

**RMS Request Number:**

**0071183**

|                                      |                                     |  |  |
|--------------------------------------|-------------------------------------|--|--|
| <b>Request ID :</b> 0071183          |                                     | <b>Performance Indicator :</b> Technical Expertise |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 1/24/2003 1:48:00PM | <b>Closed :</b> 7/30/2004 1:10:13PM                |  |
| <b>Requestor Name :</b> [Redacted]   |                                     | <b>Office :</b> DENVER                             |  |
| <b>Phone :</b> 303 [Redacted]        | b6<br>b7C                           | <b>Office Code :</b> 3210-0000                     |  |
| <b>Case Number :</b>                 |                                     | <b>Investigative Program :</b>                     |  |
| <b>Assigned to Name :</b> [Redacted] |                                     | <b>Program Manager :</b> [Redacted]                |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Central Monitoring Plant     |  |
| <b>Category :</b> TICTU              | b2<br>b7E                           |  |  |
| <b>Item :</b> [Redacted]             |                                     |  |  |

**Requested Support :** Unable to get portable VB system to connect after moving the system to the offsite location.

**Worklog :** 9/24/2004 7:42:36 PM

1/24/2003 1:48:45 PM [Redacted] had [Redacted] reconfigure the gateway address for the [Redacted] outside port, after this he was able to ping to the DCS3000 router. To get past this router the DCS3000 group will need to program the router to let the [Redacted] address through. [Redacted] will contact that group for that task. [Redacted] assigned/forwarded request to [Redacted]

9/23/2005 2:23:08 PM [Redacted]  
[Redacted] has Reassigned or Forwarded this request to [Redacted]

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121707-dcs03.pdf

**RMS Request Number:**

**0071221**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0071221          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 1/27/2003 10:36:00AM              | <b>Closed :</b> 2/14/2003 8:50:35AM              |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> BECKLEY                           |  |  |
| <b>Phone :</b> 304-[redacted]        | <b>Office Code :</b> 3650-5410                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [redacted] | <b>Program Manager :</b> [redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** DCS 3000 workstation for [redacted]  
[redacted] intercept

**Worklog :** 9/24/2004 7:42:37 PM  
[redacted]  
1/27/2003 10:36:52 AM [redacted]  
assigned/forwarded request to [redacted]  
1/27/2003 10:37:30 AM [redacted] Hand carried to Beckley,  
WV on 1/28/03.  
9/2/2005 11:21:54 AM [redacted]  
[redacted] has Reassigned or Forwarded this request to  
[redacted]

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**RMS Request Number:**

**0071344**

|                                      |                                     |   |  |
|--------------------------------------|-------------------------------------|---|--|
| <b>Request ID :</b> 0071344          |                                     | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 1/29/2003 4:36:00PM | <b>Closed :</b> 2/14/2003 8:50:00AM               |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> [redacted]          |   |  |
| <b>Phone :</b> 202 [redacted]        | <b>Office Code :</b>                |   |  |
| <b>Case Number :</b>                 | b6<br>b7C                           | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [redacted] |                                     | <b>Program Manager :</b> [redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                     |   |  |
| <b>Item:</b> DCS 3000                |                                     |   |  |

**Requested Support :** DCS 3000 Software Upgrade

**Worklog :** 9/24/2004 7:42:39 PM

[redacted] 1/29/2003 4:36:45 PM [redacted] Shipped 1/30/03 [redacted]

assigned/forwarded request to [redacted] 1/29/2003

4:40:03 PM [redacted] Shipped 1/30/03 1/30/2003 10:14:36

AM [redacted] Completed shipment

9/2/2005 11:21:54 AM [redacted]

[redacted] has Reassigned or Forwarded this request to [redacted]

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**RMS Request Number:**

**0071345**

**Request ID :** 0071345

**Performance Indicator :** Capital Equipment

**Status :** Closed

**Opened :** 1/29/2003 4:43:00PM

**Closed :** 2/14/2003 8:49:52AM

**Requestor Name :** SA [redacted]

**Office :** [redacted]

**Phone :** 949 [redacted]

**Office Code :**

**Case Number :**

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**Investigative Program :**

**Assigned to Name :** [redacted]

**Program Manager :** [redacted]

**Assigned To Group :** TICTU

**Program/Type :** Technical Access (Wireless)

**Category :** TICTU

**Item:** DCS 3000

**Requested Support :** DCS 3000 Software Upgrade

**Worklog :** 9/24/2004 7:42:39 PM

[redacted]  
1/29/2003 4:43:19 PM [redacted] Shipped 1/30/03 [redacted]  
assigned/forwarded request to [redacted] 1/30/2003  
9:59:23 AM [redacted] Completed shipment  
9/2/2005 11:21:54 AM [redacted]  
[redacted] has Reassigned or Forwarded this request to  
[redacted]

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**RMS Request Number:**

**0071394**

|                                      |                                     |  |  |
|--------------------------------------|-------------------------------------|--|--|
| <b>Request ID :</b> 0071394          |                                     | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 1/30/2003 6:04:00PM | <b>Closed :</b> 6/18/2004 10:41:17AM             |  |
| <b>Requestor Name :</b> [REDACTED]   |                                     | <b>Office :</b> LOS ANGELES                      |  |
| <b>Phone :</b> 310 [REDACTED]        |                                     | <b>Office Code :</b> 3410-0000                   |  |
| <b>Case Number :</b>                 |                                     | <b>Investigative Program :</b>                   |  |
|                                      |                                     | b6<br>b7C  |  |
| <b>Assigned to Name :</b> [REDACTED] |                                     | <b>Program Manager :</b> [REDACTED]              |  |
| <b>Assigned To Group :</b> DITU      |                                     | <b>Program/Type :</b> [REDACTED]                 |  |
| <b>Category :</b> DITU               |                                     | b2<br>b7E  |  |
| <b>Item:</b> Modem intercept         |                                     |  |  |

**Requested Support :** 2 work station computers for the [REDACTED] (one for translators and 1 for CMP). Also need a router with a DCS3000 computer for termination of the CDC on the [REDACTED] line

**Worklog :** 9/24/2004 7:56:01 PM

[REDACTED] 1/30/2003 6:04:54 PM [REDACTED] assigned/forwarded request to [REDACTED] 1/31/2003 9:55:02 AM

[REDACTED] 2/24/2003 1/31/2003 9:55:09 AM [REDACTED] assigned/forwarded request to [REDACTED]

[REDACTED] 2/20/2003 2:41:14 PM [REDACTED] Router will be handcarried. Reset tickler for 3/31/2003 3/13/2003 12:48:13 PM [REDACTED]

Equipment installed 3/3-7/03 [REDACTED]

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**RMS Request Number:**

**0071418**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0071418          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 1/31/2003 2:41:00PM               | <b>Closed :</b> 2/14/2003 8:47:16AM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]                        |  |  |
| <b>Phone :</b> 301-[Redacted]        | <b>Office Code :</b>                              |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** DCS 3000 Software

**Worklog :** 9/24/2004 7:42:40 PM

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[Redacted]  
 1/31/2003 2:41:43 PM [Redacted]  
 assigned/forwarded request to [Redacted] 1/31/2003  
 2:44:12 PM [Redacted] Shipped 2/3/03 1/31/2003 3:32:05  
 PM [Redacted] Completed shipment  
 9/2/2005 11:21:54 AM [Redacted]  
 [Redacted] has Reassigned or Forwarded this request to  
 [Redacted]

**RMS Request Number:**

**0071541**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0071541          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/5/2003 1:43:00PM                | <b>Closed :</b> 2/14/2003 8:46:43AM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> LOS ANGELES                       |  |  |
| <b>Phone :</b> 310 [Redacted]        | <b>Office Code :</b> 3410-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** The Long Beach RA has an immediate need for a DCS3000 client machine to support two [Redacted] intercepts. There is currently no available equipment in Los Angeles.

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**Worklog :** 9/24/2004 7:56:04 PM

[Redacted]

2/5/2003 1:43:04 PM [Redacted]

assigned/forwarded request to [Redacted]

2/10/2003 8:45:45 AM [Redacted]

assigned/forwarded request to [Redacted]

2/10/2003 3:45:14 PM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 2/11/2003 10:03:25 AM

[Redacted] Shipped on 3/11/03. 2/11/2003 10:45:18 AM

[Redacted] Completed shipment

9/2/2005 11:21:54 AM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

**RMS Request Number:**

**0071691**

|                                      |                                      |   |  |
|--------------------------------------|--------------------------------------|---|--|
| <b>Request ID :</b> 0071691          |                                      | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/11/2003 11:01:00AM | <b>Closed :</b> 3/5/2003 2:47:21PM                |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> OMAHA                |   |  |
| <b>Phone :</b>                       | <b>Office Code :</b> 3600-0000       |   |  |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>       |   |  |
| <b>Assigned to Name :</b> [Redacted] |                                      | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                      | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                      |   |  |
| <b>Item:</b> DCS 3000                |                                      |   |  |

**Requested Support :** Per conversation with [Redacted] on 2/11/03, the Omaha Division needs a DCS3000 computer system, with appropriate Ethernet cables, to use on FISA cases.

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**Worklog :** 9/24/2004 7:56:06 PM

[Redacted] 2/11/2003 11:01:42 AM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 2/11/2003 11:56:22 AM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 2/11/2003 5:02:47 PM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 2/24/2003 11:03:18 AM [Redacted] Shipped on 2/24/03. 2/24/2003 2:30:49 PM [Redacted] completed shipment

[Redacted] 9/2/2005 11:21:54 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

**RMS Request Number:**

**0071692**

|                                      |                                      |   |  |
|--------------------------------------|--------------------------------------|---|--|
| <b>Request ID :</b> 0071692          |                                      | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/11/2003 11:03:00AM | <b>Closed :</b> 2/14/2003 8:46:24AM               |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> SAN JUAN             |   |  |
| <b>Phone :</b> 787 [Redacted]        | b6                                   | <b>Office Code :</b> 3800-0000                    |  |
| <b>Case Number :</b>                 | b7C                                  | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [Redacted] |                                      | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                      | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                      |   |  |
| <b>Item:</b> DCS 3000                |                                      |   |  |

**Requested Support :** DCS 3000 installation for [Redacted] Pen Register.

**Worklog :** 9/24/2004 7:56:06 PM

[Redacted]

2/11/2003 11:03:33 AM [Redacted] assigned/forwarded request to [Redacted]

2/11/2003 11:55:57 AM [Redacted] assigned/forwarded request to [Redacted]

2/11/2003 1:57:16 PM [Redacted] Shipped on 3/12/03.

2/13/2003 10:00:31 AM [Redacted] Completed shipment

9/2/2005 11:21:54 AM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

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**RMS Request Number:**

**0071815**

|                                      |                                     |   |  |
|--------------------------------------|-------------------------------------|---|--|
| <b>Request ID :</b> 0071815          |                                     | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/13/2003 4:18:00PM | <b>Closed :</b> 3/5/2003 2:47:10PM                |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> SPRINGFIELD         |   |  |
| <b>Phone :</b> 217 [Redacted]        | b6                                  | <b>Office Code :</b> 3860-0000                    |  |
| <b>Case Number :</b>                 | b7C                                 | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [Redacted] |                                     | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                     |   |  |
| <b>Item:</b> DCS 3000                |                                     |   |  |

**Requested Support :** A second DCS3000 computer collection system is requested for the [Redacted] which will be located on a separate floor of our building. It is requested that this be expedited, as collection will most likely begin the second week of March, 2003.

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**Worklog :** 9/24/2004 7:56:08 PM

[Redacted]  
 2/13/2003 4:18:55 PM [Redacted]  
 assigned/forwarded request to [Redacted]  
 2/14/2003 9:45:00 AM [Redacted]  
 assigned/forwarded request to [Redacted]  
 2/21/2003 10:19:10 AM [Redacted]  
 assigned/forwarded request to [Redacted]  
 3/3/2003 9:54:05 AM [Redacted] Shipped on 3/3/03.  
 3/3/2003 1:39:17 PM [Redacted] Completed Shipment  
 9/2/2005 11:21:55 AM [Redacted]  
 [Redacted] has Reassigned or Forwarded this request to [Redacted]

**RMS Request Number:**

**0071829**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0071829          |   | <b>Performance Indicator :</b> Technical Expertise |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/14/2003 10:05:00AM              | <b>Closed :</b> 5/1/2003 7:12:41AM                 |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> CHICAGO                           |  |  |
| <b>Phone :</b> 312 [Redacted]        | <b>Office Code :</b> 3150-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                     |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** Assistance restoring the DCS3000 Multiserver et.al. The machine has been responding very sluggishly. After a reboot the system failed to boot into windows. The hard drive was placed into another machine to retrieve the data but then that new machine used parts of the original drive and parts of the new machine's drive to run the system. This is an after actino request.

**Worklog :** 9/24/2004 7:56:09 PM  
 [Redacted]  
 2/14/2003 10:05:08 AM [Redacted] assigned/forwarded request to [Redacted]  
 2/19/2003 3:13:08 PM [Redacted] assigned/forwarded request to [Redacted]  
 9/2/2005 11:21:55 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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**RMS Request Number:**

**0071894**

|                                      |                                      |   |  |
|--------------------------------------|--------------------------------------|---|--|
| <b>Request ID :</b> 0071894          |                                      | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/19/2003 12:04:00PM | <b>Closed :</b> 3/5/2003 2:46:11PM                |  |
| <b>Requestor Name :</b> [Redacted]   | b6                                   | <b>Office :</b> [Redacted]                        |  |
| <b>Phone :</b> 416 [Redacted]        | b7C                                  | <b>Office Code :</b>                              |  |
| <b>Case Number :</b>                 |                                      | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [Redacted] |                                      | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                      | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                      |   |  |
| <b>Item:</b> DCS 3000                |                                      |   |  |

**Requested Support :** DCS 3000 Software Upgrade

**Worklog :** 9/24/2004 7:42:47 PM

[Redacted] 2/19/2003 12:04:53 PM [Redacted] assigned/forwarded request to [Redacted] 2/19/2003 1:53:19 PM [Redacted] Completed shipment

9/2/2005 11:21:55 AM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]

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UNCLASSIFIED

November 08, 2006

**RMS Request Number:**

**0071903**

|                                      |   |                                    |
|--------------------------------------|---|------------------------------------|
| <b>Request ID :</b> 0071903          | <b>Performance Indicator :</b> Capital Equipment  |                                    |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/19/2003 2:10:00PM               | <b>Closed :</b> 3/5/2003 2:46:04PM |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> INDIANAPOLIS                      |                                    |
| <b>Phone :</b>                       | <b>Office Code :</b> 3310-0000                    |                                    |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>                    |                                    |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |                                    |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |                                    |
| <b>Category :</b> TICTU              |   |                                    |
| <b>Item:</b> DCS 3000                |   |                                    |

**Requested Support :** Per conversation with [REDACTED]  
[REDACTED]. Two Hubs to connect the Indianapolis Division DCS  
3000.

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**Worklog :** 9/24/2004 7:56:10 PM

[REDACTED]  
2/19/2003 2:10:15 PM [REDACTED]  
assigned/forwarded request to [REDACTED]  
2/19/2003 3:12:42 PM [REDACTED]  
assigned/forwarded request to [REDACTED]  
2/19/2003 3:47:28 PM [REDACTED] Completed shipment  
9/2/2005 11:21:55 AM [REDACTED]  
[REDACTED] has Reassigned or Forwarded this request to  
[REDACTED]

UNCLASSIFIED

UNCLASSIFIED

November 08, 2006

**RMS Request Number:**

**0071915**

|  |   |  |  |
|--|---|--|--|
| <b>Request ID :</b> 0071915  |   | <b>Performance Indicator :</b> Technical Expertise   |  |
| <b>Status :</b> Closed   | <b>Opened :</b> 2/19/2003 4:08:00PM               | <b>Closed :</b> 3/3/2003 12:27:14PM  |  |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> SALT LAKE CITY                    |  |  |
| <b>Phone :</b> 801-[REDACTED]  | <b>Office Code :</b> 3750-0000                    |  |  |
| <b>Case Number :</b>   | b6<br>b7C   | <b>Investigative Program :</b>   |  |
| <b>Assigned to Name :</b> [REDACTED]   | <b>Program Manager :</b> [REDACTED]               |  |  |
| <b>Assigned To Group :</b> TICTU   | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU  |   |  |  |
| <b>Item:</b> DCS 3000  |   |  |  |
| <b>Requested Support :</b> 1. Denver DCS300 lost 2 weeks of data. Problem was found to be a full hard drive. Old data was deleted and collection resumed. 2. Denver criminal DCS3000 had a virtual memory error. [REDACTED] advised that Dell computers have an internal process which leaks memory. He fixed the problem. |   | <b>Worklog :</b> 9/24/2004 7:56:10 PM<br>[REDACTED]<br>2/19/2003 4:08:22 PM [REDACTED]<br>assigned/forwarded request to [REDACTED]<br>9/2/2005 11:21:55 AM [REDACTED]<br>[REDACTED] has Reassigned or Forwarded this request to [REDACTED] |  |

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UNCLASSIFIED

**RMS Request Number:**

**0071916**

|                                      |                                     |   |  |
|--------------------------------------|-------------------------------------|---|--|
| <b>Request ID :</b> 0071916          |                                     | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/19/2003 4:09:00PM | <b>Closed :</b> 3/5/2003 2:44:50PM                |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]          |   |  |
| <b>Phone :</b> 718 [Redacted]        | b6                                  | <b>Office Code :</b>                              |  |
| <b>Case Number :</b>                 | b7C                                 | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [Redacted] |                                     | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                     |   |  |
| <b>Item:</b> DCS 3000                |                                     |   |  |

**Requested Support :** DCS 3000 Software

**Worklog :** 9/24/2004 7:42:47 PM

[Redacted] 2/19/2003 4:09:52 PM [Redacted] assigned/forwarded request to [Redacted] 2/20/2003 9:05:16 AM [Redacted] Completed shipment [Redacted] 9/2/2005 11:21:55 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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**RMS Request Number:**

**0071946**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0071946          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/20/2003 12:41:00PM              | <b>Closed :</b> 5/1/2003 7:12:31AM               |  |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> LOS ANGELES                       |  |  |
| <b>Phone :</b> 310 [REDACTED]        | b6<br>b7C   | <b>Office Code :</b> 3410-0000                   |  |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>                    |  |  |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** The LAFO/LBRA has an immediate need for a DCS3000 client machine for an [REDACTED] intercept scheduled to begin on 02/27/2003. It should be noted that the client machine sent to LA in the past week has been designated as a criminal platform ONLY and will not be used in captioned matter.

