:14:39 -0400

Importance: Normal

Inline-Images: image001.jpg

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Informational Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone/iPad Users

Details: The Justice Security Operations Center (JSOC) issued a cybersecurity alert regarding outdated versions of the iPhone/iPad Operating System (iOS).

OCIO requests iPhone/iPad users to immediately update their devices. To do so, users must be **connected to Wi-Fi** and follow the directions below:

1. Plug your device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.

U.S. Department of Justice | Justice Management Division

Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Tue, 12 Dec 2023 10:52:49 -0500

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone Users

Details: Your government-furnished Apple mobile device has been identified as running on an outdated version of the Apple operating system (iOS). Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a secure wifi network and please follow the directions below:

1. Plug your device into a charger.
2. Tap on the Settings icon.
3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

Update devices to the following versions.

- **iOS 17.1.2**
- **iPadOS 17.1.2**

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Tue, 19 Dec 2023 13:54:32 -0500

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone Users

Details: Your government-furnished Apple mobile device has been identified as running on an outdated version of the Apple operating system (iOS). Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a secure wifi network and please follow the directions below:

1. Plug your device into a charger.
2. Tap on the Settings icon.
3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

Update devices to the following versions.

- **iOS 17.1.2**
- **iPadOS 17.1.2**

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Advisory: Now Available - Critical Apple iPhone/iPad iOS (16.3) Update

Date: Fri, 27 Jan 2023 14:30:29 -0500

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Advisory: Now Available - Critical Apple iPhone/iPad iOS (16.3) Update

To: JMD-supported users

Details: Apple recently released an operating system (iOS) update (16.3) for iPhone and iPad. We ask JMD users to update their mobile devices to ensure that DOJ assets are fully protected by the security patches incorporated in the new releases.

To update a mobile device, users must be on a secure Wi-Fi network and follow the directions below:

1. Plug the device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS update)
4. The automated iOS update process will take several minutes to complete
5. Once the process completes, the device will automatically restart

No action is required if you have already updated your device to the latest iOS version. Thank you for your vigilance.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Informational Notification: DOJ Mobile Devices Require a Critical Update

Date: Mon, 16 Oct 2023 11:06:39 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Informational Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone/iPad Users

Details: The Justice Security Operations Center (JSOC) issued a cybersecurity alert regarding outdated versions of the iPhone/iPad Operating System (iOS).

OCIO requests iPhone/iPad users to immediately update their devices. To do so, users must be **connected to Wi-Fi** and follow the directions below:

1. Plug your device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns, please contact the DOJ
Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Informational Notification: DOJ Mobile Devices Require a Critical Update

Date: Tue, 05 Dec 2023 10:31:56 -0500

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Informational Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone/iPad Users

Details: The Justice Security Operations Center (JSOC) issued a cybersecurity alert regarding outdated versions of the iPhone/iPad Operating System (iOS).

OCIO requests iPhone/iPad users to immediately update their devices. To do so, users must be **connected to Wi-Fi** and follow the directions below:

1. Plug your device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

Update devices to the following versions.

- iOS 17.1.2

- iPadOS 17.1.2

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Mon, 13 Nov 2023 15:44:04 -0500

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone Users

Details: Your government-furnished Apple mobile device has been identified as running on an outdated version of the Apple operating system (iOS). Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a secure wifi network and please follow the directions below:

1. Plug your device into a charger.
2. Tap on the Settings icon.
3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

Update devices to the following versions.

- iOS 16.7.2 or iOS 17.1
- iPadOS 16.7.2 or iPadOS 17.1

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Informational Notification: DOJ Mobile Devices Require a Critical Update

Date: Mon, 25 Sep 2023 17:35:18 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Informational Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone/iPad Users

Details: The Justice Security Operations Center (JSOC) issued a cybersecurity alert regarding outdated versions of the iPhone/iPad Operating System (iOS).

OCIO requests iPhone/iPad users to immediately update their devices. To do so, users must be **connected to Wi-Fi** and follow the directions below:

1. Plug your device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Wed, 29 Nov 2023 15:09:20 -0500

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone Users

Details: Your government-furnished Apple mobile device has been identified as running on an outdated version of the Apple operating system (iOS). Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a secure wifi network and please follow the directions below:

1. Plug your device into a charger.
2. Tap on the Settings icon.
3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

Update devices to the following versions.

- iOS 16.7.2 or iOS 17.1
- iPadOS 16.7.2 or iPadOS 17.1

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients.;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Wed, 24 May 2023 15:17:43 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone Users

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1. Plug your device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.
Should this occur, please go through the steps outlined above to

update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Wed, 15 Feb 2023 12:05:33 -0500

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone Users

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5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Informational Notification: DOJ Mobile Devices Require a Critical Update

Date: Wed, 04 Oct 2023 14:34:02 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Informational Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone/iPad Users

Details: The Justice Security Operations Center (JSOC) issued a cybersecurity alert regarding outdated versions of the iPhone/iPad Operating System (iOS).

OCIO requests iPhone/iPad users to immediately update their devices. To do so, users must be **connected to Wi-Fi** and follow the directions below:

1. Plug your device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Thu, 07 Dec 2023 15:36:00 -0500

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone Users

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To update your mobile device's iOS, users must be on a secure Wi-Fi network and please follow the directions below:

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3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

Update devices to the following versions.

- iOS 17.1.2
- iPadOS 17.1.2

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Informational Notification: DOJ Mobile Devices Require a Critical Update

Date: Wed, 01 Nov 2023 16:32:45 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Informational Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone/iPad Users

Details: The Justice Security Operations Center (JSOC) issued a cybersecurity alert regarding outdated versions of the iPhone/iPad Operating System (iOS).

OCIO requests iPhone/iPad users to immediately update their devices. To do so, users must be **connected to Wi-Fi** and follow the directions below:

1. Plug your device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

Update devices to the following versions.

- iOS 16.7.2 or iOS 17.1

- iPadOS 16.7.2 or iPadOS 17.1

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Fri, 03 Nov 2023 11:08:04 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone Users

Details: Your government-furnished Apple mobile device has been identified as running on an outdated version of the Apple operating system (iOS). Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a secure wifi network and please follow the directions below:

1. Plug your device into a charger.
2. Tap on the Settings icon.
3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

Update devices to the following versions.

- iOS 16.7.2 or iOS 17.1
- iPadOS 16.7.2 or iPadOS 17.1

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Tue, 12 Mar 2024 10:57:14 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: Apple Users

Details: Your government-furnished Apple mobile device has been identified as running on an outdated version of the Apple operating system (iOS). Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a secure wifi network and please follow the directions below:

1. Plug your device into a charger.
2. Tap on the Settings icon.
3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

Update devices to the following versions.

- **iOS 17.4**
- **iPadOS 17.4**

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Informational Notification: DOJ Mobile Devices Require a Critical Update

Date: Fri, 08 Mar 2024 11:03:47 -0500

Importance: Normal

Inline-Images: image001.png; image002.png; image003.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Informational Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone/iPad Users

Details: The Justice Security Operations Center (JSOC) issued a cybersecurity alert regarding outdated versions of the iPhone/iPad Operating System (iOS).

OCIO requests iPhone/iPad users to immediately update their devices; latest version is 17.4. To do so, users must be **connected to Wi-Fi** and follow the directions below:

1. Plug your device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients::

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Fri, 26 Jan 2024 15:11:53 -0500

Importance: Normal

Inline-Images: image001.jpg

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: Apple Users

Details: Your government-furnished Apple mobile device has been identified as running on an outdated version of the Apple operating system (iOS). Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a secure wifi network and please follow the directions below:

1. Plug your device into a charger.
2. Tap on the Settings icon.
3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

Update devices to the following versions.
• iOS 17.3

. iPadOS 17.3

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "Brady, Daniel (JMD)" (b) (6)

To: (b) (6), (b) (7)(C)

Cc: DOJ ITSM <(b) (6)> DOJ Service Desk Mobility Support
<(b) (6)> ESA Service Now – GCC High
<(b) (6)>

Subject: RE: SCTASK3000402 Turning on Face ID after travel

Date: Thu, 28 Dec 2023 11:00:03 -0500

Importance: Normal

(b) (6), (b) (7)(C)

The travel profile has been, successfully, removed from your device. If you need to turn your Face ID (or Touch ID) back on. You can do so by doing the following:

1. Go to Settings
2. Go to Face ID & Passcode (or Touch ID) & Passcode
3. Enter your Passcode
4. Turn on the Face ID (or Touch ID) feature

And please update the **IOS** at **Settings-General-Software Update** (if needed).

Have a good day.

Daniel Brady
SDS 4E.1002
145 N. Street, NE Washington, DC

(b) (6) {2C6N}
(b) (6) {cell}

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Wed, 10 Jan 2024 11:33:05 -0500

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone Users

Details: Your government-furnished Apple mobile device has been identified as running on an outdated version of the Apple operating system (iOS). Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a secure wifi network and please follow the directions below:

1. Plug your device into a charger.
2. Tap on the Settings icon.
3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

Update devices to the following versions.

- **iOS 17.1.2**
- **iPadOS 17.1.2**

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Wed, 24 May 2023 15:20:36 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone Users

Details: Your government-furnished Apple mobile device has been identified as running on an outdated version of the Apple operating system (iOS). Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update a mobile device, users must be on a secure Wi-Fi network and follow the directions below:

1. Plug your device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ](#)

Service Desk (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Urgent Notification: Your DOJ Mobile Device Requires a Critical Update

Date: Mon, 24 Jul 2023 12:05:43 -0400

Importance: Normal

Inline-Images: image001.png; image002.png; image003.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: Your DOJ Mobile Device Requires a Critical Update

To: iPhone/iPad Users

Details: Your government-furnished mobile device has been identified as **running on a severely outdated version of the Apple operating system (iOS)**. Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a **secure, off-premise wifi network**. Device updates will not work on RFK/2CON wifi networks. Please follow the directions below:

1. Plug your device into a charger.
2. Tap on the *Settings* icon.
3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure. Please contact the DOJ Service Desk if you need assistance updating your device or have any other questions or concerns.

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: (b) (6), (b) (7)(C)

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: Law PreDiscovery

Date: Wed, 26 Apr 2023 12:46:50 -0400

Importance: Normal

Can someone look in to acquiring licenses for Law PreDiscovery? For now we will need (b)(4) per licenses, but that number could grow if we add more lit support resources. The thought for now is we would want Law PreDiscovery installed on the (b)(4) per desktop PCs (b)(6), (b)(7)(C) and I remote in to, but Law will be more efficient on a more powerful PC. The purpose of acquiring Law PreDiscovery is to grant us greater organizational control over less complex sets of ediscovery which will ultimately save us time processing and loading documents to Everlaw.

Here is the website: [CloudNine LAW - CloudNine](#)

Law is widely used across all US Attorney Offices as well as the LTSC and should be fully approved for Federal use (The USAOs are currently running version 7.5.067, but it's possible the latest version is approved for Federal use).

(b) (6), (b) (7)(C)

Cell: (b) (6)

From: (b)(6), (b)(7)(c) - (Karen Drolet's email address)

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: FW: [EXTERNAL] Re: Law PreDiscovery

Date: Wed, 10 May 2023 07:21:07 -0400

Importance: Normal

Embedded: Welcome_to_CloudNine_Discovery_Software!_New_Soft_Key_-_US_Dept_of_Justice_-_Antitrust; Welcome_to_CloudNine_Discovery_Software!_New_Soft_Key_-_US_Dept_of_Justice_-_Antitrust(1)

Inline-Images: image001.png

Good morning,

I have informed that you have the access to Law PreDiscovery. Please let me know if you have any problems.

Thanks,

(b)(6), (b)(7)(c) - (Karen Drolet)

This message is intended for official use and may contain SENSITIVE information. If this message contains SENSITIVE information, it should be properly delivered, labeled, stored, and disposed of according to policy.

From: Misti Jones <(b) (6)>

Sent: Tuesday, May 9, 2023 4:39 PM

To: (b)(6), (b)(7)(c) - (Karen Drolet's email address) Yang, Carol (JMD) (b) (6)

Cc: (b) (6), (b) (7)(C) Tammy Miller (b) (6); Andrea Poulson <(b) (6)>

Subject: RE: [EXTERNAL] Re: Law PreDiscovery

The licenses were sent out on 5/4. See attached.

Misti Jones

Account Manager

Direct: (b) (6)



[CloudNine | ediscovery.co/support](https://ediscovery.co/support)

This communication (including any attachments) is intended for the use of the intended recipient(s) only and may contain information that is confidential, privileged or legally protected. Any unauthorized use or dissemination of this communication is strictly prohibited. If you have received this communication in error, please immediately notify the sender by return e-mail message and delete all copies of the original communication. Thank you for your cooperation.

