

Central Intelligence Agency



Washington, D.C. 20505

28 May 2010

Mr. James Tucker
Mr. Shane Witnov
Electronic Frontier Foundation
454 Shotwell Street
San Francisco, CA 94110

Reference: F-2010-00065

Dear Messrs. Tucker and Witnov:

This is a final response to your 6 October 2009 Freedom of Information Act (FOIA) request seeking "all records . . . concerning the use of social-networking websites . . . for investigative . . . or data gathering purposes created since January 2003." We processed your request in accordance with the FOIA, 5 U.S.C. § 552, as amended, and the CIA Information Act, 50 U.S.C. § 431, as amended. Our processing included a search for records as described in our 16 October 2009 acceptance letter existing through the date of that letter.

We completed a thorough search and located documents responsive to your request. One document can be released in full and two documents can be released with redactions made based on FOIA exemption b(3).

Sincerely,

A handwritten signature in cursive script that reads "Delores M. Nelson".

Delores M. Nelson
Information and Privacy Coordinator

Enclosures

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Director's Remarks at the DNI Open Source Conference 2008

Remarks by Central Intelligence Agency Director Michael Hayden
at the DNI Open Source Conference 2008

(as prepared for delivery)

September 12, 2008

Thank you, Doug. It's a pleasure to be here. I'm a huge fan of open source intelligence and the Open Source Center. As a career intelligence officer, I'd like to start today with an observation that might surprise some of you who are not: Secret information isn't always the brass ring. In fact, there's something special about solving a problem or answering a tough question with information that others are dumb enough to leave out in the open.

That came home to me years ago when I was defense attaché in Bulgaria. Of course, I read the state-run press, watched the state-run TV, and made all kinds of official contacts. It was a little dry, but it told me what the government was saying and how it acted. There was other information—also freely available—that I collected in less open ways. The key was knowing what to look for, and being in a position to see it.

Today, the job of intelligence officers is a lot harder, and a lot different. But the collection, analysis and dissemination of information from open sources is as vital as ever. This conference, covering such a broad array of topics and including virtually every stakeholder in the open source enterprise, makes abundantly clear the rich potential, far reach, and real impact of open source intelligence.

It's something I appreciated even before my tour in Bulgaria and have carried forward since. A little over three years ago, a small group of us sat down to figure out what the Intelligence Community should look like under the newly created Director of National Intelligence. John Negroponte was DNI and I was his deputy. We set up shop just a few blocks from here, taped butcher paper on the office walls, and literally sketched out the shape of a DNI-led Intelligence Community.

There was a lot to think through, but it didn't take long to identify the way ahead for open source. In fact, we saw the establishment of the Open Source Center as one of the three most important objectives for the ODNI in its first year. Establishing the National Clandestine Service at CIA and the National Security Branch at FBI were the other two.

Although we considered a couple of options for creating the Center, we decided that building on the expertise and capabilities of the Foreign Broadcast Information Service and placing the Center in CIA made the most sense. FBIS represented the strongest possible foundation on which to build, with capabilities ranging from media and Internet collection, to research and analysis, to advanced information technology, database acquisition, and training.

So the aim from the start has been to build and strengthen those capabilities while extending their reach. Also from the start, we made the CIA Director executive agent for open source. The DCIA would be responsible for the Center's success, not just in such traditional roles as collector, analyzer, and disseminator of open source intelligence, but in the new, broader role as Community leader working to expand open source capabilities, tradecraft, expertise, access, products, and so on.

I don't offer this bit of history as a lesson in the IC wiring diagram, but rather to make a larger point: Open source intelligence is widely recognized as both an essential capability and a formidable asset in our national security infrastructure.

As the DNI's strategic plan puts it, quote, "no aspect of collection requires greater consideration or holds more promise than open source information." Here's why: Those working in this discipline are at the nexus of two intensely dynamic industries—media and information. Moreover, while the Internet has revolutionized human interaction, there is still much to learn about its impact and the opportunities it presents. Also, the questions our customers ask—policymakers, military commanders and others—demand unique contributions from open source.

So, at CIA, one of the first things I did as Director was to make Doug Naquin a direct report to me. And early in my tenure, I visited two of the Bureaus. One stop was meant simply to be a courtesy call, but it turned into a three hour visit that was absolutely fascinating. Talk about time on target; talk about expertise with regard to that target. Those folks really had it, and they affirmed my view that the OSC is a priceless resource whose success needs to be reinforced and shared throughout the Community.

Today, Doug is with us three days a week at senior staff meetings. And open source has a seat at the table with CIA's other core disciplines as the Agency makes decisions about resources and plans for the future. Open Source is a key component of our own strategic blueprint, called Strategic Intent. That's the importance we attach to it.

As I indicated a few minutes ago, my job as "executive agent" for the Open Source Center is to help it achieve two primary goals:

- First, to be a highly effective collector and producer of intelligence in its own right;
- And second, to be a catalyst for the larger Community open source enterprise about which you heard Doug Naquin speak yesterday.