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**Worklog :** 9/24/2004 7:56:11 PM

[REDACTED]

2/20/2003 12:41:51 PM [REDACTED]

assigned/forwarded request to [REDACTED]

3/3/2003 1:26:17 PM [REDACTED]

assigned/forwarded request to [REDACTED]

3/4/2003 2:38:10 PM [REDACTED] assigned/forwarded request to [REDACTED]

3/20/2003 12:18:40 PM [REDACTED]

Shipped on 3/20/03. 3/20/2003 1:32:55 PM [REDACTED]

COMPLETED SHIPMENT

9/2/2005 11:21:55 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

**RMS Request Number:**

**0072197**

**Request ID :** 0072197

**Performance Indicator :** Capital Equipment

**Status :** Closed

**Opened :** 2/26/2003 12:15:00PM

**Closed :** 3/5/2003 8:02:08AM

**Requestor Name :** [REDACTED]

**Office :** CHICAGO

**Phone :** 312 [REDACTED]

**Office Code :** 3150-0000

**Case Number :**

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**Investigative Program :**

**Assigned to Name :** [REDACTED]

**Program Manager :** [REDACTED]

**Assigned To Group :** TICTU

**Program/Type :** Technical Access (Wireless)

**Category :** TICTU

**Item:** DCS 3000

**Requested Support :** New CPU for DCS 3000.

**Worklog :** 9/24/2004 7:42:52 PM

[REDACTED]  
2/26/2003 12:15:14 PM [REDACTED]  
assigned/forwarded request to [REDACTED]  
2/26/2003 12:15:32 PM [REDACTED] Shipped on 2/26/03.  
2/26/2003 2:16:11 PM [REDACTED] Completed shipment  
9/2/2005 11:21:56 AM [REDACTED]  
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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**RMS Request Number:**

**0072198**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0072198          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/26/2003 12:28:00PM              | <b>Closed :</b> 3/5/2003 8:01:53AM               |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> LOS ANGELES                       |  |  |
| <b>Phone :</b> 310-[Redacted]        | <b>Office Code :</b> 3410-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** As discussed with [Redacted] the LAFO/Long Beach RA needs on Epson LX300 printer with the necessary cables for a DCS3000 client machine. It is requested that the equipment be shipped directly to the LBRA at the following address: Federal Bureau of Investigation, One World Trade Center, 15th Floor, Long Beach, CA 90831, ATTN: SA [Redacted] (310) [Redacted]

**Worklog :** 9/24/2004 7:56:14 PM  
 [Redacted] 2/26/2003 12:28:07 PM [Redacted] assigned/forwarded request to [Redacted]  
 3/3/2003 1:24:00 PM [Redacted] assigned/forwarded request to [Redacted]  
 9/2/2005 11:21:56 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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**RMS Request Number:**

**0072199**

|                                      |                                      |   |  |
|--------------------------------------|--------------------------------------|---|--|
| <b>Request ID :</b> 0072199          |                                      | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/26/2003 12:34:00PM | <b>Closed :</b> 3/5/2003 8:01:44AM                |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> LONG BEACH           |   |  |
| <b>Phone :</b> 310 [redacted]        | b6                                   | <b>Office Code :</b> 3410-0000                    |  |
| <b>Case Number :</b>                 | b7C                                  | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [redacted] |                                      | <b>Program Manager :</b> [redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                      | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                      |   |  |
| <b>Item:</b> DCS 3000                |                                      |   |  |

|  |   |
|--|---|
| <b>Requested Support :</b> LX-300 printer for DCS 3000 | <b>Worklog :</b> 9/24/2004 7:42:52 PM                             |
|  | 2/26/2003 12:34:25 PM [redacted]                                  |
|  | assigned/forwarded request to [redacted]                          |
|  | 2/26/2003 12:34:56 PM [redacted] Shipped on 02/26/03.             |
|  | 2/26/2003 2:05:03 PM [redacted] Completed shipment                |
|  | 9/2/2005 11:21:56 AM [redacted]                                   |
|  | [redacted] has Reassigned or Forwarded this request to [redacted] |

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**RMS Request Number:**

**0072201**

**Request ID :** 0072201

**Performance Indicator :** Capital Equipment

**Status :** Closed

**Opened :** 2/26/2003 12:38:00PM

**Closed :** 3/5/2003 8:01:35AM

**Requestor Name :** [Redacted]

**Office :** INDIANAPOLIS

**Phone :**

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**Office Code :** 3310-0000

**Case Number :**

**Investigative Program :**

**Assigned to Name :** [Redacted]

**Program Manager :** [Redacted]

**Assigned To Group :** TICTU

**Program/Type :** Technical Access (Wireless)

**Category :** TICTU

**Item:** DCS 3000

**Requested Support :** A DCS 3000 to replace defective Legend Computer DCS 3000 being used with the [Redacted] Intercept System. Please expedite if possible.

**Worklog :** 9/24/2004 7:56:14 PM

[Redacted] 2/26/2003 12:38:03 PM [Redacted]

assigned/forwarded request to [Redacted]

2/27/2003 11:22:34 AM [Redacted]

Completed shipment

9/7/2005 11:21:56 AM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

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**RMS Request Number:**

**0072290**

|                                      |                                     |   |  |
|--------------------------------------|-------------------------------------|---|--|
| <b>Request ID :</b> 0072290          |                                     | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/28/2003 2:01:00PM | <b>Closed :</b> 3/5/2003 8:01:09AM                |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> [redacted]          |   |  |
| <b>Phone :</b> 212 [redacted]        | <b>Office Code :</b>                |   |  |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>      |   |  |
| <b>Assigned to Name :</b> [redacted] |                                     | <b>Program Manager :</b> [redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                     |   |  |
| <b>Item:</b> DCS 3000                |                                     |   |  |

|  |  |
|--|--|
| <b>Requested Support :</b> DCS3000 software CD | <b>Worklog :</b> 9/24/2004 7:42:53 PM  |
|  | [redacted] 2/28/2003 2:01:55 PM [redacted] assigned/forwarded request to [redacted]    |
|  | 2/28/2003 2:02:11 PM [redacted] Shipped on 2/28/03.                                    |
|  | 2/28/2003 2:13:42 PM [redacted] Completed shipment                                     |
|  | 9/2/2005 11:21:56 AM [redacted] has Reassigned or Forwarded this request to [redacted] |

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**RMS Request Number:**

**0072494**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0072494          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 3/6/2003 9:29:00AM                | <b>Closed :</b> 3/7/2003 4:04:51PM               |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> LOUISVILLE                        |  |  |
| <b>Phone :</b> 502 [Redacted]        | b6  | <b>Office Code :</b> 3420-0000                   |  |
| <b>Case Number :</b>                 | b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

|   |   |
|---|---|
| <b>Requested Support :</b> DCS 3000 software CD | <b>Worklog :</b> 9/24/2004 7:42:56 PM                             |
|   | 3/6/2003 9:29:56 AM [Redacted]                                    |
|   | assigned/forwarded request to [Redacted]                          |
|   | 3/6/2003 9:31:48 AM [Redacted] Shipped on 3/6/03.                 |
|   | 3/6/2003 11:06:53 AM [Redacted] Completed shipment                |
|   | 9/2/2005 11:21:56 AM [Redacted]                                   |
|   | [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0072510**

|                                      |   |                                    |
|--------------------------------------|---|------------------------------------|
| <b>Request ID :</b> 0072510          | <b>Performance Indicator :</b> Capital Equipment  |                                    |
| <b>Status :</b> Closed               | <b>Opened :</b> 3/6/2003 1:12:00PM                | <b>Closed :</b> 3/7/2003 4:04:44PM |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> DALLAS                            |                                    |
| <b>Phone :</b> 972 [REDACTED]        | <b>Office Code :</b> 3190-0000                    |                                    |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>                    |                                    |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |                                    |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |                                    |
| <b>Category :</b> TICTU              |   |                                    |
| <b>Item:</b> DCS 3000                |   |                                    |

|   |   |
|---|---|
| <b>Requested Support :</b> DCS 3000 software CD | <b>Worklog :</b> 9/24/2004 7:42:56 PM                             |
|   | [REDACTED] 3/6/2003 1:12:12 PM [REDACTED]                         |
|   | assigned/forwarded request to [REDACTED]                          |
|   | 3/6/2003 1:12:32 PM [REDACTED] Shipped on 3/6/03.                 |
|   | 3/6/2003 2:03:13 PM [REDACTED] Completed shipment                 |
|   | 9/2/2005 11:21:56 AM [REDACTED]                                   |
|   | [REDACTED] has Reassigned or Forwarded this request to [REDACTED] |

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**RMS Request Number:**

**0072559**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0072559          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 3/7/2003 4:18:00PM                | <b>Closed :</b> 5/1/2003 7:12:12AM               |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> TUCSON                            |  |  |
| <b>Phone :</b> 520 [redacted]        | <b>Office Code :</b> 3630-0470                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [redacted] | <b>Program Manager :</b> [redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** Latch box, two [redacted] w/cables, router, DCS 3000 software, and [redacted] for Sierra Vista RA.

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**Worklog :** 9/24/2004 7:42:57 PM

[redacted] 3/7/2003 4:18:22 PM [redacted] assigned/forwarded request to [redacted]

3/10/2003 9:34:30 AM [redacted] shipped on 3/10/03.

3/10/2003 11:03:30 AM [redacted] Completed Shipment

9/2/2005 11:21:56 AM [redacted] [redacted] has Reassigned or Forwarded this request to [redacted]

**RMS Request Number:**

**0072596**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0072596          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 3/10/2003 1:35:00PM               | <b>Closed :</b> 5/1/2003 7:11:57AM               |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> EL PASO                           |  |  |
| <b>Phone :</b> 915 [Redacted]        | <b>Office Code :</b> 3240-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** Two DCS 3000 workstations.

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:42:57 PM   |
| [Redacted] 3/10/2003 1:35:21 PM [Redacted] assigned/forwarded request to [Redacted] |
| [Redacted] 3/10/2003 1:35:38 PM [Redacted] Shipped on 3/10/03.                      |
| [Redacted] 3/10/2003 2:13:57 PM [Redacted] Completed Shipment                       |
| [Redacted] 9/2/2005 11:21:56 AM [Redacted]  |
| [Redacted] has Reassigned or Forwarded this request to [Redacted]                   |

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**RMS Request Number:**

**0072947**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0072947          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 3/19/2003 2:35:00PM               | <b>Closed :</b> 5/1/2003 7:10:06AM               |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]                        |  |  |
| <b>Phone :</b>                       |   | <b>Office Code :</b>                             |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

|   |   |
|---|---|
| <b>Requested Support :</b> DCS 3000 software CD | <b>Worklog :</b> 9/24/2004 7:43:01 PM                             |
|   | 3/19/2003 2:35:45 PM [Redacted]                                   |
|   | assigned/forwarded request to [Redacted]                          |
|   | 3/19/2003 2:36:04 PM [Redacted] Shipped on 3/19/03.               |
|   | 3/19/2003 2:56:06 PM [Redacted] Completed shipment                |
|   | 9/2/2005 11:21:57 AM [Redacted]                                   |
|   | [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0073119**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0073119          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 3/24/2003 4:09:00PM               | <b>Closed :</b> 5/1/2003 7:09:23AM               |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> OMAHA                             |  |  |
| <b>Phone :</b> 402 [Redacted]        | <b>Office Code :</b> 3600-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager</b> [Redacted]                 |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** DCS 3000 workstation to replace broken one.

**Worklog :** 9/24/2004 7:43:03 PM

[Redacted] 3/24/2003 4:09:11 PM [Redacted] assigned/forwarded request to [Redacted]

3/24/2003 4:09:27 PM [Redacted] Shipped on 3/25/03.

3/25/2003 9:57:09 AM [Redacted] Completed shipment

9/2/2005 11:21:57 AM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

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**RMS Request Number:**

**0073325**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0073325          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 3/26/2003 11:43:00AM              | <b>Closed :</b> 6/5/2003 1:07:41PM               |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> RICHMOND                          |  |  |
| <b>Phone :</b>                       | <b>Office Code :</b> 3710-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7c   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [redacted] | <b>Program Manager :</b> [redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** Per conversation with [redacted] a DCS 3000 system for future FISA intercepts.

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|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:56:35 PM   |
| 3/26/2003 11:43:19 AM [redacted] assigned/forwarded request to [redacted]   |
| 3/31/2003 8:29:26 AM [redacted] assigned/forwarded request to [redacted]  |
| 4/1/2003 8:30:35 AM [redacted] waiting for equipment to be ordered 5/13/2003 2:05:45 PM [redacted] COMPLETED SHIPMENT |
| 9/2/2005 11:21:57 AM [redacted] has Reassigned or Forwarded this request to [redacted]                                |

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**RMS Request Number:**

**0073502**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0073502          |   | <b>Performance Indicator :</b> Technical Expertise |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 3/31/2003 1:52:00PM               | <b>Closed :</b> 5/1/2003 7:08:10AM                 |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> TUCSON                            |  |  |
| <b>Phone :</b> 520 [Redacted]        | <b>Office Code :</b> 3630-0470                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                     |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** Please repair DCS 3000, F1384133, SN 818GB.

**Worklog :** 9/24/2004 7:56:38 PM

[Redacted] 3/31/2003 1:52:42 PM [Redacted] assigned/forwarded request to [Redacted]

3/31/2003 5:57:05 PM [Redacted] Please advise TICTU the nature of the problem with the computer. Is it hardware or network related? If it is hardware related, please return the CPU to ERF, Attn: [Redacted] TICTU. 4/3/2003 2:29:15 PM emeadows COMPLETED SHIPMENT

9/2/2005 11:21:58 AM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]

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**RMS Request Number:**

**0073977**

|                                      |                                    |   |                      |
|--------------------------------------|------------------------------------|---|----------------------|
| <b>Request ID :</b> 0073977          |                                    | <b>Performance Indicator :</b> Capital Equipment  |                      |
| <b>Status :</b> Closed               | <b>Opened :</b> 4/8/2003 9:59:00AM | <b>Closed :</b> 5/1/2003 7:07:43AM                |                      |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]         |   | <b>Office Code :</b> |
| <b>Phone :</b> 0                     | b6                                 | <b>Investigative Program :</b>                    |                      |
| <b>Case Number :</b>                 | b7C                                |   |                      |
| <b>Assigned to Name :</b> [Redacted] |                                    | <b>Program Manager :</b> [Redacted]               |                      |
| <b>Assigned To Group :</b> TICTU     |                                    | <b>Program/Type :</b> Technical Access (Wireless) |                      |
| <b>Category :</b> TICTU              |                                    |   |                      |
| <b>Item:</b> DCS 3000                |                                    |   |                      |

**Requested Support :** DCS 3000 Software

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:43:20 PM   |
| [Redacted] 4/8/2003 9:59:44 AM [Redacted] assigned/forwarded request to [Redacted] 4/8/2003 2:00:02 PM [Redacted] |
| Completed shipment  |
| 9/2/2005 11:21:58 AM [Redacted]   |
| [Redacted] has Reassigned or Forwarded this request to [Redacted]   |

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**RMS Request Number:**

**0073981**

|                                      |                                     |   |  |
|--------------------------------------|-------------------------------------|---|--|
| <b>Request ID :</b> 0073981          |                                     | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 4/8/2003 10:08:00AM | <b>Closed :</b> 5/1/2003 7:07:36AM                |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]          |   |  |
| <b>Phone :</b> 703 [Redacted]        | b6                                  | <b>Office Code :</b>                              |  |
| <b>Case Number :</b>                 | b7C                                 | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [Redacted] |                                     | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                     |   |  |
| <b>Item:</b> DCS 3000                |                                     |   |  |

**Requested Support :** DCS 3000 Software

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:43:20 PM                             |
| 4/8/2003 10:08:27 AM [Redacted]                                   |
| assigned/forwarded request to [Redacted] 4/8/2003                 |
| 2:02:58 PM [Redacted] Completed shipment                          |
| 9/2/2005 11:21:58 AM [Redacted]                                   |
| [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0074139**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0074139          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 4/11/2003 11:28:00AM              | <b>Closed :</b> 8/4/2003 12:11:29PM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]                        |  |  |
| <b>Phone :</b> 516 [Redacted]        | <b>Office Code :</b>                              |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

|  |   |
|--|---|
| <b>Requested Support :</b> DCS 3000 Software | <b>Worklog :</b> 9/24/2004 7:45:23 PM                             |
|  | [Redacted]  |
|  | 4/11/2003 11:28:47 AM [Redacted]                                  |
|  | assigned/forwarded request to [Redacted]                          |
|  | 9/2/2005 11:21:58 AM [Redacted]                                   |
|  | [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0074143**

|                                      |   |  |                                |
|--------------------------------------|---|--|--------------------------------|
| <b>Request ID :</b> 0074143          |   | <b>Performance Indicator :</b> Capital Equipment |                                |
| <b>Status :</b> Closed               | <b>Opened :</b> 4/11/2003 11:49:00AM              | <b>Closed :</b> 8/4/2003 12:11:22PM              |                                |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]                        | <b>Office Code :</b>                             |                                |
| <b>Phone :</b> 217 [Redacted]        | <b>Case Number :</b>                              | b6<br>b7C  | <b>Investigative Program :</b> |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |                                |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |                                |
| <b>Category :</b> TICTU              | <b>Item:</b> DCS 3000                             |  |                                |

**Requested Support :** DCS 3000 Software

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:45:23 PM                             |
| 4/11/2003 11:49:27 AM [Redacted]                                  |
| assigned/forwarded request to [Redacted]                          |
| 9/2/2005 11:21:58 AM [Redacted]                                   |
| [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0074524**

|                                      |  |                                     |
|--------------------------------------|--|-------------------------------------|
| <b>Request ID :</b> 0074524          | <b>Performance Indicator :</b> Technical Expertise |                                     |
| <b>Status :</b> Closed               | <b>Opened :</b> 4/24/2003 10:20:00AM               | <b>Closed :</b> 5/22/2003 3:26:44PM |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> CHICAGO                            |                                     |
| <b>Phone :</b>                       | <b>Office Code :</b> 3150-0000                     |                                     |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>                     |                                     |
|                                      | b6<br>b7C  |                                     |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]                |                                     |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless)  |                                     |
| <b>Category :</b> TICTU              | b2   |                                     |
| <b>Item:</b> DCS 3000                | b7E  |                                     |

**Requested Support :** Need support with ongoing issue of DCS 3000 Client on the [REDACTED] locking up. This has happen on at least 4 different occasions. [REDACTED] (ERF) were contacted yesterday (04/23/2003) by [REDACTED] regarding this issue. [REDACTED] has contacted [REDACTED] today (04/24/2003) and will be accessing the system to see if he can decipher what's going on.

