

COMBINED MEDIA PROCESSING CENTER-QATAR
STANDING OPERATING PROCEDURES

CURRENT AS OF

February 4, 2005



DEPARTMENT OF DEFENSE
COMBINED MEDIA PROCESSING CENTER – QATAR
CAMP AS SAYLIYAH, QATAR

CMPC-Q-HQ

4 February 2006

MEMORANDUM FOR All Personnel, Combined Media Processing Center-Qatar

SUBJECT: CMPC-Q J3 Standard Operating Procedures

1. **PURPOSE:** This memorandum sets forth policy to define the duties and responsibilities for the standard operating procedures directed in carrying out the mission of CMPC-Q.
2. **APPLICABILITY:** This policy applies to DoD civilians, contractors, and military personnel who are assigned to the CMPC-Q.
3. **RESPONSIBILITY:** All personnel assigned to CMPC-Q are required to know and adhere to the policies and procedures described in the pages of this document. This SOP should be considered a dynamic document, in that updates will be made periodically to reflect changing procedures and policies within CMPC-Q. Input into how better to perform the mission of CMPC-Q should be made through the chain of command.
4. The POC for this document is the J3, DSN 432-5058 or Senior Watch Officer, DSN: 432-5060.
5. A copy of this policy will be permanently posted on the CMPC-Q Translan homepage.

James G. Noone
Director, Combined Media
Processing Center-Qatar

TABLE OF CONTENTS

INTRODUCTION	10
1.1 PURPOSE.....	10
1.2 BACKGROUND	10
1.3 UPDATING THIS SOP	10
SECTION 2	10
2.1 Reception.....	10
2.2 Initial Analysis and Prioritization	11
2.2.1 Initial Document Processing	11
2.2.2 Initial Digital Media Processing.....	11
2.2.3 Initial Analog Media Processing.....	11
2.3 Triage.....	12
2.4 Entry into DOCEX Suite	12
2.5 Translation Teams	12
2.6 Reporting and Disseminating	13
2.6.1 National <u>HARMONY</u>.....	13
2.6.2 Watch Reports.....	13
2.6.3 Files of Interest.....	13
2.6.4 Intelligence Information Reports.....	13
2.6.5 Full and Partial Translations.....	14
2.6.6 Special Projects	14
2.6.7 Re-triage of previous exploited material.....	13
Figure 1 CMPC-Q Exploitation Process Overview	15
SECTION 3	15
3.1 Warehouse Operations.....	15
3.1.1 Process Incoming Completed Batches.....	15
3.1.1.1 Receive the Incoming batch	16
3.1.1.2 Transfer the Batch Material into Boxes	16
3.1.1.3 Number the Boxes	16
3.1.1.4 Prepare Completed Batches.....	16
3.2.1 Process Incoming Uncompleted Batches.....	17
3.2.1.1 Receive the Incoming Batch.....	17
3.2.1. 2 Transfer the Batch Material into Boxes	17
3.2.1.3 Number the Boxes	17
3.2.1.4 Prepare the Batch for Processing	17
3.2.2 Processing Batches	18
3.2.2.1 Conduct Pre-Triage (Batch Sampling).....	18
3.2.2.2 Select Batch for Processing	18
3.2.2.3 Stage Batches for Exploitation.....	18
3.2.2.4 Continuous Flow.....	18
3.2.2.5 Move Pallet to Scanning.....	18
3.2.2.6 Box Check.....	19
3.2.2.7 Media	19
3.2.3 Store Completed Batches	19

3.2.4 Manage Document Accountability	20
3.2.4.1 Check out of single document	20
3.2.4.2 Checkout of multiple documents	20
3.2.4.3 Permanent Checkout (Hand Receipt).....	21
3.2.4.4 Lost Boxes or <u>HARMONY</u> Numbers	21
3.2.4.5 Warehouse Database <u>HARMONY</u> Number Inventory	21
3.3 TRIAGE OPERATIONS.....	22
3.3.1 Supervise Triage Operations	22
3.3.1.1 Conduct Timely Handover with Prior and Subsequent Shifts	22
3.3.1.2 Maintain Accountability of Personnel.....	22
3.3.1.3 Manage Triage/Doc-Prep Training	22
3.3.1.4 Coordinate <u>HARMONY</u> Numbers for Triage Linguists	22
3.3.1.5 Manage and Prepare Triage Material and Supplies.....	24
3.3.1.6 Manage Triage Workflow	24
3.3.1.7 Supervise Proper Handling of “No Intelligence Value” Material	24
3.3.1.8 Enter Document Information in Warehouse Database.....	25
Figure 2: Box Summary Information.....	25
Figure 3 <u>HARMONY</u> Number Entries	26
Figure 4: NIV Check Box	26
3.3.1.9 Check Specific Limiting Criteria-Related Material out to CI-Qatar	26
Figure 5 SLCCheck Box	27
3.3.1.10 Deliver Priority Files to Scanning.....	27
3.3.1.11 Misplaced Files	27
3.3.1.12 Maintain a Clean Work Area	27
3.3.2 Perform Document Triage.....	28
3.3.2.1 Assess the Contents of Each Box.....	28
3.3.2.2 Discard Trash	28
3.3.2.3 Discard Items of No Intelligence Value	28
3.3.2.4 ID Cards	29
3.3.2.5 Summarize the Folder’s Contents	29
3.3.2.6 Prioritize and Mark Each Folder Appropriately.....	29
3.3.2.7 Recognize and Handle Specific Limiting Criteria.....	29
3.3.2.8 Apply <u>HARMONY</u> Number Labels to the Folders.....	30
3.3.2.9 Place Folders in the Appropriate Location	30
3.3.3 Perform Media Triage	30
3.3.4 Perform Document Preparation	30
3.3.4.1 Prepare Files for Document Preparation	30
3.3.4.2 Document Preparation.....	31
3.3.4.3 Move Documents to the Next Stage	31
3.3.4.4 Doc-Prep Crew Clean-Up and Tracking Sheets.....	31
3.3.4.5 Doc-Prep Supervisor / Assistant Supervisor Clean-Up.....	31
3.3.4.6 Doc-Prep Supervisor / Assistant Supervisor End of Shift Report.....	32
3.4 SCANNING OPERATIONS.....	32
3.4.1 Supervise Scanning Operations	32
3.4.1.1 Conduct Timely Handover with Prior and Subsequent Shifts	32
3.4.1.2 Maintain Accountability of Personnel.....	32