From: (b)(6), (b)(7)(c) - (Karen Drolet's email address)

Sent: Tuesday, May 9, 2023 3:04 PM

To: Yang, Carol (JMD) (b) (6); Misti Jones <(b) (6)>

Cc: (b) (6), (b) (7)(C) Tammy Miller (b) (6); Andrea Poulson (b) (6)

Subject: RE: [EXTERNAL] Re: Law PreDiscovery

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

Please let me know if the licenses are available for (b) (6), (b) (7)(C)

Thanks,

(b)(6), (b)(7)(c) - (Karen Drolet)

This message is intended for official use and may contain SENSITIVE information. If this message contains SENSITIVE information, it should be properly delivered, labeled, stored, and disposed of according to policy.

From: Yang, Carol (JMD) (b) (6)
Sent: Friday, May 5, 2023 12:07 PM
To: Misti Jones <(b) (6)>
Cc: (b)(6), (b)(7)(c) - (Karen Drolet's email address) (b) (6), (b) (7)(C) Tammy Miller
<(b) (6)> Andrea Poulson <(b) (6)> (b) (6), (b) (7)(C) and
(b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: Re: [EXTERNAL] Re: Law PreDiscovery

Please use ATR for SCO-S Law PreDiscovery licenses to (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C)

Sent from my iPhone

On May 4, 2023, at 5:01 PM, Misti Jones <(b) (6)> wrote:

License keys have been sent out by our fulfillment team to (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C)
Please reach out if you need any additional assistance.
Misti

On May 4, 2023, at 3:41 PM, (b)(6), (b)(7)(c) - (Karen Drolet's email address) wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

I apologize for the late response. It is for Special Counsel Smith's Office (SCO-Smith). Since there are currently three special counsels with DOJ, please ensure to provide the licenses to SCO-Smith. The following individuals need the licenses, (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C)

Please let me know if you have any questions.

Thanks,

(b)(6), (b)(7)(c) - (Karen Drolet)

This message is intended for official use and may contain SENSITIVE information. If this message contains SENSITIVE information, it should be properly delivered, labeled, stored, and disposed of according to policy.

From: Misti Jones <(b) (6)>
Sent: Thursday, May 4, 2023 3:16 PM

To: (b)(6), (b)(7)(c) - (Karen Drolet's email address)

Cc: Yang, Carol (JMD) (b) (6) (b) (6), (b) (7)(C) Tammy Miller

<(b) (6)> Andrea Poulson <(b) (6)>

Subject: [EXTERNAL] RE: Law PreDiscovery

Hi, Karen and Carol –

Just follow up on my email below. Can you tell me what department/branch the new licenses are for?

Misti Jones

Account Manager

Direct: (b) (6)

<image001.png>

[CloudNine](#) | [ediscovery.co/support](#)

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From: Misti Jones

Sent: Wednesday, May 3, 2023 3:55 PM

To: (b)(6), (b)(7)(c) - (Karen Drolet's email address)

Cc: Yang, Carol (JMD) <(b) (6)> (b) (6), (b) (7)(C) Tammy Miller

<(b) (6)> Andrea Poulson <(b) (6)>

Subject: Re: Law PreDiscovery

Thanks for the clarification, Karen. Can you confirm which department at the DOJ will receive the new licenses?

Misti

On May 3, 2023, at 3:37 PM, (b)(6), (b)(7)(c) - (Karen Drolet's email address) wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Misti, I spoke to Carol about the Cloudnine contract. She informed me that DOJ Cloudnine contract is for (b)(4) per JMD licenses. All we need is an account set up for us.

Carol, please confirm.

Thank you for your assistance!

Regards,

Karen Drolet

(b) (6)

This message is intended for official use and may contain SENSITIVE information. If this message contains SENSITIVE information, it should be properly delivered, labeled, stored, and disposed of according to policy.

From: Misti Jones <(b) (6)>

Sent: Wednesday, May 3, 2023 1:54 PM

To: (b)(6), (b)(7)(c) - (Karen Drolet's email address)

Cc: (b) (6), (b) (7)(C) Tammy Miller (b) (6) Andrea Poulson (b) (6)
Subject: [EXTERNAL] Re: Law PreDiscovery

I spoke with Carahsoft. They are happy to send the information over to Sterling. Please note the price will be higher by going through a third party.

Misti

On May 3, 2023, at 12:44 PM, Misti Jones <(b) (6)> wrote:

Adding Carahsoft to assist.

Misti

On May 3, 2023, at 12:41 PM, (b)(6), (b)(7)(c) - (Karen Drolet's email address) wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

I am told that DOJ has a contract for Cloudfine with the Sterling computer Corporation. Please check the contract number 15JPSS20F00000012. Do we have to pay for the Cloudfine? Please advise.

Regards,
Karen Drolet
(b) (6)

This message is intended for official use and may contain SENSITIVE information. If this message contains SENSITIVE information, it should be properly delivered, labeled, stored, and disposed of according to policy.

From: Misti Jones <(b) (6)>
Sent: Tuesday, May 2, 2023 5:26 PM
To: (b)(6), (b)(7)(c) - (Karen Drolet's email address) (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: [EXTERNAL] RE: Law PreDiscovery

Hi, Karen –

Just circling back on the LAW licenses. Were you able to get the quote approved by Carol?

Misti Jones
Account Manager
Direct: (b) (6)
<image001.png>

[CloudNine](#) | ediscovery.co/support

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From: Misti Jones
Sent: Monday, May 1, 2023 4:29 PM
To: (b)(6), (b)(7)(c) - (Karen Drolet's email address) (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: RE: Law PreDiscovery

Hi, Karen –

Carahsoft has sent over the quote.

Misti Jones
Account Manager
Direct: (b) (6)
<imag_____>

[CloudNine](#) | ediscovery.co/support

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From: (b)(6), (b)(7)(c) - (Karen Drolet's email address)
Sent: Monday, May 1, 2023 3:47 PM
To: Misti Jones <(b) (6) (b) (6), (b) (7)(C)>
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: Re: Law PreDiscovery

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I am the SCO-Smith budget officer. The quote can come to me.

Thanks,
(b)(6), (b)(7)(c) - (Karen Drolet)

Get [Outlook for iOS](#)

From: Misti Jones <(b) (6)>
Sent: Monday, May 1, 2023 4:35:11 PM
To: (b)(6), (b)(7)(c) - (Karen Drolet's email address) (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: [EXTERNAL] RE: Law PreDiscovery

Can you provide me with an address, phone number and point of contact for this quote?

Misti Jones
Account Manager
Direct: (b) (6)
<image001.png>

[CloudNine](#) | ediscovery.co/support

This communication (including any attachments) is intended for the use of the intended recipient(s) only and may contain information that is confidential, privileged or legally protected. Any unauthorized use or dissemination of this communication is strictly prohibited. If you have received this communication in error, please immediately notify the sender by return e-mail message and delete all copies of the original communication. Thank you for your cooperation.

From: (b)(6), (b)(7)(c) - (Karen Drolet's email address)

Sent: Monday, May 1, 2023 2:33 PM

To: Misti Jones <(b) (6)> (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Subject: RE: Law PreDiscovery

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank you for the update. How long do we wait for the quote to come to us?

Regards,

Karen Drolet

(b) (6)

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From: Misti Jones <(b) (6)>

Sent: Monday, May 1, 2023 3:22 PM

To: (b)(6), (b)(7)(c) - (Karen Drolet's email address) (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Subject: [EXTERNAL] RE: Law PreDiscovery

A quote has been sent to Carahsoft. Karen, you will receive it soon. Please call me with any questions.

Misti Jones

Account Manager

Direct: (b) (6)

<image001.png>

[CloudNine](#) | [ediscovery.co/support](#)

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From: Misti Jones

Sent: Monday, May 1, 2023 1:38 PM

To: (b)(6), (b)(7)(c) - (Karen Drolet's email address) (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Subject: RE: Law PreDiscovery

I will work on a quote for (b) bundles with full text and have it send to you shortly.

Misti Jones

Account Manager

Direct: (b) (6)

<image001.png>

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From: (b)(6), (b)(7)(c) - (Karen Drolet's email address)

Sent: Monday, May 1, 2023 12:15 PM

To: Misti Jones <(b) (6)> (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: RE: Law PreDiscovery

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Misti,

(b) (6), (b) (7)(C) and (b) (6), (b) (7)(C) both need EDD Premium bundle with Full Text Indexing. That's what (b) (6), (b) (7)(C) meant. What does that mean to you?

Thanks,

(b) (6), (b) (7)(C) - (Karen Drolet)

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From: Misti Jones <(b) (6)>
Sent: Monday, May 1, 2023 12:50 PM
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C) - (Karen Drolet's email address) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: [EXTERNAL] Re: Law PreDiscovery

(b) (4) per bundles? Or (b) (4) per for full text indexing?

Misti

On May 1, 2023, at 11:46 AM, (b) (6), (b) (7)(C) wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Is it possible to get the EDD Premium bundle with Full Text Indexing? We would ultimately want (b) (4) per JMD.

From: Misti Jones <(b) (6)>
Sent: Monday, May 1, 2023 11:43 AM
To: (b) (6), (b) (7)(C) - (Karen Drolet's email address)
Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: [EXTERNAL] RE: Law PreDiscovery

You will receive (b) (4) per of that particular license. See snippet and chart below. This shows you the quantities of the licenses within the Edd Platinum bundle.

<image002.png>

EDD Platinum Bundle

<i>Ed Loader</i>	(b)(4) per JMD
<i>QC/Edit</i>	
<i>Tiff</i>	
<i>Endorse</i>	
<i>OCR</i>	
<i>ePrint</i>	
<i>Print</i>	
<i>Admin</i>	
<i>Searchable PDF</i>	

Misti Jones

Account Manager

Direct: (b) (6)

[<image001.png>](#)

[CloudNine](#) | [ediscovery.co/support](#)

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From: (b)(6), (b)(7)(c) - (Karen Drolet's email address)

Sent: Monday, May 1, 2023 10:39 AM

To: Misti Jones <(b) (6)>

Cc: (b) (6), (b) (7)(C) | (b) (6), (b) (7)(C) | (b) (6), (b) (7)(C)

Subject: FW: Law PreDiscovery

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

Please provide answer to (b) (6), (b) (7)(C) question below.

Thanks!

Regards,

Karen Drolet

(b) (6)

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From: (b) (6), (b) (7)(C)

Sent: Monday, May 1, 2023 11:35 AM

To: (b)(6), (b)(7)(c) - (Karen Drolet's email address) | (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: RE: Law PreDiscovery

Do you know or can you find out what the (b)(4) per JMD means next to some of the modules in the Law PreDiscovery EDD Platinum bundle?

From: (b)(6), (b)(7)(c) - (Karen Drolet's email address)

Sent: Monday, May 1, 2023 11:18 AM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: FW: Law PreDiscovery

Importance: High

Hello,

I talked to Ms. Jones about the Law PreDiscovery licenses and she sent me the attachment. There are different modules and bundles to pick. Please let me know what type of licenses you need. If you need additional information on the licenses, please let me know. I can schedule a meeting with Ms. Jones.

Thanks,

(b) (6), (b) (7)(c) - (Karen Drolet)

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From: (b) (6), (b) (7)(c) - (Karen D)

Sent: Monday, May 1, 2023 9:48 AM

To: (b) (6) Misti Jones

Cc: Yang, Carol (JMD) <(b) (6)> (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Subject: FW: Law PreDiscovery

Importance: High

Good morning,

Special Counsel Smith's Office (SCO-S) is looking to purchase (b) (4) per LAW PreDiscovery licenses. Ms. Yang told us to contact you. Please let me know what you need from us. The following individuals need the licenses immediately, (b) (6), (b) (7)(C) and (b) (6), (b) (7)(C). I would also like to know the cost and the terms of the LAW PreDiscovery license. Please contact me with any questions.

Thank you for your assistance in advance.

Regards,

Karen Drolet

(b) (6)

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From: Yang, Carol (JMD) <(b) (6)>

Sent: Friday, April 28, 2023 5:32:52 PM

To: (b) (6), (b) (7)(c) - (Ariel McIntyre's email address)

Subject: RE: Law PreDiscovery

Ariel,

Yes, LAW PreDiscovery is covered by Cloudnine contract. You can reach out to Misti Jones from Cloudnine (below) to add (b) (6) licenses.

Misti Jones

Account Manager

Direct: (b) (6)

(b) (6)

Have a great weekend!

Carol Yang

Office of the Chief Information Officer | Department of Justice

Mobile: (b) (6) | 145 N Street, N.E.