**Worklog :** 9/24/2004 7:56:52 PM

[REDACTED]  
4/24/2003 10:20:17 AM [REDACTED]  
assigned/forwarded request to [REDACTED]  
4/25/2003 11:21:54 AM [REDACTED]  
assigned/forwarded request to [REDACTED]  
5/7/2003 8:12:20 AM [REDACTED] Finished on 4/25/03.  
9/2/2005 11:21:59 AM [REDACTED]  
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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**RMS Request Number:**

**0074771**

|  |   |  |  |
|--|---|--|--|
| <b>Request ID :</b> 0074771                  |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed                       | <b>Opened :</b> 5/2/2003 10:43:00AM               | <b>Closed :</b> 5/22/2003 3:25:32PM              |  |
| <b>Requestor Name :</b> [Redacted] b6<br>b7C | <b>Office :</b> [Redacted] b7D                    |  |  |
| <b>Phone :</b>                               | <b>Office Code :</b>                              |  |  |
| <b>Case Number :</b>                         | <b>Investigative Program :</b>                    |  |  |
| <b>Assigned to Name :</b> [Redacted]         | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU             | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU b6<br>b7C            |   |  |  |
| <b>Item:</b> DCS 3000                        |   |  |  |

**Requested Support :** DCS 3000 Software

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:45:31 PM                             |
| 5/2/2003 10:43:20 AM [Redacted]                                   |
| assigned/forwarded request to [Redacted] 5/2/2003                 |
| 1:37:51 PM [Redacted] Completed SHipment                          |
| 9/2/2005 11:21:59 AM [Redacted]                                   |
| [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0074772**

**Request ID :** 0074772

**Performance Indicator :** Capital Equipment

**Status :** Closed

**Opened :** 5/2/2003 10:46:00AM

**Closed :** 5/22/2003 3:25:26PM

**Requestor Name :** [Redacted]

**Office :** [Redacted]

**Phone :** 732 [Redacted]

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**Office Code :**

**Case Number :**

**Investigative Program :**

**Assigned to Name :** [Redacted]

**Program Manager :** [Redacted]

**Assigned To Group :** TICTU

**Program/Type :** Technical Access (Wireless)

**Category :** TICTU

**Item:** DCS 3000

**Requested Support :** DCS 3000 Software

**Worklog :** 9/24/2004 7:45:31 PM

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[Redacted]  
5/2/2003 10:46:33 AM [Redacted]  
assigned/forwarded request to [Redacted] 5/2/2003  
1:50:33 PM [Redacted] completed shipment  
9/2/2005 11:21:59 AM [Redacted]  
[Redacted] has Reassigned or Forwarded this request to  
[Redacted]

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**RMS Request Number:**

**0074775**

|                                      |   |                                     |
|--------------------------------------|---|-------------------------------------|
| <b>Request ID :</b> 0074775          | <b>Performance Indicator :</b> Capital Equipment  |                                     |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/2/2003 10:53:00AM               | <b>Closed :</b> 5/22/2003 3:25:19PM |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> [REDACTED]                        |                                     |
| <b>Phone :</b>                       | b6  | <b>Office Code :</b>                |
| <b>Case Number :</b>                 | b7C   | <b>Investigative Program :</b>      |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |                                     |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |                                     |
| <b>Category :</b> TICTU              |   |                                     |
| <b>Item:</b> DCS 3000                |   |                                     |

|  |   |
|--|---|
| <b>Requested Support :</b> DCS 3000 Software | <b>Worklog :</b> 9/24/2004 7:45:31 PM   |
|  | [REDACTED] 5/2/2003 10:53:07 AM [REDACTED] assigned/forwarded request to [REDACTED] 5/2/2003 1:34:31 PM [REDACTED] Completed Shipment |
|  | [REDACTED] 9/2/2005 11:21:59 AM [REDACTED] has Reassigned or Forwarded this request to [REDACTED]                                     |

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**RMS Request Number:**

**0074882**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0074882          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/6/2003 1:09:00PM                | <b>Closed :</b> 5/22/2003 3:23:49PM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> MILWAUKEE                         |  |  |
| <b>Phone :</b> 414-[Redacted]        | b6  | <b>Office Code :</b> 3470-0000                   |  |
| <b>Case Number :</b>                 | b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** DCS 3000 cpu replacement.

|  |
|--|
| <b>Worklog :</b> 9/24/2004 7:45:32 PM  |
| [Redacted] 5/6/2003 1:09:25 PM [Redacted] assigned/forwarded request to [Redacted] |
| 5/6/2003 1:09:43 PM [Redacted] Shipped on 5/6/03.                                  |
| 5/6/2003 2:22:17 PM [Redacted] Completed shipment                                  |
| 9/2/2005 11:22:00 AM [Redacted]  |
| [Redacted] has Reassigned or Forwarded this request to [Redacted]                  |

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**RMS Request Number:**

**0074950**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0074950          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/8/2003 9:47:00AM                | <b>Closed :</b> 5/22/2003 3:23:42PM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> SACRAMENTO                        |  |  |
| <b>Phone :</b> 916-[Redacted]        | <b>Office Code :</b> 3720-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** DCS 3000 workstation for Sacramento office.

**Worklog :** 9/24/2004 7:45:33 PM

[Redacted] 5/8/2003 9:47:11 AM [Redacted] assigned/forwarded request to [Redacted]

5/8/2003 9:47:37 AM [Redacted] Shipped on 5/8/03.

5/8/2003 1:57:55 PM [Redacted] COMPLETED SHIPMENT

9/2/2005 11:22:00 AM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]

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**RMS Request Number:**

**0075135**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0075135          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/15/2003 10:09:00AM              | <b>Closed :</b> 5/22/2003 11:29:50AM             |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]                        | <b>Investigative Program :</b>                   |  |
| <b>Phone :</b> 301-[Redacted]        | b6<br>b7C   | <b>Office Code :</b> [Redacted]                  |  |
| <b>Case Number :</b>                 |   |  |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** DCS 3000 Software

**Worklog :** 9/24/2004 7:45:35 PM

[Redacted] 5/15/2003 10:09:34 AM [Redacted] Shipped 5/15/03  
 [Redacted] assigned/forwarded request to [Redacted]  
 [Redacted] 5/15/2003 11:34:11 AM [Redacted] Completed Shipment  
 [Redacted] 9/2/2005 11:22:00 AM [Redacted]  
 [Redacted] has Reassigned or Forwarded this request to [Redacted]

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**RMS Request Number:**

**0075137**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0075137          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/15/2003 10:16:00AM              | <b>Closed :</b> 5/22/2003 11:29:33AM             |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> [redacted]                        |  |  |
| <b>Phone :</b> 805 [redacted]        | <b>Office Code :</b>                              |  |  |
| <b>Case Number :</b>                 | b6<br>b7c   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [redacted] | <b>Program Manager :</b> [redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

|  |   |
|--|---|
| <b>Requested Support :</b> DCS 3000 Software | <b>Worklog :</b> 9/24/2004 7:45:35 PM   |
|  | [redacted] 5/15/2003 10:16:32 AM [redacted] Shipped 5/15/03<br>progers assigned/forwarded request to [redacted] |
|  | 5/15/2003 2:14:50 PM [redacted] Completed shipment  |
|  | 9/2/2005 11:22:00 AM [redacted]   |
|  | [redacted] has Reassigned or Forwarded this request to [redacted]   |

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**RMS Request Number:**

**0075227**

|                                      |  |                                     |
|--------------------------------------|--|-------------------------------------|
| <b>Request ID :</b> 0075227          | <b>Performance Indicator :</b> Technical Expertise |                                     |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/19/2003 6:33:00PM                | <b>Closed :</b> 5/22/2003 3:24:45PM |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> NORFOLK                            |                                     |
| <b>Phone :</b> 757-[REDACTED]        | <b>Office Code :</b> 3560-0000                     |                                     |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>                     |                                     |
| b6<br>b7C                            |  |                                     |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]                |                                     |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless)  |                                     |
| <b>Category :</b> TICTU              |  |                                     |
| <b>Item:</b> DCS 3000                |  |                                     |

|   |   |
|---|---|
| <b>Requested Support :</b> DCS 3000 Server System | <b>Worklog :</b> 9/24/2004 7:45:36 PM                             |
|   | [REDACTED]  |
|   | 5/19/2003 6:33:10 PM [REDACTED]                                   |
|   | assigned/forwarded request to [REDACTED]                          |
|   | 9/2/2005 11:22:00 AM [REDACTED]                                   |
|   | [REDACTED] has Reassigned or Forwarded this request to [REDACTED] |
|   | [REDACTED]  |

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**RMS Request Number:**

**0075229**

|                                      |   |                                      |
|--------------------------------------|---|--------------------------------------|
| <b>Request ID :</b> 0075229          | <b>Performance Indicator :</b> Capital Equipment  |                                      |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/20/2003 8:23:00AM               | <b>Closed :</b> 5/22/2003 11:28:36AM |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> [REDACTED]                        |                                      |
| <b>Phone :</b> 219-[REDACTED]        | <b>Office Code :</b>                              |                                      |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>                    |                                      |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |                                      |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |                                      |
| <b>Category :</b> TICTU              |   |                                      |
| <b>Item :</b> DCS 3000               |   |                                      |

**Requested Support :** DCS 3000 Software

**Worklog :** 9/24/2004 7:45:36 PM

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[REDACTED] 5/20/2003 8:23:57 AM [REDACTED] Shipped 5/20/03 [REDACTED]  
[REDACTED] assigned/forwarded request to [REDACTED] 5/20/2003  
[REDACTED] 2:31:09 PM [REDACTED] Completed shipment  
[REDACTED] 9/2/2005 11:22:00 AM [REDACTED]  
[REDACTED] has Reassigned or Forwarded this request to  
[REDACTED]

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**RMS Request Number:**

**0075246**

|                                      |   |                                      |
|--------------------------------------|---|--------------------------------------|
| <b>Request ID :</b> 0075246          | <b>Performance Indicator :</b> Capital Equipment  |                                      |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/20/2003 2:10:00PM               | <b>Closed :</b> 5/22/2003 11:28:28AM |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> [redacted]                        |                                      |
| <b>Phone :</b> 561 [redacted]        | <b>Office Code :</b>                              |                                      |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>                    |                                      |
| <b>Assigned to Name :</b> [redacted] | <b>Program Manager :</b> [redacted]               |                                      |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |                                      |
| <b>Category :</b> TICTU              |   |                                      |
| <b>Item:</b> DCS 3000                |   |                                      |

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**Requested Support :** DCS 3000 Software

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:45:36 PM                                 |
| [redacted] 5/20/2003 2:10:15 PM [redacted] Shipped 5/20/03 [redacted] |
| [redacted] assigned/forwarded request to [redacted] 5/20/2003         |
| [redacted] 2:35:20 PM [redacted] Completed shipment                   |
| [redacted] 9/2/2005 11:22:00 AM [redacted]                            |
| [redacted] has Reassigned or Forwarded this request to [redacted]     |

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**RMS Request Number:**

**0075280**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0075280          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/21/2003 12:06:00PM              | <b>Closed :</b> 8/29/2005 5:55:12PM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> PORTLAND                          |  |  |
| <b>Phone :</b>                       | <b>Office Code :</b> 3670-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** DCS 3000 Client system and modem connection for relaying cell intercept data from FBI Portland to FBI Eugene RA. Cell intercepts will continue to be monitored at FBI Portland, but the real-time data is also needed in Eugene.  
 Thnx: [Redacted]

b6  
b7C

**Worklog :** 9/24/2004 7:57:07 PM  
 [Redacted]  
 5/21/2003 12:06:14 PM [Redacted]  
 assigned/forwarded request to [Redacted]  
 5/22/2003 1:27:23 PM [Redacted]  
 assigned/forwarded request to [Redacted]  
 5/22/2003 3:29:31 PM [Redacted] assigned/forwarded request to [Redacted]  
 [Redacted] 9/22/2003 1:05:40 PM  
 [Redacted] assigned/forwarded request to [Redacted]  
 [Redacted] 9/23/2003 4:27:30 PM [Redacted]  
 assigned/forwarded request to [Redacted]  
 10/20/2004 5:13:46 PM [Redacted]  
 Ticket closed per [Redacted] DCSP has left.

**RMS Request Number:**

**0075291**

|                                      |                                     |   |  |
|--------------------------------------|-------------------------------------|---|--|
| <b>Request ID :</b> 0075291          |                                     | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/21/2003 2:42:00PM | <b>Closed :</b> 5/22/2003 3:24:37PM               |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> MOBILE              |   |  |
| <b>Phone :</b>                       | b6                                  | <b>Office Code :</b> 3490-0000                    |  |
| <b>Case Number :</b>                 | b7C                                 | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [redacted] |                                     | <b>Program Manager :</b> [redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                     |   |  |
| <b>Item:</b> DCS 3000                |                                     |   |  |

**Requested Support :** As per telecall with [redacted] on 5/21/2003, Mobile herein requests one DCS 3000 system for use in [redacted] This equipment is needed ASAP. Thanks for all of your suport....

**Worklog :** 9/24/2004 7:57:07 PM

[redacted] 5/21/2003 2:42:29 PM [redacted] assigned/forwarded request to [redacted] 5/22/2003 1:26:43 PM

[redacted] assigned/forwarded request to [redacted] 5/22/2003 2:20:51 PM [redacted]

Equipment shiped 5/21/2003

9/2/2005 11:22:00 AM [redacted]

[redacted] has Reassigned or Forwarded this request to [redacted]

b2  
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**RMS Request Number:**

**0075373**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0075373          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/27/2003 11:02:00AM              | <b>Closed :</b> 6/5/2003 1:05:09PM               |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> PHOENIX                           |  |  |
| <b>Phone :</b> 602 [Redacted]        | <b>Office Code :</b> 3630-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** Replacement sever for DCS 3000 system.

**Worklog :** 9/24/2004 7:45:37 PM

[Redacted] 5/27/2003 11:02:19 AM [Redacted] assigned/forwarded request to [Redacted]

5/27/2003 11:02:44 AM [Redacted] Shipped on 3/27/03

5/27/2003 11:18:46 AM [Redacted] Completed shipment

5/27/2003 11:25:53 AM [Redacted] Completed shipment

9/2/2005 11:22:01 AM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

b6  
b7C

**RMS Request Number:**

**0075497**

|                                      |                                      |   |  |
|--------------------------------------|--------------------------------------|---|--|
| <b>Request ID :</b> 0075497          |                                      | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/30/2003 10:40:00AM | <b>Closed :</b> 8/4/2003 12:10:36PM               |  |
| <b>Requestor Name :</b> [redacted]   |                                      | <b>Office :</b> Mobile                            |  |
| <b>Phone :</b> 1 (866) [redacted]    | b6<br>b7C                            | <b>Office Code :</b>                              |  |
| <b>Case Number :</b>                 |                                      | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [redacted] |                                      | <b>Program Manager :</b> [redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                      | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                      |   |  |
| <b>Item:</b> DCS 3000                |                                      |   |  |

**Requested Support :** DCS3000 is not getting a release message on outgoing calls

**Worklog :** 9/24/2004 7:45:39 PM

[redacted] 5/30/2003 10:40:41 AM [redacted] The affect of DCS3000 not giving release messages on outgoing calls is that it does not signal the end of call and this causes the reports to be inaccurate. This ticket is being put in for Mobile. The issue has been troubleshoot between [redacted] and ERF.

