

June 15, 2011

MEMORANDUM FOR: Directors, Field Operations
Office of Field Operations

FROM: Executive Director /s/
Admissibility and Passenger Programs
Office of Field Operations

SUBJECT: Consolidated Consular Database (CCD) and Passport
Information and Electronic Records System (PIERS)

This memorandum is to promote an awareness of the responsibilities of the Certifying Authorities (CAs) for CCD and PIERS and to give them guidelines to function successfully.

CCD is a web-based tool developed by the Bureau of Consular Affairs at the DOS. It provides a variety of data that can be used by officers in the course of their official duties. PIERS provides data and images of U.S. passport records, such as passport applications and consular vital records that can be retrieved and viewed by officers, again in the course of their official duties.

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Access to CCD and PIERS is administered locally by selected CAs. These officers have been designated and trained to manage access to the CCD and PIERS for their location/group, to assign the appropriate roles to officers, and the ability to access reports. All CAs, should be familiar with the attached MOU/MOA between DHS and the Bureau of Consular Affairs, Passport Services.

With the recent verification of PIERS users by the Department of State (DOS) it has become evident that many of the CAs do not understand their role or recognize the policies regarding access and use of CCD and PIERS. CAs are responsible for quarterly verifying the accuracy, completeness, and business need for all user accounts. The CA verification must ensure that:

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Prior to granting access to PIERS CAs should assure that the officer is aware of the following:

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If a CA believes that a CBPO is using the CCD and/or PIERS in violation of policy; they must immediately suspend that user's access, and inform their supervisor.

The Office of Information and Technology (OIT) has offered multiple three-hour classes and will be offering these classes again on a schedule that will be coordinated with individual ports. OFO in conjunction with OIT are in the process of completing a CCD course on-line through the Virtual Learning Center (VLC), for CCD CAs. This course is scheduled to be available summer of 2011.

If you have any questions concerning this memorandum, please contact (b) (6), (b) (7)(C) of Admissibility and Passenger Programs at (b) (6), (b) (7)(C)

Weekly Muster

Week of Muster: Immediately

Topic: Consolidated Consular Database (CCD) and Passport Information and Electronic Records System (PIERS)

Headquarters POC: (b) (6), (b) (7)(C)

Office: Admissibility and Passenger Programs

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