



Office of the Chief
Records Officer for the
U.S. Government

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February 15, 2024

Andrica Dickerson
Department of Defense
Department of the Army
Army Records Management Directorate
9301 Chapek Road, Building 1458
Ft. Belvoir, VA 22060-5527

Dear Andrica Dickerson,

The National Archives and Records Administration (NARA) acknowledges receipt of the Army's report on the loss of records maintained on issued mobile devices.

According to the report, the Defense Information Service Agency (DISA), Joint Service Provider, lost 20 Army mobile devices including 7 phones that were inaccessible, 6 phones with unreadable content, and 7 phones that were wiped prior to imaging. We further understand that to prevent future loss of records, the Department of the Army is developing policy for mobile devices which will include some standard safeguards such as minimum time stored with service providers and scanning occurring once the mobile devices are returned to the Component.

Based on the information provided, the reporting requirements of 36 CFR 1230.14(a) have been met and NARA considers this matter closed. I appreciate your attention on this important matter. If you have any questions or wish to discuss further, please contact me at laurence.brewer@nara.gov.

Sincerely,

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