[redacted] assigned/forwarded request to [redacted]

6/9/2003 2:16:52 PM [redacted] assigned/forwarded request to [redacted]

9/2/2005 11:22:01 AM [redacted]

[redacted] has Reassigned or Forwarded this request to [redacted]

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November 08, 2006

**RMS Request Number:**

**0075582**

|                                      |   |                                    |
|--------------------------------------|---|------------------------------------|
| <b>Request ID :</b> 0075582          | <b>Performance Indicator :</b> Capital Equipment  |                                    |
| <b>Status :</b> Closed               | <b>Opened :</b> 6/3/2003 1:34:00PM                | <b>Closed :</b> 6/5/2003 1:04:36PM |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> [REDACTED] b7D                    |                                    |
| <b>Phone :</b> 604 [REDACTED]        | <b>Office Code :</b>                              |                                    |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>                    |                                    |
| b6<br>b7C                            |   |                                    |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |                                    |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |                                    |
| <b>Category :</b> TICTU              |   |                                    |
| <b>Item:</b> DCS 3000                |   |                                    |

|  |   |
|--|---|
| <b>Requested Support :</b> DCS 3000 Software | <b>Worklog :</b> 9/24/2004 7:45:40 PM   |
|  | [REDACTED] 6/3/2003 1:34:33 PM [REDACTED] assigned/forwarded request to [REDACTED] 6/3/2003 2:02:11 PM [REDACTED] |
|  | Completed shipment  |
|  | 9/2/2005 11:22:01 AM [REDACTED]   |
|  | [REDACTED] has Reassigned or Forwarded this request to [REDACTED]   |
| b6<br>b7C                                    |   |

UNCLASSIFIED

**RMS Request Number:**

**0075669**

|                                      |                                    |   |  |
|--------------------------------------|------------------------------------|---|--|
| <b>Request ID :</b> 0075669          |                                    | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 6/5/2003 2:44:00PM | <b>Closed :</b> 8/4/2003 12:10:26PM               |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> TUCSON             |   |  |
| <b>Phone :</b>                       | b6                                 | <b>Office Code :</b> 3630-0470                    |  |
| <b>Case Number :</b>                 | b7C                                | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [Redacted] |                                    | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                    | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                    |   |  |
| <b>Item:</b> DCS 3000                |                                    |   |  |

|  |   |
|--|---|
| <b>Requested Support :</b> a [Redacted] and a DCS 3000 box to do a [Redacted] intercept [Redacted] | <b>Worklog :</b> 9/24/2004 7:57:14 PM   |
| b2   | [Redacted] 6/5/2003 2:44:39 PM [Redacted] assigned/forwarded request to [Redacted]                |
| b6   | [Redacted] 6/5/2003 3:03:44 PM [Redacted] assigned/forwarded request to [Redacted]                |
| b7C  | [Redacted] 6/6/2003 11:11:17 AM [Redacted] assigned/forwarded request to [Redacted]               |
| b7E  | [Redacted] 7/9/2003 10:02:52 AM [Redacted] Shipped two sets of equipment on 7/9/03.               |
|  | [Redacted] 7/9/2003 11:24:58 AM [Redacted] Completed Shipment                                     |
|  | [Redacted] 9/2/2005 11:22:01 AM [Redacted] has Reassigned or Forwarded this request to [Redacted] |

**Derived from:** G3  
**Authority date:** 10/1/1993

**RMS Request Number:**

**0075746**

|                                      |  |   |                                     |
|--------------------------------------|--|---|-------------------------------------|
| <b>Request ID :</b> 0075746          |  | <b>Performance Indicator :</b> Capital Equipment  |                                     |
| <b>Status :</b> Closed               |  | <b>Opened :</b> 6/10/2003 3:22:00PM               | <b>Closed :</b> 8/4/2003 12:09:33PM |
| <b>Requestor Name :</b> [Redacted]   |  | <b>Office :</b> [Redacted]                        |                                     |
| <b>Phone :</b> 701 [Redacted]        |  | <b>Office Code :</b>                              |                                     |
| <b>Case Number :</b>                 |  | <b>Investigative Program :</b>                    |                                     |
| <b>Assigned to Name :</b> [Redacted] |  | <b>Program Manager :</b> [Redacted]               |                                     |
| <b>Assigned To Group :</b> TICTU     |  | <b>Program/Type :</b> Technical Access (Wireless) |                                     |
| <b>Category :</b> TICTU              |  |   |                                     |
| <b>Item:</b> DCS 3000                |  |   |                                     |

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**Requested Support :** DCS 3000 Software

|   |
|---|
| <b>Working :</b> 9/24/2004 7:45:42 PM                             |
| 6/10/2003 3:22:35 PM [Redacted]                                   |
| assigned/forwarded request to [Redacted] 6/11/2003                |
| 8:46:44 AM [Redacted] Completed shipment                          |
| 9/2/2005 11:22:01 AM [Redacted]                                   |
| [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0075879**

|                                      |                                     |   |  |
|--------------------------------------|-------------------------------------|---|--|
| <b>Request ID :</b> 0075879          |                                     | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 6/16/2003 3:55:00PM | <b>Closed :</b> 8/4/2003 12:08:49PM               |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]          |   |  |
| <b>Phone :</b> 800 [Redacted]        | <b>Office Code :</b>                |   |  |
| <b>Case Number :</b>                 | b6<br>b7C                           | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [Redacted] |                                     | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                     |   |  |
| <b>Item:</b> DCS 3000                |                                     |   |  |

**Requested Support :** DCS 3000 Software

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:45:44 PM                             |
| [Redacted]  |
| 6/16/2003 3:55:03 PM [Redacted]                                   |
| assigned/forwarded request to [Redacted] 6/17/2003                |
| 8:58:10 AM [Redacted] Completed shipment                          |
| 9/2/2005 11:22:02 AM [Redacted]                                   |
| [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0076043**

|                                      |  |  |  |
|--------------------------------------|--|--|--|
| <b>Request ID :</b> 0076043          |  | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 6/23/2003 8:04:00AM            | <b>Closed :</b> 7/30/2004 1:11:19PM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> COLUMBIA                       |  |  |
| <b>Phone :</b>                       | <b>Office Code :</b> 3180-0000                 |  |  |
| <b>Case Number :</b>                 | b6<br>b7C                                      | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]            |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Traditional Technologies |  |  |
| <b>Category :</b> TICTU              |  |  |  |
| <b>Item:</b> CMP DNR Support         |  |  |  |

**Requested Support :** Per conversation with [Redacted] on 6/19/03, the Columbia Division requires a firewall to protect the DCS3000 network so that the JSI Voicebox can be connected to the DCS3000 for real time pen data collection in the JSI Voicebox.

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**Worklog :** 9/24/2004 7:57:20 PM

[Redacted] 6/23/2003 8:04:37 AM [Redacted] assigned/forwarded request to [Redacted] 6/23/2003 9:46:15 AM [Redacted] assigned/forwarded request to [Redacted]

7/15/2003 7:26:33 AM [Redacted] firewalls have been ordered... One will be provided to Columbia FO when they are received. 8/6/2003 10:33:52 AM [Redacted] shipped on 08-06-03. By [Redacted]

9/23/2005 2:19:01 PM [Redacted] has Reassigned or Forwarded this request to [Redacted]

10/6/2005 1:45:48 PM [Redacted] has Reassigned or Forwarded this request to [Redacted]

**RMS Request Number:**

**0076176**

|                                      |                                     |  |  |
|--------------------------------------|-------------------------------------|--|--|
| <b>Request ID :</b> 0076176          |                                     | <b>Performance Indicator :</b> Technical Expertise |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 6/26/2003 5:27:00PM | <b>Closed :</b> 8/4/2003 12:07:45PM                |  |
| <b>Requestor Name :</b> [Redacted]   |                                     | <b>Office :</b> HOUSTON                            |  |
| <b>Phone :</b> 713 [Redacted]        |                                     | <b>Office Code :</b> 3290-0000                     |  |
| <b>Case Number :</b>                 |                                     | <b>Investigative Program :</b>                     |  |
| [Redacted]                           |                                     | [Redacted]   |  |
| <b>Assigned to Name :</b> [Redacted] |                                     | <b>Program Manager :</b> [Redacted]                |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Technical Access (Wireless)  |  |
| <b>Category :</b> TICTU              |                                     |  |  |
| <b>Item:</b> DCS 3000                |                                     |  |  |

b6  
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**Requested Support :** To support FISA coverage, Houston requests an additional Cisco 2600 Router to upgrade capabilities of DCS 3000 for integration of [Redacted] into CALEA compliant intercept. Current 2600 is at maximum capacity. Additionally, with the installation of [Redacted] houston also requests enough [Redacted] conversion boxes to support the intercept of [Redacted] for FISA investigation. These will feed into our current [Redacted] recording workstation.

**Worklog :** 9/24/2004 7:57:23 PM

[Redacted] 6/26/2003 5:27:41 PM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 7/1/2003 6:42:08 PM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 7/11/2003 1:44:32 PM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 7/11/2003 1:44:55 PM [Redacted] Shipped equipment on 7/11/03. 7/11/2003 2:26:51 PM [Redacted] Completed Shipment

[Redacted] 9/2/2005 11:22:02 AM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]

b6  
b7C

b2  
b7E

**RMS Request Number:**

**0076182**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0076182          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 6/27/2003 1:11:00PM               | <b>Closed :</b> 8/4/2003 12:07:23PM              |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> JACKSON                           |  |  |
| <b>Phone :</b> 601 [redacted]        | <b>Office Code :</b> 3320-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [redacted] | <b>Program Manager :</b> [redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** One hub and I am sending one DCS3000 (F1820704) back for upgrade to a ring down card. Thanks.

**Worklog :** 9/24/2004 7:57:23 PM

[redacted]  
6/27/2003 1:11:39 PM [redacted]  
assigned/forwarded request to [redacted]  
7/1/2003 6:41:32 PM [redacted]  
assigned/forwarded request to [redacted]  
7/2/2003 4:05:40 PM [redacted] assigned/forwarded  
request to [redacted] 7/3/2003 10:29:09 AM  
[redacted] assigned/forwarded request to [redacted]  
[redacted] 7/3/2003 11:26:05 AM [redacted] Completed  
shipment  
9/2/2005 11:22:02 AM [redacted]  
[redacted] has Reassigned or Forwarded this request to  
[redacted]

b6  
b7C

**RMS Request Number:**

**0076599**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0076599          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 7/17/2003 11:36:00AM              | <b>Closed :</b> 8/4/2003 12:05:12PM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]                        | <b>Office Code :</b>                             |  |
| <b>Phone :</b> 514 [Redacted]        | b6  | <b>Investigative Program :</b>                   |  |
| <b>Case Number :</b>                 | b7C   |  |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** DCS 3000 Manual

**Worklog :** 9/24/2004 7:45:54 PM

[Redacted] 7/17/2003 11:36:41 AM [Redacted] assigned/forwarded request to [Redacted] [Redacted] 9/2/2005 11:22:03 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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**RMS Request Number:**

**0076913**

|                                      |   |                                     |
|--------------------------------------|---|-------------------------------------|
| <b>Request ID :</b> 0076913          | <b>Performance Indicator :</b> Capital Equipment  |                                     |
| <b>Status :</b> Closed               | <b>Opened :</b> 7/28/2003 2:40:00PM               | <b>Closed :</b> 8/4/2003 12:05:02PM |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> [REDACTED]                        |                                     |
| <b>Phone :</b> 573 [REDACTED]        | <b>Office Code :</b>                              |                                     |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>                    |                                     |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |                                     |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |                                     |
| <b>Category :</b> TICTU              |   |                                     |
| <b>Item:</b> DCS 3000                |   |                                     |

**Requested Support :** DCS 3000 Software

**Worklog :** 9/24/2004 7:45:59 PM

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[REDACTED]  
7/28/2003 2:40:02 PM [REDACTED]  
assigned/forwarded request to [REDACTED]  
9/2/2005 11:22:03 AM [REDACTED]  
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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**RMS Request Number:**

**0076914**

|                                      |                                     |   |  |
|--------------------------------------|-------------------------------------|---|--|
| <b>Request ID :</b> 0076914          |                                     | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 7/28/2003 2:43:00PM | <b>Closed :</b> 8/4/2003 12:04:55PM               |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> [redacted]          |   |  |
| <b>Phone :</b> 800-[redacted]        | b6                                  | <b>Office Code :</b>                              |  |
| <b>Case Number :</b>                 | b7C                                 | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [redacted] |                                     | <b>Program Manager :</b> [redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                     |   |  |
| <b>Item:</b> DCS 3000                |                                     |   |  |

|  |   |
|--|---|
| <b>Requested Support :</b> DCS 3000 Software | <b>Worklog :</b> 9/24/2004 7:45:59 PM   |
|  | [redacted] 7/28/2003 2:43:31 PM [redacted] assigned/forwarded request to [redacted]               |
|  | [redacted] 9/2/2005 11:22:03 AM [redacted] has Reassigned or Forwarded this request to [redacted] |

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b7C

**RMS Request Number:**

**0076933**

|   |  |  |  |
|---|--|--|--|
| <b>Request ID :</b> 0076933                   |  | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed                        | <b>Opened :</b> 7/29/2003 10:30:00AM           | <b>Closed :</b> 7/30/2004 1:11:26PM              |  |
| <b>Requestor Name</b> [redacted]              | <b>Office :</b> MEMPHIS                        |  |  |
| <b>Phone :</b>                                | <b>Office Code :</b> 3440-0000                 |  |  |
| <b>Case Number :</b>                          | b6<br>b7C                                      | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name</b> [redacted]            | <b>Program Manager</b> [redacted]              |  |  |
| <b>Assigned To Group :</b> TICTU              | <b>Program/Type :</b> Traditional Technologies |  |  |
| <b>Category :</b> TICTU                       |  |  |  |
| <b>Item:</b> Tascam 112MKII Cassette Recorder |  |  |  |

**Requested Support :** 3 each tascams set-up to be used with the DCS3000 system, questions can be directed to [redacted]@901 [redacted]

b6  
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**Worklog :** 9/24/2004 7:57:37 PM

[redacted] 7/29/2003 10:30:06 AM [redacted] assigned/forwarded request to [redacted] 7/29/2003 10:47:10 AM [redacted] assigned/forwarded request to [redacted] 7/31/2003 11:06:28 AM [redacted] Completed Shipment

10/6/2005 1:45:49 PM [redacted] [redacted] has Reassigned or Forwarded this request to [redacted]

**RMS Request Number:**

**0077619**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0077619          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 8/20/2003 10:46:00AM              | <b>Closed :</b> 9/17/2003 8:45:43AM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> NEW YORK CITY                     |  |  |
| <b>Phone :</b> 212 [Redacted]        | <b>Office Code :</b> 3540-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** DCS 3000 workstation to replace broken one.

**Worklog :** 9/24/2004 7:46:09 PM

[Redacted] 8/20/2003 10:46:40 AM [Redacted] assigned/forwarded request to [Redacted]

8/20/2003 10:46:59 AM [Redacted] Shipped on 8/20/03.

9/2/2005 11:22:04 AM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

b6  
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**RMS Request Number:**

**0077897**

|                                      |                                    |  |  |
|--------------------------------------|------------------------------------|--|--|
| <b>Request ID :</b> 0077897          |                                    | <b>Performance Indicator :</b> Technical Expertise |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 9/2/2003 1:10:00PM | <b>Closed :</b> 10/29/2003 4:03:52PM               |  |
| <b>Requestor Name :</b> [redacted]   |                                    | <b>Office :</b> SAN DIEGO                          |  |
| <b>Phone :</b> 858-[redacted]        |                                    | <b>Office Code :</b> 3780-0000                     |  |
| <b>Case Number :</b>                 |                                    | <b>Investigative Program :</b>                     |  |
| <b>Assigned to Name :</b> [redacted] |                                    | <b>Program Manager :</b> [redacted]                |  |
| <b>Assigned To Group :</b> TICTU     |                                    | <b>Program/Type :</b> Technical Access (Wireless)  |  |
| <b>Category :</b> TICTU              |                                    |  |  |
| <b>Item:</b> DCS 3000                |                                    |  |  |

**Requested Support :** Per the 9/2/03 telephone conversation between San Diego TTA [redacted] and ERF's [redacted] please provide the appropriate routers and communication equipment to support the addition of a second [redacted] system, to be installed at a covert FBI off-site, which will interface with the present DCS3000, located in San Diego's CMP. TICTU is also requested to have a DCS3000 representative present during the aforementioned install, tentatively scheduled for the week of 10/13/03. Please advise if a representative will be present.

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**Worklog :** 9/24/2004 7:57:54 PM

[redacted] 9/2/2003 1:10:27 PM [redacted] assigned/forwarded request to [redacted]

9/8/2003 5:04:38 PM [redacted] The installation of a second DCS-3000 system at the off-site is dependant on receipt of additional Cisco Pix routers at ERF for use in extending DCS-3000 network in San Diego. If an additional Pix is not available week of 10/13/2003, upon receipt of new routers, TICTU will provide SD with assistance in extending DCS-300 network to offsite. [redacted] assigned/forwarded request to [redacted] 9/11/2003 12:56:34 PM [redacted] assigned/forwarded request to [redacted]

9/22/2003 1:05:41 PM [redacted] assigned/forwarded request to [redacted] 9/23/2003 4:26:11 PM [redacted] assigned/forwarded request to [redacted]

[redacted] 9/29/2003 2:38:51 PM [redacted] Shipped on 9/30/03. 9/30/2003 2:27:25 PM [redacted] Completed shipment

9/2/2005 11:22:04 AM [redacted] [redacted] has Reassigned or Forwarded this request to [redacted]

**Derived from:** G3  
**Authority date:** 10/4/1993

**RMS Request Number:**

**0077997**

|                                      |                                    |   |  |
|--------------------------------------|------------------------------------|---|--|
| <b>Request ID :</b> 0077997          |                                    | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 9/4/2003 5:21:00PM | <b>Closed :</b> 9/17/2003 8:40:00AM               |  |
| <b>Requestor Name :</b> [Redacted]   | b6                                 | <b>Office :</b> CLEVELAND                         |  |
| <b>Phone :</b> 216 [Redacted]        | b7c                                | <b>Office Code :</b> 3170-0000                    |  |
| <b>Case Number :</b>                 |                                    | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [Redacted] |                                    | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                    | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                    |   |  |
| <b>Item:</b> DCS 3000                |                                    |   |  |

**Requested Support :** 1 - DCS3000 computer to replace CVs main ".12.5" DCS3000.

**Worklog :** 9/24/2004 7:57:56 PM

[Redacted] 9/4/2003 5:21:22 PM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 9/8/2003 4:59:29 PM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 9/8/2003 6:18:35 PM [Redacted] assigned/forwarded request to [Redacted] 9/9/2003 11:14:01 AM

[Redacted] Shipped on 9/9/03. 9/9/2003 1:58:06 PM

[Redacted] Completed shipment

[Redacted] 9/2/2005 11:22:04 AM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

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**RMS Request Number:**

**0078032**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0078032          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 9/5/2003 1:57:00PM                | <b>Closed :</b> 10/29/2003 4:03:42PM             |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> PHILADELPHIA                      |  |  |
| <b>Phone :</b> 215-[Redacted]        | <b>Office Code :</b> 3620-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** Per Philadelphia's telcal with [Redacted] we are requesting a sound card needed to adapt the DCS 3000 system to accomodate both [Redacted] interconnect and direct connect Title III situations.

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**Worklog :** 9/24/2004 7:57:57 PM  
 [Redacted]  
 9/5/2003 1:57:51 PM [Redacted] assigned/forwarded request to [Redacted]  
 9/8/2003 4:03:28 PM [Redacted] assigned/forwarded request to [Redacted]  
 9/22/2003 1:05:41 PM [Redacted] assigned/forwarded request to [Redacted]  
 10/6/2003 11:14:24 AM [Redacted] assigned/forwarded request to [Redacted]  
 10/6/2003 12:53:58 PM [Redacted] using [Redacted]  
 9/2/2005 11:22:04 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

**RMS Request Number:**

**0078065**

|   |                                     |  |  |
|---|-------------------------------------|--|--|
| <b>Request ID :</b> 0078065                       |                                     | <b>Performance Indicator :</b> Technical Expertise         |  |
| <b>Status :</b> Closed                            | <b>Opened :</b> 9/8/2003 10:38:00AM | <b>Closed :</b> 7/6/2004 1:59:50PM                         |  |
| <b>Requestor Name :</b> [redacted] for Houston    |                                     | <b>Office :</b> Houston                                    |  |
| <b>Phone :</b> 713 [redacted]                     | b6<br>b7C                           | <b>Office Code :</b>                                       |  |
| <b>Case Number :</b>                              |                                     | <b>Investigative Program :</b>                             |  |
| <b>Assigned to Name :</b> [redacted]              |                                     | <b>Program Manager :</b> [redacted]                        |  |
| <b>Assigned To Group :</b> ATU                    |                                     | <b>Program/Type :</b> Wireless Intercept and Tracking Team |  |
| <b>Category :</b> ATU                             |                                     |  |  |
| <b>Item:</b> Wireless Intercept and Tracking Team |                                     |  |  |

**Requested Support :** The DCS 3000 in Houston can't connect to the network.

**Worklog :** 9/24/2004 7:46:13 PM

[redacted] 9/8/2003 10:38:52 AM [redacted] assigned/forwarded request to [redacted] 9/8/2003 12:46:56 PM [redacted] assigned/forwarded request to [redacted] 9/8/2003 4:37:10 PM [redacted] This ticket can be closed the problem was that it had bad IP address and the lucent switch upgrade caused new directory to be created.