3.4.1.3 Manage Scanning Workflow.....	32
3.4.1.4 Enter Box Information into the Workflow Database.....	33
Figure 6 Scanned Check Box.....	33
3.4.1.5 Manage Scanner Operator Training	33
3.4.1.6 Perform Quality Control of Scanning	33
3.4.1.7 Manage Scanner Maintenance and Service.....	34
3.5.1 Scan Regular Files.....	34
3.5.1.1 Process Priority Files First.....	34
3.5.1.2 Prepare Files for Scanning.....	34
3.5.1.3 Enter the Administrative Data in DOCEX Suite	34
3.5.1.4 Scan the Folder and its Contents	35
3.5.1.5 Perform a Quality Review of the Scanned Images	35
3.5.1.6 Forward the Batch.....	36
3.5.1.7 Delete Any Open Sessions	36
3.6.1 Scan Large Files	36
3.6.2 Taking Digital Pictures	36
3.6.3 End of Shift Reports.....	36
3.7 TRANSLATION and FULL TRANSLATION / MEDIA TEAM OPERATIONS	37
3.7.1 Supervise Translation Team Operations.....	37
3.7.1.1 Ensure a Smooth Transition to Shift Operations.....	37
3.7.1.2 Maintain Accountability of Personnel	37
3.7.1.3 Manage Personnel	37
3.7.1.4 Manage Team Training.....	38
3.7.1.5 Manage DOCEX Suite Workflow.....	38
3.7.1.6 Monitor Production Quality	38
3.7.1.7 Assign and Monitor Translation Assignments	38
3.7.1.8 Set and Communicate Production Goals.....	39
3.7.1.9 Maintain a Clean Work Area	39
3.7.2 Conduct Document Screening	39
3.7.2.1 Open DOCEX Suite Record and Associated Files	39
3.7.2.2 Create a Summary of the Document or Media File	39
3.7.2.3 Inserting Explanatory Comments into the Summary	41
3.7.2.4 Transfer the Summary to the Comments Field.....	42
3.7.2.5 Enter Lists of Names into the Names Template	42
3.7.2.6 Complete the Fields in the Document Screening Form.....	42
3.7.2.7 Save and Forward the Record	43
3.7.3 Create a Full or Partial Translation	43
3.7.3.1 Open DOCEX Suite Record and Associated Files	43
3.7.3.2 Create a Header Block in MS Word.....	43
3.7.3.3 Translate the Document.....	44
3.7.3.4 Audio and Video Translation.....	44
3.7.3.5 Set Aside and Review	45
3.7.4 Perform Quality Control Review.....	45
3.7.4.1 Perform Quality Control Review of a DOCEX Suite Record.....	45
3.7.4.2 Perform Quality Control Review of a Full or Partial Translation	46

3.7.5 Perform Administrative Review	46
3.7.5.1 Perform Administrative Review of a DOCEX Suite Record	46
3.7.5.2 Perform Administrative Review of a Full or Partial Translation	47
3.8 WATCH OPERATIONS	47
3.8.1 Manage and Evaluate Operations	48
3.8.1.1 Monitor Production Quality	48
3.8.1.2 Monitor Production Levels	48
3.8.1.3 Set and Communicate Production Goals.....	48
3.8.1.4 Attend and Conduct Meetings	49
3.8.1.5 Assign and Move Personnel	49
3.8.1.6 Recommend Termination of Personnel	49
3.8.2 Manage Shift Leadership	50
3.8.2.1 Mentor and Counsel Team Leaders	50
3.8.2.2 Conduct Cross-Training at all Levels.....	50
3.8.3 Manage Special Projects and Translation Assignments	50
3.8.3.1 Translations (DOCEX Suite)	50
3.8.3.2 Translations (DHA).....	51
3.8.3 Special Projects	51
SECTION 4.....	52
MEDIA EXPLOITATION PROCEDURES.....	52
4.1 Media Lab Exploitation Procedures.....	52
4.1.1 Media Lab Supervisor/Shift Team Leads	52
4.1.3 Manage Section Training.....	52
4.1.4 Perform Quality Sampling of Media Processes.....	52
4.1.5 Maintain a Clean Work Area	53
4.1.6 Manage Objectionable Material.....	53
4.1.7 Handle Objectionable Material	53
4.1.7.1 Media Content Awareness Briefing	53
4.1.7.2 Media Exploitation Consent Form	53
4.1.7.3 Control Access to Objectionable Material.....	53
4.1.7.4 Monitor Personnel	54
4.1.8 Receive and Process Media	54
4.1.9 Coordinate with SAC-Qatar to Prioritize Exploitation	54
4.1.10 Process Unreadable Analog Media Formats	55
Figure 7. Analog Flow Process.	56
4.2 Audio Media Process.....	56
4.2.1 Checkout Batch from the Warehouse	56
4.2.2 Media personnel will triage, screen and gist media files of a selected box	56
4.2.3 Digitize audio.....	57
4.2.4 Upload digitized audio files to be worked on the Trans LAN.....	57
4.2.5 Import files to J2 or Trans LAN DOCEX Suite.....	58
4.2.6 Mark NIV Files in Warehouse Database and Delete NIV Files.....	58
4.3 Image Media Process	58
4.3.1 Checkout Batch from the Warehouse	58
4.3.2 Digitize Image Media	59
4.3.3 Upload Digitized Image Child <u>HARMONY</u> Numbers to the Trans LAN.....	59

