

Message

From: Lisa [REDACTED] [REDACTED]@fb.com]
Sent: 11/4/2020 6:48:28 PM
To: Connie [REDACTED] [REDACTED]@fb.com]; Malia [REDACTED] [REDACTED]@fb.com]; Vincenzo [REDACTED] [REDACTED]@fb.com]; Pouya [REDACTED] [REDACTED]@fb.com]; Rishi [REDACTED] [REDACTED]@fb.com]; Lisa [REDACTED] [REDACTED]@fb.com]
Subject: Message summary [{"otherUserFbId":null,"threadFbId":3673464469342492}]
Attachments: 123775777_395379958536032_4300400922462596306_n.png

Lisa [REDACTED] (11/04/2020 06:50:34 PST):
>Hey @Vincenzo [REDACTED] Pouya wanted to highlight S214841

Pouya [REDACTED] (11/04/2020 06:51:10 PST):
>yes so basically we need to make sure any Messenger based DMat subproblem first sets up a correct escalation path and can handle Mat2 in reporting mode

Pouya [REDACTED] (11/04/2020 06:51:21 PST):
>If not I would argue they are not even basic maturity in dmat

Pouya [REDACTED] (11/04/2020 06:51:31 PST):
>For example IIC is currently not even basic

Pouya [REDACTED] (11/04/2020 06:52:02 PST):
>Can we do an audit of which problems rely on messenger report escalations and if they have already implemented an escalation path correctly?

Pouya [REDACTED] (11/04/2020 06:52:45 PST):
>I am working on solving this SEV for IIC on D24690159

Pouya [REDACTED] (11/04/2020 06:53:06 PST):
>The million dollar question here is whether we need to deep copy EntReportedConversation for escalation jobs

Pouya [REDACTED] (11/04/2020 06:53:30 PST):
>I'm talking to both MWB and Jessie on this as he seems to be the leading Mat2 expert these days :-(

Pouya [REDACTED] (11/04/2020 06:54:05 PST):
>Happy to collaborate on this @Vincenzo to make it part of the framework

Pouya [REDACTED] (11/04/2020 06:55:25 PST):
>BTW this SEV is particularly painful. Thousands of minors have been reporting IIC T1 abuse and even though we knew that there is IIC T1 going on (more than 50% of which is sextortion which can lead to suicide) we haven't done anything. We had a broken escalation path and no measurement. God knows what happened to those kids

Jennifer Malia [REDACTED] (11/04/2020 06:56:35 PST):
>The perpetrators have been disabled, yes?

Pouya [REDACTED] (11/04/2020 06:56:46 PST):
>Yes but what does that do?

Jennifer Malia [REDACTED] (11/04/2020 06:56:47 PST):
>(Just checking, but I know we were meant to do much more.)

Pouya [REDACTED] (11/04/2020 06:57:05 PST):
>Anyway it's just an FYI

Jennifer Malia [REDACTED] (11/04/2020 06:57:12 PST):
>At least they weren't continuing to abuse directly. But I agree it's a small measure.

Pouya [REDACTED] (11/04/2020 06:57:43 PST):
>In sextortion normally the abusers have a network of fake accounts so it's probably not very helpful

Lisa [REDACTED] (11/04/2020 07:01:24 PST):
>Note I only have 2 FTCs staffing English Escalations only, about 200 hours more a week requested but not on the way yet. 2 more English FTCs on the way by EOY but that's it.

Lisa [REDACTED] (11/04/2020 07:02:52 PST):
>backlogs are 3000++ across IG, FB etc. -> IG escalations were never worked, someone created a Queue before I started and COINV/Chelsea/Zach didn't know about it (IG English backlog 1897)

Lisa [REDACTED] (11/04/2020 07:03:20 PST):

CONFIDENTIAL

METANMAG-078-00019520
PLTF EX-02173_0001

PLTF EX

PLTF EX-02173

>this exists already, it's all the 'ESCALATIONS' in the table in this doc

Lisa [REDACTED] (11/04/2020 07:03:23 PST):
><https://fb.quip.com/daAAASNCmp5d#UMGACAc1mf2>

Lisa [REDACTED] (11/04/2020 07:03:42 PST):

shared: 123775777_395379958536032_4300400922462596306_n.png

Lisa [REDACTED] (11/04/2020 07:04:08 PST):
>Queues are any Queue with name like '[Messages]'