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UNCLASSIFIED

November 08, 2006

**RMS Request Number:**

**0078141**

|                                      |   |                                     |
|--------------------------------------|---|-------------------------------------|
| <b>Request ID :</b> 0078141          | <b>Performance Indicator :</b> Capital Equipment  |                                     |
| <b>Status :</b> Closed               | <b>Opened :</b> 9/10/2003 10:00:00AM              | <b>Closed :</b> 9/17/2003 8:30:15AM |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> NEW YORK CITY                     |                                     |
| <b>Phone :</b> 212 [REDACTED]        | <b>Office Code :</b> 3540-0000                    |                                     |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>      |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |                                     |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |                                     |
| <b>Category :</b> TICTU              |   |                                     |
| <b>Item:</b> DCS 3000                |   |                                     |

|   |  |
|---|--|
| <b>Requested Support :</b> Repaired DCS 3000 CPU. | <b>Worklog :</b> 9/24/2004 7:46:14 PM  |
|   | 9/10/2003 10:00:13 AM [REDACTED]<br>assigned/forwarded request to [REDACTED]                         |
|   | 9/10/2003 10:01:00 AM [REDACTED] Shipped on 9/11/03.   |
|   | 9/11/2003 11:26:24 AM [REDACTED] Completed shipment  |
|   | 9/2/2005 11:22:05 AM [REDACTED]<br>[REDACTED] has Reassigned or Forwarded this request to [REDACTED] |

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UNCLASSIFIED

**RMS Request Number:**

**0078201**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0078201          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 9/12/2003 11:16:00AM              | <b>Closed :</b> 9/17/2003 8:28:47AM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]                        |  |  |
| <b>Phone :</b> 202 [Redacted]        | b6  | <b>Office Code :</b>                             |  |
| <b>Case Number :</b>                 | b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** DCS 3000 Software

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:46:15 PM                             |
| 9/12/2003 11:16:42 AM [Redacted]                                  |
| assigned/forwarded request to [Redacted] 9/12/2003                |
| 1:53:16 PM [Redacted] Completed shipment                          |
| 9/2/2005 11:22:05 AM [Redacted]                                   |
| [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0078204**

|                                      |                                      |   |  |
|--------------------------------------|--------------------------------------|---|--|
| <b>Request ID :</b> 0078204          |                                      | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 9/12/2003 12:00:00PM | <b>Closed :</b> 9/17/2003 8:28:23AM               |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> [redacted]           |   |  |
| <b>Phone :</b> 919 [redacted]        | <b>Office Code :</b>                 |   |  |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>       |   |  |
| <b>Assigned to Name :</b> [redacted] | <b>Program Manager :</b> [redacted]  |   |  |
| <b>Assigned To Group :</b> TICTU     | b6<br>b7C                            | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                      |   |  |
| <b>Item:</b> DCS 3000                |                                      |   |  |

**Requested Support :** DCS 3000 Software

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:46:15 PM                             |
| [redacted] 9/12/2003 12:00:27 PM [redacted]                       |
| assigned/forwarded request to [redacted] 9/12/2003                |
| 1:57:44 PM [redacted] Completed shipment                          |
| 9/2/2005 11:22:05 AM [redacted]                                   |
| [redacted] has Reassigned or Forwarded this request to [redacted] |

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**RMS Request Number:**

**0078210**

|                                      |                                     |   |  |
|--------------------------------------|-------------------------------------|---|--|
| <b>Request ID :</b> 0078210          |                                     | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 9/12/2003 3:03:00PM | <b>Closed :</b> 9/17/2003 8:28:13AM               |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]          |   |  |
| <b>Phone :</b> 501 [Redacted]        | b6                                  | <b>Office Code :</b>                              |  |
| <b>Case Number :</b>                 | b7C                                 | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [Redacted] |                                     | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                     |   |  |
| <b>Item:</b> DCS 3000                |                                     |   |  |

**Requested Support :** DCS 3000 Software

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:46:15 PM                             |
| 9/12/2003 3:03:42 PM [Redacted]                                   |
| assigned/forwarded request to [Redacted] 9/15/2003                |
| 1:49:01 PM [Redacted] Completed shipment                          |
| 9/2/2005 11:22:05 AM [Redacted]                                   |
| [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0078289**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0078289          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 9/15/2003 6:03:00PM               | <b>Closed :</b> 10/29/2003 4:03:32PM             |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> JACKSONVILLE                      |  |  |
| <b>Phone :</b>                       | <b>Office Code :</b> 3330-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** Re telcal between TTA [Redacted] and [Redacted] on 09/15/2003, Jacksonville requests a complete DCS 3000 system in order to support a Title III [Redacted] intercept in the Tallahassee RA. The system can be shipped direct to Tallahassee. Any questions, please contact TTA [Redacted] at 904 [Redacted]

b2  
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**Worklog :** 9/24/2004 7:58:02 PM

[Redacted] 9/15/2003 6:03:16 PM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 9/17/2003 10:27:29 AM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 9/22/2003 1:05:41 PM [Redacted] assigned/forwarded request to [Redacted] 9/25/2003 2:24:55 PM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 9/26/2003 10:59:59 AM [Redacted] Shipped on 9/26/03. 9/26/2003 1:40:12 PM [Redacted] Completed Shipment

[Redacted] 9/2/2005 11:22:05 AM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]

**RMS Request Number:**

**0078326**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0078326          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 9/16/2003 10:04:00AM              | <b>Closed :</b> 10/29/2003 4:03:20PM             |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> MIAMI                             |  |  |
| <b>Phone :</b> 305 [Redacted]        | <b>Office Code :</b> 3460-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** 2- dcs 3000 computers

**Worklog :** 9/24/2004 7:58:02 PM

[Redacted] 9/16/2003 10:04:59 AM [Redacted]  
 assigned/forwarded request to [Redacted]

[Redacted] 9/17/2003 10:27:02 AM [Redacted]  
 assigned/forwarded request to [Redacted]

[Redacted] 9/22/2003 1:05:41 PM [Redacted] assigned/forwarded  
 request to [Redacted] 9/22/2003 2:29:49 PM  
 [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 10/24/2003 4:01:40 PM [Redacted] Will let  
 Quantico know if needed in future. Right now not needed.

[Redacted] 9/2/2005 11:22:05 AM [Redacted]  
 [Redacted] has Reassigned or Forwarded this request to  
 [Redacted]

b6  
b7C

**RMS Request Number:**

**0078432**

|                                      |                                      |   |  |
|--------------------------------------|--------------------------------------|---|--|
| <b>Request ID :</b> 0078432          |                                      | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 9/22/2003 10:57:00AM | <b>Closed :</b> 10/29/2003 4:03:12PM              |  |
| <b>Requestor Name :</b> [REDACTED]   |                                      | <b>Office :</b> NORFOLK                           |  |
| <b>Phone :</b> 757-455-0100          |                                      | <b>Office Code :</b> 3560-0000                    |  |
| <b>Case Number :</b>                 |                                      | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [REDACTED] |                                      | <b>Program Manager :</b> [REDACTED]               |  |
| <b>Assigned To Group :</b> TICTU     |                                      | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                      |   |  |
| <b>Item:</b> DCS 3000                |                                      |   |  |

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**Requested Support :** Video card for DCS 3000 cpu.

**Worklog :** 9/24/2004 7:46:18 PM

[REDACTED] 9/22/2003 10:57:49 AM [REDACTED] assigned/forwarded request to [REDACTED]

9/22/2003 10:58:13 AM [REDACTED] Shipped on 9/22/03.

9/22/2003 1:05:42 PM [REDACTED] assigned/forwarded request to [REDACTED] 9/22/2003 1:58:29 PM

[REDACTED] Completed shipment

9/2/2005 11:22:05 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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**RMS Request Number:**

**0079199**

|   |                                      |  |  |
|---|--------------------------------------|--|--|
| <b>Request ID :</b> 0079199                       |                                      | <b>Performance Indicator :</b> Technical Expertise         |  |
| <b>Status :</b> Closed                            | <b>Opened :</b> 10/15/2003 1:15:00PM | <b>Closed :</b> 7/6/2004 1:59:51PM                         |  |
| <b>Requestor Name :</b> [redacted]                | <b>Office :</b> NEW ORLEANS          |  |  |
| <b>Phone :</b> 866 [redacted]                     | <b>Office Code :</b> 3530-0000       |  |  |
| <b>Case Number :</b>                              | b6<br>b7C                            | <b>Investigative Program :</b>                             |  |
| <b>Assigned to Name :</b> [redacted]              |                                      | <b>Program Manager :</b> [redacted]                        |  |
| <b>Assigned To Group :</b> ATU                    |                                      | <b>Program/Type :</b> Wireless Intercept and Tracking Team |  |
| <b>Category :</b> ATU                             |                                      |  |  |
| <b>Item:</b> Wireless Intercept and Tracking Team |                                      |  |  |

|  |  |
|--|--|
| <b>Requested Support :</b> DCS 3000 [redacted] | <b>Worklog :</b> 9/24/2004 7:46:30 PM  |
| [redacted]                                     | [redacted] 10/15/2003 1:15:45 PM [redacted] DCSP reserve is working the issue [redacted] assigned/forwarded request to [redacted] 10/15/2003 1:16:37 PM [redacted] assigned/forwarded request to [redacted] 10/15/2003 1:42:51 PM [redacted] you may want to get involved in this [redacted] assigned/forwarded request to [redacted] 10/23/2003 7:39:53 AM [redacted] Any word on this issue? 11/6/2003 12:44:15 PM [redacted] Any word on this issue??? 11/24/2003 10:06:49 AM [redacted] As per [redacted] title 50 was moved to the title 50 DCS 3000 on or about 10Nov03. |

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**RMS Request Number:**

**0079278**

|                                      |                                      |   |  |
|--------------------------------------|--------------------------------------|---|--|
| <b>Request ID :</b> 0079278          |                                      | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 10/17/2003 9:57:00AM | <b>Closed :</b> 10/29/2003 4:00:02PM              |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> [redacted]           |   |  |
| <b>Phone :</b> 662 [redacted]        | <b>Office Code :</b>                 |   |  |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>       |   |  |
| <b>Assigned to Name :</b> [redacted] |                                      | <b>Program Manager :</b> [redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                      | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                      |   |  |
| <b>Item:</b> DCS 3000                |                                      |   |  |

**Requested Support :** DCS 3000 Software

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:46:32 PM                             |
| [redacted] 10/17/2003 9:57:56 AM [redacted] Shipped 10/17/03      |
| [redacted] assigned/forwarded request to [redacted]               |
| [redacted] 10/17/2003 11:56:31 AM [redacted] Completed shipment   |
| [redacted] 9/2/2005 11:22:06 AM [redacted]                        |
| [redacted] has Reassigned or Forwarded this request to [redacted] |

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**RMS Request Number:**

**0079279**

|                                      |                                       |   |  |
|--------------------------------------|---------------------------------------|---|--|
| <b>Request ID :</b> 0079279          |                                       | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 10/17/2003 10:01:00AM | <b>Closed :</b> 10/29/2003 3:59:53PM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]            |   |  |
| <b>Phone :</b> 601 [Redacted]        | b6                                    | <b>Office Code :</b>                              |  |
| <b>Case Number :</b>                 | b7C                                   | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [Redacted] |                                       | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                       | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                       |   |  |
| <b>Item:</b> DCS 3000                |                                       |   |  |

|  |   |
|--|---|
| <b>Requested Support :</b> DCS 3000 Software | <b>Working :</b> 9/24/2004 7:46:32 PM                             |
|  | 10/17/2003 10:01:50 AM [Redacted] Shipped 10/17/03                |
|  | [Redacted] assigned/forwarded request to [Redacted]               |
|  | 10/17/2003 11:48:15 AM [Redacted] Completed shipment              |
|  | 9/2/2005 11:22:06 AM [Redacted]                                   |
|  | [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0079303**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0079303          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 10/17/2003 2:12:00PM              | <b>Closed :</b> 10/29/2003 3:59:37PM             |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> NORFOLK                           |  |  |
| <b>Phone :</b> 757-[Redacted]        | <b>Office Code :</b> 3560-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** New Dcs 3000 Workstation

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:46:33 PM   |
| [Redacted] 10/17/2003 2:12:45 PM [Redacted] assigned/forwarded request to [Redacted]              |
| [Redacted] 10/17/2003 2:13:16 PM [Redacted] Hand Carried by [Redacted] on 10/17/03.               |
| [Redacted] 9/2/2005 11:22:06 AM [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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November 08, 2006

**RMS Request Number:**

**0079656**

**Request ID :** 0079656

**Performance Indicator :** Capital Equipment

**Status :** Closed

**Opened :** 10/28/2003 1:39:00PM

**Closed :** 10/29/2003 3:57:45PM

**Requestor Name :** [REDACTED]

**Office :** LOUISVILLE

**Phone :** 502 [REDACTED]

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**Office Code :** 3420-0000

**Case Number :**

**Investigative Program :**

**Assigned to Name :** [REDACTED]

**Program Manager :** [REDACTED]

**Assigned To Group :** TICTU

**Program/Type :** Technical Access (Wireless)

**Category :** TICTU

**Item:** DCS 3000

**Requested Support :** a new DCS 3000 system to replace one that keeps losing power.

**Worklog :** 9/24/2004 7:58:24 PM

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10/28/2003 1:39:17 PM [REDACTED]  
assigned/forwarded request to [REDACTED]  
10/29/2003 9:16:48 AM [REDACTED]  
assigned/forwarded request to [REDACTED]  
10/29/2003 9:33:59 AM [REDACTED] Shipped on 10/29/03.  
10/29/2003 11:24:14 AM [REDACTED] Completed shipment  
9/2/2005 11:22:07 AM [REDACTED]  
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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**RMS Request Number:**

**0079662**

**Request ID :** 0079662

**Performance Indicator :** Capital Equipment

**Status :** Closed

**Opened :** 10/28/2003 3:47:00PM

**Closed :** 10/29/2003 3:55:54PM

**Requestor Name :** [Redacted]

**Office :** [Redacted]

**Phone :** 610 [Redacted]

**Office Code :**

**Case Number :**

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**Investigative Program :**

**Assigned to Name :** [Redacted]

**Program Manager :** [Redacted]

**Assigned To Group :** TICTU

**Program/Type :** Technical Access (Wireless)

**Category :** TICTU

**Item:** DCS 3000

**Requested Support :** DCS 3000 Software

**Worklog :** 9/24/2004 7:46:39 PM

10/28/2003 3:47:11 PM [Redacted] Shipped 10/29/03

[Redacted] assigned/forwarded request to [Redacted]

10/29/2003 11:13:34 AM [Redacted] Completed shipment

9/2/2005 11:22:07 AM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

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**RMS Request Number:**

**0079822**

|   |                                      |  |  |
|---|--------------------------------------|--|--|
| <b>Request ID :</b> 0079822                       |                                      | <b>Performance Indicator :</b> Capital Equipment           |  |
| <b>Status :</b> Closed                            | <b>Opened :</b> 11/3/2003 10:22:00AM | <b>Closed :</b> 7/6/2004 1:59:52PM                         |  |
| <b>Requestor Name :</b> [Redacted]                | <b>Office :</b> DETROIT              |  |  |
| <b>Phone :</b> 313 [Redacted]                     | <b>Office Code :</b> 3220-0000       |  |  |
| <b>Case Number :</b>                              | b6<br>b7C                            | <b>Investigative Program :</b>                             |  |
| <b>Assigned to Name :</b> [Redacted]              |                                      | <b>Program Manager :</b> [Redacted]                        |  |
| <b>Assigned To Group :</b> ATU                    |                                      | <b>Program/Type :</b> Wireless Intercept and Tracking Team |  |
| <b>Category :</b> ATU                             |                                      |  |  |
| <b>Item:</b> Wireless Intercept and Tracking Team |                                      |  |  |

**Requested Support :** Need an DB9 to 25 pin Serial Cable for the old Epson lx300 printer for the DCS 3000

**Worklog :** 9/24/2004 7:46:42 PM

[Redacted]

11/3/2003 10:22:51 AM [Redacted] assigned/forwarded request to [Redacted]

11/3/2003 10:25:40 AM [Redacted] assigned/forwarded request to [Redacted]

11/3/2003 12:51:45 PM [Redacted] assigned/forwarded request to [Redacted]

11/3/2003 1:28:02 PM [Redacted] Shipped on 11/3/03.

11/3/2003 2:04:06 PM [Redacted] Completed shipment

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**RMS Request Number:**

**0079909**

|                                      |  |  |  |
|--------------------------------------|--|--|--|
| <b>Request ID :</b> 0079909          |  | <b>Performance Indicator :</b> Technical Expertise |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 11/4/2003 4:09:00PM            | <b>Closed :</b> 7/30/2004 1:11:52PM                |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> CHICAGO                        |  |  |
| <b>Phone :</b> 312 296-7401          | <b>Office Code :</b> 3150-0000                 |  |  |
| <b>Case Number :</b>                 | b6<br>b7C                                      | <b>Investigative Program :</b>                     |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]            |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Central Monitoring Plant |  |  |
| <b>Category :</b> TICTU              | b2<br>b6<br>b7C<br>b7E                         |  |  |
| <b>Item :</b> [Redacted]             |  |  |  |

**Requested Support :** The DCSP at the site is trying to renew the pen register for a [Redacted] line and he is no longer getting the pen data from Elhurst ISG1. The DCS3000 is getting the data but the VBIII is not getting it.