4.3.4 RRE Analysts Perform Triage of Image Files.....	59
4.3.5 Import image files into CI or Translator DOCEX Suite LAN	60
4.3.6 Image Files whose Intel Value is Indeterminate	60
4.4 Videos Media Process.....	60
4.4.1 Checkout Batch from the Warehouse	60
4.4.2 Perform Screening of Video Media as Appropriate	61
4.4.3 Perform Triage of Video Media.....	61
4.4.4 Digitize Video Files of SLC, Priority, or Intel Value	62
4.4.5 Upload Digitized Video on the Trans LAN	62
4.4.6 Import files to J2 or Translator DOCEX Suite LAN.....	62
Figure 8. Digital Media Flow Process.....	63
4.5 Digital Media Process.....	63
4.5.1 Make an Image (Copy) of the Media	63
4.5.2 Analyze the Image	64
4.5.3 Prepare Extracted Files for Triage.....	64
4.5.4 Digital Media Conversion	64
4.5.5 Process audio/Visual Media from the Digital Media Section.....	65
SECTION 5	65
5.1 MANAGE AND EVALUATE OPERATIONS	65
5.1.1 Monitor Production Quality	65
5.1.2 Monitor Production Levels	66
5.1.3 Set and Communicate Production Goals.....	66
5.1.4 Attend and Conduct Meetings	66
5.1.4.1 Conduct Weekly Operations Meetings.....	66
5.1.4.2 Attend CMPC-Q Chief's Staff Meetings	66
5.1.5 Assign and Move Personnel	67
5.1.5.1 Assign New Personnel	67
5.1.5.2 Approve Personnel Changes and Movement	67
5.1.5.3 Personnel Issues.....	67
5.1.6 Monitor Operational Supplies	68
5.1.7 Maintain the SOP.....	68
5.1.8 Manage DOCEX Configuration Changes	68
5.2 MANAGE TRANSLATION ASSIGNMENTS AND SPECIAL PROJECTS..	69
5.2.1 Translation Requests for DOCEX Suite Files	69
5.2.1.1 Receive Translation Requests	69
5.2.1.2 Assign the File for Translation	69
5.2.1.3 Notify RRE upon Completion.....	69
5.2.2 Special Projects	70
5.3 MENTORING AND OPERATIONS LEADERSHIP	70
5.3.1 Mentor and Helping Watch and Media Lab Leadership	70
5.3.2 Ensure Cross-Training of Key Personnel.....	71
5.4 CREATE AND DISSEMINATE OPERATIONAL REPORTS.....	71
5.4.1 CMPC-Q Watch Report	71
5.4.1.1 Create the Report	71
5.4.1.2 Forward the Report to CI.....	72
5.4.1.3 Receive the Report with CI Edit	72

5.4.1.4 Distribute the Edited Report.....	72
5.4.1.5 Monitor Specific Limiting Criteria Expungement	72
5.4.1.6 Manage Reintroduction of Non-SLC Documents into Workflow	72
5.5 MANAGE OPERATIONAL TRAINING.....	73
5.5.1 General Training.....	73
5.5.2 Specific Training	73
5.5.2.1 RRE.....	73
5.5.2.2 CI-Qatar	73
5.6 PARTICIPATION IN TOURS OF CMPC-Q.....	74
6.2 RESEARCH AND REPORTING ELEMENT-QATAR	74
6.2.1 Supervise RRE Operations	74
6.2.1.2 Manage RRE Workflow.....	75
6.2.2.1 Receive Translation Requests	75
6.2.2.3 Coordinate with Operations.....	75
6.2.3.1 Document Files of Interest	76
6.2.3.3 Intelligence Information Reports (IIRs).....	76
6.2.5 Triage Instructions.....	76
6.2.5.1 Conduct Quality Control of Document Folders	77
6.2.5.2 Trash	77
6.2.5.3 Processing SLC Documents	77
6.2.5.4 Processing DOJ Documents	78
6.2.5.5 Processing SSM Documents	78
6.2.5.6 Processing Priority Documents.....	78
6.2.5.7 Processing Other Documents*	78
6.3 RRE Reporting Element	78
6.3.1 Report Operations.....	79
6.3.1.1 Manage Report Workflow	79
6.3.1.2 Perform Quality Control of Reporting Element Products.....	79
6.3.1.3 Coordinate Training as Necessary	79
6.3.1.4 Maintain a Clean Work Area	79
6.3.2 Process Intelligence Information Reports (IIR).....	79
6.3.2.1 Compose an IIR.....	79
6.3.2.2 Perform Quality Control of an IIR.....	80
6.3.2.3 Send the IIR.....	80
6.3.3 Reporting Files of United Kingdom (UK) CI Interest	81
6.3.3.1 Identify Documents of Potential UK CI Interest.....	81
6.3.3.2 Supervise Assigned Cleared Linguist	81
6.3.3.3 Prepare UK CI Reports.....	82
6.3.3.4 Maintain Accountability of all Reports and Files Signed Over to UK CI Custody.....	83
APPENDIX A CMPC-M LAYOUT.....	84
APPENDIX B WAREHOUSE BOXING AND STORAGE INSTRUCTIONS	85
APPENDIX C WAREHOUSE BARCODE INSTRUCTIONS	89
APPENDIX D TRIAGE GUIDELINES.....	92
APPENDIX E SPECIFIC LIMITING CRITERIA HANDLING PROCEDURES	95
APPENDIX F SCAN LARGE FILES.....	99