Email: (U)(b) (6)

From: (b)(6), (b)(7)(c) - (Ariel McIntyre's email address)

Sent: Wednesday, April 26, 2023 4:05 PM

To: Yang, Carol (JMD) <(b) (6)>

Subject: FW: Law PreDiscovery

Hi Carol, hope you are well. Is Law PreDiscovery covered under our Cloudnine ELA? We're looking to purchase (b)(4) per licenses.

Thanks!

Ariel

Here is the website: [CloudNine LAW - CloudNine](#)

<~WRD0002.jpg>

From: Fulfillment <(b) (6)>

To: (b) (6), (b) (7)(C)

Cc: Misti Jones <(b) (6)>

Subject: Welcome to CloudNine Discovery Software! New Soft Key - US Dept of Justice - Antitrust

Date: Thu, 04 May 2023 16:59:02 -0400

Importance: Normal

Inline-Images: image001.png

PLEASE DO NOT REPLY TO THIS E-MAIL. THIS E-MAIL IS AUTOMATICALLY GENERATED; THE ADDRESS IS NOT MONITORED.

Thank you for choosing CloudNine Discovery Software! This email contains your new LAW license key.

Before you get started, please review to ensure you have everything you need before activating this new EID.

1. Am I upgrading my installation? Click to review system requirements for [LAW](#).
2. Do I have the updated software installed? [Click here to download the latest product version installation files.](#)
3. Have I installed and configured the software? Click for installation instructions for [LAW](#).
 - a. *LAW and Explore use the same installer. To deploy the product you've purchased, run the installer and select the components you need.*

After installing your software, [click here to find instructions for activating your Soft Key EID.](#)

Soft Key EID: (b) (6)

We hope you enjoy using CloudNine Discovery Software. Do not hesitate to contact our technical support department with any technical questions you may have.

Technical Support Hours: M-F 9AM -7PM EST

Ph: (b) (6) (option 12)

Email: (b) (6)

Helpful information on product usage and workflows are found within our [Answer Center](#).

Best regards,

The CloudNine Team



Headquarters & Support:

(b) (6) | cloudnine.com/support

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From: Fulfillment <(b) (6)>

To: (b) (6), (b) (7)(C)

Cc: Misti Jones <(b) (6)>

Subject: Welcome to CloudNine Discovery Software! New Soft Key - US Dept of Justice - Antitrust

Date: Thu, 04 May 2023 16:58:01 -0400

Importance: Normal

Inline-Images: image001.png

PLEASE DO NOT REPLY TO THIS E-MAIL. THIS E-MAIL IS AUTOMATICALLY GENERATED; THE ADDRESS IS NOT MONITORED.

Thank you for choosing CloudNine Discovery Software! This email contains your new LAW license key.

Before you get started, please review to ensure you have everything you need before activating this new EID.

1. Am I upgrading my installation? Click to review system requirements for [LAW](#).
2. Do I have the updated software installed? [Click here to download the latest product version installation files.](#)
3. Have I installed and configured the software? Click for installation instructions for [LAW](#).
 - a. *LAW and Explore use the same installer. To deploy the product you've purchased, run the installer and select the components you need.*

After installing your software, [click here to find instructions for activating your Soft Key EID.](#)

Soft Key EID: (b) (6)

We hope you enjoy using CloudNine Discovery Software. Do not hesitate to contact our technical support department with any technical questions you may have.

Technical Support Hours: M-F 9AM -7PM EST

Ph: (b) (6) (option 12)

Email: (b) (6)

Helpful information on product usage and workflows are found within our [Answer Center](#).

Best regards,

The CloudNine Team



Headquarters & Support:

(b) (6) | cloudnine.com/support

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From: "DOJ Service Desk (JMD)" (b) (6)

To: Undisclosed recipients;;

Subject: Advisory: Now Available - Apple iPhone/iPad iOS (16.4.1) Update

Date: Thu, 13 Apr 2023 12:03:21 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Advisory: Now Available - Apple iPhone/iPad iOS (16.4.1) Update

To: JMD Users

Details: Apple recently released a critical operating system (iOS) update (16.4.1) for iPhone and iPad. JMD users are required to update their mobile devices to ensure that DOJ assets are fully protected by the security patches incorporated in the new releases.

To update a mobile device, users must be on a secure Wi-Fi network and follow the directions below:

1. Plug the device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

No action is required if you have updated your device to the latest iOS. Thank you for your vigilance.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients.;

Subject: Urgent Notification: Your DOJ Mobile Device Requires a Critical Update

Date: Mon, 24 Jul 2023 12:02:00 -0400

Importance: Normal

Inline-Images: image001.png; image002.png; image003.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: Your DOJ Mobile Device Requires a Critical Update

To: iPhone/iPad Users

Details: Your government-furnished mobile device has been identified as **running on a severely outdated version of the Apple operating system (iOS)**. Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a **secure, off-premise wifi network**. Device updates will not work on RFK/2CON wifi networks. Please follow the directions below:

1. Plug your device into a charger.
2. Tap on the *Settings* icon.
3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure. Please contact the DOJ Service Desk if you need assistance updating your device or have any other questions or concerns.

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "Alston, Keith (JMD)" <(b) (6)>

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C) "Alkire, Dee A. (JMD)" <(b) (6)>

Subject: RE: Axon Software

Date: Wed, 26 Jul 2023 14:29:02 -0400

Importance: Normal

Great, thanks for letting me know!

v/r

Keith Alston

End-User Support Services

IT Sepecialist Tier II

JMD/OCIO

(b) (6)

From: (b) (6), (b) (7)(C)

Sent: Wednesday, July 26, 2023 2:26 PM

To: Alston, Keith (JMD) <(b) (6)> (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C) Alkire, Dee A. (JMD) <(b) (6)>

Subject: RE: Axon Software

Mine is all set now too. Thanks Keith!

(b) (6), (b) (7)(C), Litigation Support

(b) (6)

Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>

Sent: Wednesday, July 26, 2023 11:15 AM

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Alkire, Dee A. (JMD) <(b) (6)>

Subject: Re: Axon Software

Great! Thanks for the update.

v/r

Keith Alston

End-User Support Services

IT Sepecialist Tier II

JMD/OCIO

(b) (6)

On Jul 26, 2023, at 11:48 AM, (b) (6), (b) (7)(C) wrote:

I've been able to open/use the new install successfully.

Thanks,

(b) (6), (b) (7)(C) Litigation Support
(b) (6)
Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>
Sent: Wednesday, July 26, 2023 11:09 AM
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Alkire, Dee A. (JMD) <(b) (6)>
Subject: RE: Axon Software

Great! See you then!

v/r
Keith Alston
End-User Support Services
IT Sepecialist Tier II
JMD/OCIO
(b) (6)

From: (b) (6), (b) (7)(C)
Sent: Wednesday, July 26, 2023 10:19 AM
To: Alston, Keith (JMD) <(b) (6)> (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Alkire, Dee A. (JMD) <(b) (6)>
Subject: Re: Axon Software

I will be in this afternoon. Thanks Keith!

(b) (6), (b) (7)(C), Litigation Support
(b) (6)
Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>
Sent: Wednesday, July 26, 2023 8:54:54 AM
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Alkire, Dee A. (JMD) <(b) (6)>
Subject: RE: Axon Software

Good morning (b) (6), (b) (7)(C),

Yesterday I installed the dongle and licensed the Axon software under (b) (6), (b) (7)(C) user profile.

(b) (6), (b) (7)(C) I installed the software on your system however I did not license the software.

Please let me know you're in the office and available for me to schedule a time to license the software under your user profile.

v/r
Keith Alston
End-User Support Services
IT Sepecialist Tier II
JMD/OCIO
(b) (6)

From: (b) (6), (b) (7)(C)

Sent: Monday, July 24, 2023 2:59 PM

To: Alston, Keith (JMD) <(b) (6)> (b) (6), (b) (7)(C) Bou, Serey (JMD) (CTR)

<(b) (6)> Azamy, Ahmad (JMD) (CTR) <(b) (6)> (b) (6), (b) (7)(C)

Alkire, Dee A. (JMD) <(b) (6)>

Subject: Re: Axon Software

I am on vacation today and tomorrow so anytime works for me.

(b) (6), (b) (7)(C), Litigation Support

(b) (6)

Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>

Sent: Monday, July 24, 2023 11:26:41 AM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Bou, Serey (JMD) (CTR) <(b) (6)>

Azamy, Ahmad (JMD) (CTR) <(b) (6)> (b) (6), (b) (7)(C) Alkire, Dee A. (JMD)

<(b) (6)>

Subject: RE: Axon Software

Good afternoon (b) (6), (b) (7)(C),

(b) (6), (b) (7)(C) informed me that the Axon Investigate licensing dongles have been delivered.

I would like to schedule a 1hr window tomorrow morning, when both of you are logged off the desktops at the same time, to install and activate the licensing dongles.

Can we schedule this task for 10 or 11am eastern standard time tomorrow morning?

v/r

Keith Alston

End-User Support Services

IT Specialist Tier II

JMD/OCIO

(b) (6)

From: (b) (6), (b) (7)(C)

Sent: Thursday, July 13, 2023 4:13 PM

To: (b) (6), (b) (7)(C) Alston, Keith (JMD) <(b) (6)> Bou, Serey (JMD) (CTR)

<(b) (6)> Azamy, Ahmad (JMD) (CTR) <(b) (6)> (b) (6), (b) (7)(C)

Subject: Re: Axon Software

I can do 11:30 as well.

Thanks,

(b) (6), (b) (7)(C), Litigation Support

(b) (6)

Special Counsel's Office

Get [Outlook for iOS](#)

From: (b) (6), (b) (7)(C)

Sent: Thursday, July 13, 2023 15:45

To: Alston, Keith (JMD) <(b) (6)> Bou, Serey (JMD) (CTR) <(b) (6)> Azamy, Ahmad (JMD) (CTR) <(b) (6)> (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: RE: Axon Software

11:30 am works for me.

(b) (6), (b) (7)(C), Litigation Support
(b) (6)
Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>
Sent: Thursday, July 13, 2023 2:30 PM
To: Bou, Serey (JMD) (CTR) <(b) (6)> (b) (6), (b) (7)(C) Azamy, Ahmad (JMD) (CTR) <(b) (6)> (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: RE: Axon Software

Yes, 11:30am is a good time.

(b) (6), (b) (7)(C) the demo will be quick. We just want to vet the software performs as desired.

v/r
Keith Alston
End-User Support Services
IT Specialist Tier II
JMD/OCIO
(b) (6)

From: Bou, Serey (JMD) (CTR) <(b) (6)>
Sent: Thursday, July 13, 2023 3:25 PM
To: (b) (6), (b) (7)(C) Alston, Keith (JMD) <(b) (6)> Azamy, Ahmad (JMD) (CTR) <(b) (6)> (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: RE: Axon Software

Keith,

If you still want to have a meeting, I'm available after 11:30am.

Regards,
Serey Bou | Leidos
Desktop Engineer | Civil Group
Dept of Justice | JMD | OCIO
(b) (6)

From: (b) (6), (b) (7)(C)
Sent: Thursday, July 13, 2023 3:00 PM
To: Alston, Keith (JMD) <(b) (6)> Azamy, Ahmad (JMD) (CTR) <(b) (6)> Bou, Serey (JMD) (CTR) <(b) (6)> (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: RE: Axon Software

I have used this software before when it was Input Ace and we have it in my USAO office. I think (b) (6), (b) (7)(C) is new to the software, but I planned on going over it with her. Let me know if you still want to meet tomorrow.

(b) (6), (b) (7)(C) Litigation Support
(b) (6)
Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>
Sent: Thursday, July 13, 2023 1:16 PM
To: Azamy, Ahmad (JMD) (CTR) <(b) (6)> Bou, Serey (JMD) (CTR) <(b) (6)> (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Subject: RE: Axon Software

***Adding our Device Management staff.

Ahmad and Serey,

Will you all be available to demo the Axon Investigate software tomorrow morning?

I have a 10am appointment at another location tomorrow morning however I will be available via Teams at 11am, if that time is good for you all?

v/r
Keith Alston
End-User Support Services
IT Sepecialist Tier II
JMD/OCIO
(b) (6)

From: (b) (6), (b) (7)(C)
Sent: Thursday, July 13, 2023 1:46 PM
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Cc: Alston, Keith (JMD) <(b) (6)>
Subject: Re: Axon Software

Yep, I am open for a meeting tomorrow. I work from 9:30-6 est.

(b) (6), (b) (7)(C), Litigation Support
(b) (6)
Special Counsel's Office

From: (b) (6), (b) (b) (6)
Sent: Thursday, July 13, 2023 11:50:20 AM
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Cc: Alston, Keith (JMD) <(b) (6)>
Subject: Axon Software

Good afternoon,

Are you available for a quick meeting with the device management team tomorrow? They would like to demonstrate the capabilities that the Axon software has on our system and make sure it meets the needs of the (b) (6), (b) (7)(C) team.