**Worklog :** 9/24/2004 7:46:43 PM

[Redacted] 11/4/2003 4:09:00 PM [Redacted] Request that [Redacted] call [Redacted] in Chicago. [Redacted] assigned/forwarded request to [Redacted] 11/4/2003 4:10:01 PM [Redacted] assigned/forwarded request to [Redacted] 11/18/2003 11:22:09 AM [Redacted] assigned/forwarded request to [Redacted] 11/18/2003 11:24:46 AM [Redacted]

Because of the upgrades that were done to Chicago's system. Any time a switch is disabled, you must stop and start the services to get the switch to come back online.

9/23/2005 2:11:50 PM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]

**RMS Request Number:**

**0080132**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0080132          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 11/10/2003 6:32:00PM              | <b>Closed :</b> 11/20/2003 12:37:18PM            |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> COLUMBUS                          |  |  |
| <b>Phone :</b>                       | <b>Office Code :</b> 3160-3930                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [redacted] | <b>Program Manager :</b> [redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** Please provide the Columbus RA of the Cincinnati Division with one (1) DCS3000 "host" system for use on an upcoming Title III. This system would be used with old analog cassette tapes and Cincinnati has the [redacted] [redacted] tape decks on hand. Cincinnati would return the host system as soon as the Title III is over. Thank you

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**Worklog :** 9/24/2004 7:58:30 PM  
 [redacted]  
 11/10/2003 6:32:45 PM [redacted]  
 assigned/forwarded request to [redacted]  
 11/13/2003 9:27:04 AM [redacted] b6  
 assigned/forwarded request to [redacted] b7C  
 11/13/2003 9:52:57 AM [redacted] Shipped on 11/12/03 on  
 RMS# 080155.  
 9/2/2005 11:22:07 AM [redacted]  
 [redacted] has Reassigned or Forwarded this request to  
 [redacted]

**RMS Request Number:**

**0080155**

|                                      |                                      |   |  |
|--------------------------------------|--------------------------------------|---|--|
| <b>Request ID :</b> 0080155          |                                      | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 11/12/2003 1:39:00PM | <b>Closed :</b> 11/20/2003 12:36:56PM             |  |
| <b>Requestor Name :</b> [redacted]   |                                      | <b>Office :</b> COLUMBUS                          |  |
| <b>Phone :</b> 614 [redacted]        | b6<br>b7C                            | <b>Office Code :</b> 3160-3930                    |  |
| <b>Case Number :</b>                 |                                      | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [redacted] |                                      | <b>Program Manager :</b> [redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                      | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                      |   |  |
| <b>Item:</b> DCS 3000                |                                      |   |  |

**Requested Support :** T-III Workstation for DCS 3000 intercept.

**Worklog :** 9/24/2004 7:46:48 PM

[redacted] 11/12/2003 1:39:58 PM [redacted] assigned/forwarded request to [redacted]

11/12/2003 1:40:18 PM [redacted] Shipped on 11/12/03.

11/12/2003 2:25:02 PM [redacted] Completed shipment

9/2/2005 11:22:07 AM [redacted]

[redacted] has Reassigned or Forwarded this request to [redacted]

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November 08, 2006

**RMS Request Number:**

**0080545**

|                                      |   |                                     |
|--------------------------------------|---|-------------------------------------|
| <b>Request ID :</b> 0080545          | <b>Performance Indicator :</b> Capital Equipment  |                                     |
| <b>Status :</b> Closed               | <b>Opened :</b> 11/24/2003 11:32:00AM             | <b>Closed :</b> 12/8/2003 2:53:15PM |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> MILWAUKEE                         |                                     |
| <b>Phone :</b>                       | <b>Office Code :</b> 3470-0000                    |                                     |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>                    |                                     |
|                                      | b6<br>b7C   |                                     |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |                                     |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |                                     |
| <b>Category :</b> TICTU              |   |                                     |
| <b>Item:</b> DCS 3000                |   |                                     |

**Requested Support :** MW requests two DCS3000 systems: one to assist in relocating to our new CMP area, and one for deployment in the Madison RA. Please contact [REDACTED] at (414 [REDACTED]) with further questions.

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**Worklog :** 9/24/2004 7:58:37 PM

[REDACTED] 11/24/2003 11:32:10 AM [REDACTED] assigned/forwarded request to [REDACTED]

[REDACTED] 11/24/2003 1:43:28 PM [REDACTED] assigned/forwarded request to [REDACTED]

[REDACTED] 11/28/2003 2:20:39 PM [REDACTED] Shipped office CPU on 12/01/03. Will ship [REDACTED] cpu later.

[REDACTED] 9/2/2005 11:22:08 AM [REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

**RMS Request Number:**

**0080564**

|                                      |   |                                       |
|--------------------------------------|---|---------------------------------------|
| <b>Request ID :</b> 0080564          | <b>Performance Indicator :</b> Capital Equipment  |                                       |
| <b>Status :</b> Closed               | <b>Opened :</b> 11/24/2003 4:58:00PM              | <b>Closed :</b> 11/26/2003 10:06:17AM |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> [REDACTED]                        |                                       |
| <b>Phone :</b> 416 [REDACTED]        | <b>Office Code :</b>                              |                                       |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>                    |                                       |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |                                       |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |                                       |
| <b>Category :</b> TICTU              |   |                                       |
| <b>Item:</b> DCS 3000                |   |                                       |

|  |   |
|--|---|
| <b>Requested Support :</b> DCS 3000 Software | <b>Worklog :</b> 9/24/2004 7:46:54 PM   |
|  | 11/24/2003 4:58:02 PM [REDACTED] assigned/forwarded request to [REDACTED] 11/25/2003 2:46:22 PM [REDACTED] Completed shipment [REDACTED] 9/2/2005 11:22:08 AM [REDACTED] has Reassigned or Forwarded this request to [REDACTED] |

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**RMS Request Number:**

**0080618**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0080618          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 11/26/2003 11:40:00AM             | <b>Closed :</b> 12/8/2003 2:52:29PM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> DALLAS                            |  |  |
| <b>Phone :</b> 972 [Redacted]        | <b>Office Code :</b> 3190-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

|  |   |
|--|---|
| <b>Requested Support :</b> DCS 3000 Software | <b>Worklog :</b> 9/24/2004 7:46:55 PM                             |
|  | 11/26/2003 11:40:59 AM [Redacted]                                 |
|  | assigned/forwarded request to [Redacted] 11/26/2003               |
|  | 1:26:04 PM [Redacted] Completed Shipment                          |
|  | 9/2/2005 11:22:08 AM [Redacted]                                   |
|  | [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0080679**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0080679          |   | <b>Performance Indicator :</b> Technical expertise |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 12/1/2003 2:21:00PM               | <b>Closed :</b> 8/29/2005 5:58:30PM                |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> MILWAUKEE                         |  |  |
| <b>Phone :</b> 414-[redacted]        | <b>Office Code :</b> 3470-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                     |  |
| <b>Assigned to Name :</b> [redacted] | <b>Program Manager :</b> [redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** (S)Milwaukee requests 2- internal CD-RWs for installation in our two DCS 3000's being used for FISA matters. The use of CD burners for retaining the pen register evidence would be easier and cheaper than using zip disks as we have been. The rewritable CD burners would allow us to periodically download for a case or target number and continue to add to the CD until full.

**Worklog :** 9/24/2004 7:58:40 PM  
 [redacted]  
 12/1/2003 2:21:14 PM [redacted]  
 assigned/forwarded request to [redacted]  
 12/8/2003 3:51:29 PM [redacted]  
 assigned/forwarded request to [redacted]  
 5/20/2004 11:50:42 AM [redacted] No longer needed.

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**Derived from:** G1  
**Authority date:** 10/1/1993

**RMS Request Number:**

**0080755**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0080755          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 12/3/2003 9:43:00AM               | <b>Closed :</b> 12/8/2003 2:53:03PM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> MILWAUKEE                         |  |  |
| <b>Phone :</b> 414 [Redacted]        | b6  | <b>Office Code :</b> 3470-0000                   |  |
| <b>Case Number :</b>                 | b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** UPS for DCS 3000 system.

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:46:56 PM                             |
| [Redacted] 12/3/2003 9:43:52 AM [Redacted]                        |
| assigned/forwarded request to [Redacted]                          |
| 12/3/2003 9:44:12 AM [Redacted] Shipped on 12/3/03.               |
| 12/3/2003 10:32:04 AM [Redacted] Completed Shipment               |
| 9/2/2005 11:22:08 AM [Redacted]                                   |
| [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0080762**

|                                      |                                      |   |  |
|--------------------------------------|--------------------------------------|---|--|
| <b>Request ID :</b> 0080762          |                                      | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 12/3/2003 12:36:00PM | <b>Closed :</b> 3/10/2004 7:31:55AM               |  |
| <b>Requestor Name :</b> [Redacted]   |                                      | <b>Office :</b> SAN DIEGO                         |  |
| <b>Phone :</b> 858 [Redacted]        |                                      | <b>Office Code :</b> 3780-0000                    |  |
| <b>Case Number :</b>                 |                                      | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [Redacted] |                                      | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                      | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                      |   |  |
| <b>Item:</b> DCS 3000                |                                      |   |  |

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**Requested Support :** Per the 12/3/03 telephone conversation between TICTU's [Redacted] and San Diego's [Redacted], [Redacted] San Diego requests it be provided with an upgraded, rackmount DCS3000 Server. This Server is planned to be placed in San Diego's VoiceBox III rack, as such, please also provide appropriate rails for the requested rackmount Server and appropriate cabling to attach to the VoiceBox III [Redacted]. It is additionally requested that all necessary hardware, software, and peripherals be provided to install DCS5000 FISA "Push" devices to support San Diego's [Redacted]. Please schedule TICTU personnel to travel to San Diego to oversee the installation and testing of this new equipment.

**Worklog :** 9/24/2004 7:58:41 PM  
 [Redacted]  
 12/3/2003 12:36:55 PM [Redacted] assigned/forwarded request to [Redacted]  
 12/8/2003 3:50:50 PM [Redacted] assigned/forwarded request to [Redacted]  
 2/24/2004 2:33:59 PM [Redacted] Shipped on 2/25/04. Push equipment will be shipped later.  
 9/2/2005 11:22:08 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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UNCLASSIFIED

November 08, 2006

**RMS Request Number:**

**0081063**

|                                      |  |                                     |
|--------------------------------------|--|-------------------------------------|
| <b>Request ID :</b> 0081063          | <b>Performance Indicator :</b> Technical Expertise |                                     |
| <b>Status :</b> Closed               | <b>Opened :</b> 12/11/2003 3:18:00PM               | <b>Closed :</b> 1/2/2004 12:44:02PM |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> LOS ANGELES                        |                                     |
| <b>Phone :</b> 310-[REDACTED]        | <b>Office Code :</b> 3410-0000                     |                                     |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>                     |                                     |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]                |                                     |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless)  |                                     |
| <b>Category :</b> TICTU              |  |                                     |
| <b>Item:</b> DCS 3000                |  |                                     |

|  |   |
|--|---|
| <b>Requested Support :</b> DCS 3000 Upgrade CD | <b>Worklog :</b> 9/24/2004 7:47:01 PM                             |
|  | 12/11/2003 3:18:49 PM [REDACTED]                                  |
|  | assigned/forwarded request to [REDACTED]                          |
|  | 9/2/2005 11:22:08 AM [REDACTED]                                   |
|  | [REDACTED] has Reassigned or Forwarded this request to [REDACTED] |

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UNCLASSIFIED

**RMS Request Number:**

**0081354**

|                                      |                                      |   |  |
|--------------------------------------|--------------------------------------|---|--|
| <b>Request ID :</b> 0081354          |                                      | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 12/22/2003 9:36:00AM | <b>Closed :</b> 1/2/2004 12:44:23PM               |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]           |   |  |
| <b>Phone :</b> 800 [Redacted]        | <b>Office Code :</b>                 |   |  |
| <b>Case Number :</b>                 | b6<br>b7C                            | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [Redacted] |                                      | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                      | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                      |   |  |
| <b>Item:</b> DCS 3000                |                                      |   |  |

**Requested Support :** DCS 3000 Software

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:47:07 PM   |
| [Redacted] 12/22/2003 9:36:18 AM [Redacted] assigned/forwarded request to [Redacted] 12/22/2003 11:59:59 AM [Redacted] Completed Shipment |
| 9/2/2005 11:22:08 AM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]   |

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**RMS Request Number:**

**0081423**

**Request ID :** 0081423

**Performance Indicator :** Capital Equipment

**Status :** Closed

**Opened :** 12/23/2003 9:51:00AM

**Closed :** 1/2/2004 12:44:48PM

**Requestor Name :** [redacted]

**Office :** [redacted]

**Phone :** 630 [redacted]

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**Office Code :**

**Case Number :**

**Investigative Program :**

**Assigned to Name :** [redacted]

**Program Manager :** [redacted]

**Assigned To Group :** TICTU

**Program/Type :** Technical Access (Wireless)

**Category :** TICTU

**Item:** DCS 3000

**Requested Support :** DCS 3000 Software

**Worklog :** 9/24/2004 7:47:08 PM

[redacted]  
12/23/2003 9:51:55 AM [redacted]  
assigned/forwarded request to [redacted] 12/23/2003  
10:30:44 AM [redacted] Completed shipment  
9/2/2005 11:22:09 AM [redacted]  
[redacted] has Reassigned or Forwarded this request to [redacted]

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**RMS Request Number:**

**0081459**

|                                    |                                       |  |                        |
|------------------------------------|---------------------------------------|--|------------------------|
| <b>Request ID :</b> 0081459        |                                       | <b>Performance Indicator :</b> Capital Equipment |                        |
| <b>Status :</b> Closed             | <b>Opened :</b> 12/29/2003 10:38:00AM | <b>Closed :</b> 6/18/2004 10:41:34AM             |                        |
| <b>Requestor Name</b> [redacted]   | b6<br>b7C                             | <b>Office :</b> TAMPA                            |                        |
| <b>Phone :</b>                     |                                       | <b>Office Code :</b> 3880-0000                   |                        |
| <b>Case Number :</b>               |                                       | <b>Investigative Program :</b>                   | b2<br>b6<br>b7C<br>b7E |
| <b>Assigned to Name</b> [redacted] |                                       | <b>Program Manager</b> [redacted]                |                        |
| <b>Assigned To Group :</b> DITU    |                                       | <b>Program/Type</b> [redacted]                   |                        |
| <b>Category :</b> DITU             |                                       |  |                        |
| <b>Item:</b> Maintenance/Upgrade   |                                       |  |                        |

**Requested Support :** 12--19"or21" LCD Flat Screen monitors to replace CRT Monitors associated with [redacted] [redacted] FBI Net, DCS 3000, and [redacted] Computers in Tampa. Space problems a prime consideration in request.

**Worklog :** 9/24/2004 7:58:51 PM  
 [redacted]  
 12/29/2003 10:38:54 AM [redacted]  
 assigned/forwarded request to [redacted]  
 12/29/2003 2:26:05 PM [redacted]  
 assigned/forwarded request to [redacted]

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**RMS Request Number:**

**0081498**

|                                      |                                       |   |  |
|--------------------------------------|---------------------------------------|---|--|
| <b>Request ID :</b> 0081498          |                                       | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 12/31/2003 11:57:00AM | <b>Closed :</b> 1/2/2004 12:44:32PM               |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]            |   |  |
| <b>Phone :</b> 919 [Redacted]        | b6                                    | <b>Office Code :</b>                              |  |
| <b>Case Number :</b>                 | b7C                                   | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name :</b> [Redacted] |                                       | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                       | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                       |   |  |
| <b>Item:</b> DCS 3000                |                                       |   |  |

|  |   |
|--|---|
| <b>Requested Support :</b> DCS 3000 Software | <b>Worklog :</b> 9/24/2004 7:47:09 PM                             |
|  | [Redacted] 12/31/2003 11:57:13 AM [Redacted]                      |
|  | assigned/forwarded request to [Redacted] 12/31/2003               |
|  | 1:18:02 PM [Redacted] Completed shipment                          |
|  | 9/2/2005 11:22:09 AM [Redacted]                                   |
|  | [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0081501**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0081501          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 12/31/2003 2:18:00PM              | <b>Closed :</b> 3/10/2004 7:31:32AM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> WASHINGTON                        |  |  |
| <b>Phone :</b> 202 [Redacted]        | b6  | <b>Office Code :</b> 3920-0000                   |  |
| <b>Case Number :</b>                 | b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

|   |   |
|---|---|
| <b>Requested Support :</b> Equipment for DCS3000 install. | <b>Worklog :</b> 9/24/2004 7:47:09 PM                             |
|   | [Redacted]  |
|   | 12/31/2003 2:18:00 PM [Redacted]                                  |
|   | assigned/forwarded request to [Redacted]                          |
|   | 1/9/2004 2:01:30 PM [Redacted] Installed on 1/7/04.               |
|   | 9/2/2005 11:22:09 AM [Redacted]                                   |
|   | [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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November 08, 2006

**RMS Request Number:**

**0081508**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0081508          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 1/2/2004 11:54:00AM               | <b>Closed :</b> 3/10/2004 7:24:38AM              |  |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> PITTSBURGH                        |  |  |
| <b>Phone :</b> 412-[REDACTED]        | <b>Office Code :</b> 3650-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

|   |   |
|---|---|
| <b>Requested Support :</b> equipment for dcs3000 and dcsnet | <b>Worklog :</b> 9/24/2004 7:47:09 PM                             |
|   | [REDACTED]  |
|   | 1/2/2004 11:54:43 AM [REDACTED]                                   |
|   | assigned/forwarded request to [REDACTED]                          |
|   | 1/2/2004 11:55:10 AM [REDACTED] shipped on 1-2-04                 |
|   | 1/2/2004 2:03:09 PM [REDACTED] Completed shipment                 |
|   | 9/2/2005 11:22:09 AM [REDACTED]                                   |
|   | [REDACTED] has Reassigned or Forwarded this request to [REDACTED] |

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**RMS Request Number:**

**0081566**

|                                      |                                    |  |  |
|--------------------------------------|------------------------------------|--|--|
| <b>Request ID :</b> 0081566          |                                    | <b>Performance Indicator :</b> Technical expertise |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 1/5/2004 5:33:00PM | <b>Closed :</b> 8/29/2005 5:59:38PM                |  |
| <b>Requestor Name :</b> [redacted]   | b6                                 | <b>Office :</b> SAN ANTONIO                        |  |
| <b>Phone :</b> 210 [redacted]        | b7C                                | <b>Office Code :</b> 3770-0000                     |  |
| <b>Case Number :</b>                 |                                    | <b>Investigative Program :</b>                     |  |
| <b>Assigned to Name :</b> [redacted] |                                    | <b>Program Manager :</b> [redacted]                |  |
| <b>Assigned To Group :</b> TICTU     |                                    | <b>Program/Type :</b> Technical Access (Wireless)  |  |
| <b>Category :</b> TICTU              |                                    |  |  |
| <b>Item:</b> DCS 3000                |                                    |  |  |

**Requested Support :** Rack mounted DCS 3000 with UPS for San Antonio HQ. Will be installing new 1/2 rack [redacted] on 2/2/04.