APPENDIX G	DOCUMENT SCREENING INSTRUCTIONS	101
APPENDIX H	MEDIA EXPLOITATION CONSENT FORM	105
APPENDIX I	MEDEX COUNSELING AND TREATMENT CONTACT LIST	106
APPENDIX J	DIGITAL MEDIA COMPUTER FORENSICS PROCESS	107
APPENDIX K	DIGITAL MEDIA CONVERSION INSTALLATION PROCEDURES	112
APPENDIX L	DIGITAL MEDIA TRAINING RECORDS	114
APPENDIX M	CMPC-Q OPERATIONS WALKING TOUR SPEAKER NOTES ..	120
APPENDIX N	INTELLIGENCE INFORMATION REPORT FORMAT.....	126
APPENDIX O	RE-TRIAGE STANDARD OPERATING PROCEDURES.....	125
APPENDIX P	ORGANIZATIONAL CHART.....	142

SECTION 1

INTRODUCTION

1.1 PURPOSE

The purpose of this document is to provide all personnel assigned to the Combined Media Processing Center-Qatar (CMPC-Q) information pertaining to document exploitation procedures in support of Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF).

1.2 BACKGROUND

CMPC-Q was established at Camp As Sayliyah in Doha, Qatar with approximately 12 personnel in May of 2003. By January 2004, the exploitation project had grown to 400 personnel and had triaged and scanned over 7,000 boxes of documents, containing over 10.5 million pages of captured former Iraqi regime files. As of September 2005 there were approximately 1,000 people working at the CMPC-Q, with over 50,000 boxes (over 114,000,000 pages) exploited.

1.3 UPDATING THIS SOP

The CMPC-Q SOP will be maintained and updated as necessary by the J3 in coordination with CMPC-Q Headquarters. Submit any suggestions for correction or improvement to the J3 for consideration and implementation.

SECTION 2

EXPLOITATION OVERVIEW

2.0 EXPLOITATION OVERVIEW

Personnel at CMPC-Q are engaged in sifting through a wide variety of materials gathered by maneuver units and JDEC Mobile Collection Teams in Iraq. Once it arrives in Qatar, this material follows a meticulous process to ensure efficiency and speed of exploitation. The following paragraphs outline this process in a chronological format.

2.1 Reception

The warehouse staff receives the incoming shipment and sorts the material into boxes. The digital media, analog media, and documents are separated into different boxes and the batch number and information is entered into the warehouse database. The warehouse is managed to U.S. National Archive standards ensuring strict accountability of all

material. The National Archives most recent visit to CMPC-Q to check these standards occurred in Feb 2004.

2.2 Initial Analysis and Prioritization

Due to the actionable and time-sensitive nature of some of the intelligence extracted from the former Iraqi regime material, CMPC-Q must prioritize the order in which it exploits documents. Documents and media files, separated at reception, are processed differently documents in accordance with section 3.3 (Triage Operations) and media files in accordance with section 4 (Media Exploitation Procedures).

2.2.1 Initial Document Processing

Document batches are kept in a warehouse holding area until the RRE staff examines the batch information and assigns it an exploitation priority based on current intelligence requirements. If little or no batch information is provided with the shipment, linguists sample enough documents from the batch to assess its contents. Once it is assigned a priority of exploitation, the batch is given a staging number and assigned a location in the warehouse. When a document batch is ready to be exploited warehouse staff will move it to Triage one pallet at a time.

2.2.2 Initial Digital Media Processing

The initial processing of digital media (computer hard drives, etc.) takes place in the Media Lab on an isolated network (Dirty LAN). Forensic investigators and cleared Arabic translators assess the contents of the batch so that RRE staff can prioritize its exploitation. Then the Media Lab workers make a bit-by-bit image (copy) of the media, placing the original in the warehouse. All further exploitation is done with the image (not the original) in order to preserve integrity of original media files. Forensic investigators then perform an in-depth analysis of the image including a 1,806 English and Arabic keyword search, file signature analysis, removal of hashes, email address searches, graphics file finder search, and large JPEG pictures search. The investigators also use special filters to extract text, internet, graphics, e-mail, audio and video files for later access. All the electronic files of interest identified by these investigative tools are set aside on the "Dirty" LAN for further exploitation by Triage linguists.

2.2.3 Initial Analog Media Processing

The initial processing of analog media (audio and video cassettes, images, etc...) also takes place in the Media Lab, where section workers and cleared Arabic translators assess the contents of each batch so that the RRE staff can prioritize its exploitation. Images are digitized, imported into DOCEX Suite on the main CMPC-Q network (Translator LAN) and triaged and processed by the RRE staff. Video cassettes of various formats are triaged within the section due to the possibility that some may contain graphic and disturbing material of a violent or sexual nature. Objectionable video files are digitized, imported into DOCEX Suite on the Translator LAN, and exploited entirely within the

Media Lab. Video files that do not contain objectionable material, but are of priority or intelligence value, are digitized and imported into DOCEX Suite on the Translator LAN for screening by translator teams on the floor. All audio files are digitized in WAV format and uploaded to triage folders on the Translator LAN to be prioritized by Triage linguists. Objectionable material is not located on the translan. It is on the SIPRNET, and only Media Personnel with need to know have access to those files.