Thanks,
(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)

To: "Alston, Keith (JMD)" <(b) (6)> (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) "Alkire, Dee A. (JMD)"
<(b) (6)>

Subject: RE: Test newer version of UltraEdit software

Date: Wed, 06 Sep 2023 15:17:32 -0400

Importance: Normal

Attachments: Test_New_HWSW-032315UltraEdit.pdf

Let me know if you need anything else.

Thanks,

(b) (6), (b) (7)(C)

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

From: Alston, Keith (JMD) <(b) (6)>

Sent: Wednesday, September 6, 2023 12:54 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) Alkire, Dee A. (JMD) <(b) (6)>

Subject: Test newer version of UltraEdit software

Good afternoon,

Can someone fill out the attached form and send it back to me?

We need this form to have the newer version of UltraEdit tested and approved for install on (b) (6), (b) (7) SCO-S system.

Thank you,

Keith Alston

Test New Hardware/Software

(Be as specific and /or descriptive as possible. Use all space necessary.)

When completed and signed: **Submit this signed form electronically to "(b) (6)"**
(MUST be signed by or emailed from a JCON Designated Signing Official (DSO) or Alternate (ADSO).
If you have any questions regarding this request form, please call the DOJ Service Desk on (b) (6).

Request Number (OSS/CS assigns): _____

Date: _____ Office: (b) (6), (b) (7) _____ Phone: (b) (6), (b) (7)(C) _____
Requestor: (b) (6), (b) (7)(C) _____

Type Request (Check one from each line)

- ☐ Number of users _____, ☐ All JCON
☐ New Requirement, ☐ Upgrade to existing item
☐ Hardware, ☐ Software, ☐ Combination
Newest version of UltraEdit

Suggested product (if any) _____

Describe what function is desired. Be as descriptive as possible.

State why the business requirement/justification for the function desired
Has more features than the previous version and solves current license issues.

Describe why the present JCON products don't meet your needs
Licensing issue.

Describe the impact if this request is not approved. Be specific .
Less efficient work flow.

If a software request, list all approved legacy applications presently on the desktop
UltraEdit is already approved just need new version.

Server(s) affected (if known) _____

Vendor Name, Phone, Address, Website (if known)
IDM Computer Solutions www.ultraedit.com

Approving Office Director name _____

Approving Designated Signing Official	
Name:	Signature:

From: (b) (6), (b) (7)(C)

To: "Alston, Keith (JMD)" (b) (6) (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) "Alkire, Dee A. (JMD)" (b) (6)

Subject: Re: Axon Investigate software

Date: Tue, 15 Aug 2023 12:58:56 -0400

Importance: Normal

Inline-Images: image001.png

I just pinged you on teams that my computer is available now. If that doesn't work I will be around after 3 pm est.

(b) (6), (b) (7)(C), Litigation Support

(b) (6)

Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>

Sent: Tuesday, August 15, 2023 11:20:16 AM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Alkire, Dee A.
(JMD) <(b) (6)>

Subject: RE: Axon Investigate software

Good afternoon (b) (6), (b) (7)(C)

Sorry I was unavailable this morning.

Do you have another time this afternoon?

v/r

Keith Alston

End-User Support Services

IT Sepecialist Tier II

JMD/OCIO

(b) (6)

From: (b) (6), (b) (7)(C)

Sent: Tuesday, August 15, 2023 9:04 AM

To: Alston, Keith (JMD) <(b) (6)> (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Alkire, Dee A. (JMD) <(b) (6)>

Subject: RE: Axon Investigate software

Hey Keith, I am available this morning anytime except from 10-10:30. Let me know what works for you.

(b) (6), (b) (7)(C), Litigation Support

(b) (6)

Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>

Sent: Monday, August 14, 2023 12:39 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Alkire, Dee A.

(JMD) <(b) (6)>
Subject: RE: Axon Investigate software

Good afternoon (b) (6), (b) (7)(C)

Please let me know when you are available to have the Axon Investigate software upgraded to 3.2.2.

I will have to remote to your system and upgrade the software under your user profile.

v/r
Keith Alston
End-User Support Services
IT Sepecialist Tier II
JMD/OCIO
(b) (6)

From: Alston, Keith (JMD)
Sent: Wednesday, August 9, 2023 3:03 PM
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Alkire, Dee A.
(JMD) <(b) (6)>
Subject: RE: Axon Investigate software

I will attempt to remote into your system now..... please click allow when you see the prompt.

If that does not work, I will call you in Teams.

v/r
Keith Alston
End-User Support Services
IT Sepecialist Tier II
JMD/OCIO
(b) (6)

From: (b) (6), (b) (7)(C)
Sent: Wednesday, August 9, 2023 3:02 PM
To: Alston, Keith (JMD) <(b) (6)> (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Alkire, Dee A. (JMD) <(b) (6)>
Subject: RE: Axon Investigate software

Logging back in now and can be available when you are.

(b) (6), (b) (7)(C), Litigation Support
(b) (6)
Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>
Sent: Wednesday, August 9, 2023 3:01 PM
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Alkire, Dee A.
(JMD) <(b) (6)>
Subject: RE: Axon Investigate software

Duplicative Records

From: "Alston, Keith (JMD)" (b) (6)

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
"Alkire, Dee A. (JMD)" <(b) (6)>

Subject: RE: Axon Investigate software

Date: Wed, 09 Aug 2023 15:00:31 -0400

Importance: Normal

Inline-Images: image001.png

Since received the desktop install from the vendor and not the downloaded version from the website it will require you to be logged on.

I can follow back up with you tomorrow morning.

(b) (6), (b) (7)(C),

Are you remoted into your desktop and ready to have the software upgraded?

v/r

Keith Alston

End-User Support Services

IT Sepecialist Tier II

JMD/OCIO

(b) (6)

From: (b) (6), (b) (7)(C)

Sent: Wednesday, August 9, 2023 2:55 PM

To: Alston, Keith (JMD) <(b) (6)> (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Alkire, Dee A. (JMD) <(b) (6)>

Subject: Re: Axon Investigate software

I am out of my desktop if you want to remote into it.

(b) (6), (b) (7)(C), Litigation Support

(b) (6)

Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>

Sent: Wednesday, August 9, 2023 1:53:38 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Alkire, Dee A.
(JMD) <(b) (6)>

Subject: RE: Axon Investigate software

(b) (6), (b) (7)(C) are you available for me to remote into your desktop?

v/r

Keith Alston

End-User Support Services

IT Sepecialist Tier II

JMD/OCIO

(b) (6)

From: (b) (6), (b) (7)(C)

Sent: Wednesday, August 9, 2023 2:46 PM

To: (b) (6), (b) (7)(C) Alston, Keith (JMD) <(b) (6)> (b) (6), (b) (7)(C)
Alkire, Dee A. (JMD) <(b) (6)>

Subject: Re: Axon Investigate software

It looks like the software may default to a local user location and hopefully it has a setting to install into the program files or somewhere (b) (6) and I can access on our PCs.

(b) (6), (b) (7)(C), Litigation Support

(b) (6)

Special Counsel's Office

From: (b) (6), (b) (7)(C)

Sent: Wednesday, August 9, 2023 1:34:16 PM

To: (b) (6), (b) (7)(C) Alston, Keith (JMD) <(b) (6)> (b) (6), (b) (7)(C)
Alkire, Dee A. (JMD) <(b) (6)>

Subject: Re: Axon Investigate software

Mine is still saying 3.2 as well.

(b) (6), (b) (7)(C), Litigation Support

(b) (6)

Special Counsel's Office

From: (b) (6), (b) (7)(C)

Sent: Wednesday, August 9, 2023 12:55:08 PM

To: (b) (6), (b) (7)(C) Alston, Keith (JMD) <(b) (6)> (b) (6), (b) (7)(C)
Alkire, Dee A. (JMD) <(b) (6)>

Subject: RE: Axon Investigate software

Thanks Keith. When I check the About section of Axon it still shows 3.2.0 instead of 3.2.2. Also. I have two installs of Axon on my machine, I have two desktop icons and they point to two separate locations:

Investigate Properties

Security Details Previous Versions
General Shortcut Compatibility

Investigate

Target type: Application

Target location: INPUT

Target: "C:\Program Files\INPUT\INPUT.exe"

Start in: "C:\Program Files\INPUT"

Shortcut key: None

Run: Normal window

Comment:

Open File Location Change Icon... Advanced...

OK Cancel Apply

Investigate Properties

Security Details Previous Versions
General Shortcut Compatibility

Investigate

Target type: Application

Target location: INPUT

Target: \Users\ (b) (6), (b) (7)(C) AppData\Local\INPUT\INPUT.exe

Start in: C:\Users\ (b) (6), (b) (7)(C) AppData\Local\INPUT\app-3.2.0

Shortcut key: None

Run: Normal window

Comment: Investigate

Open File Location Change Icon... Advanced...

OK Cancel Apply

(b) (6), (b) (7)(C), Litigation Support
202-704-1258
Special Counsel's Office

From: (b) (6), (b) (7)(C)
Sent: Wednesday, August 9, 2023 1:45 PM
To: Alston, Keith (JMD) <(b) (6)> (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Alkire, Dee A. (JMD) <(b) (6)>
Subject: Re: Axon Investigate software

Thanks Keith!

(b) (6), (b) (7)(C), Litigation Support
(b) (6)
Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>
Sent: Wednesday, August 9, 2023 12:11:35 PM
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Alkire, Dee A.
(JMD) <(b) (6)>
Subject: RE: Axon Investigate software

Sorry all for the delay as I got sidetracked.

I updated the software.

v/r
Keith Alston
End-User Support Services
IT Sepecialist Tier II
JMD/OCIO
(b) (6)

From: Alston, Keith (JMD)
Sent: Wednesday, August 9, 2023 10:17 AM
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Alkire, Dee A.
(JMD) <(b) (6)>
Subject: RE: Axon Investigate software

Ok I will log into both systems and upgrade the software.

v/r
Keith Alston
End-User Support Services
IT Sepecialist Tier II
JMD/OCIO
(b) (6)

From: (b) (6), (b) (7)(C)
Sent: Wednesday, August 9, 2023 10:15 AM
To: (b) (6), (b) (7)(C) Alston, Keith (JMD) <(b) (6)> (b) (6), (b) (7)(C)
Alkire, Dee A. (JMD) <(b) (6)>
Subject: RE: Axon Investigate software

I am not logged in right now either...

(b) (6), (b) (7)(C), Litigation Support
(b) (6)
Special Counsel's Office

From: (b) (6), (b) (7)(C)
Sent: Wednesday, August 9, 2023 10:14 AM
To: Alston, Keith (JMD) <(b) (6)> (b) (6), (b) (7)(C) Alkire, Dee A. (JMD)
<(b) (6)>
Cc: (b) (6), (b) (7)(C)
Subject: Re: Axon Investigate software

Anytime today we are available. I am not currently logged into my desktop.

(b) (6), (b) (7)(C), Litigation Support
(b) (6)
Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>
Sent: Wednesday, August 9, 2023 9:13:27 AM
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Alkire, Dee A. (JMD) <(b) (6)>

Cc: (b) (6), (b) (7)(C)
Subject: RE: Axon Investigate software

Ok (b) (6), (b) (7)(C) please let me know when you and (b) (6), (b) (7)(C) are available to have the software upgraded.

v/r
Keith Alston
End-User Support Services
IT Sepecialist Tier II
JMD/OCIO
(b) (6)

From: (b) (6), (b) (7)(C)
Sent: Wednesday, August 9, 2023 9:36 AM
To: Alston, Keith (JMD) <(b) (6)> (b) (6), (b) (7)(C) Alkire, Dee A. (JMD)
<(b) (6)>
Cc: (b) (6), (b) (7)(C)
Subject: RE: Axon Investigate software

Hey Keith, here is the link https://my.axon.com/s/article/Installing-Axon-Investigate?language=en_US. We are on version 3.2 and this site has version 3.2.2. (b) (6), (b) (7)(C) and I are running into an issue where the software is crashing on a file that we believe should work and we are hoping the updated version resolves the issue. Let us know.

(b) (6), (b) (7)(C), Litigation Support
(b) (6)
Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>
Sent: Wednesday, August 9, 2023 8:07 AM
To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Alkire, Dee A. (JMD) <(b) (6)>
Subject: Axon Investigate software

Good morning (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) asked me to follow up with you about a newer version of Axon Investigate software.

I searched the Axon website and verified the same software that is currently available online is the same version software we have installed on your system.

If you are aware of a new version being available, can you send me that link?