So how are we doing? One irony of working the open source side of the intelligence business is that the better we get, the less we can talk about it. We are often addressing requirements or questions that are sensitive by nature. And open source, while valuable in its own right, is typically combined with information from the other "INTs." That's when it packs the most punch.

What I can tell you is that open source intelligence contributes to national security in unique and valuable ways virtually every day. Take the recent Russia-Georgia conflict or Pakistan's political upheaval. Finished intelligence delivered to policymakers on those subjects routinely integrated open sources and analyses based on open sources, including mainstream media, video, and blogs.

That kind of work is invaluable. We couldn't claim to do all-source analysis without it. And it's a baseline that helps us define what is truly secret, allowing us to better focus our clandestine capabilities.

Open source also helps us understand how others view the world. Without that understanding, we would fail in our obligation to provide insight, not just information.

Last spring, I had the privilege of speaking out at Kansas State University as part of their Landon Lecture Series. One of the main points I wanted the students to take away was how crucial it is for us, as a nation, to understand others' viewpoints—those of friends and adversaries alike. We cannot be myopic, seeing things only through an American lens. It's not only arrogant, it's dangerous.

The lecture focused on the growing complexity of the world, and the fact that international relations in the 21st century will be shaped by a greater number and more diverse set of actors than in the 20th century. The overriding challenge this presents to those of us responsible for our nation's security is that we must do a better job of understanding cultures, histories, religions, and traditions that are not our own. Open source officers have an important role in that. They expose us to perspectives we might not see otherwise, broadening our understanding of the world. There is nothing more fundamental to our mission.

Moving on to goal number two—our responsibility to lead the Community in unleashing the full potential of open source—we can be very proud of the progress made in the last two years. Just a few examples:

- OSC now provides the White House Situation Room with more than 340 real-time video feeds from television broadcasts around the world.
- It provides daily highlights to EUCOM through a customized Internet portal.
- It has formed new collaborative relationships with foreign partners, the private sector and other elements of our government. We're taking advantage of expertise across the spectrum, from NGA headquarters in Bethesda, to the Foreign Military Studies Office at Fort Leavenworth, Kansas, to the Asian Studies Detachment in Camp Zama, Japan.
- OSC also has expanded its training of officers across the Community. Almost half of the Open Source Academy's students this year work for organizations other than CIA. Troops stationed in Iraq and Afghanistan, personnel from homeland security fusion centers, and dozens of foreign partners are among those who have participated in the academy's courses.
- Perhaps most importantly, the Center is making more intelligence-related content available to more people in government than ever before. Almost 15,000 people—from state and local governments, to Congress, to policymakers—regularly use OpenSource.gov to access not only OSC material, but data and products from more than 100 other organizations.

We want to build on this momentum. That's what drove the Action Plan Doug unveiled this week. It is strategic in nature, but focuses on practical, near-term objectives. We've set the path and now we're going to execute.

Today, I am pleased to announce the creation of a new Community-wide governing board that will guide us as we move forward. The Open Source Board of Governors, which will consist of all primary open source producers and stakeholders in the IC, will lead an integrated approach to exploiting openly available information. The Board of Governors will set strategy and

priorities for our open source enterprise based on input from all who want to ensure its success.

We see it as a forum where consensus can be reached on how best to use our collective resources both today and into the future. The Board will consider things like IT strategy and policies, centralization of services such as training and content acquisition, and standardization of tradecraft. The idea is to set direction and priorities in a way that allows each element of the Open Source enterprise to develop and make the most of its open source capabilities in supporting national security.

Since early last year we've had a similar governing body for the HUMINT Community. It has been a very effective forum for all agencies involved with human intelligence to discuss shared challenges and bring forward ideas for greater collaboration.

The new Open Source Board will meet quarterly, with the first session to convene before the end of this year. At that meeting, we'll set a work plan for the upcoming fiscal year, with key milestones and decision points. Both the Action Plan and the Governing Board will help ensure that we maintain the very good trajectory we've been on for a number of years now—really since 9/11.

Yesterday, we marked a solemn anniversary, seven years since the attack on our homeland. That one, terrible day prompted action on many levels, and the Intelligence Community can be proud of the work it has done. Together with partners across the country and across the world, we have kept the United States safe.

But we owe it to the American people never to be fully satisfied with the job we're doing. We owe it to them to constantly ask ourselves, "How can we better achieve our mission?"

There is abundant evidence that we are asking that question and challenging ourselves in the open source arena. Thank you all for being part of this exciting effort to push our capabilities to their highest level. And thank you for your energy and dedication as we continue to serve our fellow citizens to the best of our ability.

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- FLU.gov
- FOIA
- DNI.gov
- NoFEAR Act

[Back To Table Of Contents](#)

[< Previous](#) [Next >](#)

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2. Intelligence turns to open market for data

Bob Brewin, NextGov.com, 12 September 2008

The global explosion in Internet-based new media has made open source information invaluable to intelligence agencies, CIA Director Michael Hayden said on Friday at the ODNI Open Source Conference in Washington.