2.3 Triage

Triage is the most critical step in the exploitation process because it allows the CMPC-Q to prioritize extraction of information of highest intelligence value. US national Arabic translators (CAT IIs) work with the RRE staff to look at every hardcopy document, read every file on the Dirty LAN extracted from the Media Lab, and listen to every WAV file on the Translator LAN extracted from the Media Lab. These linguists assess and prioritize every file according to analyst-driven triage guidelines. Document and media files that meet these guidelines are processed first in order to meet theater- and national-level intelligence requirements, while document and media files that have some intelligence value but do not meet such guidelines are processed as a secondary priority. Items that have no clear intelligence value (e.g., newspaper articles, magazines and other mass media items with no apparent markings or special interest) are labeled as No Intelligence Value (NIV) and are not exploited further. Anything that meets Specific Limiting Criteria (SLC)—material which if compromised could endanger ongoing operations or sensitive sources or methods—is taken out of the exploitation process and given directly to counterintelligence (CI) analysts for immediate use at the theater and national level. All files are given a unique tracking number (called a HARMONY number) to aid in their retrieval after further processing.

2.4 Entry into DOCEX Suite

After being triaged, document files are sent to Document Preparation, where staples, strings, pins, binding, and other obstructions are removed. The documents are then scanned into a Tag Image File Format (TIFF) creating a record in DOCEX Suite that is linked to the TIFF image of the document. The original documents are then stored in the warehouse, but are accessible for re-scanning, further exploitation, or evidentiary use. Priority and Intelligence Value electronic files, extracted from the Media Lab are taken off the Dirty LAN and run through a Digital Media Converter, stripping them of any macros and viruses, and converting them to electronic Portable Data File (PDF). The documents are then burned to a CD-ROM and taken off the Dirty LAN (air-gapped) and imported into DOCEX Suite on the Translator LAN. All records created in DOCEX Suite are assigned as either Priority or Intelligence Value depending on the determination of Triage linguists and analysts.

2.5 Translation Teams

The electronic document and media files within DOCEX Suite are assigned to Translation Teams on each shift for processing. Working on priority records first, locally

contracted Arabic translators (CAT Is) open the DOCEX Suite record and the linked electronic copy of the document or media file (TIFF, PDF, WAV, and DVD). They complete all the DOCEX Suite screening report fields based on the information in the file, including a detailed summary of its contents and keyword indexing of organizations, personalities and equipment associated with the file. These records are then reviewed for accuracy in a Quality Control and Administrative Review phase on each team, facilitating training, feedback, and mentoring.

2.6 Reporting and Disseminating

The most important part of any exploitation activity is getting the extracted information to the appropriate customers. The CMPC-Q fields a variety of methods to ensure that information gathered from former Iraqi regime documents and media achieves maximum distribution. The primary method for standard "IV" material is via National HARMONY and Intelligence Information Reports (IIR).

2.6.1 National HARMONY

When Translation Teams complete their entries into DOCEX Suite all TIFF images are converted to PDF format. After this conversion takes place the metadata for finished DOCEX Suite records and linked electronic copies of the original files are sent to the National Ground Intelligence Center (NGIC) in Charlottesville, Virginia. The documents are uploaded daily into the National HARMONY database. This database is accessible by analysts throughout the Intelligence Community (IC).

2.6.2 Watch Reports

Each day the CMPC-Q J3 runs an automated report in DOCEX Suite that compiles the administrative data and summary from every record finished in the previous 24 hours. This Watch Report is sent to analysts from the J2 and RRE for review. CI representatives (J2) delete any records in the Watch Report containing SLC, ensuring that these records and their linked files are expunged from both the local DOCEX Suite and National HARMONY databases.

2.6.3 Files of Interest

The RRE staff highlights files that may be of interest to CMPC-Q functional teams and other theater and national consumers. CMPC-Q J3 then distributes the finished Watch Report with the files of interest to a variety of CMPC and CENTCOM consumers.

2.6.4 Intelligence Information Reports

RRE report writers work closely with the RRE staff and the J3 to fuse related files of interest into Intelligence Information Reports (IIRs) on PIR-related subjects. Finished IIRs are edited by the RRE then sent via formal message to a variety of addressees in the USIC.

2.6.5 Full and Partial Translations

Analysts within CMPC-Q and throughout the US_IC frequently access CMPC-Q produced IIRs, Watch Reports, and National HARMONY entries in the course of their research necessitating further exploitation of specific documents. When consumers identify documents or portions of documents they need translated, they contact the RRE to request translations or partial translations by HARMONY number. RRE analysts prioritize these requests based on CMPC-Q and (IC) requirements then task the J3 with the assignments. The J3 directs the tasking to selected translation teams and the translation assignment is routed through the same quality production cycle through which all DOCEX Suite records pass. When the assignment is complete, the J3 forwards it to RRE, who sends it to the client.

2.6.6 Special Projects

CMPC-Q has identified certain material that requires special exploitation procedures. These projects include converting captured former Iraqi regime databases (such as the Iraqi Criminal Records Database) into Microsoft access and then translating the records into English. Other related files (like IIS personnel records) have been used to create databases containing important information for the Intelligence Community. These databases are accessible on the CMPC-Q homepage on SIPRNET and will soon be accessible on JWICS. As with translation assignments, any requests for additional special projects can be routed through the RRE for prioritization and tasking.

