



Office of the Chief
Operating Officer

June 23, 2025

Jessica Williams
Agency Records Officer
Department of Defense
Defense Contract Management Agency
3901 A Avenue, Bldg 10500
Fort Gregg-Adams, VA 23801-1809

Dear Ms. Williams:

The National Archives and Records Administration (NARA) acknowledges receipt of the Defense Contract Management Agency's (DCMA) report on the loss of mobile device data.

According to the report, a complete description of records is not available as DCMA's Information Technology (IT) Specialists were unable to access the devices to examine the contents before the data loss. Typically, the devices would include electronic messages, videos, and photos. The volume of data lost was approximately 512 GB associated with 256 iPhones. No Capstone officials were included in the 256 phones, making it unlikely that permanent records were lost.

While the exact circumstances on how the data was lost is unknown, these losses could have occurred due to several common technical and procedural issues: customers wiping devices or not providing passwords, devices being removed from the DISA mobile device management system (which prevented security policy removal), or hardware failures like dead batteries preventing device access. These circumstances may have prevented IT specialists from capturing potential records on these devices.

NARA acknowledges that in an effort to recover the lost data, the IT Specialists attempted to access the phones using imaging systems and software but were unsuccessful. Additionally, to prevent future loss like this, DCMA has changed its standard operating procedures for the collection of mobile devices to ensure records are captured from the phones prior to the phones being retired.

Based on this information, the reporting requirements of 36 CFR 1230.14(a) have been met and NARA considers this matter closed. I appreciate your attention to this matter. If you have any questions or wish to discuss this further, please contact the Records Management Oversight and Reporting Program by email at UnauthorizedDisposition@nara.gov.

Sincerely,

A handwritten signature in black ink that reads "William Fischer". The script is cursive and fluid, with the first name "William" and last name "Fischer" clearly distinguishable.

WILLIAM FISCHER
Chief Records Officer
for the U.S. Government (Acting)