



**HSIN** | Homeland Security  
Information Network



# 2015 ANNUAL REPORT

*Delivering Mission Success*

# A Message from the HSIN Executive Steering Committee



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Deputy Under-Secretary,  
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Co-Chair, HSIN Executive  
Steering Committee



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Co-Chair, HSIN Executive  
Steering Committee

## To Our Homeland Security Partners,

Effective information sharing and collaboration is a fundamental component of the homeland security mission. In fiscal year 2015, the HSIN Program focused on increasing operational value and enhancing the information sharing capabilities available to users to deliver mission success. As a result, the HSIN Program significantly expanded the information sharing environment. I'd like to start by thanking you for your support in this process as we continue to grow the HSIN Program.

Almost 20,000 new users joined HSIN this year, expanding collaboration opportunities among federal, state, local, tribal, territorial, international and private sector partners. These users relied on HSIN to support incident and emergency response operations, manage major events and exercises, and increase their opportunities to collaborate with partner organizations on a daily basis. HSIN provided enhanced law enforcement case support, infrastructure protection capabilities and broad situational awareness for events of national significance. By expanding the HSIN community, homeland security partners have been able to find new ways to collaborate and achieve their operational goals.

A large part of the HSIN Program's growth was due to enhanced partnerships. At the federal level, HSIN continued the ongoing collaboration with the DHS Special Events Program and supported twice as many National Special Security Events as the previous year. New partnerships with the Transportation Security Administration (TSA) and the DHS Office of Bombing Prevention's Technical Resource for Incident Prevention (TRIPwire) introduced many new users to HSIN, while increasing information security and creating easier access to information. At the state and local level, HSIN made it possible for regional and community partners to securely share vital information, more effectively collaborate in real time during active operations and strengthen their relationships.

In 2015, users also continued to drive enhancements and new capabilities for the entire HSIN platform. By working with users, members of the HSIN Program team were able to identify a number of best practice strategies for information sharing and created new templates and piloted new tools to expand access to all HSIN users. Additional tools and resources are already in the pipeline and are expected to launch in 2016.

As co-chairs for the HSIN Executive Steering Committee, we believe in what HSIN makes possible—enhanced information sharing to make our neighborhoods, our communities and our nation safer. This year's annual report focuses on the operational impact HSIN has had for all levels of government, making possible a whole-of-nation approach to Homeland Security. We look forward to seeing what new successes and innovative information sharing strategies HSIN will make possible in the coming year.

Thank you,

A handwritten signature in black ink that reads "Michael Potts".

A handwritten signature in black ink that reads "Frank DiFalco".

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# Executive Summary

The Department of Homeland Security (DHS) Homeland Security Information Network (HSIN) is a trusted, secure nationwide network for federal, state, local, tribal, territorial, international and private sector partners to share homeland security information when preparing for daily operations, planned events and exercises, and incident response and management. HSIN provides a virtual common operational picture for official use to gather information, share data and make actionable decisions at every command level. By putting users' needs first—from the C-suite to the boots-on-the-ground responder—the HSIN Program continues to develop new tools to support evolving operational requirements so that agencies can best utilize resources and personnel to support the homeland security mission. In fiscal year 2015, this meant adding a significant number of new users, increasing the operational impact HSIN has on users' missions, and deploying a number of new tools and resources so they can get the job done quicker and more efficiently.

HSIN provides a secure environment for public safety and homeland security professionals across the country to collaborate and share sensitive but unclassified information among partner organizations and across jurisdictional boundaries. At the end of FY 2015, more than 53,000 users relied on HSIN to support their operations. The FY 2015 HSIN Annual Report provides a detailed analysis of the integral role HSIN plays as part of today's homeland security mission.

The HSIN Program's accomplishments include:

- Expertly supporting mission-critical collaboration and information sharing capabilities across the homeland security enterprise
- Implementing enhancements that simplify the user registration process for new users and community managers with fewer registration approval steps, a key feature for a growing user base
- Researching and piloting an adaptable functionality that will enhance the HSIN Program's reporting capabilities
- Implementing best practices, refined reporting procedures to support historical documentation, program management tools and improved processes to support successful engagements from conception through deployment



These successes build on a 3-year strategy of focused mission growth. The HSIN Program defines this strategy as a focus on a high-quality user experience paired with increased mission value for all HSIN users. The HSIN Program generates focused mission growth by:

- Concentrating on select missions with the highest potential to improve the overall user experience or create operational efficiencies
- Enhancing and building applications based on mission priorities
- Sharpening customer analytics and market analysis
- Realigning resources to support the core Program strategy

The HSIN Program continues to build capacity to support a growing user base. As these users integrate HSIN tools and capabilities into their operations, the HSIN Program continues to identify new ways to support ongoing operational requirements and increase efficiency through sharpened customer analytics and market analysis. The work accomplished in FY 2015 is a direct result of these strategic efforts and will make it possible for HSIN users to achieve their operational objectives more effectively for years to come. Additional, ongoing efforts include:

- Continuously developing and implementing new resources and tools to make sharing information easier and more efficient
- Identifying new opportunities for collaboration and interoperability that will enhance and expand the information sharing environment
- Implementing infrastructure enhancements that will continue to reduce the impact of standard maintenance updates to users
- Continuing to work with users to better understand their mission needs and expedite the HSIN registration process while maintaining the same two factor authentication and validation of approved users

A key aspect of focused mission growth depends on in-depth feedback from HSIN users, coupled with detailed metrics are the foundation for this second HSIN Annual Report. The HSIN Program uses this information to evaluate success, analyze strategic goals and identify additional areas where growth can be achieved to best support users.



**27%**  
**increase in daily  
unique log-ins**

1,400+ users log in to HSIN each day to support operational requirements, accessing real-time information and communities for information sharing



**62%**  
**increase in users**

20,000+ new users joined HSIN in FY 2015 to access mission-critical resources, resulting in a user base of over 50,000 verified users



**100%**  
**increase in planned  
events supported**

HSIN Mission Advocates logged nearly 5,500 activities in FY 2015, doubling the amount of daily operations, planned event and exercises and incident response and management events




**50%**  
**decrease in total  
open service  
requests**

The HSIN Help Desk increased efficiency and closed nearly 1,400 service requests each week, reducing user down time

These values will be revisited in the FY 2016 report to demonstrate lifetime achievements of the HSIN Program.

# 2015 HSIN Milestones

Color Key: ■ Daily Operations ■ Events & Exercises ■ Incident Support ■ Awards  
 Supported multiple consecutive years



FLETC Online Campus

HSIN Service Operations Manager Receives FCW Rising Star Award

GovDelivery Outreach and Impact Award

Governor's Cyber Security Exercise

december

DHS IP and OCIO MOU for Increased Collaboration via HSIN and IP Gateway Federation

Fiesta Bowl 2015

New Years Eve (Nevada)



Super Bowl XLIX



Waste Management® Phoenix Open 2015

MEMA Situational Awareness Room

Selma to Montgomery March

NCAA Final Four 2015



Partnership with FEMA and IPAWS for Alerts Integration

June

SWB Intel Community

CINAware Cyber Exercise

NCAA College World Series

HSIN SmartPilot




World Police and Fire Games

U.S. Papal Visit


TSA InfoBoards

Phoenix Freeway Shooter Support

GORE-TEX® Philadelphia Marathon



Susan G. Komen® Race for the Cure (Arkansas)




Bank of America® Chicago Marathon 2014

november


St. Louis Fusion Center Operational Support (Ferguson)

Milwaukee Grand Jury Announcement Support (STAC)



Maryland Gubernatorial Inauguration

Panhandle Regional Planning Commission Hoof and Mouth Disease Exercise



Pro Bowl 2015

march

Criminal Intelligence Enterprise Community

Integrated Advance (HSTF-SE)

Southern Shield

Florida Emergency Management Hurricane Exercise



Boston Marathon 2015



NFL Draft 2015

Kentucky Derby Festival

may

Kentucky Derby 2015



Indianapolis 500

july

Nationwide Independence Day Support



MLB All-Star Game



Chattanooga Active Shooter Incident

september

Operation Money Wash

TRIPwire



UCI Road World Championships

# HSIN at a Glance



**Homeland Security  
Expertise and Support**



**Real-time Mapping  
and Geolocation Data**



**Flexible Online and  
Instructor-led Training**



**Secure Live Web  
Conferencing  
and Archival**



**Adaptable Common  
Operating Picture**



**Responsive Program  
Management and  
Workflow Tools**



**Simple Document  
Retrieval  
and Notifications**



**Collaborative  
Communities of  
Interest and Practice**



**Secure Instant  
Messaging  
Behind Firewall**



# Strategic Efforts

DHS leads a unified national mission to prevent, to protect, to respond and to recover, as well as to build resilient security. As part of this mission, in 2006, DHS designated HSIN as the official DHS platform to share sensitive but unclassified information. As an integral part of the homeland security mission, HSIN offers a trusted, secure nationwide network for federal, state, local, tribal, territorial, international and private sector partners to share information in real time from any location. HSIN provides users with adaptable and responsive tools to support secure communication among partner organizations, enabling them to create a centralized information hub and generate verifiable and actionable common operating pictures. The HSIN Program puts end-user needs first, developing new tools in response to user needs. As a result, DHS and partner organizations rely on HSIN to prepare for large-scale events, respond to major threats or natural disasters and maintain daily operations.