2.6.7 Re-triage of previous exploited material

Refer to Appendix N

CMPC-M Exploitation Process

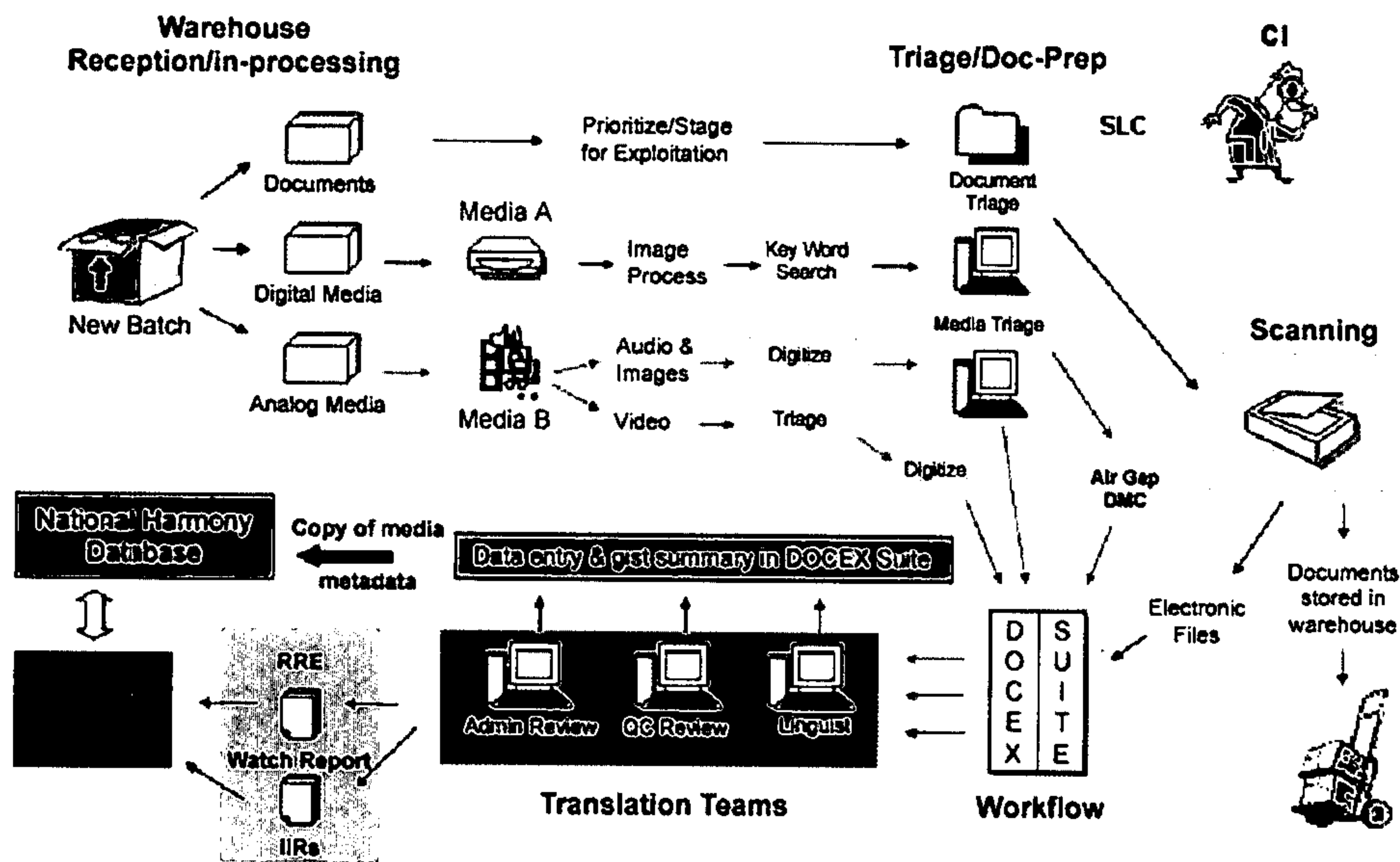


Figure 1 CMPC-Q Exploitation Process Overview

SECTION 3

DOCUMENT EXPLOITATION PROCEDURES

3.1 Warehouse Operations

The Warehouse section is run by a Supervisor and Assistant Supervisor on each shift. Each shift should have 5-6 foreign national workers performing warehouse operations.

3.1.1 Process Incoming Completed Batches

Many batches processed at exploitation facilities in Baghdad or elsewhere are sent to the CMPC-Q for permanent storage. The following paragraphs outline the procedures for reception and storage of these documents.

3.1.1.1 Receive the Incoming batch

The Warehouse staff will receive the pallets in the Screening/Reception area. The envelope affixed to the side of the tri-wall box should contain all the necessary batch information and the shipping invoice. The Warehouse staff will have the Post 23 DynCorp guard call for the K-9 team to bring the dog to sniff the shipment for explosives. The Provost Marshal may wish to be called. The Provost Marshals number is DSN 432-2246.

3.1.1.2 Transfer the Batch Material into Boxes

The Warehouse staff will ensure all material is transferred from the shipment into new boxes using the procedures outlined in Appendix B (Warehouse Storage Instructions). Digital media (computer hard drives and disks, etc.), analog media (VHS tapes, cassette tapes, microfiche, etc.) and documents are sorted into separate boxes. The new boxes are labeled with the batch number and any HARMONY number information from the old box. The boxes are stacked onto wooden pallets, separating the media boxes from the document boxes on different pallets.

3.1.1.3 Number the Boxes

When the warehouse staff reviews and verifies the batch information from the shipping invoice folder. They will check the warehouse database to see if it is a new batch or a continuation of an existing batch. If it is a new batch, they will create a new entry and input the batch information into the in DOCEX Suite (see the DOCEX Suite User Guide). They will start the box numbering from '1'.

If the shipment contains portions of or a continuation of an already existing batch, the box numbers will continue from the previously used last number.

Give each box a barcode. Refer to Appendix C, "Warehouse Barcode Instructions".

3.1.1.4 Prepare Completed Batches

The Warehouse staff will inventory the boxes to ensure that the HARMONY numbers inside the box match the HARMONY numbers written on the outside of the boxes. They will make any adjustments necessary. The warehouse staff will enter the HARMONY numbers into the warehouse database and then inform the J3 about the number of boxes completed.

If there are doubts about whether or not a batch has been completed, consult the J3 who will determine the action to be taken with the batch.

The warehouse will move the batch to a permanent storage area in the warehouse and enter the scanned location into the warehouse database.

All batches containing media items will be placed into the Media area so it can be entered into their database preventing a duplication of the efforts done from where the batch came from.