Once I have the link, I can have our Device Management verify if that software will need to be tested before the newer version can be installed.

v/r

Keith Alston
End-User Support Services
IT Sepecialist Tier II
Office of the Chief Information Officer
Department of Justice, Justice Management Division (JMD)
(b) (6) (Mobile)
(b) (6)

From: "Alston, Keith (JMD)" <(b) (6)>

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) "Alkire, Dee A. (JMD)"
<(b) (6)>

Subject: Test newer version of UltraEdit software

Date: Wed, 06 Sep 2023 12:53:34 -0400

Importance: Normal

Attachments: Test_New_HWSW-032315.pdf

Good afternoon,

Can someone fill out the attached form and send it back to me?

We need this form to have the newer version of UltraEdit tested and approved for install on (b) (6), (b) (7) SCO-S system.

Thank you,

Keith Alston

Test New Hardware/Software

(Be as specific and /or descriptive as possible. Use all space necessary.)

When completed and signed: Submit this signed form electronically to "(b) (6)"
(MUST be signed by or emailed from a JCON Designated Signing Official (DSO) or Alternate (ADSO).
If you have any questions regarding this request form, please call the DOJ Service Desk on (b) (6).

Request Number (OSS/CS assigns): _____

Date: _____ Office: _____ Phone: _____

Requestor: _____

Type Request (Check one from each line)

- ☐ Number of users _____, ☐ All JCON
☐ New Requirement, ☐ Upgrade to existing item
☐ Hardware, ☐ Software, ☐ Combination

Suggested product (if any) _____

Describe *what function* is desired. Be as descriptive as possible.

State *why* the business requirement/justification for the function desired

Describe why the present JCON products don't meet your needs

Describe the impact if this request is not approved. Be specific .

If a software request, list all approved legacy applications presently on the desktop

Server(s) affected (if known) _____

Vendor Name, Phone, Address, Website (if known)

Approving Office Director name _____

Approving Designated Signing Official	
Name:	Signature:

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Informational Notification: DOJ Mobile Devices Require a Critical Update

Date: Wed, 26 Jul 2023 14:09:34 -0400

Importance: Normal

Inline-Images: image001.jpg

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Informational Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone/iPad Users

Details: The Justice Security Operations Center (JSOC) issued a cybersecurity alert regarding outdated versions of the iPhone/iPad Operating System (iOS).

OCIO requests iPhone/iPad users to immediately update their devices. To do so, users must be **connected to Wi-Fi** and follow the directions below:

1. Plug your device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.

U.S. Department of Justice | Justice Management Division

Office of the Chief Information Officer

Event: Upgrade Axon Investigate software

Start Date: 2023-08-15 15:00:00 -0400

End Date: 2023-08-15 15:30:00 -0400

Organizer: Alston, Keith (JMD) <(b) (6)>

Class: X-PERSONAL

Date Created: 2023-08-15 13:53:52 -0400

Date Modified: 2023-08-16 09:56:01 -0400

Priority: 5

DTSTAMP: 2023-08-15 13:53:51 -0400

Attendee: (b) (6), (b) (7)(C)

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Or call in (audio only)

(b) (6) United States, Non Geographic

Phone Conference ID: (b) (6)

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Tue, 19 Mar 2024 11:56:36 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: Apple Users

Details: Your government-furnished Apple mobile device has been identified as running on an outdated version of the Apple operating system (iOS). Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a secure wifi network and please follow the directions below:

1. Plug your device into a charger.
2. Tap on the **Settings** icon.
3. Go to **General > Software Update** and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

Update devices to the following versions:

- iOS 17.4
- iPadOS 17.4

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Fri, 26 Jan 2024 15:15:53 -0500

Importance: Normal

Inline-Images: image001.jpg

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: Apple Users

Details: Your government-furnished Apple mobile device has been identified as running on an outdated version of the Apple operating system (iOS). Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a secure wifi network and please follow the directions below:

1. Plug your device into a charger.
2. Tap on the Settings icon.
3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

Update devices to the following versions.
• iOS 17.3

. iPadOS 17.3

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "(b) (6), (b) (7)(C)"

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: FW: Axon Investigate software

Date: Tue, 11 Jul 2023 11:21:24 -0400

Importance: Normal

Attachments: DOJ-JMD-DC-_2023-_2025_Axon_Investigate_Pro_Dongle.pdf

Inline-Images: image001.jpg

(b) (6), (b) (7)(C) – see attached document for quote per your request.

From: Alston, Keith (JMD) <(b) (6)>

Sent: Friday, July 7, 2023 2:00 PM

To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Feliciano, Damian R. (JMD)

<(b) (6)> Yun, Jun (JMD) <(b) (6)> Bou, Serey (JMD) (CTR)

<(b) (6)> Azamy, Ahmad (JMD) (CTR) <(b) (6)> (b) (6), (b) (7)(C)

Alkire, Dee A. (JMD) <(b) (6)>

Subject: Fwd: Axon Investigate software

Good afternoon,

Here's the information I have received from Eugene with Axon.

I believe it would be best to schedule a time next week with the SCO-S staff requesting the Axon Investigate software and our Device Management team to speak with the Axon representative to ensure we all on the same page before purchasing the licenses.

Please let me know whom that POC is and I'll schedule a day/time to have a conference call with the Axon representative.

v/r

Keith Alston

End-User Support Services

IT Specialist Tier II

JMD/OCIO

(b) (6)

From: Eugene Burgess <(b) (6)>

Sent: Friday, July 7, 2023 12:24 PM

To: Alston, Keith (JMD) <(b) (6)> Chase Hill <(b) (6)> Alkire, Dee A. (JMD)

<(b) (6)> Device Management <(b) (6)> Bou, Serey (JMD) (CTR)

<(b) (6)>

Cc: Christina Zeman <(b) (6)>

Subject: [EXTERNAL] RE: Axon Investigate software

Hello Keith,

It was good chatting with you this morning.

Here's an "unofficial" quote to get you started. Once we receive a tax exemption form from you, I'll send out an official quote.

What I am willing to also provide is a 14-day trial license (2) for you & the IT team kick around. I will just need the full name & email address of both participants.

Let me know your thoughts.

Thank you,
Eugene

EUGENE L. BURGESS

Northeast Regional Channel Partner
Axon Investigate/ 3PV| Fusus| Dedrone| Zoll



O / (b) (6)
C / (b) (6)
AXON.COM

From: Alston, Keith (JMD) <(b) (6)>
Sent: Thursday, July 6, 2023 6:54 AM
To: Chase Hill <(b) (6)> Alkire, Dee A. (JMD) <(b) (6)> Device Management
<(b) (6)> Bou, Serey (JMD) (CTR) <(b) (6)>
Cc: Eugene Burgess <(b) (6)> Christina Zeman <(b) (6)>
Subject: RE: Axon Investigate software

Good morning Chase,

Thank you for following up.

We are very eager to start testing the software and await your next update.

v/r
Keith Alston
End-User Support Services
IT Sepecialist Tier II
JMD/OCIO
(b) (6)

From: Chase Hill <(b) (6)>
Sent: Thursday, July 6, 2023 9:35 AM
To: Alston, Keith (JMD) <(b) (6)> Alkire, Dee A. (JMD) <(b) (6)> Device
Management <(b) (6)> Bou, Serey (JMD) (CTR) <(b) (6)>

Cc: Eugene Burgess <(b) (6)> Christina Zeman <(b) (6)>

Subject: [EXTERNAL] Re: Axon Investigate software

Keith,

Thank you for reaching out. We do not publish the cost of licenses/software.

Will work on a price quote and be back on touch here shortly.

Chase Hill

Account Executive - Federal Civilian

Axon Enterprise, Inc. (AXON)

M / (b) (6)

E / (b) (6)

[AXON.COM](https://www.axon.com)

From: "Alston, Keith (JMD)" <(b) (6)>

Date: Thursday, June 29, 2023 at 1:32 PM

To: Chase Hill <(b) (6)> "Alkire, Dee A. (JMD)" <(b) (6)> Device Management
<(b) (6)> "Bou, Serey (JMD) (CTR)" <(b) (6)>

Subject: RE: Axon Investigate software

Good afternoon Chase,

I am following up with you again on assistance with installing the correct Axon Investigate software on our department systems.

I was able to download the software from https://my.axon.com/s/axon-investigate?language=en_US , however your website did not provide the licensing cost.

Is that the correct software for Axon Investigate software for federal/government systems?

Also we are looking to purchase (b)(4) per JMD licenses, however we are not able to see any license cost on the Axon website.

Can you also assist with the licensing cost for Axon Investigate software on government systems?

v/r

Keith Alston

End-User Support Services

IT Sepecialist Tier II

JMD/OCIO

(b) (6)

From: Alston, Keith (JMD)

Sent: Wednesday, June 28, 2023 3:59 PM

To: (b)(6) Chase Hill Alkire, Dee A. (JMD) <(b) (6)>

Subject: Axon Investigate software

Good afternoon Chase,

I am an I.T. tech with the DOJ/OCIO staff task with install Axon Investigate software on our department systems.

I was able to download the software from https://my.axon.com/s/axon-investigate?language=en_US , however your website did not provide the licensing cost.

We are looking to purchase (b)(4) per JMD licenses; can you assist with the licensing cost for Axon Investigate software on government systems?

v/r

Keith Alston
End-User Support Services
IT Sepcialist Tier II
Office of the Chief Information Officer
Department of Justice, Justice Management Division (JMD)
(b) (6) (Mobile)
(b) (6)

Non-Binding Budgetary Estimate



Axon Enterprise, Inc.
 17800 N 85th St.
 Scottsdale, Arizona 85255
 United States
 VAT: 86-0741227
 Domestic: (b) (6)
 International: (b) (6)

Q-496564-45114.664EB

Issued: 07/07/2023

Quote Expiration: 07/28/2023

Estimated Contract Start Date: 08/01/2023

Account Number:

Payment Terms: N30

Delivery Method:

SHIP TO	BILL TO	SALES REPRESENTATIVE	PRIMARY CONTACT
U.S. Department of Justice 950 Pennsylvania Ave NW Washington, DC 20530-0001 USA	DOJ-JMD-DC 950 Pennsylvania Ave NW Washington DC 20530-0001 USA Email:	Chase Hill Phone: (b) (6) Email: (b) (6) Fax:	Keith Alston Phone: Email: (b) (6) Fax:

Quote Summary

Program Length	24 Months
TOTAL COST	(b)(4) per JMD
ESTIMATED TOTAL W/ TAX	

Discount Summary

Average Savings Per Year	(b)(4) per JMD
TOTAL SAVINGS	

Payment Summary

Date	Subtotal	Tax	Total
Aug 2023	(b)(4) per JMD		
Aug 2024			
Total			

Quote Unbundled Price:
Quote List Price:
Quote Subtotal:

(b)(4) per JMD

Pricing

All deliverables are detailed in Delivery Schedules section lower in proposal

Item	Description	Qty	Term	Unbundled	List Price	Net Price	Subtotal	Tax	Total
A la Carte Software									
100678	INVESTIGATE PRO USB DONGLE								
100749	INVESTIGATE PRO DONGLE LICENSE								
Total									

(b)(4) per JMD

Delivery Schedule

Software

Bundle	Item	Description	QTY	Estimated Start Date	Estimated End Date
A la Carte	100678	INVESTIGATE PRO USB DONGLE	(b)(4) per JMD	08/01/2023	07/31/2025
A la Carte	100678	INVESTIGATE PRO USB DONGLE		08/01/2023	07/31/2025
A la Carte	100749	INVESTIGATE PRO DONGLE LICENSE		08/01/2023	07/31/2025
A la Carte	100749	INVESTIGATE PRO DONGLE LICENSE		08/01/2023	07/31/2025

Payment Details

Aug 2023						
Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Year 1- License & Support	100678	INVESTIGATE PRO USB DONGLE				
Year 1- License & Support	100749	INVESTIGATE PRO DONGLE LICENSE				
Total			(b)(4) per JMD			

(b)(4) per JMD

Aug 2024						
Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Year 2- License & Support	100678	INVESTIGATE PRO USB DONGLE	(b)(4) per JMD			
Year 2- License & Support	100749	INVESTIGATE PRO DONGLE LICENSE				
Total						

(b)(4) per JMD

Non-Binding Budgetary Estimate

This Rough Order of Magnitude estimate is being provided for budgetary and planning purposes only. It is non-binding and is not considered a contractable offer for sale of Axon goods or services.

Unless otherwise noted, Axon asserts that all products and services included in this quote qualify as a commercial product or a commercial service as defined by Federal Acquisition Regulation 2.101.

Tax is estimated based on rates applicable at date of quote and subject to change at time of invoicing. If a tax exemption certificate should be applied, please submit prior to invoicing.



