



Homeland
Security



REFERENCE AID

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(U) Field Operations Division

(U//FOUO) Preparing for Violent Extremist or Criminal Use of Livestreaming Video – Social Media Company Law Enforcement Support Mechanisms and Access Policies

(U//FOUO) Scope. This *Reference Aid (RA)* provides a snapshot of online law enforcement support mechanisms and access policies available to law enforcement personnel when responding to terrorist use of livestreaming video.^a In some cases, criminal use of livestreaming video incorporates tactics also exploited by violent extremist actors—therefore, this *RA* analyzes both intelligence and law enforcement information. This product is intended to inform federal, state, local, tribal, territorial, and private sector homeland security partners, and to assist in the development of operational protocols to mitigate terrorist and criminal threats. The information cutoff date for this *RA* is 29 November 2019.

(U//FOUO) Prepared by the DHS Intelligence Enterprise (DHS IE) Field Operations Division (FOD) - Central Region, Wisconsin Statewide Intelligence Center (WSIC), and the Southeastern Wisconsin Threat Analysis Center (STAC). Coordinated with the DHS IE Counterterrorism Mission Center (CTMC).

^a (U//FOUO) For additional information regarding the threat posed by violent extremist and criminal use of livestreaming video, as well as mitigation measures, see: IA-36963-19; “(U//FOUO) Field Analysis Report - Law Enforcement and Public Safety Preparedness May Mitigate the Challenge of Attackers’ Likely Use of Livestreaming Video,” dated 27 September 2019.

IA-41325-20

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(U//FOUO) Preparing for Violent Extremist or Criminal Use of Livestreaming Video - Social Media Company Law Enforcement Support Mechanisms and Access Policies

(U) Company	(U) Capabilities	(U) Requests
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(U) Screen capture from the Facebook Live livestreaming video of the attack in Christchurch, New Zealand on 15 March 2019.¹



(U//FOUO) Screen capture from the Twitch livestreaming video of the attack in Halle, Germany on 9 October 2019.²

Facebook Live



Instagram



(U) Both Facebook and Instagram offer video livestreaming capabilities via their “Stories” feature. Users can broadcast livestream videos and later upload these videos to their Facebook or Instagram Story to be replayed by other users over a **24 hour** period.³

(U) To request records from Facebook^{USPER}, law enforcement (LE) officials are required to go through Facebook’s Law Enforcement Portal at <https://www.facebook.com/records>.⁴ This portal allows the records requestor to select “Emergency” and submit a request without attaching legal process.⁵ Instagram is a service owned by Facebook, Inc, therefore requests for Instagram records should also go through Facebook’s Law Enforcement Portal.

(U) When submitting an emergency request through Facebook’s Law Enforcement Online Requests portal, users can select an option that indicates that their request is related to a live-streaming video. If this option is selected, a second option becomes available allowing the user to indicate to Facebook if the video is still active.⁶

YouTube Live



(U) YouTube also offers a livestreaming video feature. Users can record live videos through both mobile devices and webcams. When the livestreaming ends, YouTube saves an archived copy of the video to the user’s account, provided that the video is less than **12 hours** in length.⁷

(U) Law enforcement personnel seeking records from YouTube can call the Google LE emergency response line at (844) 383-8524. From 9am to 5pm CST Monday through Friday, Google^{USPER} requests that LE agencies submit an Emergency Disclosure Request (EDR) form through Google’s Law Enforcement Request System (LERS) portal at https://lers.google.com/signup_v2/landing. Requesting parties must create an account with LERS before submitting an EDR. If you do not have a LERS account or are experiencing issues submitting via LERS, e-mail the EDR to emergencyrecords@google.com. Questions may be emailed to USLawEnforcement@google.com.⁸

(U) If an emergency situation occurs outside of normal business hours, law enforcement officials can call 1-650-417-9011 and leave a message.⁹

Twitter



Periscope



(U//FOUO) Twitter offers a livestreaming video feature that is powered by Periscope, a video broadcasting service. Twitter users are not required to have a Periscope account to live-stream their content. However, since Twitter and Periscope are separate applications, they may retain different account information, and for different amounts of time.¹⁰

(U) If there is an emergency, law enforcement officers are required to submit an emergency disclosure request through Twitter’s “Legal Request Submission site” at https://legalrequests.twitter.com/forms/landing_disclaimer.