In FY 2015, the HSIN Program continued the 3-year focused mission growth strategy to support secure information sharing while providing the flexibility for agencies to utilize resources and personnel in a manner that best suits their specific operational goals. Three strategic goals, established by the HSIN Program's senior leadership team, guide these efforts and provide clear focus and a unity of effort across the entire Program. These goals focus on system and internal process improvements that

enhance the quality of the user experience and bring mission value to both individual users and the collective user base.

The FY 2015 HSIN Annual Report provides an overview of how the HSIN Program supported its users' missions throughout the year and outlines efforts made to improve user experiences and ensure HSIN operates in an efficient, measurable and sustainable manner.

# 2015 Strategic Goals



## Program Maturity

### Goal

Mature business processes and ensure strategic alignment for all Program activities

### Objectives

- Update guiding documents (i.e., management plans, strategies, processes, etc.)
- Improve cross-work-stream communications and coordination, including hosting effective meetings

### Accomplishments

- Improved cross-Program collaboration and information sharing by implementing a series of readiness reviews designed to build awareness through the development lifecycle and ensure key activities are completed before work is handed off from one team to another
- Implemented Agile processes that enable the Program to manage and deliver incremental product enhancements and quickly respond to changing user needs
- Enhanced processes and procedures for service operations management that focus on aligning information technology services with the needs of the business and stakeholders



## Focused Mission Growth

### Goal

Grow the HSIN user base through focused business development and increased value

### Objectives

- Support federated partners, new business and portal consolidations
- Maintain stakeholder relationships and governance structure

### Accomplishments

- Increased number of HSIN users by 62 percent in the last fiscal year
- Partnered with the DHS Office of Bombing Prevention to provide federated access to the Technical Resource for Incident Prevention, called *TRIPwire*, so that users with access to both systems can log in once and access the information they need
- Continued efforts to federate with other data sources to simplify access to information for HSIN users, including the FBI's Law Enforcement Enterprise Portal and the El Paso Intelligence Center
- Transitioned the Transportation Security Administration's legacy WebBoards system to the new TSA infoBoards on HSIN to provide a secure environment for the TSA to work with industry partners
- Cultivated the Program's relationship with the U.S. Secret Service and DHS Special Events Program to support advanced operational support of National Special Security Events



## Mission Enhancements

### Goal

Evolve HSIN to meet future information sharing needs

### Objectives

- Implement new features and capabilities for HSIN Users
- Improve operations, to include (i.e., backlog management, configuration management, HSIN environments)

### Accomplishments

- Overhauled the HSIN training program and introduced new computer-based training platform to make accessing training resources easier and increase the effective use of HSIN tools and capabilities
- Provided HSIN communities with direct access to the latest, most comprehensive geospatial data available from the Homeland Security Infrastructure Program (HSIP)
- Deployed the HSIN Incident and Event Management Template based on best practices identified by users to make it easier for all HSIN communities to quickly deploy a scalable solution to support planned events, exercises and unplanned incidents
- The HSIN Service Operations and Development teams identified, corrected and closed more than 50 system anomalies





# Program Strategic Efforts

HSIN creates value for homeland security mission partners by leveraging information technology and an extensive understanding of its users' business processes and common operational requirements. As a result, capabilities are built and refined to bridge technology gaps while simultaneously reducing individual operational costs of HSIN partners. This strategy builds on user-driven requirements supported by innovation and a dedication to homeland security.

During FY 2015, the HSIN Program strategically planned several program-wide initiatives to better support current and long-term user needs, identify new features and functionalities, and mature HSIN Program management operations to increase efficiency and maximize resources.

## Strategic Efforts Completed in FY 2015



### Registration Process Improvements

During FY 2015, through feedback from the HSIN User Working Group, the Program identified an opportunity to improve the HSIN registration process. HSIN registration enables a user access to the platform where there are established communities of partners who need to share specific information. The Program implemented recommended changes to the user interface, improved communication throughout the process for new users and provided a way for the managers of each community within HSIN to track the multi-step registration process from start to finish.



### Enhancing Project Management Processes

In FY 2015, the HSIN Program continued to mature its Agile development processes and procedures. The Program focused on:

- Identifying and implementing an integrated set of tools to support the DHS systems engineering lifecycle and Agile methodologies related to managing, defining, building, testing and releasing HSIN products and enhancements.
- Improving cross-Program communications by implementing a series of readiness reviews to support the development and release of product enhancements. These processes ensure faster delivery of new features and functionality to stakeholders.

These integrated tools and readiness reviews increase the accountability of the HSIN Program regarding work prioritized by the Executive Steering Committee and improve Program-wide collaboration. The readiness review process also provides the HSIN Program with the flexibility needed to adjust delivery of functions and enhancements in response to evolving Program and user needs.

### HSIN User Working Group

The HSIN User Working Group, the HUWG, was created in 2012 to encourage user participation in the design, development and maintenance of HSIN. Users are the driving force behind HSIN and their knowledge and experience is vital to creating a valuable platform.

Through the HUWG, HSIN users from across the homeland security enterprise are brought together with members of the HSIN Program Management Office to provide insight and opinions on the overall program strategy. Membership in the HUWG subcommittees is open to all HSIN users.

## Strategic Efforts Begun in FY 2015



### Advanced Reporting Solutions

As HSIN continues to grow both in the number of users and how the system supports overall daily mission operations, there is a need for flexibility to analyze performance and support reporting requirements. In FY 2015, the HSIN Program identified the tools required to support both immediate reporting solutions while planning for expansion and increased, scalable functionality. These capabilities ensure that HSIN continues to achieve its overall mission as the designated platform for information sharing across DHS and with its partners. Custom reporting includes:

- Collection and analysis of HSIN data to demonstrate the effectiveness of the system's information sharing capabilities, illustrate operational impact and analyze usage trends
- Accessibility for HSIN community managers to report on mission-driven outcomes and metrics through use of the HSIN platform
- Customizable reporting on web analytic metrics via community dashboards

In addition to the implicit benefits these reporting capabilities will provide to individual HSIN communities, they also provide the HSIN Program with the ability to forecast resource needs and identify areas for service improvements.



### HSIN Cloud

The HSIN Program kicked off a pilot project to migrate HSIN to a secure, cloud-based solution in FY 2015. The HSIN Cloud will provide more flexibility for the HSIN Program and make it possible to implement new tools and capabilities more quickly while maintaining the same high-level of security for HSIN users. In addition, the HSIN Cloud will create a back-up operational capability making maintenance windows transparent to users, improving the end-user experience. This transition will also increase system engineering lifecycle management capabilities for HSIN users and Program staff. The HSIN Program plans to migrate to the HSIN Cloud in 2017.

## Supporting Severe Weather Emergency Management Operations

When Typhoon Dolphin made landfall in Guam and the Commonwealth of the Northern Mariana Islands, the Mariana Regional Fusion Center used the Asia Pacific Regional Situational Awareness Room on HSIN to support situational awareness for the entire region before and during the typhoon.

“We used HSIN to capture and share situational awareness information before and after the storm hit. HSIN made it possible for us to share information with our partners both locally and nationally that may not have access to our local emergency operations center portal, including the Federal Emergency Management Agency, DHS and other fusion centers in the Asia Pacific Region. Because of previous preparedness activities, all of our partners knew to go to HSIN and we were able to share situational updates on a variety of topics, including the water situation on Rota and the availability and location of shelters. HSIN was a great resource to us.