Pouya [REDACTED] (11/04/2020 07:11:41 PST):
>We need to solve these backlog issues and measure our turn-around time. As Dom said in the larger meeting this is one of the requirements for getting to measured on DMat framework. I will prioritize fixing some of these issues when I get a moment. Realistically in Q1 though.
>I'll do anything in my power to empower the triagers and investigators so they can be much faster

Lisa [REDACTED] (11/04/2020 07:14:43 PST):
>Investigators don't matter it's all Triage now. It used to go:
>
>Scaled Review - > Triage - > Anything not dropped to COINV
>
>now
>
>Scaled Review - > Triage send standard report - > less than 10 a week that meet specific conditions go to COINV

Lisa [REDACTED] (11/04/2020 07:16:12 PST):
>They're working more and more each week, they worked 177 jobs last week, but the better any text model gets at increasing Scaled Review escalation rate, the less they'll be able to meet demand
https://fburl.com/scuba/single_review_tool_main/2nzqz6wo

Pouya [REDACTED] (11/04/2020 07:16:53 PST):
>Didn't we say that there are some tooling issues slowing them down? For example the very manual nature of the reports to NCMEC?

Lisa [REDACTED] (11/04/2020 07:16:56 PST):
>COINV have backlog of 1300 also (was 2000) and we know that's reportable

Jennifer Malia [REDACTED] (11/04/2020 07:17:54 PST):
>I think we can all agree that this whole situation is Not Good and there are several issues blocking us from correctly reporting all the T1 we know about to NCMEC/LE.

Pouya [REDACTED] (11/04/2020 07:18:05 PST):
>Sorry @Vincenzo if it was just too much information dumped too quickly onto this chat. Happy to provide more context if needed

Jennifer Malia [REDACTED] (11/04/2020 07:18:08 PST):
>Let's make sure we separate them and address each one.

Pouya [REDACTED] (11/04/2020 07:18:51 PST):
>We need to have proper measurements for each piece of the puzzle and we should keep in mind that as @Lisa said things might change unexpectedly

Jennifer Malia [REDACTED] (11/04/2020 07:19:44 PST):
>Yes agree.

Pouya [REDACTED] (11/04/2020 07:20:31 PST):
>Let's make sure we are never again the reason why a kid did not get help.

Lisa [REDACTED] (11/04/2020 07:20:55 PST):
>I have a fancy GRT now that provides enough labels to auto populate a report - that's the tooling gap we have
>They have to leave SRT and add info to MRSNCMEC UI to send a report, this adds up to 5 min per job. Working the jobs is the time consuming part.
>
>Example labels below. Minor is 13, Responsible is adult. Met for Sex + Proximity.
>
>{"decision_string":"ESCALATE_NCMEC","actions":[{"label":"Escalate to NCMEC","decision":"ESCALATE_NCMEC","admin_action_id":null,"prepopulatecr":"","aid":"escalate_ncmec","action_id":"escalate_ncmec"}],"labels":{"default_question":"NCMEC_BLUE","AgeGap":"13_ADULT","CSSE":"NONE_CSSE","Sextortion":"NONE_SEXTORTION","CEI":"NONE_CEI","MFS":"CONFIRMED_CONTACT_OFFENSE","SUPERMINOR":"MINOR_ON_MINOR_ABUSE","AggFacts":"PROXIMITY"},"NCMEC:

Lisa [REDACTED] (11/04/2020 07:23:51 PST):

>We are losing 80-90 hours of German/French Scaled Review so I am requesting that gets diverted to sending reports instead. I have no been sacrificing any Scaled Review Tier 1 Market time as getting the text model done enough seemed top priority, then sending reports, then more Tier 1 Market expansion.

>

>If this is top prio I can tell Ops Readiness that, future proofing enforcement in general is what we agreed when we all met and shouted about Ops Readiness priorities into a spreadsheet.

Pouya [REDACTED] (11/04/2020 07:43:35 PST):

>@Lisa please make sure to list anything Eng can do to improve AHT here. I'll try to bump the priority of such tasks in H1 roadmap

Lisa [REDACTED] (11/04/2020 10:48:28 PST):

>@silent yes I have it on our roadmap asks and will put together a Task for it with better details, night night