(U) Twitter^{USPER} states that the channel for Emergency Disclosure Requests is monitored 24 hours a day, 7 days a week.¹¹ Twitter states that this is the quickest and most efficient method. The same process can be used to request Twitter content removal.

Twitch



(U) Twitch is a video livestreaming service popular in the United States, Germany, and the United Kingdom; it concentrates on video game livestreaming.¹² Twitch content can be viewed live or via video on demand. Twitch users can broadcast for **48 hours**, and they can choose to archive and share their past broadcasts and video highlights. Past broadcasts are saved for **14 to 60 days**, depending on user level.^{13,14}

(U) Emergency requests for Twitch^{USPER} and Amazon^{USPER} should be sent using Amazon’s form at <https://d1.awsstatic.com/certifications/amazon-emergency-law-enforcement-information-request-form.pdf>. (Twitch is owned by Amazon.)

(U) Legal compliance support is 24 hours a day, 7 days a week. Response times depend on the nature of the request.¹⁵

(U) For all other online providers: <https://www.search.org/resources/isp-list> is a database of legal contact information and instructions for serving legal process to Internet service and other online content providers. This website is hosted by SEARCH^{USPER} (The National Consortium for Justice Information and Statistics) and continuously updated by the law enforcement community.¹⁶ SEARCH is a nonprofit organization governed by a Membership Group that includes one gubernatorial appointee from each of the 50 states, the District of Columbia, and the US territories. Members are primarily state-level justice officials responsible for managing criminal justice and criminal history information, and related identification and telecommunications technology.^{17,18}



(U) Report Suspicious Activity

(U) To report suspicious activity, law enforcement, Fire-EMS, private security personnel, and emergency managers should follow established protocols; all other personnel should call 911 or contact local law enforcement. Suspicious activity reports (SARs) will be forwarded to the appropriate fusion center and FBI Joint Terrorism Task Force for further action. For more information on the Nationwide SAR Initiative, visit <http://nsi.ncirc.gov/resources.aspx>.

(U) Tracked by: HSEC-8.2.2, HSEC-8.2.4, HSEC-8.3.2, HSEC-8.4.4, HSEC-8.5.2, HSEC-8.7.1, HSEC-8.7.2.12, HSEC-8.7.3, HSEC-8.8.1, HSEC-8.8.2, HSEC-8.8.3.