3.2.1 Process Incoming Uncompleted Batches

3.2.1.1 Receive the Incoming Batch

The warehouse staff will receive the pallets in the Screening/Reception area. They will take the envelope from the side of the tri-wall box, and ask the DynCorp guard to have the K-9 team bring the dog to sniff the boxes for ordnance.

3.2.1.2 Transfer the Batch Material into Boxes

The warehouse staff will transfer all material from the shipment container into the standard banker boxes, using the procedures outlined in Appendix B (Warehouse Boxing and Storage instructions). The warehouse staff will ensure that all digital media (computer hard drives, disks, etc.,) analog media (VHS tapes, cassette tapes, microfiche, etc.) and documents into sorted into separate boxes.

If the material arrived pre-boxed then the warehouse staff will re-box it into the new boxes. They will mark each box with the batch number and stack the boxes on wooden pallets, separating the media boxes from the document boxes using different pallets.

3.2.1.3 Number the Boxes

Refer to section 3.1.1.3

3.2.1.4 Prepare the Batch for Processing

The warehouse staff will contact the J3 and RRE informing them of the batches received with the number of boxes in each batch. The warehouse staff will review the incoming paperwork for the status of the arriving material and recommend to J3 that the material may require a pre-triage. Pre-triage is a batch sampling done when a batch arrives without enough information about its contents to allow analysts from RRE to prioritize its exploitation. The warehouse staff will consult with a representative of the RRE if they are unsure if the batch information is sufficient or not.

If there is sufficient batch information in the incoming paperwork move the newly arrived material to the storage area of the warehouse and enter the location into the Warehouse Database. If the batch information is insufficient, the RRE and J3 office will determine whether or not to store it in the warehouse or place the material into the pre-triage staging area at which time the warehouse staff will follow the instructions in 3.2.2.1 (Conduct Pre-Triage). Once the pre-triage has been completed a representative of RRE will assigned a priority to the items in the batch. The batches that will be processed through Triage will be staged in building 216 so that there will not be any gaps in the

documents going through the workflow. During the workflow process the Warehouse Database will be updated with the current location of the batch and box so as not to lose custody control of the material.

3.2.2 Processing Batches

3.2.2.1 Conduct Pre-Triage (Batch Sampling)

The RRE with the help of the warehouse staff will conduct pre-triage only when an incoming batch does not contain sufficient information about its contents to be prioritized for staging and exploitation. This procedure shall be performed on a table in a pre-determined location within building 216. The RRE and J3 will determine the number of boxes and documents to go through the pre-triage steps. The warehouse staff or RRE Representative will enter the box summaries into the database and type key points into the batch summary field. The RRE Representative will copy and paste the information into DOCEX suite as well. When the pre-triage is complete the block for pre-triage will be checked in the Warehouse Database.

3.2.2.2 Select Batch for Processing

A representative from the RRE will prioritize incoming batches based on theater and national intelligence requirements. The J3 receives batch prioritization updates from RRE and disseminates the current list to the Warehouse Supervisor who lists the information and passes it to the warehouse staff. When a batch is ready to be processed, the warehouse staff will check the processing box in the Warehouse Database and this adds the batch to the processing list.

3.2.2.3 Stage Batches for Exploitation

Once the batch is on the prioritization list, move the batch from its current location to an appropriate staging area. The final staging area will be near the Triage section of the CMPC-Q. As boxes are processed, move them to building 219 to be consolidated with other boxes in that batch. Update the locations in the Warehouse Database.

3.2.2.4 Continuous Flow

The warehouse staff will coordinate with the Triage Supervisor to ensure a continuous flow of documents to the Triage linguists. The warehouse staff will move one pallet at a time to the triage staging area of the Warehouse near the triage work-area. The CAT II linguists will retrieve one box at a time as needed. The warehouse staff will ensure that there are always at least two pallets of boxes in the triage staging area of the warehouse. The warehouse staff will also ensure that there are several pallets staged in the holding area of the 216 warehouse. This is to ensure a supply of boxes for the Graves shift triage team as there is not a scheduled shift in the warehouse at that time.

3.2.2.5 Move Pallet to Scanning

The Triage Supervisor and Doc Prep/Scanning Supervisor will be responsible for the flow of documents from their respective areas. The final step will be for the Doc Prep/Scanning Supervisor to move complete pallets of boxes into building 216 warehouse areas, and into the spaces designated for these boxes. The boxes will then be ready for further warehouse preparation before taking them for final storage to building 219.

3.2.2.6 Box Check

Once the pallets are back in building 216's warehouse area, the warehouse staff will inventory each box checking the contents, HARMONY numbers, and scanning sheet to ensure the box is marked accurately. They will check the boxes against the database for accuracy, and ensure the Triage, Doc Prep, and Scanning boxes are checked into the database.

All NIV boxes will be so designated by checking the NIV boxes in the Warehouse Database and store it with the rest of the batch.

If the box has documents in another language, that information shall be entered in the comments section of the warehouse database for that batch / box / HARMONY number.

The warehouse staff will store the boxes on the completed shelves and enter the location in the warehouse database. This will ensure that files can be located when requested by the various reporting elements, the J3, and scanning areas.

The batch / box inventory can be performed in building 216 or 219.

3.2.2.7 Media

When the warehouse receives a media box, they will place a HARMONY number on each item; enter the batch, box, and HARMONY numbers, and type of media into the Warehouse Database. After entering the information into the Warehouse Database, mark the location as STAGE-01, and mark it as checked out to the Media Lab.

If the media items have already processed, there should be HARMONY numbers already on the material. These number(s) may already be annotated into a database at another location and should be maintained for correct accountability.

The media items can now consolidated into like items as long as the capture date is maintained. The Warehouse Database shall be set up to be read only in the Media section.