**Lt. Higinio Camacho**

Port Authority of Guam and the  
Mariana Regional Fusion Center

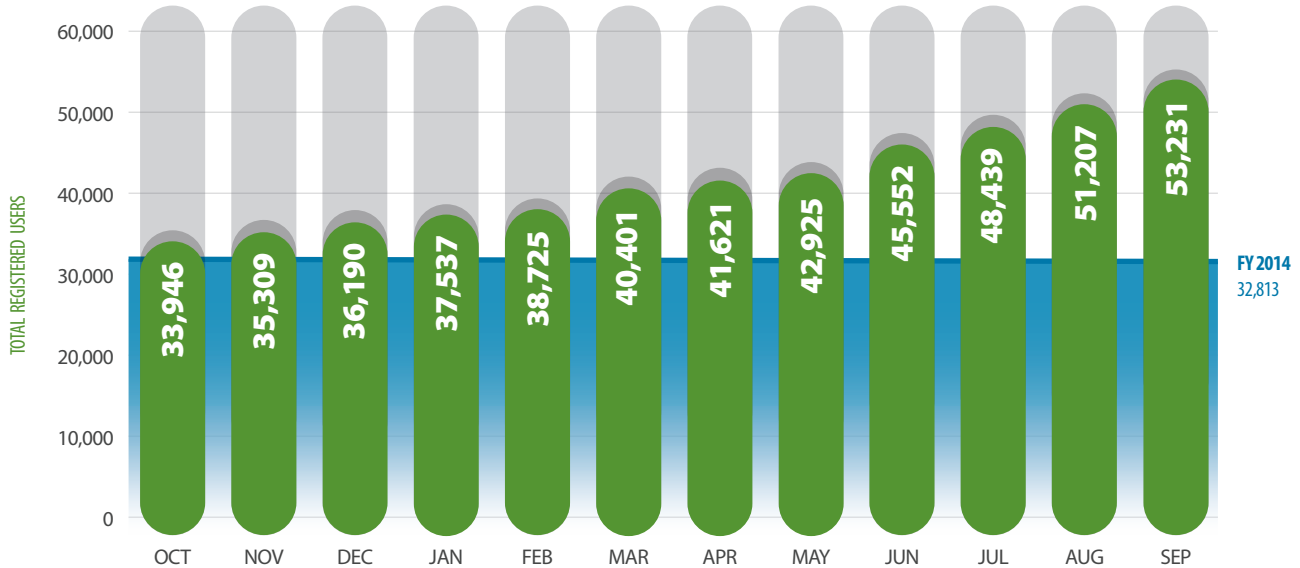
# Methodology for Assessing Achievements

As HSIN continues to grow, the Program continues to work with major stakeholders and users to deliver mission-focused tools. This report includes Program metrics pulled from relevant data sources, including system derived analytical reports and the HSIN Annual Assessment questionnaire. The HSIN Annual Assessment, which is open to all HSIN users, is designed to obtain feedback to enable the HSIN Program to assess the current effectiveness of the platform and related Program initiatives, and to identify potential development requirements.

The results of the HSIN Annual Assessment along with other Program metrics are provided throughout this annual report. Alongside each statistical metric is a description and analysis.

## HSIN Users

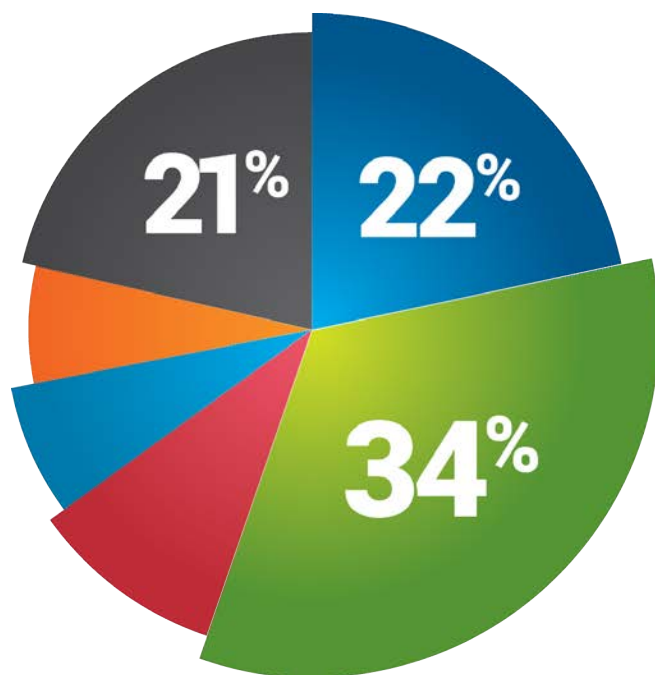
HSIN strives to increase information sharing capabilities for users, a key programmatic goal. Increased trust and value from DHS and partner organizations drove a significant increase in registered HSIN users, contributing to HSIN's achievement of this goal in FY 2015. HSIN users rely on the platform for operational planning, national event coordination, incident response operations and law enforcement activities. HSIN began FY 2015 with nearly 33,000 users and ended FY 2015 with more than 53,000 users. This represents a **62-percent increase in the HSIN user population.**





## Unique Value of HSIN

The HSIN Program asked users which statement best describes the unique value HSIN provides to them to adapt the platform and tools to achieve their specific information sharing needs. The majority, **33 percent**, said “HSIN lets me quickly and securely access all the information systems I need to perform my mission.” This represents a **4-percent increase as compared to 2014 results**. A close second was, “HSIN is a secure network that lets me connect with a wide variety of homeland security operators from across the nation” with **22 percent** of responses.



### Secure

HSIN is a secure network that lets me connect with a wide variety of homeland security operators from across the nation.

### Accessible

HSIN lets me quickly and securely access all the information sharing systems I need to perform my mission.

### Collaborative (9%)

HSIN gives me all the collaboration tools I need to work with other operators and achieve my mission.

### Effective (7%)

HSIN lets me effectively manage all my content and share it with the operators that matter most to my mission.

### Reliable (7%)

HSIN is a well-run, reliable system that lets me accomplish my mission during a major investigation, event or incident.

### N/A

None of the statements best describe HSIN's unique value.

## Supporting Crisis Communications

In July 2015, as public safety officials were responding to the tragic active shooter situation that occurred in Chattanooga, Tennessee, officials at the federal, state and local level needed to understand what was happening as the situation unfolded. The vital need for support and response measures was forefront. More than 400 members of the homeland security community logged in to the HSIN National Situational Awareness Room, making it possible for the local jurisdictions to share information and work with their counterparts across the country in real time to monitor and support ongoing operations. In the wake of the shooting, officials praised the effectiveness of HSIN and the operational capability it provided.

“In the aftermath of a major criminal event like the one [in Chattanooga], we are pulled in many directions and, without any waiver, the [Tennessee Fusion Center] was the key for information sharing to the Network. The National Situational Awareness Room is becoming the real-time collaboration space that we needed and envisioned after 9/11.

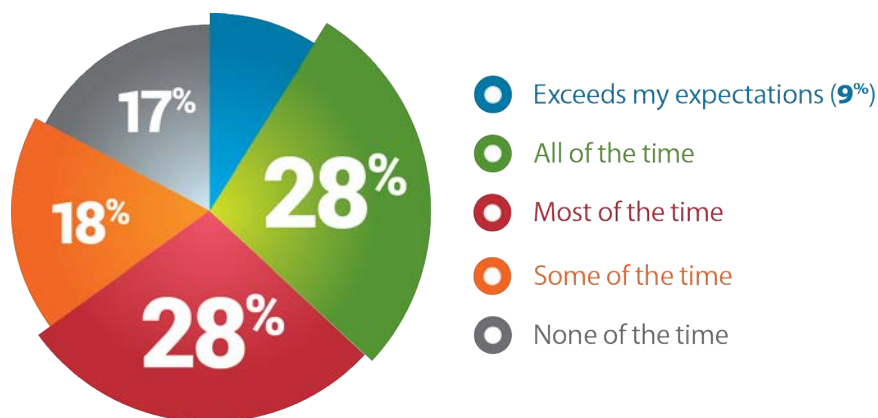


### Mike Sena

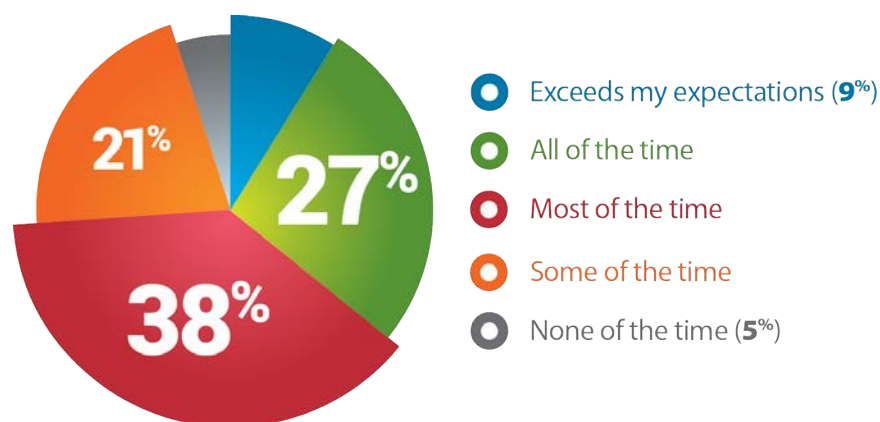
President, National Fusion Center Association

## Customer Satisfaction

A clear majority of respondents, **65 percent**, replied that **they are a valuable partner to the HSIN Program most of the time, all of the time or that HSIN exceeded their expectations**. This represents a 7-percent increase as compared to the 2014 assessment.