From: "Alston, Keith (JMD)" (b) (6)

To: (b) (6), (b) (7)(C)

Cc: ESA Service Now GCC High (b) (6)

Subject: RE: TASK0199561 - Beyond Compare Software activation

Date: Mon, 12 Jun 2023 11:03:52 -0400

Importance: Normal

dxC6JXlgMw757fE1WBIJCotsQAqakIfUAjNtiZuQMkV9+3cx4kc0VnvsO
R4Z7rSKo9B4ykmgyc7rolbqpqN6NlVullehDuveADqiUvMp-JMPdmoZvx
Y13P4tptu3EqDRmbHhBiPbEA1Yz7fASxqSdBwTTYtr-HlrRt2C5gt-E4n
mh-8fQHgMvNrI5Euke-Ayqzhnw29-exuRGSzyHa-J7dq+fel+VVlrDagD
rQ-RX9jF1nHkoAmeqYL0d2HoLttIBJn

v/r

Keith Alston

End-User Support Services

IT Sepecialist Tier II

JMD/OCIO

(b) (6)

From: Alston, Keith (JMD)

Sent: Monday, June 12, 2023 9:59 AM

To: (b) (6), (b) (7)(C)

Cc: ESA Service Now – GCC High <(b) (6)>

Subject: RE: TASK0199561 - Beyond Compare Software activation

Thank you for the update.

Yes, please remote to that system and join the Teams meeting.

v/r

Keith Alston

End-User Support Services

IT Sepecialist Tier II

JMD/OCIO

(b) (6)

From: (b) (6), (b) (7)(C)

Sent: Monday, June 12, 2023 9:57 AM

To: Alston, Keith (JMD) <(b) (6)>

Cc: ESA Service Now – GCC High <(b) (6)>

Subject: RE: TASK0199561 - Beyond Compare Software activation

And just to be clear, on my laptop Beyond Compare is working fine. I am getting the message on the desktop I can remote into (D-A069241).

(b) (6), (b) (7)(C), Litigation Support

(b) (6)

Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>
Sent: Monday, June 12, 2023 8:55 AM
To: (b) (6), (b) (7)(C)
Cc: ESA Service Now – GCC High <(b) (6)>
Subject: Re: TASK0199561 - Beyond Compare Software activation

Acknowledged.

I will send you a Teams appointment invite.

V/r

Keith

v/r
Keith Alston
End-User Support Services
IT Sepecialist Tier II
JMD/OCIO
(b) (6)

From: (b) (6), (b) (7)(C)
Sent: Monday, June 12, 2023 9:54:18 AM
To: Alston, Keith (JMD) <(b) (6)>
Cc: ESA Service Now – GCC High <(b) (6)>
Subject: RE: RE: TASK0199561 - Beyond Compare Software activation

Does 11 am EST today work?

(b) (6), (b) (7)(C), Litigation Support
(b) (6)
Special Counsel's Office

From: Alston, Keith (JMD) <(b) (6)>
Sent: Monday, June 12, 2023 8:06 AM
To: (b) (6), (b) (7)(C)
Cc: ESA Service Now – GCC High <(b) (6)>
Subject: RE: TASK0199561 - Beyond Compare Software activation
Importance: High

Good morning (b) (6), (b) (7)(C),

(b) (6), (b) (7)(C) asked me to follow up with you on your Beyond Compare software license activation.

Please reply to this email selecting a day/time you are available to schedule an appointment for assistance.

Monday – Friday

9am
10am
11am
12noon

1pm
2pm
3pm

Once I receive your updated day/time I will schedule your appointment or reschedule if that appointment has already been taken.

v/r

Keith Alston
End-User Support Services
IT Sepcialist Tier II
Office of the Chief Information Officer
Department of Justice, Justice Management Division (JMD)
(b) (6) **(b) (6)** **(Mobile)**
(b) (6)

From: "Alston, Keith (JMD)" <(b) (6)>

To: (b) (6), (b) (7)(C)

Subject: Upgrade Axon Investigate software

Date: Tue, 15 Aug 2023 13:53:51 -0400

Importance: Normal

Attachments: unnamed

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Or call in (audio only)

(b) (6) United States, Non Geographic

Phone Conference ID: (b) (6)

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

Event: Upgrade Axon Investigate software

Start Date: 2023-08-15 15:00:00 -0400

End Date: 2023-08-15 15:30:00 -0400

Organizer: Alston, Keith (JMD) <(b) (6)>

Class: X-PERSONAL

Date Created: 2023-08-15 13:53:52 -0400

Date Modified: 2023-09-13 17:32:46 -0400

Priority: 5

DTSTAMP: 2023-08-15 13:53:51 -0400

Attendee: (b) (6), (b) (7)(C)

Alarm: Display the following message 15m before start

| Reminder

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Or call in (audio only)

(b) (6) United States, Non Geographic

Phone Conference ID: (b) (6)

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

From: "Brady, Daniel (JMD)" (b) (6)

To: (b) (6), (b) (7)(C)

Cc: JMD_ServiceNow (b) (6), "DOJ Service Desk Mobility Support" <(b) (6)>

Subject: RE: SCTASK4015188 Turning on Face ID after travel

Date: Thu, 14 Mar 2024 09:37:20 -0400

Importance: Normal

(b) (6), (b) (7)(C)

The travel profile has been, successfully, removed from your device. If you need to turn your Face ID (or Touch ID) back on. You can do so by doing the following:

1. Go to Settings
2. Go to Face ID & Passcode (or Touch ID) & Passcode
3. Enter your Passcode
4. Turn on the Face ID (or Touch ID) feature

And please update the **IOS** at **Settings-General-Software Update** (if needed).

Have a good day.

Daniel Brady
SDS 4E.1002
145 N. Street, NE Washington, DC

(b) (6) {2C6N}
(b) (6) {cell}

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Tue, 12 Mar 2024 10:53:47 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: Apple Users

Details: Your government-furnished Apple mobile device has been identified as running on an outdated version of the Apple operating system (iOS). Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a secure wifi network and please follow the directions below:

1. Plug your device into a charger.
2. Tap on the Settings icon.
3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

Update devices to the following versions.

- **iOS 17.4**
- **iPadOS 17.4**

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients,;

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Mon, 29 Jan 2024 15:08:09 -0500

Importance: Normal

Inline-Images: image001.jpg

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: Apple Users

Details: Your government-furnished Apple mobile device has been identified as running on an outdated version of the Apple operating system (iOS). Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a secure wifi network and please follow the directions below:

1. Plug your device into a charger.
2. Tap on the Settings icon.
3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

Update devices to the following versions.

- iOS 17.3
- iPadOS 17.3

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" (b) (6)

To: Undisclosed recipients;;

Subject: Advisory: Now Available - Apple iPhone/iPad iOS (16.4.1) Update

Date: Thu, 13 Apr 2023 12:12:34 -0400

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Advisory: Now Available - Apple iPhone/iPad iOS (16.4.1) Update

To: JMD Users

Details: Apple recently released a critical operating system (iOS) update (16.4.1) for iPhone and iPad. JMD users are required to update their mobile devices to ensure that DOJ assets are fully protected by the security patches incorporated in the new releases.

To update a mobile device, users must be on a secure Wi-Fi network and follow the directions below:

1. Plug the device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

No action is required if you have updated your device to the latest iOS. Thank you for your vigilance.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" (b) (6)

To: Undisclosed recipients;;

Subject: Advisory: Now Available - Critical Apple iPhone/iPad iOS (16.2) Update

Date: Thu, 29 Dec 2022 11:37:30 -0500

Importance: Normal

Inline-Images: image001.jpg; image002.png

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Advisory: Now Available - Critical Apple iPhone/iPad iOS (16.2) Update

To: JMD Users

Details: Apple recently released a critical operating system (iOS) update (16.2) for iPhone and iPad. JMD users are required to update their mobile devices to ensure that DOJ assets are fully protected by the security patches incorporated in the new releases.

To update a mobile device, users must be on a secure Wi-Fi network and follow the directions below:

1. Plug your device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

No action is required if you have already updated your device to the latest iOS. Thank you for your vigilance.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: (b)(6), (b)(7)(c) - (Karen Gilbert's email address)

To: "Brady, Daniel (JMD)" (b) (6)

Cc: "DOJ ITSM" <(b) (6)> "DOJ Service Desk Mobility Support"
<(b) (6)> "ESA Service Now – GCC High"
<(b) (6)>

Subject: Re: TASK0202535 Turning on Face ID after travel

Date: Fri, 04 Aug 2023 13:50:57 -0400

Importance: Normal

Thank you.

Get [Outlook for iOS](#)

From: Brady, Daniel (JMD) (b) (6)

Sent: Friday, August 4, 2023 9:35:51 AM

To: (b)(6), (b)(7)(c) - (Karen Gilbert's email address)

Cc: DOJ ITSM (b) (6) DOJ Service Desk Mobility Support

<(b) (6)> ESA Service Now – GCC High <(b) (6)>

Subject: RE:TASK0202535 Turning on Face ID after travel

(b)(6), (b)(7)(c) - (Karen Gilbert)

The travel profile has been, successfully, removed from your device. If you need to turn your Face ID (or Touch ID) back on. You can do so by doing the following:

1. Go to Settings
2. Go to Face ID & Passcode (or Touch ID) & Passcode
3. Enter your Passcode
4. Turn on the Face ID (or Touch ID) feature

And please update the **IOS** at **Settings-General-Software Update** (if needed).

Have a good day.

Daniel Brady

SDS 4E.1002

145 N. Street, NE Washington, DC

(b) (6) {2C6N}

(b) (6) {cell}

From: (b)(6), (b)(7)(c) - (Karen Gilbert's email address)

To: "DOJ Service Desk (JMD)" <(b) (6)>

Subject: RE: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Date: Wed, 15 Feb 2023 14:29:57 -0500

Importance: Normal

Inline-Images: image001.jpg; image002.png

Thank you

I will try those steps.

From: DOJ Service Desk (JMD) <(b) (6)>

Sent: Wednesday, February 15, 2023 2:29 PM

To: (b)(6), (b)(7)(c) - (Karen Gilbert's email address)

Subject: RE: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Good afternoon,

Please try to fully power off and reboot the device and try to continue the installation again. If this does not work, please toggle your WiFi off and on within your phone's settings, by navigating to Settings > WiFi and toggling the switch/button there.

If you are still unable to continue the update after the above steps, please call the service desk at (b) (6) and an available agent will be able to further assist.

Respectfully,

Joshua Madak | Leidos

DOJ Service Desk – Customer Service Representative

End-User Support Services (ESS)

Dept of Justice | JMD | OCIO | SDS

(b) (6) | (b) (6)

Phone: (b) (6) (available 24 x 7)

From: (b)(6), (b)(7)(c) - (Karen Gilbert's email address)

Sent: Wednesday, February 15, 2023 2:12 PM

To: DOJ Service Desk (JMD) <(b) (6)>

Subject: Re: Urgent Notification: DOJ Mobile Devices Require a Critical Update

Good afternoon. When I went into my settings, it says that my installation is paused. I tried, but I wasn't able to get it to continue. Suggestions on how to fix this? Thanks.

Get [Outlook for iOS](#)

From: DOJ Service Desk (JMD) <(b) (6)>

Sent: Wednesday, February 15, 2023 12:05:33 PM

Subject: Urgent Notification: DOJ Mobile Devices Require a Critical Update

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Urgent Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone Users

Details: Your government-furnished Apple mobile device has been identified as running on an outdated version of the Apple operating system (iOS). Neglecting to update your device's iOS can result in security vulnerabilities, in addition to missing out on the latest features and bug fixes.

To update your mobile device's iOS, users must be on a secure wifi network and please follow the directions below:

1. Plug your device into a charger.
2. Tap on the Settings icon.
3. Go to *General > Software Update* and follow the prompts.
4. The automated iOS update process will take several minutes to complete.
5. Once the process is finished, your phone will automatically restart. Your phone is restarting when the screen is black with the Apple logo and progress bar.

If you do not update your device's iOS in 7 days, access to mobile email and mobile Teams will be temporarily disabled.

Should this occur, please go through the steps outlined above to update your iOS. After your device is updated, contact the [DOJ Service Desk](#) (b) (6) to have access to email and Teams restored.

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns about this matter, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.
U.S. Department of Justice | Justice Management Division
Office of the Chief Information Officer

From: "DOJ Service Desk (JMD)" <(b) (6)>

To: Undisclosed recipients;;

Subject: Informational Notification: DOJ Mobile Devices Require a Critical Update

Date: Wed, 26 Jul 2023 14:12:14 -0400

Importance: Normal

Inline-Images: image001.jpg

OCIO | DOJ SERVICE DESK Systems and Services Notification



U.S. Department of Justice
Office of the Chief Information Officer

Informational Notification: DOJ Mobile Devices Require a Critical Update

To: iPhone/iPad Users

Details: The Justice Security Operations Center (JSOC) issued a cybersecurity alert regarding outdated versions of the iPhone/iPad Operating System (iOS).