- ¹ (U); Alex Chapman; Ben Hill; *Daily Mail Australia*; (U) "At least 49 People are Killed and 48 Injured in Multiple Christchurch Mosque Massacres Involving an Australian Terrorist, 28, Who Livestreamed Himself Opening Fire on Worshippers - as a Man in His 20s is Charged With Murder"; 17 MAR 2019; <https://www.dailymail.co.uk/news/article-6811785/Shooter-opensfire-New-Zealand-injures-four-people-witnesses-say-heard-20-shots.html>; accessed on 15 NOV 2019; (U); News website.
- ² (U//FOUO); Department of Homeland Security; OSIR-04001-0044-20; DHS-04001-02089; DOI 09 OCT 2019; (U//FOUO) Stephan Balliet (attacker) Live-Streamed Video of Attack on a Synagogue and Kebab Eatery in Halle, Germany; Extracted information is U//FOUO; Overall document classification is U//FOUO; accessed on 15 NOV 2019; OSIR containing USPERs.
- ³ (U); *Instagram Help Center*; (U) "How do I Share a Live Video to Instagram Stories After It's Ended?"; 2019; <https://help.instagram.com/345254155893590?helpref=related&ref=related>; accessed on 14 NOV 2019;.
- ⁴ (U); *Search.org*; (U) "ISP Quick Search - Facebook Inc."; <https://www.search.org/resources/isp-list/>; accessed on 14 NOV 2019; (U); Website.
- ⁵ (U); *Facebook Inc.*; (U) "Law Enforcement Online Requests portal"; 2019; <https://www.facebook.com/records/faq/>; accessed on 12 NOV 2019; (U); Facebook law enforcement support portal accessed with WSIC analysts' credentials.
- ⁶ (U); *Facebook Inc.*; (U) "Law Enforcement Online Requests portal - Records Request"; 2019; <https://www.facebook.com/records/case/>; accessed on 29 NOV 2019; (U); Facebook law enforcement support portal accessed with WSIC analysts' credentials.
- ⁷ (U); *YouTube Help*; (U) "Archive Live Streams"; 2019; <https://support.google.com/youtube/answer/6247592>; accessed on 14 NOV 2019; (U); Website.
- ⁸ (U); *Search.org*; (U) "ISP Quick Search - Google LLC"; <https://www.search.org/resources/isp-list/>; accessed on 14 NOV 2019; (U); Website.
- ⁹ (U); *Search.org*; (U) "ISP Quick Search - Google LLC"; <https://www.search.org/resources/isp-list/>; accessed on 14 NOV 2019; (U); Website.
- ¹⁰ (U); *Twitter*; (U) "Guidelines for Law Enforcement"; <https://help.twitter.com/en/rules-and-policies/twitter-law-enforcement-support>; accessed on 14 NOV 2019; (U); Website.
- ¹¹ (U); *Twitter*; (U) "Legal Requests portal - Emergency Disclosure Request"; 2019; https://legalrequests.twitter.com/forms/emergency_request; accessed on 12 NOV 2019; (U); Twitter law enforcement support portal accessed with WSIC analyst's credentials.
- ¹² (U); *Amazon*; (U) "Traffic Statistics"; 2019; <https://www.alexa.com/siteinfo/twitch.tv>; accessed on 14 NOV 2019; (U); Website.^{13*}
- ¹³ (U); *Twitch*; (U) "Broadcast Requirements"; https://help.twitch.tv/s/article/broadcast-requirements?language=en_US#BroadcastRequirements; accessed on 14 NOV 2019; (U); News website.
- ¹⁴ (U); *Twitch*; (U) "Videos On Demand"; https://help.twitch.tv/s/article/videos-on-demand?language=en_US; accessed on 14 NOV 2019; (U); Website.
- ¹⁵ (U//FOUO); E-Mail; (U//FOUO) WSIC Twitch Live-Stream Questions; DOI 06 NOV 2019; Extracted information is U//FOUO; Overall document classification is U//FOUO; accessed on 14 NOV 2019.
- ¹⁶ (U); *Search.org*; (U) "ISP List"; <https://www.search.org/resources/isp-list/>; accessed on 14 NOV 2019; (U); Website.
- ¹⁷ (U); *Search.org*; (U) "Company Background"; <https://www.search.org/about-search/company-background/>; accessed on 14 NOV 2019; (U); Website.
- ¹⁸ (U); *Search.org*; (U) "Membership Group"; <https://www.search.org/membership/membership-group/>; accessed on 14 NOV 2019; (U); Website.



Product Title:

All survey responses are completely anonymous. No personally identifiable information is captured unless you voluntarily offer personal or contact information in any of the comment fields. Additionally, your responses are combined with those of many others and summarized in a report to further protect your anonymity.

1. Please select partner type: _____ and function: _____

2. What is the highest level of intelligence information that you receive?

3. Please complete the following sentence: "I focus most of my time on:"

4. Please rate your satisfaction with each of the following:

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Product's overall usefulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product's relevance to your mission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product's timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product's responsiveness to your intelligence needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How do you plan to use this product in support of your mission? (Check all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> Drive planning and preparedness efforts, training, and/or emergency response operations | <input type="checkbox"/> Initiate a law enforcement investigation |
| <input type="checkbox"/> Observe, identify, and/or disrupt threats | <input type="checkbox"/> Intiate your own regional-specific analysis |
| <input type="checkbox"/> Share with partners | <input type="checkbox"/> Intiate your own topic-specific analysis |
| <input type="checkbox"/> Allocate resources (e.g. equipment and personnel) | <input type="checkbox"/> Develop long-term homeland security strategies |
| <input type="checkbox"/> Reprioritize organizational focus | <input type="checkbox"/> Do not plan to use |
| <input type="checkbox"/> Author or adjust policies and guidelines | <input type="checkbox"/> Other: <input type="text"/> |

6. To further understand your response to question #5, please provide specific details about situations in which you might use this product.

7. What did this product not address that you anticipated it would?

8. To what extent do you agree with the following two statements?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A
This product will enable me to make better decisions regarding this topic.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This product provided me with intelligence information I did not find elsewhere.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. How did you obtain this product?

10. Would you be willing to participate in a follow-up conversation about your feedback?

To help us understand more about your organization so we can better tailor future products, please provide:

Name: <input type="text"/>	Position: <input type="text"/>
Organization: <input type="text"/>	State: <input type="text"/>
Contact Number: <input type="text"/>	Email: <input type="text"/>



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