In 2014, more than 65 percent of respondents said that HSIN supports their mission needs most of the time, all of the time or that HSIN exceeded their expectations. In FY 2015, this increased to **74 percent** of users. This **year-over-year increase** is tied directly to the HSIN Program's efforts in FY 2015 related to the focused mission growth strategy.



## Supporting Tactical Operations

In Southern California, 28 local and regional law enforcement agencies, working with the U.S. Secret Service, executed search and arrest warrants at 15 separate locations across Los Angeles County. Dubbed "Operation Money Wash," officers used HSIN to maintain real-time contact with each other and their command centers to coordinate activities as they simultaneously served the warrants.

“During an operation of this scale, email doesn't provide the information tracking capability to maintain appropriate situational awareness as events unfold. HSIN provided the ability to communicate in real-time while providing direct access to supporting information, like photos, maps and details about who would be serving warrants at each location.



**Joshua Goldmark**  
Dispatch, West Cities Police  
Communications Center



## Looking Ahead

The HSIN Program will continue to review and advance its strategic efforts in FY 2016 by continuing to provide users with the best available tools and resources to meet their mission objectives. The focus in FY 2016 will be to increase the value provided to HSIN users and enhance the quality of the operational support made possible by the HSIN platform. New tools and capabilities that are currently in development are described throughout this annual report, all of which are designed to improve the overall information sharing environment.



# Operational Support

As a secure information sharing platform, HSIN provides more than simple access to raw data. HSIN users share knowledge, resources and materials in support of the homeland security enterprise. In addition to the resources and capabilities provided via the HSIN platform, subject matter experts on the HSIN team provide ongoing, hands-on operational support to all HSIN communities to strengthen interagency collaboration and expand the information sharing environment.

In FY 2015, the HSIN Program worked with users to increase opportunities for interagency collaboration and supported twice as many planned events as compared to 2014. Every event or operation requires the comprehensive support of interagency partners and HSIN provides a vital resource to enable secure information sharing and support the established partnerships.

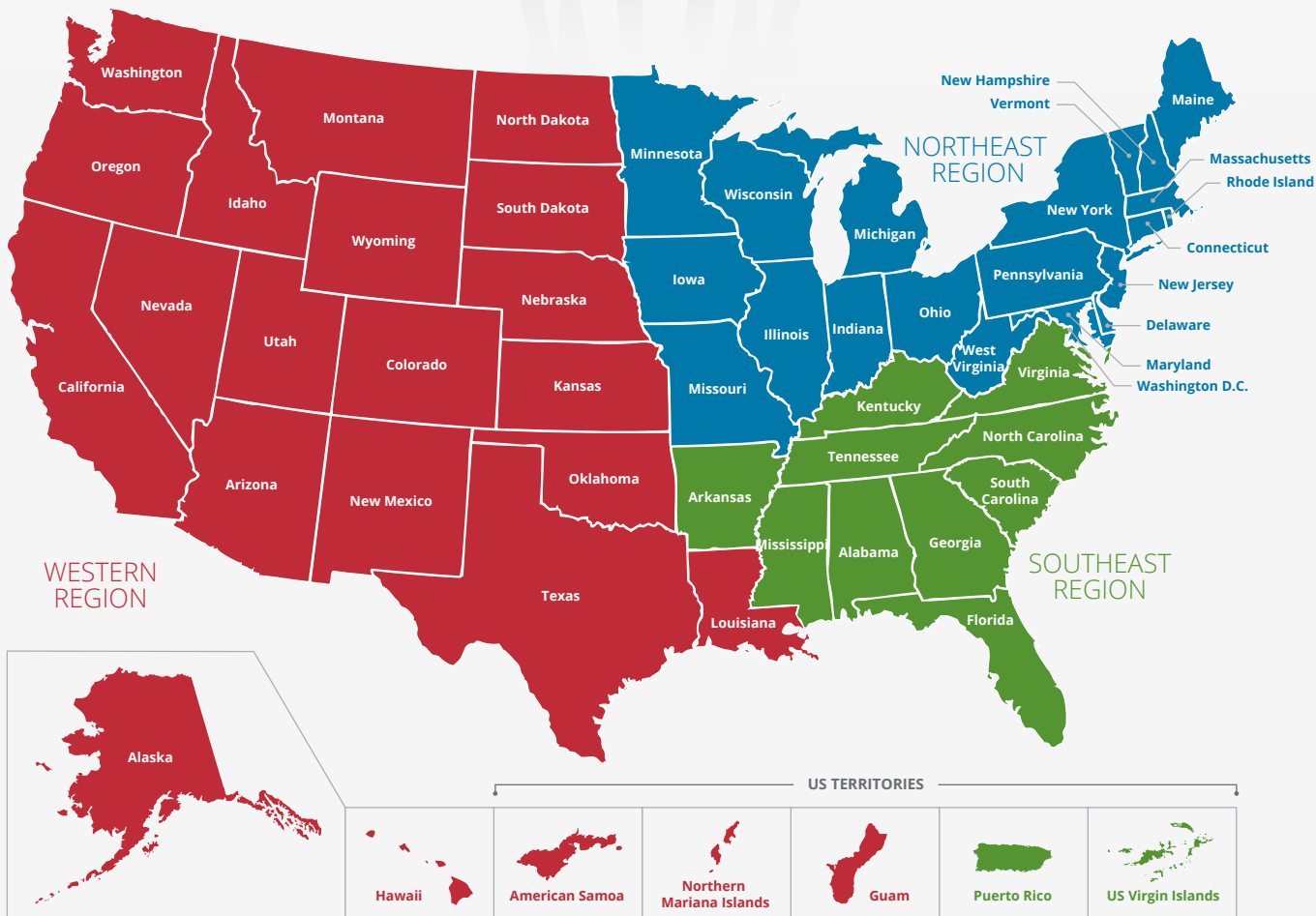
In addition to the resources and tools provided as part of the HSIN platform, the HSIN Program

includes a team of 17 mission advocates—homeland security experts deployed throughout the U.S. dedicated to providing hands-on support in a variety of ways. The operational support this team provides to HSIN users creates a strong foundation for sustainable collaboration. Every new HSIN community, planned event, exercise or operation that relies on HSIN is assigned a HSIN Mission Advocate to understand operational goals, customize HSIN tools, provide training, connect networks, and help users apply known best practices and lessons learned from other HSIN users.



# Role of the HSIN Mission Advocate

HSIN Mission Advocates are homeland security and information sharing subject matter experts. Based on their expertise, they are each assigned a specific mission area to support nationwide as well as a geographical assignment based on their physical location. Within their area of operations, their regular activities include:



# Supporting Interagency Collaboration

By nature, effective interagency collaboration requires more than simple information sharing. It requires effective tools to enable the sharing of resources and coordinated activity planning. When working with users to identify and provide solutions to enhance collaboration opportunities, the HSIN Program also ensures that all resources, capabilities and tools have the flexibility to serve users across the entire platform.

In 2015, HSIN initiated a pilot project with the U.S. Customs and Border Protection Office of Border Patrol Detroit Sector to stand up the Law Enforcement Operations Network. LEON serves as a trusted information sharing resource while providing a collaborative workspace for law enforcement partners to maximize operational efficiency and promote a whole-of-government methodology. As a central component of this project, HSIN initiated the development of a deconfliction tool to support



collaborative patrolling in the Great Lakes region. Once this new functionality is fully tested and approved, it can serve as a template to provide a similar capability to all HSIN communities that can be adapted and scaled to meet other mission requirements.

## World Police and Fire Games

With nearly 10,000 athletes participating, the World Police and Fire Games is the third-largest multidisciplinary sporting event in the world. In 2015, active duty and retired police, fire and corrections officials from around the world traveled to Fairfax County, Virginia to compete in the Olympic-style games. Managing such a large-scale event required an intensive planning operation and complex mission support throughout the active phase of the event.

“For Fairfax County, the greatest advantage was the instantaneous interaction with all the other operations centers. We, as local police departments, don’t have the capacity or infrastructure to make that happen. HSIN opened up an awful lot of doors for us and I felt incredibly prepared for anything that could have happened.”



**Maj. Richard Perez**  
Fairfax County Police Department



# Supporting Public Safety and Event Management

Throughout the past several years, HSIN Mission Advocates have supported hundreds of special events and unplanned man-made and natural incidents, both large and small. The success of the HSIN Program is derived in part from the lessons learned during several significant operations early in the Program's history that established many of the best practices upon which the subsequent Program enhancements have been built. The operations include the Tennessee Fire Exercise of 2009, which was the first time HSIN Notify was used to send instant real time messages; the 2009 National Governors Association Conference when HSIN was used to tie into the boom camera of the mobile command unit for live scenario briefs; and the Deepwater Horizon oil spill response in 2010. These seminal events transformed the way HSIN was used and set a foundation for programmatic and system development.