OCIO requests iPhone/iPad users to immediately update their devices. To do so, users must be **connected to Wi-Fi** and follow the directions below:

1. Plug your device into a charger
2. Tap on the Settings icon
3. Go to General > Software Update and follow the prompts (iPad users should scroll down on the Software Update page to locate the option to install iOS)
4. The automated iOS update process will take several minutes to complete
5. Once the process is finished, your mobile device will automatically restart

We appreciate every employee doing their part to keep DOJ's devices and network protected and secure.

If you have any questions or concerns, please contact the DOJ Service Desk at (b) (6) or (b) (6)

This email notification was issued by the DOJ Service Desk.

U.S. Department of Justice | Justice Management Division

Office of the Chief Information Officer

From: AirWatch Cloud (b) (6)

To: "Burke, Matthew (USADC)" <(b) (6)>

Subject: Attention Required: Update iOS Version

Date: Thu, 08 Jun 2023 11:24:07 -0400

Importance: Normal

 AirWatch - Mobile Device Management, Mobile Application Management, Mobile Content Management

Device iOS Version Violation - 6/8/2023

Matthew Burke,

Your iPhone, USADCPPM76534, is currently below the minimum iOS Version required:

Warning ahead of iOS compliance

This is the final warning to update iOS to 16.5. Failure to update the iOS version will result in the revocation of USAVON access (email, calendars, and VPN) for this device.

To update your device, please go to the **Settings > General > Software Update** menu. It is recommended to process OS update over Wi-Fi. For more information, visit the EEUT Mobility Program's SharePoint page.

Device Details:

iPhone
FFXJ7EYW0DXP
USADCPPM76534

Regards,
EOUSA OCIO EEUT Mobility Staff

Please contact your System Manager for further assistance.

AirWatch - Mobile Device Management, Mobile Application Management, Mobile Content Management

From: USADC-Helpdesk <(b) (6)>

To: Undisclosed recipients.;

Subject: iOS 16.6 Mandatory Update for GFE iPhone/iPad devices

Date: Tue, 01 Aug 2023 07:18:10 -0400

Importance: High

Attachments: 2023_Instructions_on_how_to_update_your_iOS_devices.pdf

Please complete the below ASAP.

iOS **16.6** must be installed on your GFE iOS iPhone and/or iPad device. It is critical this update is completed by **COB Wednesday August 2, 2023.**

To complete the installation:

We recommend you try this update from home FIRST.

- Plug device into charger before beginning update
- Connect to Wi-Fi
- Go to settings
- Select “General”
- Select “Software Update”
- Select “Download and Install”
- Enter device unlock passcode

Failure to perform the required upgrade to 16.6 by the date specified will result in temporary loss of access to OUTLOOK and VPN (Virtual Private Network).

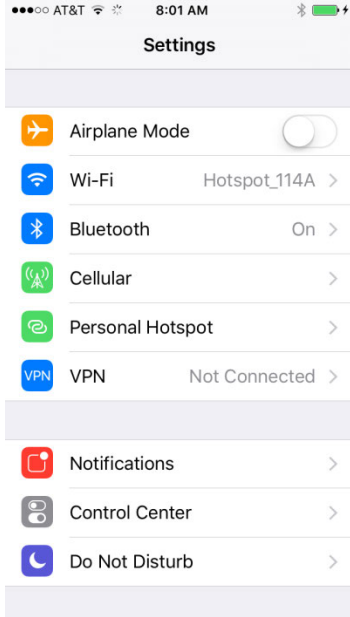
Attached are instructions on how to complete the iOS update on your own. **If your update is not successful**, please don't hesitate to contact the DC Help Desk at (b) (6) or (b) (6) to schedule an appointment to complete the update.

DC Help

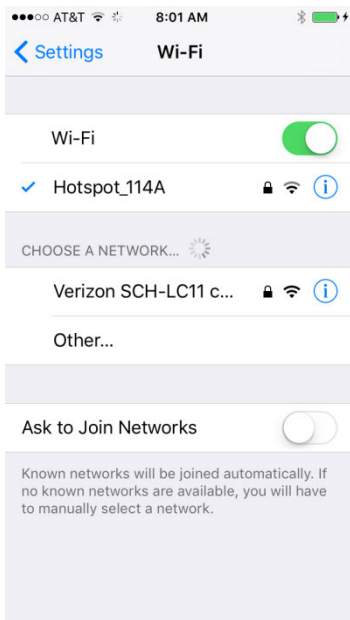
(b) (6)

iOS Update Instructions

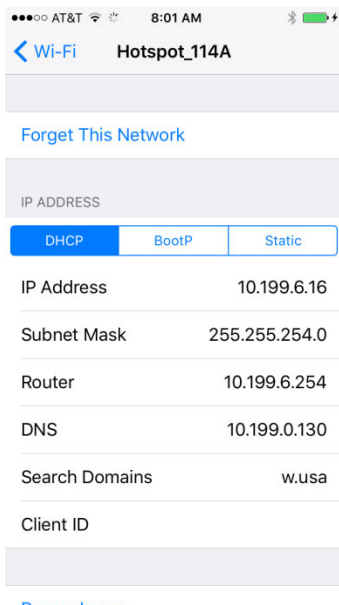
1. On the iPhone device, touch **Settings** > **Wi-Fi**. **BE SURE DEVICE IS PLUGGED INTO POWER SOURCE**
2. Verify the device has a strong Wi-Fi signal. (Note: Please connect to Hotspot_114A, and the passcode will be (b) (6))
3. Go back to the settings home page, touch **General** > **Software Update**.
4. Touch **Install Now** or **Download and Install**.
5. Enter your device lock passcode if prompted
6. Read the agreement.
7. Touch **Agree** to accept the terms. Touch **Agree** again on the popup, if any.
8. Select "Don't Use Cellular Data"
 - The iPhone may begin downloading the software; download time will vary depending on your network connection.
 - When the download is complete, touch **Install Now**.
 - The update will take several minutes to complete, during which time you will see the Apple logo on a black display with a progress bar.
9. When the iOS update is complete, the device will reboot.
10. After reboot, enter your device lock passcode.
11. At the *Software Update Complete* screen, touch **Continue**.
 - At the *iPhone Analytics* screen, touch **Don't Share**
 - At the Welcome to iPhone Screen touch **Get Started****This completes the latest iOS update.**
12. **Note: You will want to forget the office Wi-Fi network (Hotspot_114A) once your update is complete. Below are the instructions that can be used after the update is complete.**
13. Step 1: Select settings from your home page.
14. Step 2: Select the "Wi-Fi" tab



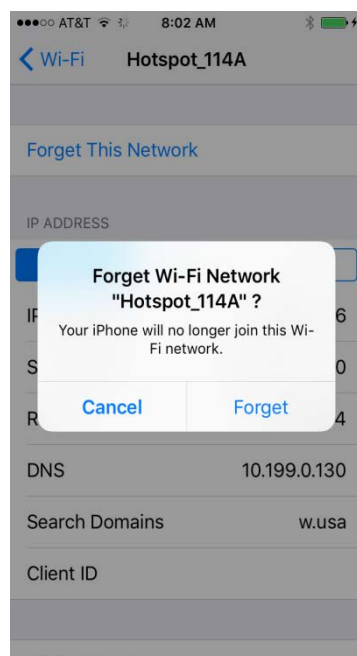
Step 3: Click the “i” symbol outside of the “Hotspot_114a”



Step 4: Click the “Forget This Network” tab.



Step 5: Click the “Forget” tab to confirm this network is removed from your phones memory.



From: USADC-Helpdesk <(b) (6)>

To: Undisclosed recipients,;

Subject: iOS 16.5 Mandatory Update for GFE iPhone/iPad devices

Date: Tue, 13 Jun 2023 08:25:54 -0400

Importance: Normal

Attachments: 2023_Instructions_on_how_to_update_your_iOS_devices.pdf

Good Morning,

Just wanted to remind you to complete the iOS update.

At this point, your Outlook icon is missing. Simple fix complete the iOS update. Once updated, go to the USA App Store and download Outlook.

After outlook is installed, open Outlook and tap add account. Message appears that account is already detected. Outlook will close automatically. Once you open your emails will start to download.

From: USADC-Helpdesk <(b) (6)>

Sent: Thursday, June 1, 2023 12:59 PM

Subject: CRITICAL: iOS 16.5 Mandatory Update for GFE iPhone/iPad devices

Importance: High

Please complete the below ASAP.

iOS **16.5** must be installed on your GFE iOS iPhone and/or iPad device. It is critical this update is completed by **COB Tuesday, June 6, 2023**.

To complete the installation:

- Plug device into charger before beginning update
- Connect to Wi-Fi
- Go to settings
- Select "General"
- Select "Software Update"
- Select "Download and Install"
- Enter device unlock passcode

Failure to perform the required upgrade to 16.5 by may result in temporary loss of access to **OUTLOOK and VPN (Virtual Private Network).**

Attached are instructions on how to complete the iOS update on your own. **We recommend you try this update from home FIRST. If your update is not successful**, please don't hesitate to contact the DC Help Desk at (b) (6) or (b) (6) to schedule an appointment to complete the update.

DC Help

(b) (6)

From: (b)(6), (b)(7)(C) per EOUSA (USADC)" (b) (6)

To: Undisclosed recipients.;

Subject: FW: CRITICAL: iOS 16.4.1 Mandatory Update for GFE iPhone/iPad devices

Date: Mon, 24 Apr 2023 07:48:47 -0400

Importance: High

Attachments: 2023_Instructions_on_how_to_update_your_iOS_devices.pdf

Please complete the below ASAP.

iOS **16.4.1** must be installed on your GFE iOS iPhone and/or iPad device. It is critical this update is completed by **COB Tuesday, April 18, 2023.**

To complete the installation:

- Plug device into charger before beginning update
- Connect to Wi-Fi
- Go to settings
- Select "General"
- Select "Software Update"
- Select "Download and Install"
- Enter device unlock passcode

Failure to perform the required upgrade to 16.4.1 by Tuesday April 18th may result in temporary loss of access to email and VPN (Virtual Private Network).

Attached are instructions on how to complete the iOS update on your own. **We recommend you try this update from home FIRST. If your update is not successful,** please don't hesitate to contact the DC Help Desk at (b) (6) or (b) (6) to schedule an appointment to complete the update.

DC Help
(b) (6)

From: (b)(6), (b)(7)(c) - (Matthew Burke's email address)

To: "USADC-Helpdesk" <(b) (6)>

Subject: FW: MANDATORY UPDATE: BIOS Laptop Update

Date: Mon, 27 Feb 2023 21:29:06 -0500

Importance: Normal

Inline-Images: image002.png

Help Desk,

I am on detail to the Special Counsel's Office. This evening, I tried to log on to my DC USAO laptop to install the BIOS laptop update tonight, but was unable to do so. I'm concerned that my DC USAO email account will no longer forward emails to my Special Counsel's Office account.

Can you assist me in fixing this? I'd like to make sure that any emails sent to my DC USAO email account are forwarded to my SCO account.

Thanks,

Matthew Burke
Assistant Special Counsel
U.S. Department of Justice

From: USADC-Helpdesk <(b) (6)>

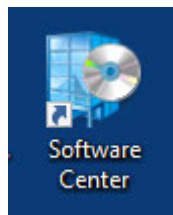
Sent: Monday, February 27, 2023 2:26 PM

To: USADC-All Employees (b) (6)

Subject: MANDATORY UPDATE: BIOS Laptop Update

Hello All,

EOUSA has pushed a mandatory BIOS update that must be completed today. We recommend completing the update manually before the deadline to avoid any possible interruptions to your laptop access. Please follow the instructions below:



1. Open Software Center on your desktop
2. Select "HP 640 G5 BIOS Update R72 01.22 – Update BIOS – POST"
3. Click Install

Tips for success:

- The update will take up to 30 minutes in the office, up to 45 minutes remotely.
- **Leave the laptop connected to power until update is fully completed (docking station or travel charger).**
- The laptop will restart multiple times before completing, do not interrupt update by pressing the power button.
- Complete update before 2/27 to avoid interruptions by force update.
- Save all work prior to starting update

Thanks,

Help Desk

(b) (6)

From: (b)(6), (b)(7)(c) - (Matthew Burke's email address)

To: "USADC-Helpdesk" <(b) (6)>

Subject: RE: CRITICAL: iOS 16.3.1 Update Approved for GFE iPhone/iPad devices

Date: Thu, 16 Feb 2023 12:47:17 -0500

Importance: Normal

Help Desk,

I am on detail to the Special Counsel's office. I have forgotten the password to my DC USAO iPhone. Can you please re-set the password so that I can log in and update the iOS on my phone?