Sections of the president's daily intelligence brief are "derived exclusively from open source intelligence," Hayden told the conference, which attracted more than 3,000 attendees from intelligence agencies, academia and industry. Those sections bear the stamp of the Office of the Director of National Intelligence's Open Source Center.

Development of an open source intelligence organization was one of three key objectives for the ODNI when it was created in 2005, Hayden said, just behind the establishment of a central clandestine service branch and a security branch within the FBI. The Open Source Center, which is managed by the CIA and serves the entire intelligence community, has paid rich dividends since it went into operation in November 2005, he noted.

ODNI built the center around the CIA's Foreign Broadcast Intelligence Service which monitors overseas radio and television programs, and today uses that core capability to pump more than 300 foreign TV broadcasts into intelligence operations centers, Hayden said.

Doug Naquin, director of the Open Source Center, said media monitored by his analysts include blogs, chat rooms, and social networking sites such as YouTube and MySpace. Hayden said such media allows intelligence analysts to engage in the kind of social interaction with foreign academics that he had to do in person while serving as an Air Force attaché in the mid-1980s.

Monitoring those sites requires analysts to develop modern technical and analytical skills to integrate information derived from these sources, Naquin said.

Besides tracking new media sites, analysts must be able to figure out how participants interact in a chat room, for example, and understand the networks they use, he added. Analysts also must keep up with new forms of technology such as mobile phone cameras, Naquin said, and determine how they can be used to influence public opinion.

Glenn Gaffney, deputy director of National Intelligence for Collection, said agencies should recruit young analysts from what he called the "mash-up generation" who can integrate data from disparate text, data and video sources. The insights derived from such an exercise can make "open source the first source", Gaffney said, adding that these employees have the technical skills lacking in older generations of analysts.

Adversaries have learned to use new media to spread disinformation, and Naquin pointed out that "information does not have to be true to have an impact." Joe Goldberg, a CIA veteran who now serves as the director of business intelligence for Motorola noted an erroneous news story on the Fort Lauderdale, Fla., Sun-Sentinel Web site on Monday, which said United Airlines had declared bankruptcy.

That story turned out to be six years old, but by the time United managed to get the facts out, the value of its stock had dropped 75 percent, he said.

Though open source information is unclassified, Naquin said the insight the Open Source Center derives from it is often so revealing that "we are pressed to classify it." Open source intelligence has become such a "formidable asset," Hayden said, that even though its origin is unclassified, "our interest in it is not."

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UNCLASSIFIED

[Back To Table Of Contents](#)

[< Previous](#) [Next >](#)

APPROVED FOR RELEASE DATE:
21-May-2010

5/10/2010

[Back To Table Of Contents](#)

[< Previous](#)

[Next >](#)

(b)(3)

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26. CIA Monitors YouTube For Intelligence

U.S. spies are looking increasingly online for intelligence and they've become major consumers of social media.

Thomas Claburn, InformationWeek.com, 6 February 2008

In keeping with its mandate to gather intelligence, the CIA is watching YouTube.

U.S. spies, now under the Director of National Intelligence (DNI), are looking increasingly online for intelligence; they have become major consumers of social media.

"We're looking at YouTube, which carries some unique and honest-to-goodness intelligence," said Doug Naquin, director of the DNI Open Source Center (OSC), in remarks to the Central Intelligence Retirees' Association last October. "We're looking at chat rooms and things that didn't exist five years ago, and trying to stay ahead. We have groups looking at what they call 'Citizens Media': people taking pictures with their cell phones and posting them on the Internet."

In November 2005, the OSC subsumed the CIA's Foreign Broadcast Information Service, which housed the agency's foreign media analysts. The OSC is responsible for collecting and analyzing public information, including internet content.

Steven Aftergood, director of the Federation of American Scientists project on government secrecy, posted transcript of Naquin's remarks on his blog. "I found the speech interesting and thoughtful," he said in an e-mail. "I would not have thought of YouTube as an obvious source of intelligence, but I think it's a good sign that the Open Source Center is looking at it, and at other new media."

Not everyone in the intelligence community sees the value in open source intelligence. "[W]e still have an education problem on both ends, both with the folks who are proponents of open source but perhaps don't know exactly why, and folks internally who are still wondering why I am sitting at the same table they are," said Naquin.

But further acceptance of open source intelligence, of the Internet and social media, seems inevitable in the intelligence community if only because traditional media is becoming less relevant. "What we're seeing [in] actuality is a decline, a relatively rapid decline, in the impact of the printed press -- traditional media," said Naquin. "A lot more is digital, and a lot more is online. It's also a lot more social. Interaction is a much bigger part of media and news than it used to be."

Despite its name the Open Source Center hasn't proven to be particularly open with its findings. "One area where Mr. Naquin's Center falls short, in my opinion, is in public access to its products, which is very limited," said Aftergood. "I know that there are some copyright barriers to open publication of foreign media items. But there shouldn't be any such barriers to release of the Center's own analytical products. And yet they are hard to come by. I hope this is one aspect of the Center's activities that will be reconsidered."

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[Back To Table Of Contents](#)

[< Previous](#)

[Next >](#)

APPROVED FOR RELEASE DATE:
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