**Worklog :** 9/24/2004 7:58:53 PM  
 [redacted]  
 1/5/2004 5:33:10 PM [redacted] assigned/forwarded request to [redacted] 1/12/2004 2:00:09 PM  
 [redacted] assigned/forwarded request to [redacted]  
 [redacted] 5/19/2004 2:17:57 PM [redacted] Will be installed at a later date with push machines.

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**Derived from:** G3  
**Authority date:** 10/1/1993

**RMS Request Number:**

**0081685**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0081685          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 1/8/2004 8:27:00AM                | <b>Closed :</b> 3/10/2004 7:31:22AM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> COLUMBIA                          |  |  |
| <b>Phone :</b> 803 [Redacted]        | b6  | <b>Office Code :</b> 3180-0000                   |  |
| <b>Case Number :</b>                 | b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** 1) Rack Mount DCS 3000 1) Keyboard,  
Video, Mouse [Redacted] Cable

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**Worklog :** 9/24/2004 7:58:55 PM

1/8/2004 8:27:52 AM [Redacted]  
assigned/forwarded request to [Redacted]

1/12/2004 1:58:52 PM [Redacted]  
assigned/forwarded request to [Redacted]

2/10/2004 10:39:44 AM [Redacted] Shipped on 2/10/04.

2/10/2004 11:14:40 AM [Redacted] Completed Shipment

9/2/2005 11:22:09 AM [Redacted]  
[Redacted] has Reassigned or Forwarded this request to [Redacted]

**RMS Request Number:**

**0081688**

|   |                                    |  |  |
|---|------------------------------------|--|--|
| <b>Request ID :</b> 0081688                     |                                    | <b>Performance Indicator :</b> Technical Expertise |  |
| <b>Status :</b> Closed                          | <b>Opened :</b> 1/8/2004 9:14:00AM | <b>Closed :</b> 7/30/2004 1:12:06PM                |  |
| <b>Requestor Name :</b> [Redacted]              | b6<br>b7C                          | <b>Office :</b> CLEVELAND                          |  |
| <b>Phone :</b> 216 [Redacted]                   |                                    | <b>Office Code :</b> 3170-0000                     |  |
| <b>Case Number :</b>                            |                                    | <b>Investigative Program :</b>                     |  |
| <b>Assigned to Name :</b> [Redacted]            | b2<br>b6<br>b7C<br>b7E             | <b>Program Manager :</b> [Redacted]                |  |
| <b>Assigned To Group :</b> TICTU                |                                    | <b>Program/Type :</b> Traditional Technologies     |  |
| <b>Category :</b> TICTU                         |                                    |  |  |
| <b>Item :</b> [Redacted] Data Collection System |                                    |  |  |

**Requested Support :** problem with DCS 3000 and [Redacted] files

**Worklog :** 9/24/2004 7:47:12 PM

[Redacted] 1/8/2004 9:14:33 AM [Redacted] will call today [Redacted]

[Redacted] assigned/forwarded request to [Redacted]

[Redacted] 1/16/2004 11:09:43 AM [Redacted] no word [Redacted]

[Redacted] 9/23/2005 2:59:23 PM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

[Redacted] 10/6/2005 1:45:55 PM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

[Redacted]

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**RMS Request Number:**

**0082331**

|                                      |                                     |   |  |
|--------------------------------------|-------------------------------------|---|--|
| <b>Request ID :</b> 0082331          |                                     | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 1/27/2004 2:18:00PM | <b>Closed :</b> 3/10/2004 7:33:10AM               |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]          |   |  |
| <b>Phone :</b> 202 [Redacted]        | <b>Office Code :</b>                |   |  |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>      |   |  |
| <b>Assigned to Name :</b> [Redacted] |                                     | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                     |   |  |
| <b>Item:</b> DCS 3000                |                                     |   |  |

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**Requested Support :** DCS 3000 Software

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:47:22 PM                             |
| 1/27/2004 2:18:34 PM [Redacted]                                   |
| assigned/forwarded request to [Redacted] 2/4/2004                 |
| 8:08:41 AM [Redacted] Completed shipment                          |
| 9/2/2005 11:22:10 AM [Redacted]                                   |
| [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0082332**

|                                    |                                     |   |  |
|------------------------------------|-------------------------------------|---|--|
| <b>Request ID :</b> 0082332        |                                     | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed             | <b>Opened :</b> 1/27/2004 2:23:00PM | <b>Closed :</b> 3/10/2004 7:33:03AM               |  |
| <b>Requestor Name</b> [redacted]   | <b>Office</b> [redacted]            |   |  |
| <b>Phone :</b> 404 [redacted]      | b6<br>b7C                           | <b>Office Code :</b>                              |  |
| <b>Case Number :</b>               |                                     | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name</b> [redacted] |                                     | <b>Program Manager</b> [redacted]                 |  |
| <b>Assigned To Group :</b> TICTU   |                                     | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU            |                                     |   |  |
| <b>Item:</b> DCS 3000              |                                     |   |  |

|  |   |
|--|---|
| <b>Requested Support :</b> DCS 3000 Software | <b>Worklog :</b> 9/24/2004 7:47:22 PM   |
| b6<br>b7C                                    | [redacted]<br>1/27/2004 2:23:43 PM [redacted]<br>assigned/forwarded request to [redacted] 2/4/2004<br>8:07:50 AM [redacted] Competed shipment<br>9/2/2005 11:22:10 AM [redacted]<br>[redacted] has Reassigned or Forwarded this request to [redacted]<br>[redacted] |

**RMS Request Number:**

**0082344**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0082344          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 1/27/2004 4:51:00PM               | <b>Closed :</b> 3/10/2004 7:30:02AM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> MINNEAPOLIS                       |  |  |
| <b>Phone :</b> 612 [Redacted]        | <b>Office Code :</b> 3480-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** Minneapolis is in need of one (1) DCS 3000 rack mounted server with associated cables to connect to an [Redacted] switch. It would be greatly appreciated if Minneapolis had the server at the beginning of week 2/2/04 as we are updating our collection systems and will have BAE support on-site. Thanks in advance!

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**Worklog :** 9/24/2004 7:59:06 PM  
 [Redacted]  
 1/27/2004 4:51:53 PM [Redacted]  
 assigned/forwarded request to [Redacted]  
 1/30/2004 9:44:05 AM [Redacted]  
 assigned/forwarded request to [Redacted]  
 2/3/2004 9:59:25 AM [Redacted] Shipped on 2/3/04.  
 2/4/2004 8:05:18 AM [Redacted] Completed Shipment  
 9/2/2005 11:22:10 AM [Redacted]  
 [Redacted] has Reassigned or Forwarded this request to [Redacted]

**RMS Request Number:**

**0082988**

|                                      |                                     |   |  |
|--------------------------------------|-------------------------------------|---|--|
| <b>Request ID :</b> 0082988          |                                     | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/12/2004 4:49:00PM | <b>Closed :</b> 3/10/2004 7:32:56AM               |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]          |   |  |
| <b>Phone :</b> 602 [Redacted]        | <b>Office Code :</b>                |   |  |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>      |   |  |
| <b>Assigned to Name :</b> [Redacted] |                                     | <b>Program Manager :</b> [Redacted]               |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU              |                                     |   |  |
| <b>Item:</b> DCS 3000                |                                     |   |  |

**Requested Support :** DCS 3000 Software

**Worklog :** 9/24/2004 7:47:31 PM

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2/12/2004 4:49:35 PM [Redacted]  
 assigned/forwarded request to [Redacted] 2/13/2004  
 10:14:06 AM [Redacted] Completed shipment  
 9/2/2005 11:22:11 AM [Redacted]  
 [Redacted] has Reassigned or Forwarded this request to  
 [Redacted]

**RMS Request Number:**

**0083267**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0083267          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/26/2004 8:51:00AM               | <b>Closed :</b> 3/10/2004 7:28:52AM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> SAN DIEGO                         |  |  |
| <b>Phone :</b> 858 [Redacted]        | <b>Office Code :</b> 3780-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

|  |  |
|--|--|
| <b>Requested Support :</b> UPS for DCS 3000 install. | <b>Worklog :</b> 9/24/2004 7:47:35 PM  |
|  | 2/26/2004 8:51:28 AM [Redacted]<br>assigned/forwarded request to [Redacted]                          |
|  | 2/26/2004 8:53:27 AM [Redacted] Shipped on 2/26/2004.  |
|  | 9/2/2005 11:22:11 AM [Redacted]<br>[Redacted] has Reassigned or Forwarded this request to [Redacted] |

b6  
b7C

**RMS Request Number:****0083309**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0083309          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 2/27/2004 8:19:00AM               | <b>Closed :</b> 3/10/2004 7:25:14AM              |  |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> MIAMI                             |  |  |
| <b>Phone :</b> 305 [REDACTED]        | b6<br>b7C   | <b>Office Code :</b> 3460-0000                   |  |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>                    |  |  |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** To: [REDACTED] Miami Office is unwilling to buy Microsoft Maps and Street due to software restrictions and Miami TTA funding can not purchase software. Miami needs Microsoft Maps and Streets to support DCS 3000 operation to identify [REDACTED] Request purchase of Microsoft Maps and Street and a computer disk of all [REDACTED] [REDACTED] in the Southeast Region. Miami is the Southeast Regional Office for the [REDACTED] program and [REDACTED] information is vital in our operation.

**Worklog :** 9/24/2004 7:59:22 PM  
 [REDACTED]  
 2/27/2004 8:19:06 AM [REDACTED] assigned/forwarded request to [REDACTED]  
 3/4/2004 11:22:27 AM [REDACTED] Advised Miami that software is not needed in the local offices. It is located on a server in Quantico, VA. Issue closed.  
 9/2/2005 11:22:11 AM [REDACTED]  
 [REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b2  
 b6  
 b7C  
 b7E

**RMS Request Number:**

**0083355**

|  |                                     |  |  |
|--|-------------------------------------|--|--|
| <b>Request ID :</b> 0083355                        |                                     | <b>Performance Indicator :</b> Technical Expertise |  |
| <b>Status :</b> Closed                             | <b>Opened :</b> 3/1/2004 10:30:00AM | <b>Closed :</b> 7/30/2004 1:12:20PM                |  |
| <b>Requestor Name</b> [redacted]                   |                                     | <b>Office :</b> ST LOUIS                           |  |
| <b>Phone :</b> 314 [redacted]                      |                                     | <b>Office Code :</b> 3730-0000                     |  |
| <b>Case Number :</b>                               |                                     | <b>Investigative Program :</b>                     |  |
| [redacted] b6<br>[redacted] b7C                    |                                     |  |  |
| <b>Assigned to Name</b> [redacted]                 |                                     | <b>Program Manager :</b> [redacted]                |  |
| <b>Assigned To Group :</b> TICTU                   |                                     | <b>Program/Type :</b> Traditional Technologies     |  |
| <b>Category :</b> TICTU                            |                                     | b2   |  |
| <b>Item:</b> JSI [redacted] Data Collection System |                                     | b7E  |  |

**Requested Support :** having probs dumping the DCS 3000 to the [redacted]

**Worklog :** 9/24/2004 7:47:36 PM

[redacted] 3/1/2004 10:30:23 AM [redacted] After some troubleshooting, the dcs 3000 thought to be the problem [redacted] assigned/forwarded request to [redacted]

[redacted] 9/23/2005 2:59:23 PM [redacted] has Reassigned or Forwarded this request to [redacted]

[redacted] 10/6/2005 1:45:57 PM [redacted] has Reassigned or Forwarded this request to [redacted]

b6  
b7C

**RMS Request Number:**

**0083430**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0083430          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 3/2/2004 2:36:00PM                | <b>Closed :</b> 3/10/2004 7:28:38AM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> WASHINGTON                        |  |  |
| <b>Phone :</b> 202 [Redacted]        | <b>Office Code :</b> 3920-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** DCS 3000 server Rack unit.

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:47:38 PM                               |
| [Redacted] 3/2/2004 2:36:44 PM [Redacted]                           |
| assigned/forwarded request to [Redacted]                            |
| 3/2/2004 2:37:16 PM [Redacted] Picked up by [Redacted] on 3/3/2004. |
| 9/2/2005 11:22:11 AM [Redacted]                                     |
| [Redacted] has Reassigned or Forwarded this request to [Redacted]   |

b6  
b7C

**RMS Request Number:**

**0083510**

|                                    |   |  |  |
|------------------------------------|---|--|--|
| <b>Request ID :</b> 0083510        |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed             | <b>Opened :</b> 3/4/2004 10:39:00AM               | <b>Closed :</b> 3/10/2004 7:26:23AM              |  |
| <b>Requestor Name</b> [redacted]   | <b>Office :</b> SACRAMENTO                        |  |  |
| <b>Phone :</b> 916 [redacted]      | <b>Office Code :</b> 3720-0000                    |  |  |
| <b>Case Number :</b>               | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name</b> [redacted] | <b>Program Manager :</b> [redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU   | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU            |   |  |  |
| <b>Item:</b> DCS 3000              |   |  |  |

|   |  |
|---|--|
| <b>Requested Support :</b> New DCS 3000 server. | <b>Worklog :</b> 9/24/2004 7:47:39 PM  |
|   | [redacted]<br>3/4/2004 10:39:31 AM [redacted]<br>assigned/forwarded request to [redacted]<br>3/4/2004 10:39:54 AM [redacted] Shipped on 3/4/04.<br>3/4/2004 1:19:58 PM [redacted] Completed Shipment<br>9/2/2005 11:22:11 AM [redacted]<br>[redacted] has Reassigned or Forwarded this request to [redacted]<br>[redacted] |

b6  
b7C

**RMS Request Number:**

**0083523**

|                                    |                                    |   |  |
|------------------------------------|------------------------------------|---|--|
| <b>Request ID :</b> 0083523        |                                    | <b>Performance Indicator :</b> Capital Equipment  |  |
| <b>Status :</b> Closed             | <b>Opened :</b> 3/4/2004 1:56:00PM | <b>Closed :</b> 3/10/2004 7:26:14AM               |  |
| <b>Requestor Name</b> [redacted]   | <b>Office :</b> CHICAGO            |   |  |
| <b>Phone :</b> (312) [redacted]    | b6                                 | <b>Office Code :</b> 3150-0000                    |  |
| <b>Case Number :</b>               | b7C                                | <b>Investigative Program :</b>                    |  |
| <b>Assigned to Name</b> [redacted] |                                    | <b>Program Manager</b> [redacted]                 |  |
| <b>Assigned To Group :</b> TICTU   |                                    | <b>Program/Type :</b> Technical Access (Wireless) |  |
| <b>Category :</b> TICTU            |                                    |   |  |
| <b>Item:</b> DCS 3000              |                                    |   |  |

|   |   |
|---|---|
| <b>Requested Support :</b> DCS 3000 CPU and Monitor for Intercept. [redacted] | <b>Worklog :</b> 9/24/2004 7:47:39 PM                             |
| b2  | 3/4/2004 1:56:52 PM [redacted]                                    |
| b7E   | assigned/forwarded request to [redacted]                          |
| b6  | 3/4/2004 1:57:11 PM [redacted] Shipped on 3/4/04.                 |
| b7C   | 3/4/2004 2:29:42 PM [redacted] Completed shipment                 |
|   | 9/2/2005 11:22:11 AM [redacted]                                   |
|   | [redacted] has Reassigned or Forwarded this request to [redacted] |

**RMS Request Number:**

**0083650**

|                                       |                                     |  |                                |
|---------------------------------------|-------------------------------------|--|--------------------------------|
| <b>Request ID :</b> 0083650           |                                     | <b>Performance Indicator :</b> Technical Expertise |                                |
| <b>Status :</b> Closed                | <b>Opened :</b> 3/9/2004 2:36:00PM  | <b>Closed :</b> 7/30/2004 1:12:23PM                |                                |
| <b>Requestor Name :</b> [Redacted]    | <b>Office :</b> Chicago             | <b>Office Code :</b>                               | <b>Investigative Program :</b> |
| <b>Phone :</b> 312 [Redacted]         | b6                                  |  |                                |
| <b>Case Number :</b>                  | b7C                                 |  |                                |
| <b>Assigned to Name :</b> [Redacted]  | <b>Program Manager :</b> [Redacted] | <b>Program/Type :</b> Central Monitoring Plant     |                                |
| <b>Assigned To Group :</b> TICTU      | <b>Category :</b> TICTU             |  |                                |
| <b>Item :</b> [Redacted] Fixed System |                                     |  |                                |

**Requested Support :** DCSP needs assistance setting up [Redacted] on [Redacted]

**Worklog :** 9/24/2004 7:47:41 PM

[Redacted] 3/9/2004 2:36:53 PM [Redacted] assigned/forwarded request to [Redacted] 3/9/2004 2:38:28 PM [Redacted] assigned/forwarded request to [Redacted] 3/9/2004 4:38:52 PM [Redacted] assigned/forwarded request to [Redacted]

3/25/2004 2:26:45 PM [Redacted] DCSP provided [Redacted] with the actions he took to set up this line. He was using a new system he was provided by ERF. This is the system that is used to connect the DCS3000 to the [Redacted] We will create the procedures and provide them to the field.

3/25/2004 3:40:54 PM [Redacted] Please do not create procedures and send them to the field. The makers of the box will create the procedures.