In 2015, Mission Advocates doubled the number of events supported by the Program. From this experience, HSIN identified a number of best practices to support situational awareness, planning and multi-jurisdictional coordination. HSIN implemented these best practices and made them available to all HSIN communities through the Events and Incident Management Template—a codified tool that makes it possible for users to set



up these best practice capabilities in seconds. This feature incorporates many of the tools HSIN users identified as the most helpful and impactful to their operations, including multi-agency incident tracking, a virtual joint information center, resource request tracker, notifications and a streamlined command-decision/execution capability. With this application, HSIN communities are able to support incident and emergency management operations and provide official personnel the information they need, when they need it, across the entire command structure.

## Super Bowl 2015

Super Bowl XLIX, one of the key 2015 HSIN events and winner of the 2015 Best of HSIN Bronze Award, was the largest planned event HSIN has supported to date. The event coincided with the Waste Management® Phoenix Open where more than 100 agencies worked together throughout the greater Phoenix metropolitan area to coordinate their activities. Local, state and federal partners relied on HSIN to support comprehensive planning in the months leading up to the events. During the operational phase, the agencies used HSIN to support event and incident tracking, public affairs coordination and overall situational awareness while ensuring every command center had access to the same information.

“During a major event, a lot of energy is spent trying to find out what is happening where. Using HSIN, we were able to capture and post it as it happened so no one had to seek it out.



### Sgt. Anthony Jones

Phoenix Police Department's Homeland Defense Bureau and the Arizona Counter Terrorism Information Center



# Supporting Real-time Law Enforcement Response

HSIN was created to support information sharing between homeland security mission partners, to help them find the information they need, when they need it. For law enforcement officials, this often means more than simply accessing information; it means securely sharing raw data as it happens to support incident response and investigative operations. In 2015, law enforcement officials across the country turned to HSIN to support real-time response operations.



## Recovery of Missing Girl in Iowa

On March 7, officials issued an AMBER Alert™ for a 10-year-old girl in Solon, Iowa. As part of their standard response procedures, the Iowa Division of Intelligence and Fusion Center opened a HSIN Connect session to help law enforcement agencies across the state share information and coordinate operations. By the time the child was successfully recovered and the suspect taken into custody the next day, eight separate agencies and multiple divisions of the Iowa Department of Public Safety, including the Public Information Bureau, had accessed HSIN to share leads and provide live updates.

“We used HSIN as a virtual operations center to share photos, track information, leads and provide real-time updates. HSIN was vital to the operation.”

### C.J. Noelck

Special Agent with the Division of Intelligence,  
State Coordinator for the Iowa Law  
Enforcement Intelligence Network

# Increased Collaboration between HSIN and Protective Security Advisors

In 2015, HSIN expanded collaboration with DHS Protective Security Advisors (PSAs). These security professionals serve as infrastructure liaisons to proactively engage official mission partners to protect critical infrastructure. PSAs and HSIN Mission Advocates regularly coordinate activities in the field on a variety of topics and projects, such as supporting special events, collaborating on critical infrastructure topics or ensuring stakeholders have access to homeland security information.

PSAs and HSIN Mission Advocates also work with critical infrastructure partners through the HSIN-Critical Infrastructure community. As the largest community on HSIN, HSIN-CI is used to share critical infrastructure information with stakeholders in the private sector, including infrastructure owners, emergency managers and cybersecurity experts. HSIN Mission Advocates, PSAs and HSIN-CI representatives regularly work together to support events, subject-specific meetings and trainings, and provide feedback on HSIN features.

As part of their regular activities, PSAs regularly perform vulnerability and security assessments on a variety of critical infrastructure to identify



security gaps and potential vulnerabilities, as well as coordinate training and support incident management. They serve as a vital channel of communication among government officials and private sector owners and operators of critical infrastructure assets. HSIN supports these activities by providing access to important information, making it easier for PSAs to coordinate activities between regions and among regional partners, and making direct collaboration possible among all partner organizations during incident and event management operations.

## Joint State and Local Stakeholder Management

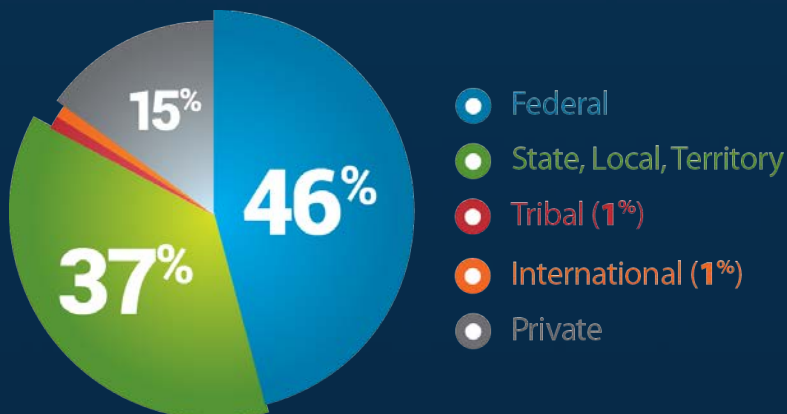
As a 2015 Best of HSIN Silver Award winner, the West Virginia Infrastructure Protection Programs epitomize coordinated information sharing. They rely on HSIN to support a multi-tiered information sharing program with their private sector partners.

“[Our HSIN community is a] simple but efficient way to strengthen relationships across a broad spectrum of federal, state, local, tribal, military and private sector agencies and organizations. When incidents occur, we have to gather accurate information as quickly as we can and push that information into the appropriate avenues. Email does not provide the necessary security; HSIN does. [It is] the model for sharing information in real time, with real people, from the ground up.



**Bill Minear**  
Director, West Virginia Infrastructure Protection Programs

# User Segmentation



## HSIN Registered Users by Sector

HSIN has a nation-wide user base that encompasses the entire homeland security enterprise in support of emergency management, incident response and day-to-day operations. HSIN users are divided into five sectors: federal; state, local and territorial; tribal; international; and private sector. The proportion of users from each sector remained fairly constant throughout FY 2015.

## Locations with the Most Registered HSIN Users

HSIN usage continues to expand throughout the U.S. with state and local authorities incorporating HSIN into their operational tool set to a greater degree than in the past. Virginia, Washington, D.C., California, Texas and Florida represent the top five locations with the most users. At the end of FY 2015, 32 states had more than 500 users.





## Mission Areas Supported

HSIN is the nation's unclassified information sharing environment for homeland security. HSIN supports the full scope of the DHS mission to:

- Prevent Terrorism and Enhance Security
- Secure and Manage Borders
- Enforce and Administer Immigration Laws
- Safeguard and Secure Cyberspace
- Ensure Resilience to Disasters

At every level of government and in close collaboration with private sector and non-profit partners, HSIN provides homeland security partners a secure platform to share security information and work towards common goals that advance the DHS mission. This is achieved through a trusted, verified and governance-based approach that offers the flexibility to meet varying operational needs, the security to ensure data is safeguarded, and the reliability to be depended on for critical functionality.

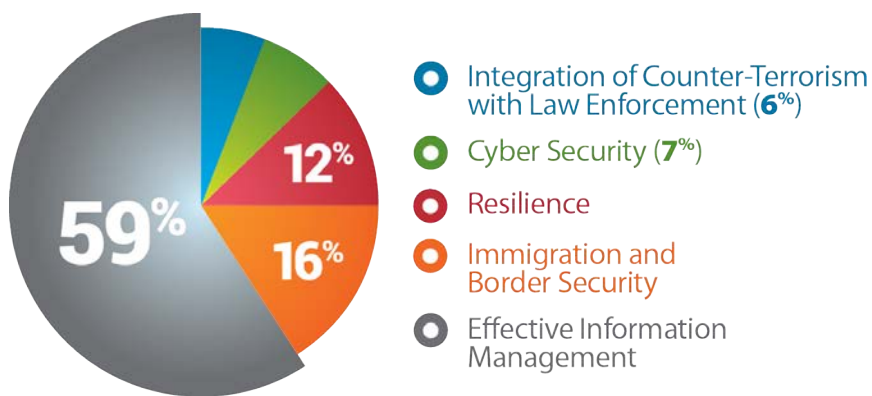
## Supporting Mission Needs

In FY 2015, users that completed the HSIN Annual Assessment Questionnaire were asked "in what ways does HSIN support your mission needs." Respondents ranked training (18 percent), planning coordination (16 percent) and incident response (14 percent) as their top three answers. Rounding out the top five responses were administrative functions (12 percent) and investigative support (9 percent).



