

The handling of the Phoenix EC demonstrates some of these technological deficiencies, highlighting the “limitations in the electronic dissemination system” that kept FBI supervisors from seeing the document *even when it was addressed to them*.¹⁴⁹ According to the JIS, the problems with the Phoenix EC “are consistent with the complaints we have repeatedly heard throughout this inquiry about the FBI’s technology problems.”¹⁵⁰ The Bureau’s electronic system for disseminating messages such as the Phoenix EC was itself “considered so unreliable that many FBI personnel, both at the field offices and at FBI headquarters, use e-mail instead.”¹⁵¹ Since most offices at the FBI *lack* a classified e-mail capability, this represents a fundamental obstacle to information-sharing of even the most rudimentary sort. Moreover, as users have fled the dysfunctional case-tracking system, the Bureau appears to have lost any ability to track leads entered into it. The JIS, for instance, was told that “there are 68,000 outstanding and unassigned leads assigned to the counterterrorism division dating back to 1995.” At the time of our Inquiry, the FBI had no idea whether any of these leads had been assigned and dealt with outside the electronic system.¹⁵²

This disastrous information-management system compares unfavorably with the systems developed elsewhere in the Intelligence Community for sharing data and providing analysts with the information they need to conduct intelligence “fusion.” In this respect, it is useful to

¹⁴⁹ JIS, written statement presented to SSCI/HPSCI joint hearing (September 24, 2002), at 9.

¹⁵⁰ JIS, written statement presented to SSCI/HPSCI joint hearing (September 24, 2002), at 2.

¹⁵¹ JIS, written statement presented to SSCI/HPSCI joint hearing (September 24, 2002), at 9.

¹⁵² JIS, written statement presented to SSCI/HPSCI joint hearing (September 24, 2002), at 9.