9/23/2005 3:03:46 PM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]

b2  
b6  
b7C  
b7E

**RMS Request Number:**

**0083655**

|                                    |   |  |  |
|------------------------------------|---|--|--|
| <b>Request ID :</b> 0083655        |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed             | <b>Opened :</b> 3/9/2004 3:20:00PM                | <b>Closed :</b> 3/10/2004 7:25:57AM              |  |
| <b>Requestor Name</b> [redacted]   | <b>Office :</b> SACRAMENTO                        |  |  |
| <b>Phone :</b> 916 [redacted]      | <b>Office Code :</b> 3720-0000                    |  |  |
| <b>Case Number :</b>               | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name</b> [redacted] | <b>Program Manager :</b> [redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU   | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU            |   |  |  |
| <b>Item:</b> DCS 3000              |   |  |  |

**Requested Support :** Cable for new DCS 3000

**Worklog :** 9/24/2004 7:47:42 PM

[redacted]  
 3/9/2004 3:20:42 PM [redacted]  
 assigned/forwarded request to [redacted]  
 3/9/2004 3:21:05 PM [redacted] Shipped on 3/10/04.  
 3/10/2004 8:15:34 AM [redacted] Completed shipment  
 9/2/2005 11:22:11 AM [redacted]  
 [redacted] has Reassigned or Forwarded this request to  
 [redacted]

b6  
b7C

**RMS Request Number:**

**0084136**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0084136          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 3/23/2004 8:31:00AM               | <b>Closed :</b> 4/15/2004 1:57:33PM              |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> BOSTON                            |  |  |
| <b>Phone :</b> 617 [redacted]        | b6  | <b>Office Code :</b> 3090-0000                   |  |
| <b>Case Number :</b>                 | b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [redacted] | <b>Program Manager :</b> [redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** New DCS 3000 CPU, RM Monitor, UPS, and Null Modem Cable.

**Worklog :** 9/24/2004 7:47:50 PM

[redacted]  
 3/23/2004 8:31:56 AM [redacted]  
 assigned/forwarded request to [redacted]  
 3/23/2004 8:32:17 AM [redacted] shipped on 3/23/04.  
 3/23/2004 10:18:10 AM [redacted] Completed shipment  
 9/2/2005 11:22:12 AM [redacted]  
 [redacted] has Reassigned or Forwarded this request to [redacted]

b6  
b7C

UNCLASSIFIED

November 08, 2006

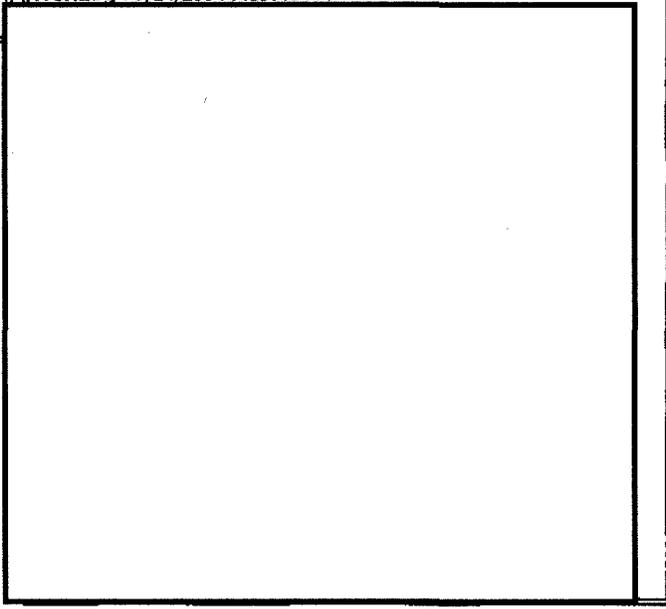
**RMS Request Number:**

**0085989**

|                                      |                                     |  |  |
|--------------------------------------|-------------------------------------|--|--|
| <b>Request ID :</b> 0085989          |                                     | <b>Performance Indicator :</b> Technical Expertise   |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 4/5/2004 12:35:00PM | <b>Closed :</b> 2/6/2006 11:55:07AM                  |  |
| <b>Requestor Name :</b> [REDACTED]   |                                     | <b>Office :</b> ALBANY                               |  |
| <b>Phone :</b> 5184317322            | b6<br>b7C                           | <b>Office Code :</b> 3010-0000                       |  |
| <b>Case Number :</b>                 |                                     | <b>Investigative Program :</b>                       |  |
| <b>Assigned to Name :</b> [REDACTED] |                                     | <b>Program Manager :</b> [REDACTED]                  |  |
| <b>Assigned To Group :</b> ETMU      |                                     | <b>Program/Type :</b> Enterprise Operations Services |  |
| <b>Category :</b> ETMU               |                                     |  |  |
| <b>Item:</b> DCSP                    |                                     |  |  |

**Requested Support :** Training for myself and SA [REDACTED]  
[REDACTED] on RW, DCS 5000 and DCS 3000.

**Worklog :** 9/24/2004 7:59:41 PM



b6  
b7C

OTHER out of scope

UNCLASSIFIED

**RMS Request Number:**

**0086031**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0086031          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 4/6/2004 10:13:00AM               | <b>Closed :</b> 4/15/2004 1:56:12PM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> DETROIT                           |  |  |
| <b>Phone :</b> 313 [Redacted]        | b6  | <b>Office Code :</b> 3220-0000                   |  |
| <b>Case Number :</b>                 | b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** Equipment for new DCS 3000 server install.

**Worklog :** 9/24/2004 7:48:42 PM

[Redacted]

4/6/2004 10:13:37 AM [Redacted] assigned/forwarded request to [Redacted]

4/6/2004 10:14:00 AM [Redacted] Shipped on 4/6/04.

4/6/2004 10:59:31 AM [Redacted] Completed shipment

9/2/2005 11:22:13 AM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

b6  
b7C

**RMS Request Number:**

**0086357**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0086357          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 4/12/2004 3:27:00PM               | <b>Closed :</b> 1/19/2006 5:12:01PM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]                        |  |  |
| <b>Phone :</b> 816 [Redacted]        | b6<br>b7C   | <b>Office Code :</b>                             |  |
| <b>Case Number :</b>                 | <b>Investigative Program :</b>                    |  |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** DCS 3000 Software

**Worklog :** 9/24/2004 7:48:48 PM  
 [Redacted]  
 4/12/2004 3:27:22 PM [Redacted]  
 assigned/forwarded request to [Redacted]

b6  
b7C

**RMS Request Number:**

**0086450**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0086450          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 4/14/2004 11:17:00AM              | <b>Closed :</b> 4/15/2004 1:58:44PM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> [Redacted]                        |  |  |
| <b>Phone :</b> 561 [Redacted]        | <b>Office Code :</b>                              |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** DCS 3000 Software

|  |
|--|
| <b>Worklog :</b> 9/24/2004 7:48:50 PM              |
| [Redacted] 4/14/2004 11:17:34 AM [Redacted]        |
| assigned/forwarded request to [Redacted] 4/14/2004 |
| 3:40:46 PM [Redacted] completed shipment           |

b6  
b7C

**RMS Request Number:**

**0086478**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0086478          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 4/14/2004 2:04:00PM               | <b>Closed :</b> 8/29/2005 6:04:32PM              |  |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> MILWAUKEE                         |  |  |
| <b>Phone :</b>                       | <b>Office Code :</b> 3470-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** (S)MW requests one (1) DCS3000 system for deployment in the Madison RA. MW also requests necessary routers to facilitate.

b6  
b7C

**Worklog :** 9/24/2004 7:59:47 PM

4/14/2004 2:04:08 PM [REDACTED]  
assigned/forwarded request to [REDACTED]

4/15/2004 3:27:23 PM [REDACTED]  
assigned/forwarded request to [REDACTED]

5/10/2004 6:40:54 PM [REDACTED] assigned/forwarded  
request to [REDACTED]

2/3/2005 2:58:24 PM [REDACTED]

Shipped on 2/2/05. Received an e-mail from Madison confirming that they have received the equipment on 2/3/05.

**Derived from:** G3  
**Authority date:** 10/1/1993

**RMS Request Number:**

**0086777**

|  |                                      |  |  |
|--|--------------------------------------|--|--|
| <b>Request ID :</b> 0086777              |                                      | <b>Performance Indicator :</b> Technical Expertise |  |
| <b>Status :</b> Closed                   | <b>Opened :</b> 4/22/2004 10:16:00AM | <b>Closed :</b> 7/30/2004 1:12:40PM                |  |
| <b>Requestor Name :</b> [Redacted]       | b6<br>b7C                            | <b>Office :</b> MCALLEN                            |  |
| <b>Phone :</b>                           |                                      | <b>Office Code :</b> 3770-4860                     |  |
| <b>Case Number :</b>                     |                                      | <b>Investigative Program :</b>                     |  |
| <b>Assigned to Name :</b> [Redacted]     | b2<br>b6<br>b7C                      | <b>Program Manager :</b> [Redacted]                |  |
| <b>Assigned To Group :</b> TICTU         |                                      | <b>Program/Type :</b> Central Monitoring Plant     |  |
| <b>Category :</b> TICTU                  | b7E                                  |  |  |
| <b>Item :</b> [Redacted] Portable System |                                      |  |  |

**Requested Support :** (SI will need BAE support for set up of [Redacted] for Title 50 FISA intercepts against one fax (currently on dial up slave); one landline phone (currently on dial up slave); two cellulars (both currently on DCS 3000); and one e-mail account (MSN); Target start date is Mid-May

**Worklog :** 9/24/2004 7:59:52 PM

[Redacted] 4/22/2004 10:16:50 AM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 4/22/2004 1:30:41 PM [Redacted] assigned/forwarded request to [Redacted] 5/10/2004 10:22:56 AM

[Redacted] 05/10/04 - DCSP personnel from HO will be deployed to assist the site and to provide system training/familiarization. RM, [Redacted] will continue contact with site personnel.

[Redacted] 9/23/2005 3:04:47 PM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

**RMS Request Number:**

**0086852**

|                                      |                                     |  |  |
|--------------------------------------|-------------------------------------|--|--|
| <b>Request ID :</b> 0086852          |                                     | <b>Performance Indicator :</b> Technical expertise |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 4/26/2004 9:11:00AM | <b>Closed :</b> 1/19/2006 5:12:53PM                |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> [redacted]          |  |  |
| <b>Phone :</b> 303 [redacted]        | <b>Office Code :</b>                |  |  |
| <b>Case Number :</b>                 | b6<br>b7C                           | <b>Investigative Program :</b>                     |  |
| <b>Assigned to Name :</b> [redacted] |                                     | <b>Program Manager :</b> [redacted]                |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Technical Access (Wireless)  |  |
| <b>Category :</b> TICTU              |                                     |  |  |
| <b>Item:</b> DCS 3000                |                                     |  |  |

**Requested Support :** DCS 3000 Software and Carrier Outreach Materials

**Worklog :** 9/24/2004 7:48:55 PM

[redacted]  
 4/26/2004 9:11:05 AM [redacted]  
 assigned/forwarded request to [redacted]  
 9/2/2005 11:40:43 AM [redacted]  
 [redacted] has Reassigned or Forwarded this request to [redacted]

b6  
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**RMS Request Number:**

**0087011**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0087011          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 4/28/2004 5:07:00PM               | <b>Closed :</b> 8/29/2005 6:07:58PM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> CLEVELAND                         |  |  |
| <b>Phone :</b> 216 [Redacted]        | <b>Office Code :</b> 3170-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** 1 - DCS3000 Computer (for T-3 use using [Redacted])

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**Worklog :** 9/24/2004 7:59:56 PM

[Redacted]

4/28/2004 5:07:01 PM [Redacted] assigned/forwarded request to [Redacted]

4/30/2004 1:19:24 PM [Redacted] assigned/forwarded request to [Redacted]

5/12/2004 10:11:35 AM [Redacted] Shipped on 5/12/04.

5/12/2004 10:40:55 AM [Redacted] Completed shipment

**RMS Request Number:**

**0087207**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0087207          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/5/2004 9:30:00AM                | <b>Closed :</b> 1/19/2006 5:20:45PM              |  |
| <b>Requestor Name :</b> [Redacted]   | <b>Office :</b> LOS ANGELES                       |  |  |
| <b>Phone :</b> 310 [Redacted]        | b6  | <b>Office Code :</b> 3410-0000                   |  |
| <b>Case Number :</b>                 | b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [Redacted] | <b>Program Manager :</b> [Redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** switch for dcs3000

|   |
|---|
| <b>Worklog :</b> 9/24/2004 7:49:02 PM                             |
| 5/5/2004 9:30:29 AM [Redacted]                                    |
| assigned/forwarded request to [Redacted]                          |
| 5/5/2004 9:47:22 AM [Redacted] Completed shipment                 |
| 9/2/2005 11:28:12 AM [Redacted]                                   |
| [Redacted] has Reassigned or Forwarded this request to [Redacted] |

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**RMS Request Number:**

**0087383**

|                                      |                                     |  |  |
|--------------------------------------|-------------------------------------|--|--|
| <b>Request ID :</b> 0087383          |                                     | <b>Performance Indicator :</b> Technical expertise |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/10/2004 4:25:00PM | <b>Closed :</b> 1/19/2006 5:17:23PM                |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> [redacted]          |  |  |
| <b>Phone :</b> 914 [redacted]        | b6                                  | <b>Office Code :</b>                               |  |
| <b>Case Number :</b>                 | b7C                                 | <b>Investigative Program :</b>                     |  |
| <b>Assigned to Name :</b> [redacted] |                                     | <b>Program Manager :</b> [redacted]                |  |
| <b>Assigned To Group :</b> TICTU     |                                     | <b>Program/Type :</b> Technical Access (Wireless)  |  |
| <b>Category :</b> TICTU              |                                     |  |  |
| <b>Item:</b> DCS 3000                |                                     |  |  |

|  |   |
|--|---|
| <b>Requested Support :</b> DCS 3000 Software | <b>Worklog :</b> 9/24/2004 7:49:04 PM                             |
|  | [redacted]  |
|  | 5/10/2004 4:25:12 PM [redacted]                                   |
|  | assigned/forwarded request to [redacted] 5/11/2004                |
|  | 10:41:41 AM [redacted] Completed shipment                         |
|  | 9/2/2005 11:40:43 AM [redacted]                                   |
|  | [redacted] has Reassigned or Forwarded this request to [redacted] |

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November 08, 2006

**RMS Request Number:**

**0087484**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0087484          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/12/2004 4:16:00PM               | <b>Closed :</b> 1/19/2006 5:21:49PM              |  |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> SPRINGFIELD                       |  |  |
| <b>Phone :</b> 217 [REDACTED]        | b6  | <b>Office Code :</b> 3860-1745                   |  |
| <b>Case Number :</b>                 | b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                | b6  |  |  |
|                                      | b7C   |  |  |

**Requested Support :** PLEASE SHIP THE FOLLOWING TO SPRINGFIELD, ATTN: [REDACTED] WE ARE INSTALLING A [REDACTED] DCS3000 IN OUR QUAD CITIES RA FOR A T3. WE HAVE THE CPU, BUT STILL NEED : 1. ROUTER WITH [REDACTED] CARD; 2. TWO ROUTER CABLES 3. 56K MODEM 4. [REDACTED] CARD FOR THE SPRINGFIELD END 5. THREE CAT 5 CABLES 6. HUB OR SWITCH FOR QUAD CITIES END THANKS. b2 b7E

**Worklog :** 9/24/2004 8:00:03 PM [REDACTED]  
 5/12/2004 4:16:17 PM [REDACTED] assigned/forwarded request to [REDACTED]  
 5/12/2004 4:28:22 PM [REDACTED] assigned/forwarded request to [REDACTED]  
 5/13/2004 11:48:07 AM [REDACTED] Shipped on 5/13/04.  
 5/13/2004 2:12:04 PM [REDACTED] Completed shipment

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**RMS Request Number:**

**0087617**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0087617          |   | <b>Performance Indicator :</b> Capital Equipment |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/17/2004 12:51:00PM              | <b>Closed :</b> 1/19/2006 5:26:17PM              |  |
| <b>Requestor Name :</b> [redacted]   | <b>Office :</b> DALLAS                            |  |  |
| <b>Phone :</b>                       | <b>Office Code :</b> 3190-0000                    |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                   |  |
| <b>Assigned to Name :</b> [redacted] | <b>Program Manager :</b> [redacted]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** A desktop DCS 3000 for use as a dedicated DCS 3000 [redacted] unit. After a successful DCS 3000 [redacted] on a kidnapping, SAC wants a mini [redacted] command post set up in one of our monitoring rooms, therefore we need an additional unit.

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**Worklog :** 9/24/2004 8:00:05 PM  
 [redacted]  
 5/17/2004 12:51:44 PM [redacted]  
 assigned/forwarded request to [redacted]  
 5/17/2004 2:12:00 PM [redacted]  
 assigned/forwarded request to [redacted]  
 5/27/2004 11:51:29 AM [redacted] Shipped on 5/27/04.

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November 08, 2006

**RMS Request Number:**

**0087778**

|                                      |   |  |  |
|--------------------------------------|---|--|--|
| <b>Request ID :</b> 0087778          |   | <b>Performance Indicator :</b> Technical expertise |  |
| <b>Status :</b> Closed               | <b>Opened :</b> 5/20/2004 4:21:00PM               | <b>Closed :</b> 1/19/2006 5:29:50PM                |  |
| <b>Requestor Name :</b> [REDACTED]   | <b>Office :</b> [REDACTED]                        |  |  |
| <b>Phone :</b> 316 [REDACTED]        | <b>Office Code :</b>                              |  |  |
| <b>Case Number :</b>                 | b6<br>b7C   | <b>Investigative Program :</b>                     |  |
| <b>Assigned to Name :</b> [REDACTED] | <b>Program Manager :</b> [REDACTED]               |  |  |
| <b>Assigned To Group :</b> TICTU     | <b>Program/Type :</b> Technical Access (Wireless) |  |  |
| <b>Category :</b> TICTU              |   |  |  |
| <b>Item:</b> DCS 3000                |   |  |  |

**Requested Support :** DCS 3000 Software

**Worklog :** 9/24/2004 7:49:10 PM

[REDACTED]  
5/20/2004 4:21:08 PM [REDACTED]  
assigned/forwarded request to [REDACTED] 5/21/2004  
9:31:55 AM [REDACTED] Completed shipment  
9/2/2005 11:40:43 AM [REDACTED]  
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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