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March 29, 2017

Mr. Andrea Quick
Department of the Interior
National Park Service
12201 Sunset Valley Drive
WASO-IR, Room 2C404C
Mail Stop 252
Reston, VA 20192

Dear Mr. Quick:

The National Archives and Records Administration (NARA) reviewed your letter dated March 21, 2017 in response to an allegation of unauthorized disposition of National Park Service (NPS) Twitter messages posted from the NPS account @BadlandsNPS on January 24, 2017. NPS identified the individual who posted the tweets as a former employee. The messages were unauthorized and removed by NPS. NPS is aware that prior to removal, the messages were not captured as records, although NPS did obtain screenshots from other entities. As part of the safeguard process, NPS has issued guidance for exporting and retaining social media content records.

Your response satisfies the requirements codified in 36 CFR 1230.16(b), and as a result, NARA considers this case closed. Thank you for your cooperation in this matter. If you have further questions, please contact Dawn Sherman-Fells, Archivist & Senior Records Analyst, at 301.837.2083 or by email to dawn.sherman@nara.gov.

Laurence A. Brewer

LAURENCE BREWER
Chief Records Officer
for the U.S. Government

NATIONAL ARCHIVES *and*
RECORDS ADMINISTRATION
8601 ADELPHI ROAD
COLLEGE PARK, MD 20740-6001
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NATIONAL ARCHIVES

February 1, 2017

Mr. Andrea Quick
Department of the Interior
National Park Service
12201 Sunset Valley Drive
WASO-IR, Room 2C404C
Mail Stop 252
Reston, VA 20192

Dear Mr. Quick:

The National Archives and Records Administration (NARA) has become aware of a possible unauthorized disposal of Badlands National Park records based on an inquiry submitted by multiple media sources (see attached email inquiries). The inquiry is specific to Twitter messages posted from the NPS account @BadlandsNPS on 24 January 2017.

In accordance with 36 CFR 1230.16(b), NARA is requesting that NPS provide us with a response within 30 calendar days identifying the specific actions NPS has taken to investigate these allegations, and the steps NPS will take to mitigate future risk. If NPS determines that an unauthorized destruction has occurred, then NPS must submit a report to NARA as described in 36 CFR 1230.14. In your report, please indicate if the specific records cited in the allegation can be recreated or duplicated from other sources.

Thank you for your cooperation in this matter. If you have further questions, please contact Dawn Sherman-Fells, Archivist & Senior Records Analyst, at 301.837.2083 or by email to dawn.sherman@nara.gov.

Laurence A. Brewer

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United States Department of the Interior

NATIONAL PARK SERVICE
1849 C Street, N.W.
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March 21, 2017

9B (2550)

Laurence Brewer
Chief Records Officer for the U.S. Government
National Archives and Records Administration
8601 Adelphi Road
College Park, MD 20740-6001

Dear Mr. Brewer:

This constitutes the National Park Service's (NPS) final report, following our initial notification dated February 1, 2017, regarding the possible loss of Federal records due to unauthorized disposal of Badlands National Park's Twitter messages that multiple media sources asked to receive after the messages were deleted from the park's Twitter account. The Twitter messages at issue were posted from the NPS account @BadlandsNPS on January 24, 2017. As the office responsible for records management for the NPS, the Associate Directorate for Information Resources has taken steps to determine the extent of the potential records loss, and to ensure that no subsequent destruction takes place. While this incident is unusually complex, our investigation concludes that no records were permanently lost.

In accordance with 36 CFR 1230.16(b) "How do agencies report incidents?" the following information is required by the National Archives and Records Administration (NARA) when reporting incidents for the unlawful or accidental removal, defacing, alteration or destruction of records. Our investigation of this incident showed that the tweets were not official records, since they were not posted by an authorized National Park Service employee. The individual posting the tweets was a former employee who was no longer authorized to post to the park's Twitter account, so the errant messages were removed as soon as the park confirmed their origin.

(1) A complete description of the records with volume and dates if known;

On January 24, 2017, at approximately 11:40 a.m. ET, the first of four individual tweets was posted by an unauthorized person on the Badlands National Park official Twitter account (@BadlandsNPS). A screenshot of the four tweets is included.

The first tweet stated: "The pre-industrial concentration of carbon dioxide in the atmosphere was 280 parts per million (ppm). As of December 2016, 404.93 ppm."

The second tweet followed shortly thereafter: Today, the amount of carbon dioxide in the atmosphere is higher than at any time in the last 650,000 years #climate

The third tweet was posted one hour later: Flipside of the atmosphere: ocean acidity has

increased 30% since the Industrial Revolution. "Ocean Acidification" #climate #carboncycle

The last tweet was posted one-half hour after that: Burning one gallon of gasoline puts nearly 20lbs of carbon dioxide into our atmosphere. #climate

(2) The office maintaining the records;

Badlands National Park Superintendent Mike Pflaum.

(3) A statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records;

Upon determining that the person posting the four tweets in question was not an employee and was not authorized to post to the park's Twitter account, an authorized Badlands National Park employee removed the Tweets from the Badlands National Park's official Twitter account. The park employee did not take a screenshot of the tweets before they were removed; however, multiple other entities did, and they are attached.

(4) A statement of the safeguards established to prevent further loss of documentation; and

All social media account holders changed their passwords just prior to this incident. However, we understand that the intrusion occurred via a third party platform used to manage the social media account. Some of these third party platforms maintain a certificate with the social media account even if the password to the account is changed -- meaning that the platform and account remain connected regardless -- so we followed up with our account holders to change third party platform passwords and/or disconnect the platforms.

The Department of the Interior has provided guidance to all bureau and office social media contacts to export and retain their social media posts, wherever possible, during the transition from the previous Presidential administration. In addition, the department's Digital Media Guide has been updated to ensure that posts that are removed are retained along with a rationale for their removal. The NPS has and will continue to incorporate these new requirements into bureau social media guidelines and procedures as needed.

(5) When appropriate, details of the actions taken to salvage, retrieve, or reconstruct the records.

The Chief of Communications for the Midwest Region of the National Park Service obtained unaltered screenshots of the errant tweets and gathered sources for the information posted for the record of this incident.

Investigation of this incident has now concluded. We continue to work closely with park management to properly manage the records that have been returned and carry out the remediation plan mentioned above.

If you have any questions, please contact me at andrea_quick@nps.gov or (202) 354-2196.

Regards,

Mr. Andrea Quick
Bureau Records Officer
National Park Service

Attachment (Copies of the Tweets from multiple entities)