



National Domestic Communications Assistance Center (NDCAC)

Program Update

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NDCAC Budget

- NDCAC's Fiscal Year Budgets
 - 2018: \$10,987,055
 - 2017: \$11,441,998
 - 2016: \$11,701,998
 - 2015: \$12,201,918
 - 2014: \$12,201,918 Sequestration Cut
 - 2013: \$13,147,740 Annualization
 - 2012: \$8,244,000

- The NDCAC's expenditures include:
 - Services
 - Technology Sharing / Tool Development
 - Technical Analysis
 - Solution Verification
 - Technical Resource / Helpdesk
 - Training / Student Expenses and Conferences
 - Outreach
 - Equipment, Facility, Network, and Website



Technical Resource Group

- Provide assistance and technical referrals to law enforcement clients – currently more than 14,600
- Six month trend in number of clients: increase of 1,340
- Types of calls handled by the TRG
 - Access requests for NDCAC services and website
 - Interpretation of provider call detail records / cell tower information
 - Assisting in correlating service provider information
 - Assistance with legal demand (templates)
- Number of requests over the last six months: 3,497



Website

- The NDCAC's Internet presence is composed of two parts
 - Public facing website: general information about the NDCAC and its role
 - Secure portal: restricted access information repository and focal point for law enforcement and industry collaboration
- Challenges with access are being addressed by a multi-factor authentication process
 - New users are being added using the new process
 - To date, 340 users have been added
- Existing users can switch to the new process or continue accessing through LEEP



Communications Applications

- NDCAC has collected information about popular communications applications
 - Type of legal process required
 - Information collected during sign-up
 - Information that may be available from service providers
 - Go-bys
- NDCAC's secure website is a consolidated resource to access information about a growing number of applications
- NDCAC provides training to expand law enforcement understanding of communications applications, to know what applications subjects may be using, and information available from providers



If The Application Is Social Media...

- Social media app providers may have a significant amount of information about subscribers that could prove useful to an investigation
 - Information collected during sign-up
 - Personal profiles
 - Content generated by users (e.g., messages)
- However, providers' records are not necessarily conducive to easy interpretation by law enforcement
 - HTML formatted files consisting of complex folder structure with no way to filter or search a specific time period
 - PDF formatted files
 - Thousands or tens of thousands of pages
 - Single returns for overlapping preservation orders result in duplicate data



How the NDCAC Can Help

- The NDCAC has developed a tool to assist law enforcement in interpreting returns from Social Network providers
- The tool ingests multiple files and parses content and media out of the return, organizes, and makes it searchable
- Exports Social Media returns to Excel compatible files
- Future development will be based on law enforcement input
- NDCAC also provides “Best Practices” training to expand understanding of social media platforms and information available from providers



Open Source Information

- What is it? Information collected from publicly available sources
- How to get it
 - Investigators begin with a general search
 - Different tools often produce different results
- Why is it important?
 - The Internet has become integral to all our lives... and we leave a trail of information with our online activities
 - However, it is critical to streamline, standardize, organize, and maintain records of open source research



How the NDCAC Can Help

- The NDCAC has a tool to search (e.g., names, email addresses, usernames) third party websites, extract relevant data, and organize the information
- Save screenshots and log website information such as page title, URL, and date/time of the information capture for evidentiary purposes
- Simple and intuitive interface and runs in a common browser



Open Source – Training

- NDCAC offers courses for Open Source techniques
 - Learn about tools and methodologies for researching and collecting open source and social media information
 - Become familiar with methods to manage information and authenticate evidence
 - Explore conventional and non-conventional search engines, how they operate, and engines' limitations
 - Identify unique and changing populations of common social networks and find uncommon social networks
 - Learn about operational security - how to mitigate the risk inherent in online investigations
 - Understand the need to institute agency policies and practices designed to balance law enforcement needs with measures to protect privacy



Training

- Since its inception, the NDCAC has provided training to approximately 7,500 law enforcement representatives
 - Onsite classes have hosted more than 1,200 students from 400+ State and local agencies
 - Regional classes have hosted nearly 6,300 students from 1,200+ State and local agencies
- This Fiscal Year, the NDCAC has hosted 1,835 law enforcement representatives
 - 180 onsite students
 - 1,655 students in regional classes