## Breakdown of High Priority Areas

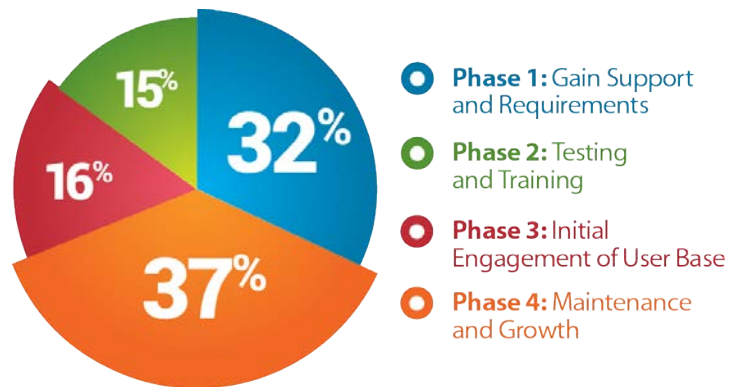
As part of overall program and operational development, the HSIN Program analyzed FY 2015 key partners. The Program found that law enforcement, emergency management and intelligence were the top three supported mission areas, accounting for 86 percent of all HSIN in-person operational support.





## Engagement Phases

In the context of the HSIN, engagements refer to all stakeholder interactions with the intent of growing the system's feature set, user base, usage frequency, usage quality and capabilities. The HSIN Program discusses engagements in phases, with four key milestones that are part of a lifecycle process that is tailored to end-user needs. The bulk of resources during an engagement's lifecycle are dedicated to understanding user needs, building the tool sets they require, and maintaining adaptable and flexible platforms.



### Phase 1

Involves gathering in-depth information and is the period during which the HSIN Program asks detailed questions to understand stakeholder needs, identifies potential risks and considerations, determines appropriate resources, and suggests next steps.

### Phase 2

A planning stage and focuses on the development of timelines, task prioritization, policy discussions and other planning factors.

### Phase 3

When concrete steps are taken with technology planning, development, testing and deployment. During this phase, the HSIN Program builds the tools and customizes resources to meet the identified end-user needs.

### Phase 4

The maturation of an engagement. During this phase, HSIN conducts internal and external training, publishes communications materials and begins tracking growth and measuring success.

## Interagency Coordination for Large-scale Events

The Albuquerque International Balloon Fiesta draws hundreds of balloons, thousands of volunteers and hundreds of thousands of visitors. Numerous public safety and first responder organizations rely on HSIN to coordinate planning activities and real-time information sharing during the 9-day event.

“It’s not just the fire department that’s there. We have partners that join us from multiple agencies. It’s law enforcement. It’s the FBI. It’s our Civil Support Teams. We have people that come in from all over the country to help support that event as first responders. It’s a lot of coordinating. Having a single [information sharing resource] is very helpful for us. It’s something we’ve never had until HSIN.”

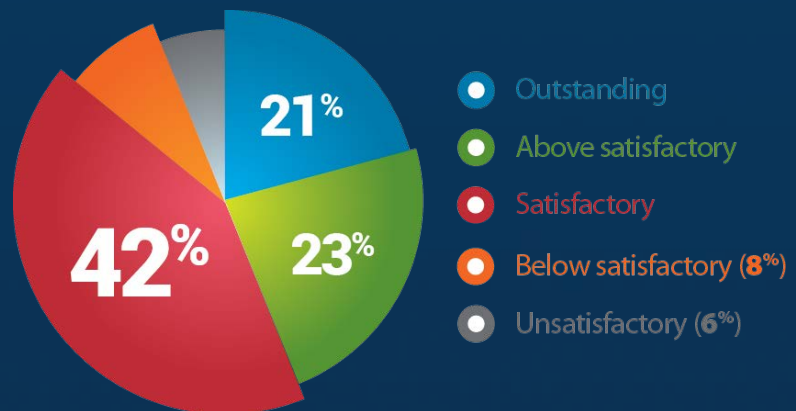


**Capt. Jackie White**  
Albuquerque Fire Department  
Special Operations

## Valuing Your Partnership

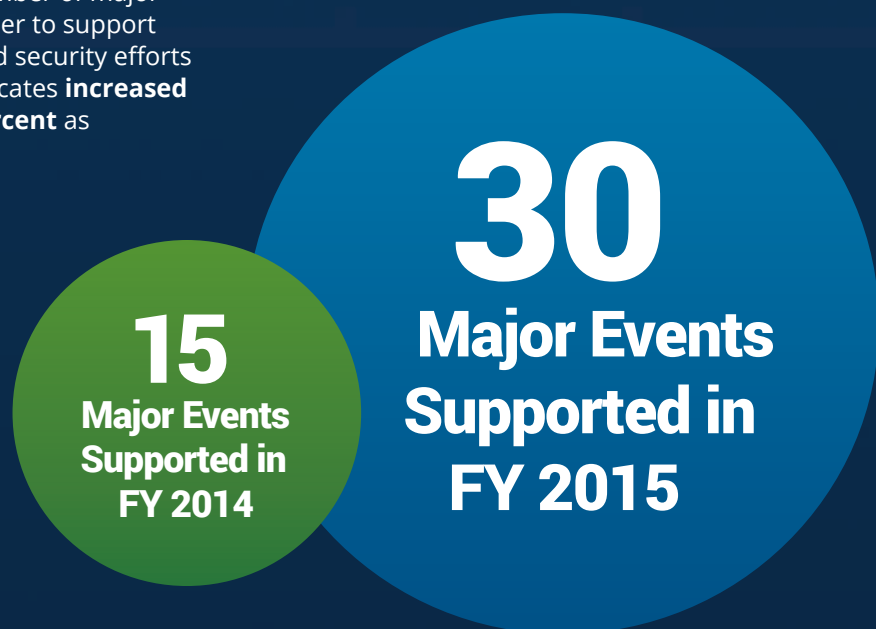
The HSIN Annual Assessment questionnaire asked users, “How well is your HSIN Mission Advocate performing, interacting and engaging with you and your community?” More than half of respondents in 2014 replied that their interactions with their Mission Advocate are satisfactory while 32 percent said that their interaction were above satisfactory or outstanding. In FY 2015, as a result of the continued focused mission growth strategy, 86 percent of all respondents rated their interactions with HSIN Mission Advocates as satisfactory or better. **The number of respondents stating that their interactions with their Mission Advocate were above satisfactory or outstanding increased by 13 percent in FY 2015, totaling 45 percent.**

The HSIN Program relies on technology, people-to-people input and collaboration to achieve program objectives. While the technology itself is intuitive, hands-on professional expertise is required for training, support and customization. HSIN Mission Advocates serve in this role and the results of the HSIN Annual Assessment indicate how vital this function is to operational success.



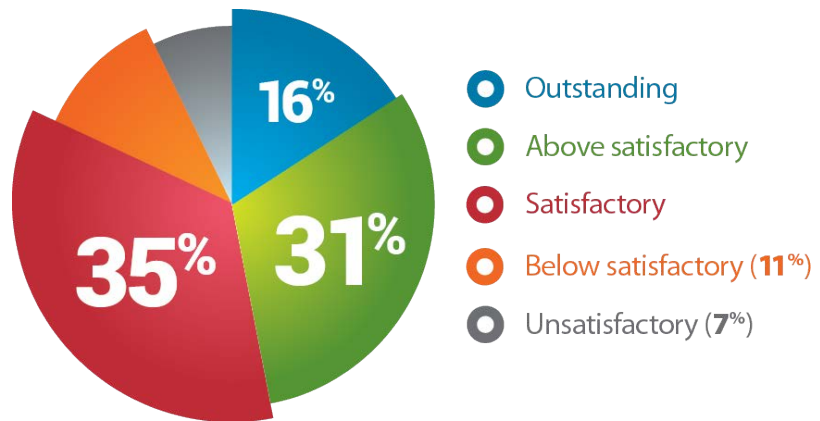
## Major Event Support

The HSIN Program doubled the number of major events supported in FY 2015. In order to support the HSIN users managing homeland security efforts at these events, HSIN Mission Advocates **increased their on-site support by eight percent** as compared to the previous year.



## Look and Feel

In 2014, the majority, 81 percent, of those questioned said that they feel the design, layout and usefulness of HSIN is satisfactory, above satisfactory or outstanding. Year-over-year growth shows a slight increase in this statistic, with **82 percent of respondents stating they felt these elements of HSIN were satisfactory or greater.**



## Sharing Resources Across State Lines

When investigators need to identify a person from a photo or a sketch and have no tangible leads, they frequently turn to facial recognition software. The Multi-State Facial Recognition community on HSIN makes it more efficient for fusion centers and law enforcement officials to access this technology from partner organizations across state lines.

