Office of Investigations
U.S. Department of Homeland Security
425 I Street, NW
Washington, DC 20536

U.S. Immigration and Customs Enforcement

JAN 22 2004

MEMORANDUM FOR: ALL SPECIAL AGENTS IN CHARGE
ALL INTERIM SPECIAL AGENTS IN CHARGE
ALL DEPUTY ASSISTANT DIRECTORS

FROM: John P. Clark
Director, Office of Investigations

SUBJECT: Implementation of the New Intranet Web-Based Significant Event Notification (SEN) Application

REMINDER ABOUT CONTINUING IMPORTANCE OF TIMELY SIRS AND SPEARS

The purpose of this memorandum is to introduce a new Intranet-based methodology for submitting Significant Incident Reports (SIRS) and Significant Prospective Enforcement Reports (SPEARS). However, before beginning to consider this new material, it is important to remember that, other than preparation and transmission methodology, the requirements for and the importance of timely submission of SIRS and SPEARS have NOT changed. Requirements for SIRS were set out in the then Acting Assistant Secretary's memorandum of March 11, 2003. Requirements for SPEARS were set out in my memorandum to all Interim Special Agents in Charge dated June 18, 2003. ICE Headquarters Senior Executives remain very interested in timely reporting of Significant Enforcement Events (both those that have taken place and those that are anticipated). The new methodology described below should facilitate such reporting. However, field managers are requested to take extra care - - especially as we transition to new methodology - - to ensure that all necessary reporting is successfully completed.

THE NEW INTRANET-BASED SIGNIFICANT EVENT NOTIFICATION (SEN) APPLICATION

As many of you are aware, for several months the Office of Investigations has been working on improving the methodology for preparation and submission of SIRS and SPEARS to Headquarters. The Office of Intelligence and other ICE components have joined in what has become an effort to develop a uniform Significant Enforcement Event reporting system for all of ICE. In September of 2003 we introduced on a trial basis in three SAC offices a system with some improvements, but still based on transmission via E-mail.

We are now introducing, for use in all OI offices, a state-of-the-art Intranet-based application, the Significant Enforcement Network (SEN), which will provide a standardized web-based format for reporting SIRS and SPEARS to the ICE Headquarters Reporting Center (HRC).

The new SEN reporting application has been designed to include a number of features that will make SIR and SPEAR reporting quicker and easier, as well as more secure and accurate. The web-based form will improve data quality as the design utilizes a number of "drop down menus" to constrict users to certain choices as they complete the form. Transmission security, reliability and speed will also be enhanced. Reports will be assigned a computer-generated SEN Incident Number that will be a valuable tracking tool for senders and receivers. Reports will move via the Intranet, and will be available to the HRC and Headquarters personnel immediately after completion and submission.

In addition, the new SEN application:

- Enables "cut and paste" ability for the narrative sections of the report
  Provides a single database repository for SEN data, including special programs data
  Offers expandable fields for narrative that provide easy editing and spell checking while maintaining a "form" formatting
  Eliminates E-Mail and Fax for the transmission of forms to HRC
  Eliminates re-keying of data into HRC database
- Provides HRC and management with immediate notification of SEN Reports
- Streamlines and centralizes application upgrades

IMPLEMENTATION OF THE NEW SEN APPLICATION

The Significant Event Notification (SEN) application is intended to replace the legacy Customs "Sitroom" report, the legacy INS Microsoft Access based SIR application, the Word/e-mail SPEAR submission described in my memorandum of June 18, 2003, and the Snapshot/E-Mail SIR and SPEAR test forms implemented in the Chicago, Miami, and Newark SAC offices in September 2003. All of these methods that were previously utilized to report SIRS and SPEARS should be discontinued as soon as possible. Our goal is that, by early February 2004, all OI offices will be using the new SEN application for submission of all SIRS and SPEARS.

For security purposes, user IDs and passwords will be required for access to the SEN application. Your (b) (7)(E) Systems Control Officers (SCOs) will assist the users in your offices in establishing their SEN accounts and in creating their individual IDs and passwords. At the same time this memorandum is being distributed to you, the OI Headquarters Executive Information Division will be sending your SCOs an e-mail containing detailed instructions concerning the creation of SEN user IDs and passwords; plus other installation procedures. To ensure that the transition is smooth and the HRC receives critical reporting without disruption **managers should ensure that their SCOs immediately begin establishing accounts** for all personnel that need access to the system.

The new intranet application is available for preparing and transmitting SIRS and SPEARS as soon as users establish their user accounts and create their user IDs and passwords. However, to ensure a uniform transition we are asking that:

1. Agents do not begin using the new system until advised to do so by a (b) (7)(E) Daily News Message.

2. SCOs complete the process of establishing SEN accounts and assisting users in creating IDs and passwords by COB, Monday, February 2, 2004.

3. The lead SCO for each SAC office send, by noon Tuesday, February 3, 2004, an email message to (b)(6) (7)(C) dhs.gov advising her that the SEN account establishment process is complete.

After the lead SCOs advise that the SEN account establishment process is complete or substantially complete, we will issue (b) (7)(E) Daily News Message advising when the agents can begin to use the new system.

Once users have accounts, IDs and passwords, the SEN application is easily accessed at the following Intranet site:

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

The HELP feature on the SEN home page at that site contains a very informative Users Guide prepared by the Executive Information Division to facilitate familiarization with the new system, which is very user friendly. SIRS and SPEARS are prepared on and sent from the SEN Intranet site. Of particular note is the Print Preview feature that enables the user to print and review a completed report prior to submission. Keep in mind that the SEN application has been designed for use by all ICE components, so some of the captions are not applicable to OI.

EMERGENCY FORMS: Every effort has been made to ensure the reliability of the new system. However, if problems should on occasion prevent intranet submissions via SEN, forms to facilitate SIR and SPEAR submissions to the HRC via FAX will be available on the OI Proprietary (b)(6) (7)(C) and (b)(6) (7)(C) Intranet websites. As emphasized in the first paragraph of this memorandum, what is of primary importance is that SIRS and SPEARS reach the HRC on a timely basis, regardless of methodology.

General questions regarding the new SEN application can be directed to (b)(6) (7)(C) at (703) 921-(b)(6) (7)(C). Technical inquiries concerning the application can be directed to (b)(6) (7)(C) of the Orion Technical staff at (202) 514-(b)(6) (7)(C)

cc: Assistant Director, International Affairs