Thanks,

Matt Burke

Matthew Burke
Assistant Special Counsel
U.S. Department of Justice

From: USADC-Helpdesk <(b) (6)>

Sent: Thursday, February 16, 2023 11:24 AM

To: USADC-iOS Users (USA) (b) (6)

Subject: CRITICAL: iOS 16.3.1 Update Approved for GFE iPhone/iPad devices

Importance: High

All,

iOS **16.3.1** must be installed on your GFE iOS iPhone and/or iPad device. It is critical this update is completed by **COB Thursday, February 23, 2023**.

To complete the installation:

- Plug device into charger before beginning update
- Connect to Wi-Fi
- Go to settings
- Select "General"
- Select "Software Update"
- Select "Download and Install"
- Enter device unlock passcode

Attached are instructions on how to complete the iOS update on your own.

Please don't hesitate to contact the DC Help Desk at (b) (6) or (b) (6) if you have any questions or concerns.

DC Help
(b) (6)

From: (b)(6), (b)(7)(C) - (Matthew Burke's email address)

To: "USADC-Helpdesk" <(b) (6)>

Subject: FW: CRITICAL: iOS 16.3.1 Update Approved for GFE iPhone/iPad devices

Date: Tue, 21 Feb 2023 09:02:33 -0500

Importance: High

Attachments: 2023_Instructions_on_how_to_update_your_iOS_devices.pdf

Help Desk,

I am on detail to the Special Counsel's Office. I have forgotten the passcode to my iPhone and so I can't open the phone to install the updated iOS.

Can you please re-set my phone or help me get back into it so that I can install the updated iOS?

Thanks,

Matt Burke

Matthew Burke
Assistant Special Counsel
U.S. Department of Justice

From: (b)(6), (b)(7)(C) per EOUSA (USADC) <(b) (6)>

Sent: Tuesday, February 21, 2023 7:26 AM

To: USADC-iOS Users (USA) <(b) (6)>

Subject: CRITICAL: iOS 16.3.1 Update Approved for GFE iPhone/iPad devices

Importance: High

All,

iOS **16.3.1** must be installed on your GFE iOS iPhone and/or iPad device. It is critical this update is completed **by COB Thursday, February 23, 2023.**

Failure to perform the required upgrade to 16.3.1 by Thursday February 23rd will result in temporary loss of access to email and VPN (Virtual Private Network).

To complete the installation:

- Plug device into charger before beginning update
- Connect to Wi-Fi
- Go to settings
- Select "General"
- Select "Software Update"
- Select "Download and Install"
- Enter device unlock passcode

Attached are instructions on how to complete the iOS update on your own.

Please don't hesitate to contact the DC Help Desk at (b) (6) or (b) (6) if you have any questions or concerns.

DC Help

(b) (6)

From: USADC-Helpdesk <(b) (6)>

To: Undisclosed recipients.;

Subject: CRITICAL: iOS 16.5 Mandatory Update for GFE iPhone/iPad devices

Date: Thu, 01 Jun 2023 12:59:18 -0400

Importance: High

Attachments: 2023_Instructions_on_how_to_update_your_iOS_devices.pdf

Please complete the below ASAP.

iOS **16.5** must be installed on your GFE iOS iPhone and/or iPad device. It is critical this update is completed by **COB Tuesday, June 6, 2023.**

To complete the installation:

- Plug device into charger before beginning update
- Connect to Wi-Fi
- Go to settings
- Select “General”
- Select “Software Update”
- Select “Download and Install”
- Enter device unlock passcode

Failure to perform the required upgrade to 16.5 by may result in temporary loss of access to **OUTLOOK and VPN (Virtual Private Network).**

Attached are instructions on how to complete the iOS update on your own. **We recommend you try this update from home FIRST. If your update is not successful,** please don't hesitate to contact the DC Help Desk at (b) (6) or (b) (6) to schedule an appointment to complete the update.

DC Help
(b) (6)

From: USADC-Helpdesk <(b) (6)>

To: Undisclosed recipients.;

Subject: iOS 16.6 Mandatory Update for GFE iPhone/iPad devices

Date: Thu, 27 Jul 2023 11:42:04 -0400

Importance: High

Attachments: 2023_Instructions_on_how_to_update_your_iOS_devices.pdf

Please complete the below ASAP.

iOS **16.6** must be installed on your GFE iOS iPhone and/or iPad device. It is critical this update is completed by **COB Wednesday August 2, 2023.**

To complete the installation:

We recommend you try this update from home FIRST.

- Plug device into charger before beginning update
- Connect to Wi-Fi
- Go to settings
- Select “General”
- Select “Software Update”
- Select “Download and Install”
- Enter device unlock passcode

Failure to perform the required upgrade to 16.6 by the date specified will result in temporary loss of access to OUTLOOK and VPN (Virtual Private Network).

Attached are instructions on how to complete the iOS update on your own. **If your update is not successful**, please don't hesitate to contact the DC Help Desk at (b) (6) or (b) (6) to schedule an appointment to complete the update.

DC Help

(b) (6)

From: AirWatch Cloud (b) (6)

To: "Burke, Matthew (USADC)" <(b) (6)>

Subject: Attention Required: Update iOS Version

Date: Thu, 20 Apr 2023 09:39:07 -0400

Importance: Normal

 AirWatch - Mobile Device Management, Mobile Application Management, Mobile Content Management

Device iOS Version Violation - 4/20/2023

Matthew Burke,

Your iPhone, USADCPPM76534, is currently below the minimum iOS Version required:

Warning ahead of iOS compliance

This is the final warning to update iOS to 16.4.1. Failure to update the iOS version will result in the revocation of USAVON access (email, calendars, and VPN) for this device.

To update your device, please go to the **Settings > General > Software Update** menu. It is recommended to process OS update over Wi-Fi. For more information, visit the EEUT Mobility Program's SharePoint page.

Device Details:

iPhone
FFXJ7EYW0DXP
USADCPPM76534

Regards,
EOUSA OCIO EEUT Mobility Staff

Please contact your System Manager for further assistance.

AirWatch - Mobile Device Management, Mobile Application Management, Mobile Content Management

From: USADC-Helpdesk <(b) (6)>

To: Undisclosed recipients.;

Subject: NOTIFICATION: Adobe Acrobat License Pop Up

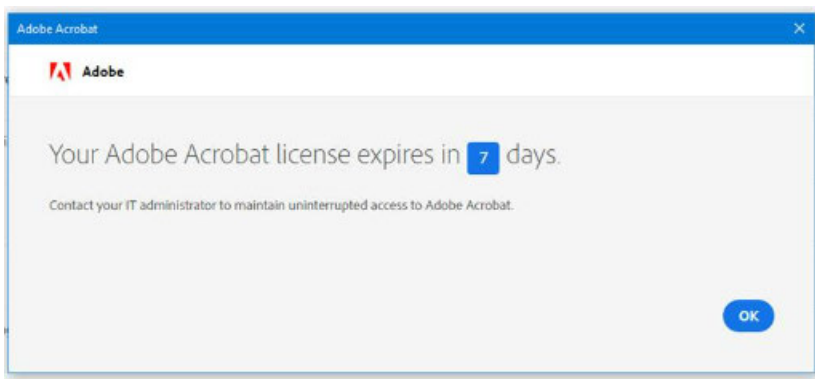
Date: Thu, 08 Feb 2024 10:41:20 -0500

Importance: High

Inline-Images: image001.png

Good morning All,

If you are receiving the pop up below, please disregard. **Please select "OK" and move forward with using Adobe.** If you are having an issue in which Adobe isn't working after selecting the "OK" prompt, please contact the Helpdesk. EOUSA is currently working to have the software updated for our district.



Thanks,

Helpdesk

(b) (6)

(b) (6)

From: USADC-Helpdesk <(b) (6)>

To: Undisclosed recipients;

Subject: FW: iOS 16.6 Mandatory Update for GFE iPhone/iPad devices

Date: Mon, 31 Jul 2023 17:00:00 -0400

Importance: High

Attachments: 2023_Instructions_on_how_to_update_your_iOS_devices.pdf

Please complete the below ASAP.

iOS **16.6** must be installed on your GFE iOS iPhone and/or iPad device. It is critical this update is completed by **COB Wednesday August 2, 2023.**

To complete the installation:

We recommend you try this update from home FIRST.

- Plug device into charger before beginning update
- Connect to Wi-Fi
- Go to settings
- Select “General”
- Select “Software Update”
- Select “Download and Install”
- Enter device unlock passcode

Failure to perform the required upgrade to 16.6 by the date specified will result in temporary loss of access to OUTLOOK and VPN (Virtual Private Network).

Attached are instructions on how to complete the iOS update on your own. **If your update is not successful**, please don't hesitate to contact the DC Help Desk at (b) (6) or (b) (6) to schedule an appointment to complete the update.

DC Help

(b) (6)

From: (b)(6), (b)(7)(C) per EOUSA (USADC)" (b) (6)

To: Undisclosed recipients::

Subject: CRITICAL: iOS 16.4.1 Mandatory Update for GFE iPhone/iPad devices

Date: Fri, 14 Apr 2023 09:43:27 -0400

Importance: High

Attachments: 2023_Instructions_on_how_to_update_your_iOS_devices.pdf

All,

iOS **16.4.1** must be installed on your GFE iOS iPhone and/or iPad device. It is critical this update is completed by **COB Tuesday, April 18, 2023.**

To complete the installation:

- Plug device into charger before beginning update
- Connect to Wi-Fi
- Go to settings
- Select "General"
- Select "Software Update"
- Select "Download and Install"
- Enter device unlock passcode

Failure to perform the required upgrade to 16.4.1 by Tuesday April 18th may result in temporary loss of access to email and VPN (Virtual Private Network).

Attached are instructions on how to complete the iOS update on your own. **We recommend you try this update from home FIRST.** If your update is not successful, please don't hesitate to contact the DC Help Desk at (b) (6) or (b) (6) to schedule an appointment to complete the update.

DC Help

(b) (6)

From: USADC-Helpdesk <(b) (6)>

To: Undisclosed recipients,;

Subject: FW: iOS 17.1 Critical Update for GFE iPhone/iPad devices

Date: Fri, 03 Nov 2023 07:29:28 -0400

Importance: High

Attachments: 2023_Instructions_on_how_to_update_your_iOS_devices.pdf

On November 1, 2023, the Justice Security Operations Center (JSOC) advised DOJ components of a critical vulnerability within iOS devices 17.0.3 or lower. Due to the severity of the exploitation, ALL iOS devices must be updated to iOS 17.1

Please complete the below ASAP.

iOS **17.1** must be installed on your GFE iOS iPhone and/or iPad device. It is critical this update is completed by **COB Wednesday November 8, 2023**.

To complete the installation:

We recommend completing update from home FIRST.

- Plug device into charger before beginning update
- Connect to Wi-Fi
- Go to settings
- Select “General”
- Select “Software Update”
- Select “Download and Install”
- Enter device unlock passcode

Failure to perform the required upgrade to 16.6 by the date specified will result in temporary loss of access to OUTLOOK and VPN (Virtual Private Network).

Attached are instructions on how to complete the iOS update on your own. **If your update is not successful**, please don't hesitate to contact the DC Help Desk at (b) (6) or (b) (6) to schedule an appointment to complete the update.

DC Help

(b) (6)

From: USADC-Helpdesk <(b) (6)>

To: Undisclosed recipients;

Subject: iOS 16.6 Mandatory Update for GFE iPhone/iPad devices

Date: Fri, 28 Jul 2023 08:57:22 -0400

Importance: High

Attachments: 2023_Instructions_on_how_to_update_your_iOS_devices.pdf

Please complete the below ASAP.

iOS **16.6** must be installed on your GFE iOS iPhone and/or iPad device. It is critical this update is completed by **COB Wednesday August 2, 2023.**

To complete the installation:

We recommend you try this update from home FIRST.

- Plug device into charger before beginning update
- Connect to Wi-Fi
- Go to settings
- Select “General”
- Select “Software Update”
- Select “Download and Install”
- Enter device unlock passcode

Failure to perform the required upgrade to 16.6 by the date specified will result in temporary loss of access to OUTLOOK and VPN (Virtual Private Network).

Attached are instructions on how to complete the iOS update on your own. **If your update is not successful**, please don't hesitate to contact the DC Help Desk at (b) (6) or (b) (6) to schedule an appointment to complete the update.

DC Help

(b) (6)