“We have a very robust facial recognition program at our particular fusion center. [...] We can do everything we need to do within the state of Florida, but if our suspect or person of interest lies outside of our state boundaries, we need to go to another individual agency or state to look and see whether or not we can identify that individual through their photograph. The HSIN portal allows us to reach out to a community of interest of multiple fusion centers so that everyone can be running this photograph at the same time and sending the results back. Then we can do it for other folks as well. [...] To date we’ve enrolled 479 different incidents. We’ve had several successes where we have identified folks for other fusion centers and fusion center partners.



**Scott Nugent**

Director, Northern Operations Office of the  
Southeast Florida Fusion Center



## Looking Ahead

HSIN's mission is to provide stakeholders with effective and efficient collaboration for decision making, secure access to data, and accurate, timely information sharing and situational awareness. Building on the momentum created in FY 2015, the HSIN Program has set goals for continued operational support and user growth. As the HSIN Program moves into 2016, it is intensifying its partnerships with other organizations to support even broader information sharing collaborations across the homeland security enterprise.



# Partnering for Success

Effective information management across DHS and the federal government for sensitive but unclassified information streamlines access to vital resources, such as subject matter experts, intelligence resources, analytical capabilities and shared services that together decrease duplication of efforts. HSIN provides federal partners an avenue to work both between federal agencies as well as with state, local, tribal, territorial and private sector representatives. As the designated system for information sharing and collaboration for DHS and its partners, HSIN uniquely provides the critical, scalable tools for federal representatives to work hand-in-hand with their counterparts in other organizations. For example, HSIN provides a secure environment for a Homeland Security Investigations special agent to collaborate directly with partners from the Drug Enforcement Agency and a private sector critical infrastructure owner, like a port manager, to coordinate investigations and interdictions.

In addition to the strong partnerships HSIN maintains with the various components within DHS, the HSIN Program worked closely with the Program Manager for the Information Sharing Environment and other major partners, like the national network of fusion centers, to identify additional data sources that HSIN users rely on as part of their daily

operations. This information was used to prioritize new partnership and federation efforts to simplify access to needed resources. A number of these federation opportunities were completed in 2015 and the foundation was laid for the Program to complete many more in FY 2016.

# Federations and Integrations

In 2015, HSIN grew at an accelerated rate partly due to new partnerships with other systems. As a user-driven information sharing platform, the primary goal of the HSIN Program is to connect the right people with the right information quickly and efficiently. These federations and integrations provide secure access to vital information for vetted mission partners across the homeland security enterprise.



## Transportation Security Administration

In 2015, the Transportation Security Administration migrated from their legacy WebBoards system to the TSA infoBoards community on HSIN. The TSA infoBoards provide a secure environment for the TSA to work with industry partners on a variety of security topics, including passenger, cargo and facility security in order to support ongoing coordination of operations between the TSA and partner organizations. Through HSIN, the TSA is able to push alerts to stakeholders whenever new information is posted and significantly enhances the security of shared sensitive information. Nearly 6,000 users, including more than 2,000 TSA employees, currently use the TSA infoBoards to enhance aviation security around the globe.

In addition to the TSA infoBoards community, the TSA also maintains three other communities on HSIN, including: HSIN-TSI, a community for TSA Transportation Security Inspectors; a TSA Intel community for the TSA Office of Intelligence and Analysis within the HSIN-Critical Infrastructure community; and the Air Domain Awareness portal to help public and private sector partners share information and better identify potential or emerging threats.



“We have an ongoing need to connect airport industry partners from all around the world. The security protocols inherent to the HSIN platform made for a natural transition to support our information sharing requirements. We are able to maintain access control for all our external partners while quickly getting information into the hands of those that need it.

**Tricia Brunette**  
Information Technology Specialist, TSA





Office for Bombing Prevention

**TRIPwire**  
*tripwire.dhs.gov*

## DHS Office of Bombing Prevention Technical Resource for Incident Prevention

In late September, the HSIN Program and the DHS Office of Bombing Prevention completed the federation between HSIN and the Technical Resource for Incident Prevention, called TRIPwire. This federation allows users with access to both systems to log in just once and view the information they need from both systems.

TRIPwire is a 24/7 online information sharing network for bomb squads, first responders, military personnel, government officials, intelligence analysts and security professionals to increase awareness of evolving terrorist tactics, techniques and procedures related to improvised explosive devices, called IEDs, as well as incident lessons learned and counter-IED preparedness information. The system combines explosive-related incident data with expert analyses, partners open source reports with relevant documents, images and videos gathered directly from terrorist sources to help users anticipate, identify and prevent IED incidents.

“The new HSIN/TRIPwire single-sign-on capability has allowed users to access the wealth of C-IED resources available on TRIPwire, with seamless navigation to all of the informational benefits and tools on HSIN. We know both HSIN and TRIPwire users are extremely busy working to protect our nation, critical infrastructure and citizens, and this federation between the two systems has made it easier to leverage all the information-sharing tools that DHS has to offer.

**Dennis Molloy**  
Program Manager, TRIPwire







## Federal Law Enforcement Training Center

In April 2015, national and international law enforcement officers and agents started using HSIN to receive real-time education and training in response to emerging needs or threats while ensuring timely sharing of information and collaboration across the law enforcement community. Called the FLETC Online Campus, this web-based platform was made possible through collaboration between the HSIN Program and the Federal Law Enforcement Training Center.

This ongoing partnership expands training opportunities and will leverage four distinct training methods: on-demand training, instructor-led online training, instructor-led classroom training and instructor-led location training. While the first two methods offer convenience, the latter two enable a learning environment where students and instructors are engaged and collaborating at the same time.

“Being a HSIN member allows me to stay abreast with cutting-edge programs. [...] This detailed computer based material and training is not offered to me through my agency. HSIN is a wealth of material and information that I can use every day to enhance my knowledge, skills and abilities at my own pace, which ensures that I stay marketable in the federal government work force. I LOVE BEING A HSIN MEMBER!”

**Yolanda Y. Higginbotham**  
Training Technician, Federal Law Enforcement Training Center







# IPAWS

Integrated Public Alert Warning System

## Integrated Public Alert and Warning System

In 2015, HSIN partnered with the West Virginia Division of Homeland Security and Emergency Management and the DHS Science and Technology Directorate Homeland Security Advanced Research Projects Agency Cyber Security Division on a 2-part pilot project to provide a secure capability for sending emergency alerts through the Integrated Public Alert and Warning System. Allowing IPAWS administrators to integrate the alerting mechanism with their event management system in HSIN streamlines functionality while increasing security and ensuring positive control over who was able to create and send an IPAWS alert. This integration also provides a common methodology and standard to manage alerts as opposed to individual states and local jurisdictions using multiple, diverse methods.

In the first phase of this pilot, partners will successfully demonstrate the ability to securely send an IPAWS alert. In phase two, partners will work to simplify access to HSIN for state and local users through the use of personal identity verification interoperable (PIV-I) credentialing systems. The capability for users to log into HSIN using their PIV-I credential will provide quicker and more direct access to the information users need to do their job.

“Right now, almost every state and jurisdiction uses a different vendor with varying security measures, making alerts to the community difficult to secure from malicious attacks. By moving this into a trusted architecture within HSIN, state and locals are able to control who sends alerts based on their state issued credential (PIV-I) and authorized attribute (alerting authority).”

### Karyn Higa-Smith

Program Manager, DHS Science and Technology Directorate Homeland Security Advanced Research Projects Agency Cyber Security Division



## National Network of Fusion Centers

Fusion centers play a major role in keeping our country safe, serving as focal points within the state and local environment for the receipt, analysis, gathering and sharing of threat-related information. Because threats come not only from outside our borders, but also from within, a direct line of communication between our federal, state and local organizations is vital—not just from the top down, but from the bottom up. Fusion centers fill this need. As part of this intelligence cycle, HSIN plays an important role supporting planning and needs requirements, as well as the collection, processing, analysis and sharing of critical information.

As a major partner of HSIN, the national network of fusion centers works closely with the HSIN-Intelligence community to host the National Situational Awareness Room on HSIN. This collaboration tool makes it possible for properly vetted officials to track and share raw data in real time concerning events and incidents of national significance, such as the active shooter situation in Chattanooga, Tennessee and the large-scale protests that occurred in Ferguson, Missouri and Baltimore, Maryland.

The partnership with the national network of fusion centers has also led to a number of other enhancements and resources now available to fusion centers through HSIN, including the Cyber Intelligence Network and the a new tool to track and manage requests for information.



“When a crisis occurs, established avenues of information sharing become vitally important. In these situations, HSIN provides one of our greatest assets—the National Situational Awareness Room. Having the ability to share raw data from the field, as it happens, and obtain the support of mission partners across the country as we face potential threats or are actively working an investigation is essential. In the past year, the National Situational Awareness Room has matured and been adopted by law enforcement and intelligence analysts at all levels of government.