3.2.3 Store Completed Batches

Although a batch may be completed, there is a likelihood that files may need removed from the boxes in the future.

Consolidate and Store Completed Batches

After a batch of document boxes has been completed, it must be stored. Place the document boxes in order by box type. This makes pallets of boxes and accountability for them easier. Leave an empty space where there are missing boxes as some boxes are destroyed or lost during processing. When all the boxes are consolidated with the others in the batch, mark the whole batch as CONSOLIDATED in the Warehouse Database. This procedure applies to document boxes only as Media boxes will be allocated a different location in the warehouse for ease of retrieving media when necessary for further processing by the Media Lab.

3.2.4 Manage Document Accountability

Analysts, J2, UK CI representatives, DOJ, Media, Scanning and CMPC-Q leadership may check out documents for a variety of reasons. The following paragraphs outline the procedures to check out these documents temporarily or permanently.

3.2.4.1 Check out of single document

When the warehouse receives a request for a single document, the following procedures will be accomplished:

- Look up the HARMONY number in the database.
- Check the box next to the appropriate HARMONY on the box form.
- Click the “Check Out/Put Away button.
- Type the appropriate name into the checked out to space.
- Copy the name from the list of box/HARMONY names and place it here if it is a repeat user.
- Click on the Pull button.
- Close the Checkout HARMONY Numbers form.
- Click “Yes” on the Uncheck Selection form.
- Give the pull sheet to the Warehouse workers, have them bring the file, and return it to you.
- Take the files to the appropriate customer

3.2.4.2 Checkout of multiple documents

When the warehouse receives a request for multiple documents, the following procedures will be accomplished:

- Look up the HARMONY number in the database.
- Check the box next to all requested HARMONY numbers on the box form.
- Type the name of the user into the space provided when prompted.
- Copy the name from the box/HARMONY list if it is a repeat user.
- Click on the checkout/put away button.

- Click the Pull button.
- Print the page.
- Close the Checkout HARMONY Numbers form.
- Click “Yes” on the Uncheck Selection form.
- Give the page(s) to the warehouse workers to pull all the files.

3.2.4.3 *Permanent Checkout (Hand Receipt)*

J2, UK CI, DOJ, and other users may need to take permanent custody of documents of CI interest. Additionally, due to various factors, some original documents will need to be sent to a different location for processing or exploitation. When a document needs to leave the Warehouse permanently, use the following procedures:

- Look the requested HARMONY numbers up in the database and uncheck them out to whoever they are checked out to.
- Follow the procedures for checking out document(s) from the above procedures.
- Type in the name of the section that is pulling the file, and add permanent checkout to the name.
- After clicking on the Pull button, click on the Hand receipt button.
- Click yes when prompted to print filler sheets. This will not be feasible if there are more than 20 files being checked out permanently.
- Have the representative inspect the HARMONY numbers on the file to ensure they have what was asked for.
- Have the section representative sign the Hand Receipt.
- Keep the original receipt. A copy may be made for the representative if requested.
- Give the Filler Sheets to the warehouse workers to put into their respective boxes.

3.2.4.4 *Lost Boxes or HARMONY Numbers*

When a box is lost, the warehouse will type the last known location of the box in the box remarks section of the warehouse database. Then mark “LOST” in the box location.

When a single or multiple HARMONY number is missing out of that series of HARMONY Numbers to a box then the warehouse will identify the missing HARMONY number as “Not Submitted with Box”.

3.2.4.5 *Warehouse Database HARMONY Number Inventory*

Periodically an audit of the HARMONY numbers in a box or boxes of a batch or batches in the warehouse may be required. Scanning sheets will be printed for all boxes and the warehouse TCN’s will verify the file numbers against those on the scanning sheets. The warehouse supervisor or assistant will then match those sheets with the warehouse database and make the necessary corrections. There will be a search and recovery if possible of all unaccounted for or missing items.

During the inventory audit, if the missing item is found to be checked out, the procedures in sections 3.2.4.1 thru 3.2.4.3 will be followed. If the item has been moved or needs to be moved, the warehouse database will be updated with that change and if the item cannot be located the warehouse database will be updated with "Not Submitted in Box".

3.3 TRIAGE OPERATIONS

The Triage section shall be run by a Supervisor and Team Leads assigned to the different shifts. There should be approximately 20 cleared linguists per shift performing document triage.

Refer to Section 4 for Triage Procedures for the analog and digital media material.

3.3.1 Supervise Triage Operations

3.3.1.1 Conduct Timely Handover with Prior and Subsequent Shifts

The Supervisor and Team Leads should arrive fifteen – twenty minutes before their shift begins to ensure that a smooth transition takes place. This includes inspection of your area, to ensure it is ready for your shift. As a courtesy to the next shifts team, do not stay past 15 minutes past the completion your own shift. You should finish your work promptly and then leave on time if you have personal business it can be done in a different location. If you encounter errors from prior shifts, notify Watch leadership, who WILL consult the J3 in determining the appropriate action. Do not lock up items to which each shift needs access to, such as pens, labeled folders, etc.

3.3.1.2 Maintain Accountability of Personnel

The Supervisor or Team Leads shall take a daily attendance of your team and notify the Watch leadership within the first half hour of the shift using the appropriate reporting method. The Supervisor will ensure that personnel stagger their respective days off to guarantee even coverage.

3.3.1.3 Manage Triage/Doc-Prep Training

The Supervisor will identify Triage linguists who are capable of training others and coordinate the training of new Triage linguists with the J3 training coordinator on all CMPC-Q policies and SOPs. The J3 training coordinator will give all new Triage linguists an initial briefing to ensure that they understand their expectation and responsibilities while working at the CMPC-Q.

3.3.1.4 Coordinate HARMONY Numbers for Triage Linguists

FORMAT:

