

<b>REQUEST FOR RECORDS DISPOSITION AUTHORITY</b>		JOB NUMBER <i>71-065-05-7</i>	
TO: NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001		Date received <i>7/25/2005</i>	
1. FROM (Agency or establishment) <b>DEPARTMENT OF JUSTICE</b>		<b>NOTIFICATION TO AGENCY</b>  In accordance with the provisions of 44 U.S.C. 3303a, the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	
2. MAJOR SUBDIVISION <b>FEDERAL BUREAU OF INVESTIGATION</b>			
3. MINOR SUBDIVISION <b>RECORDS MANAGEMENT DIVISION</b>			
4. NAME OF PERSON WITH WHOM TO CONFER <b>Teresa C. Sharkey, CRM</b>	5. TELEPHONE NUMBER <b>202-324-1613</b>	DATE <i>6/14/05</i>	ARCHIVIST OF THE UNITED STATES <i>Allen Wainate</i>
6. AGENCY CERTIFICATION I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached <u>3</u> page(s) are not needed now for the business for this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies,  <input checked="" type="checkbox"/> is not required <input type="checkbox"/> is attached; or <input type="checkbox"/> has been requested.			
DATE <i>7/20/05</i>	SIGNATURE OF AGENCY REPRESENTATIVE <i>William L. Horton</i>		TITLE Assistant Director
7. ITEM NO.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)
	The attached pages provide disposition instructions for records relating to the Internet Tip Line (ITL).		
<i>ee Agency NWM &amp; NWMU</i>			

## Internet Tip Line (ITL)

### OVERVIEW

Prior to September 11, 2001, the Federal Bureau of Investigation (FBI) lacked a centralized method for the public to communicate tips, threats, and other issues of concern via the Internet. Shortly after the terrorist attacks, the FBI placed a link on the public website ([www.fbi.gov](http://www.fbi.gov)) through which the public can submit information relating to terrorism and other criminal matters. The Internet Tip Line (ITL), a database built on Pyramid software, serves as a repository for tips received from the public and other government agencies via the Internet, electronic mail (e-mail), telephone calls, mail, and facsimile. The ITL contains over 1,000,000 records with over 600 new tips added each day.

### PROCESS

The public communicates tips to the FBI through an online form on the [www.fbi.gov](http://www.fbi.gov) website, via calls to the telephone hotline, and through mail and facsimile. Outside agencies transmit tips through telephone calls, e-mail, or facsimile. The ITL database is automatically populated with tips submitted via the Internet. Other tips that are received via phone calls, mail, etc., are analyzed by the FBI to determine if there is legitimate lead value, and those tips with lead value are entered into the ITL. On occasion, the FBI may receive by mail, facsimile, or telephone a tip that requires immediate dissemination. In these instances, the tip is forwarded to the appropriate recipient, typically via facsimile, and the tip is not tracked in the ITL.

FBI personnel analyze each tip in the ITL to determine how it should be handled. Lead-worthy tips are referred to the appropriate entity, such as an FBI field office or an outside agency such as the U.S. Secret Service. Whether or not a tip is lead worthy, the data remains in the ITL where it is available for use during the review and assessment of other tips. For example, a search can be done to determine if an individual has previously submitted a tip. Prior to the development of the ITL, tips were retained in hard copy; however, these tips have since been scanned and input into the ITL.

### A. INPUTS

The public enters tips into ITL via an online form located on the FBI's website and through Department of Homeland Security (DHS) websites that have links redirecting the tip into the FBI's ITL system. FBI employees analyze tips that come in via the telephone, mail and facsimile, and enter only those deemed lead-worthy into ITL. If a hard copy, lead-worthy tip is received, it is scanned and retained in the ITL.

### DISPOSITION

1. **Tips Automatically Input into the ITL:** DELETE/DESTROY in accordance with Item B below.
2. **Lead-Worthy Tips** (hard copy): DESTROY after successful scan and/or relevant data is entered into the system.
3. **Non Lead-Worthy Tips** (hard copy): DESTROY one year after receipt.
4. **Tips received prior to ITL implementation** (hard copy tips from 9/12/01-12/31/01): DESTROY immediately. (*Note: data from these tips has been entered into ITL.*)

## B. DATA FILES

The data files include: submitter information; the tip, which is entered in a comment field; information on the environment, such as the time/date stamp and remote host and remote address; and, the status of potential FBI lead assessment and dissemination information.

### DISPOSITION

**Tips** (including all related images, data, and metadata): DELETE/DESTROY five years after the date the tip was received by the FBI.

## C. OUTPUTS

Lead-worthy tips are referred to FBI offices via an electronic communication (EC), which is uploaded into the Automated Case Support (ACS) system, and filed in the related case file. Referrals to outside agencies are transmitted via e-mail or facsimile. Tips that require immediate referral are faxed to the appropriate entity and followed up with a telephone call. Certain tips that come in through the Department of Homeland Security (DHS) websites and related to DHS matters are posted to the Law Enforcement Online (LEO) Department of Homeland Security Information Sharing Special Interest Group (SIG) in the form of read-only web pages.

FBI analysts and agents typically send an e-mail reply to tipsters. These responses may thank the tipster, request additional information, or notify the tipster that the matter has been referred to another government agency.

### DISPOSITION

~~1. Leads Transmitted to Other FBI Offices: RETAIN/DESTROY commensurate with the disposition authority established for the related case file.~~ 9mJ 3/27/06

**2. Referrals to Outside Agencies:** DESTROY five years after the date of the referral.

**3. E-Mail and Facsimile Exchanges:** DELETE/DESTROY 30 days after the date the e-mail or fax was sent or received. Incorporate e-mails and/or faxes related to investigative or intelligence activities into the related case file.

**4. Record of Data Sent to LEO:** DELETE/DESTROY six months after the date the record is sent.

**5. Statistical Reports:** DELETE/DESTROY five years after the date of the report or when no longer required, whichever is sooner.

## D. SYSTEM DOCUMENTATION

A Policy and Procedures Manual documents the ITL and telephone hotline processes.

**DISPOSITION:** DESTROY when superseded or obsolete.

## E. RELATED RECORDS

### DISPOSITION

1. **Receipt Log** (Log maintained to document the hand delivery, receipt, and/or transmittal of information): DESTROY when five years old.

2. **System Backups** (For system recovery purposes, the ITL is backed up incrementally on a weekly basis, and a full back up is done monthly):

DELETE/DESTROY incremental back up media when superseded by a full backup, or when no longer needed for system restoration, whichever is later. (GRS 24, Item 4a, 1)

DELETE/DESTROY full backup media when second subsequent back up is verified as successful or when no longer needed, whichever is later. (GRS 24, Item 4a, 2)

3. **Audit Logs** (The system monitors and logs access and use and generates audit trails in order to detect suspicious activity): DELETE/DESTROY when five years old.