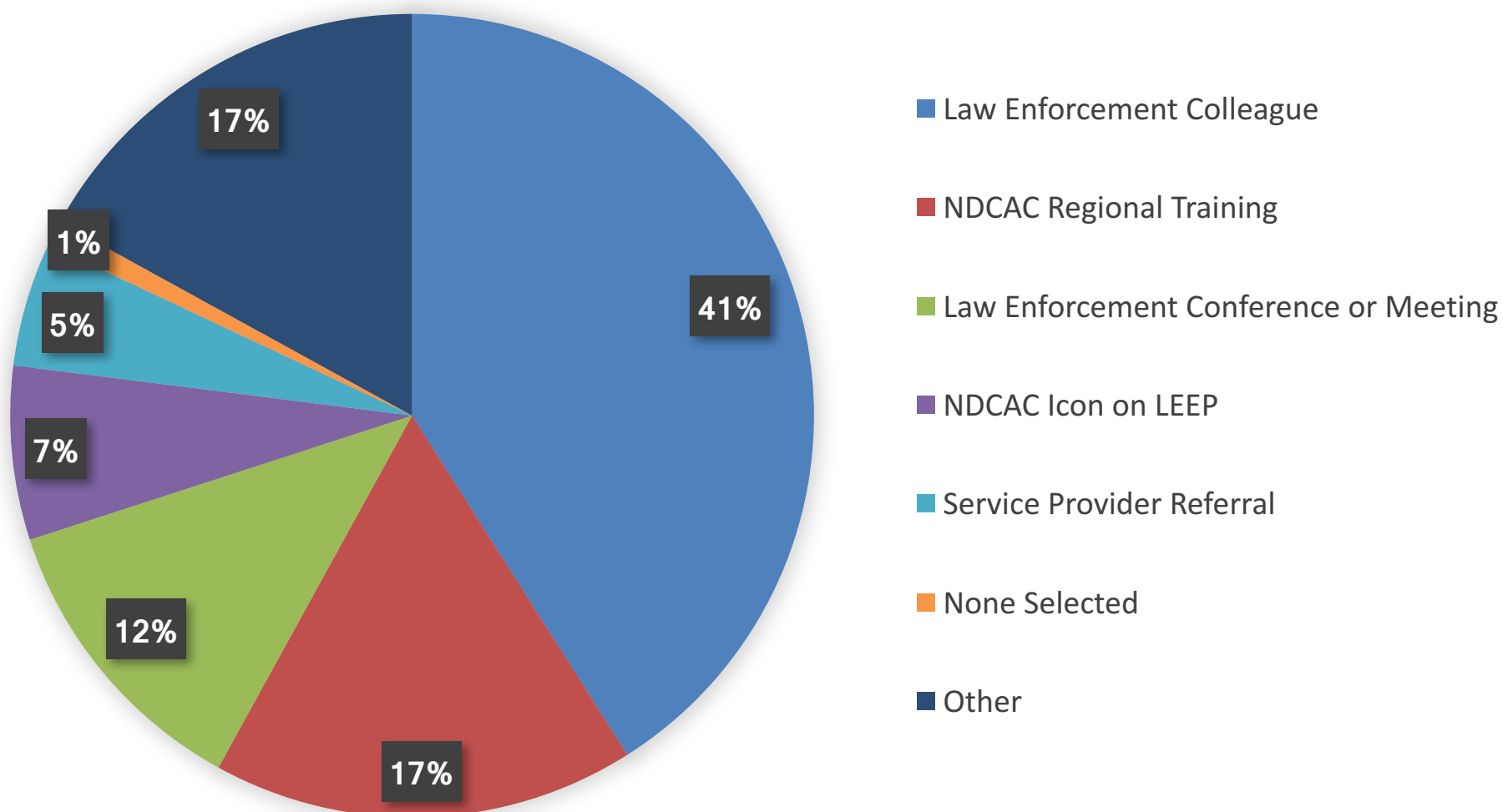
Outreach – Law Enforcement

- The NDCAC continues to proactively reach out and educate the law enforcement community about its support, tools, and training... in the last six months: nearly 1,700 participants from over 400 agencies
- Proactive Outreach – introduction of the NDCAC and overview of Gathering Evidence from Today's Communication Technologies
 - New York NY San Antonio TX
 - Austin TX Stafford County VA
 - Charlotte NC Myrtle Beach SC
- Participation in established forums
 - Tennessee Gang Investigators Association (TNGIA)
 - International Association of Law Enforcement Intelligence Analysts (IALEIA)
 - Montana Department of Justice
 - Florida Gang Investigators Association (FLGIA)
 - South Carolina Gang Investigators Association (SCGIA)
 - Virginia Crime Analysis Network (VCAN)



Outreach – Law Enforcement

- How law enforcement learns about the NDCAC





Outreach - Industry

- The NDCAC also interacts with industry to gain a better understanding of future services and technologies, how they are implemented, and how they may impact law enforcement
- Attend or monitor industry conferences / meetings that
 - Present new products and features
 - Showcase service-based capabilities
 - Sponsor special interest groups (e.g., abusive messaging and malware)
 - Identify digital forensics and data recovery techniques
- Work with service providers to understand current capabilities, requirements, and future plans for services and deployment of new technologies
- Interact with providers to demonstrate benefits to industry - lessening the burden of addressing similar concerns from multiple agencies
 - NDCAC tools can be used to more easily interpret provider returns