**Mike Sena**  
President, National Fusion  
Center Association



# Homeland Security Partners

Information sharing is more than sharing data; it's about sharing ideas and learning how to make the best use of the tools available. Within DHS, HSIN is the primary system for operational information sharing and collaboration among homeland security partners.



## HSIN-Intel

Homeland Security  
Information Network  
Intelligence

### DHS Office of Intelligence and Analysis

The HSIN-Intelligence community, HSIN-Intel, is a state and local community, managed and operated by the DHS Office of Intelligence and Analysis (I&A) and governed by the Homeland Security State and Local Intelligence Community Executive Board. In FY 2015, the board was comprised of 12 state and local homeland security and law enforcement leaders.

HSIN-Intel provides unclassified intelligence across the full spectrum of homeland security missions and is the central repository for analytic and intelligence products for the national network of fusion centers, eliminating the need for 78 separate repositories. The community fosters communication and coordination among fusion centers and with their state, local, tribal and territorial partners to identify, assess and respond to regional and national threats.

In FY 2015, fusion centers developed 137 collaborative and distributable analytical products, 88 percent of which were posted to the HSIN-Intel community. During the year, HSIN-Intel members also began posting unclassified incident investigation reports to the community. A total of 30 of these reports were securely shared via HSIN in 2015 and that number is expected to double in 2016. The HSIN-Intel community maintains strict policies to protect privacy and civil liberties. This HSIN community mandates specific vetting requirements for its members and ensures that every intelligence product shared goes through a legal review prior to being posted. Working with the HSIN Program, the HSIN-Intel community also launched a new capability in 2015, HSIN Ripper, providing users the ability to parse bulk unstructured text to quickly extract and structure specified types of data.

In addition to the HSIN-Intel community, DHS I&A also maintains other communities, including the Countering Violent Extremism community, to provide training resources and distribute critical knowledge and capabilities.

“In 2015, we began to operationalize HSIN, making the HSIN-Intel community a one-stop-shop for state, local and federal officials to collaborate and access one another’s intelligence products and deliver innovative analytic tools to expedite the intelligence processes, resulting in improved intelligence operations.”

**Dr. Bryan Pendleton**

DHS Representative, DHS Office of  
Intelligence and Analysis





## HSIN-CI

Homeland Security  
Information Network  
Critical Infrastructure

### HSIN-Critical Infrastructure

The resiliency of the nation's critical infrastructure is dependent upon proactive and coordinated efforts among federal, state, local, tribal, and territorial entities and public and private owners and operators of critical infrastructure. Critical infrastructure includes systems and assets so vital to the U.S. that their incapacitation or destruction would have a debilitating impact on national security, national economic security, public health or safety.

The HSIN-Critical Infrastructure community, HSIN-CI, is the primary system through which private sector and international owners and operators, DHS, and public sector agencies collaborate to protect the nation's critical infrastructure. Unlike other HSIN communities, HSIN-CI is a network of dozens of mission-based sites that facilitate information sharing across all 17 critical infrastructure sectors. This network allows members to interact and collaborate with partners across all the critical infrastructure sectors.

By facilitating collaboration, HSIN-CI helps build national public-private partnerships to promote security and enhanced resilience of the nation's critical infrastructure assets. In FY 2015, HSIN-CI added a number of new capabilities to support enhanced information sharing between DHS and other vetted sector stakeholders. These enhanced features included a consolidated view of content related to key critical infrastructure topics. The content is pulled from the HSIN communities each user has access to, providing greater integration of physical and cyber security information. The result is a one-stop platform to increase overall resilience and enhance response operations.

By the end of the fiscal year, HSIN-CI had added 3,406 new members, bringing the total to 14,577 users. These members shared 9,760 new documents and hosted 2,268 events and meetings via HSIN. The most frequently accessed sites within the HSIN-CI community are the Critical Infrastructure homepage, Air Domain Awareness, TSA Intelligence, and Cyber and Infrastructure Analysis portals.



**2,268**  
events and meetings  
hosted via HSIN



**735,923**  
page views



**3,406**  
new members added

“HSIN-CI is a secure environment for the owners and operators of privately held critical infrastructure to exchange vital information with their public sector partners. Because it's secure, information can be released more quickly so the entire sector can maintain situational awareness. We've seen some great partnerships grow out of relationships started on HSIN.

**Rick Smith**  
HSIN-CI Program Manager





“It would be crippling to our operations for us not to have HSIN. Our role is to share information and make sure that key decision makers have access to the latest, most accurate information available about events around the country. The tools and capabilities made available to us through HSIN make it possible for us to maintain awareness of events and incidents like those in Chattanooga, San Bernardino or at the Super Bowl without having to interrupt active operations by making continual phone calls.

**Daniel J. McGough**  
Deputy Director, DHS National  
Operations Center



## HSIN-Federal Operations and DHS COP: National Operations Center, DHS Office of Operations Coordination

The DHS Office of Operations Coordination provides operation coordination, information sharing, situational awareness and common operating picture (COP) for the entire federal government, as well as for the broader homeland security enterprise at the state and local level and with private sector partners. Through the National Operations Center (NOC), the Office of Operations Coordination provides real-time situational awareness and monitoring of homeland security related incidents and events, coordinates incident response activities, provides decision support to senior federal government leaders, and, in conjunction with the Office of Intelligence and Analysis, issues advisories and bulletins concerning threats to the homeland, as well as specific protective measures.

The NOC hosts the DHS COP on the HSIN platform to share and provide actionable all-hazards information, enhanced contextual understanding and geospatial awareness of the homeland security environment at any moment. Through HSIN, the DHS COP provides emergency operations centers and other public and private sector decision makers with enhanced situational awareness, facilitating timely and informed decision making during an incident of national significance.

In tandem with the DHS COP, the Federal Operations community on HSIN provides a platform for the NOC and its partners to share more detailed information about specific incidents or events. Operating 24 hours a day, seven days a week, 365 days a year, the NOC relied on HSIN to monitor and share information related to 647 incidents of national significance as well as 55 Joint Intelligence Bulletins in FY 2015.



**1,290**  
new users added



**55**  
Joint Intelligence  
bulletins shared



**647**  
incidents of national  
significance monitored



## HSIN-Special Events Working Group: DHS Special Events Program

The DHS Special Events Program relies on HSIN for communicating with state and local groups as part of their National Special Events Data Call in their Special Event Assessment Rating process. This is often the starting point for event-related information sharing and is an important tool for agencies to gauge the level of threat and impact an event will have on their organization. Because this is a national effort that crosses jurisdictional and agency boundaries, HSIN plays an important role and makes it possible for all partners to work together seamlessly in a trusted environment.



“Every year, more than 11,000 events are submitted to the Special Events Program through HSIN in order to evaluate their level of risk and assign a Special Events Assessment Rating, or SEAR level. [...] we encourage all event managers to work with their Homeland Security Advisors, fusion centers and other designated officials to submit their event information and continuously check back on the HSIN-SEWG community to access the latest updates throughout the year.

**Chief Don McKinnon**

DHS Special Events Program, Office of Operations Coordination





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## Looking Ahead

In addition to the established partners the HSIN Program developed and maintained in FY 2015, the Program laid a foundation for new federations and partnerships expected to solidify in FY 2016. Many of these efforts included coordinated joint development intended to simplify information sharing through single-sign-on capabilities.

## United States Secret Service



In September 2015, the U.S. Secret Service piloted HSIN during Pope Francis' visit to the U.S. For this National Special Security Event, the Secret Service used HSIN inside the Multi-Agency Communication Center to support incident

tracking and mapping. While the pilot supported just the operational phase of event support, the Secret Service is planning to expand HSIN use in 2016 to support information sharing for all subcommittee planning efforts for a number of National Special Security Events.

## El Paso Intelligence Center



By working with the Domestic Highway Enforcement Strategy team and the High Intensity Drug Trafficking Areas Program, the HSIN Program prioritized and is currently working to federate with the El Paso Intelligence

Center. This partnership will enable law enforcement professionals credentialed in both systems to log in once and access specific law enforcement sensitive information related to ongoing investigations and active cases, as well as the detailed suspect information they need to accomplish their mission objectives.

## Law Enforcement Enterprise Portal



The FBI Law Enforcement Enterprise Portal is a gateway that provides law enforcement agencies, intelligence groups and criminal justice entities access to beneficial resources.

In 2015, HSIN partnered with the FBI to give LEEP users access to HSIN to get the information they need more easily and efficiently, without having to enter a separate username and password. This federated partnership will enable users who have appropriate credentials to both systems to log in to one system and move seamlessly between these information sharing platforms.

## Infrastructure Protection Gateway

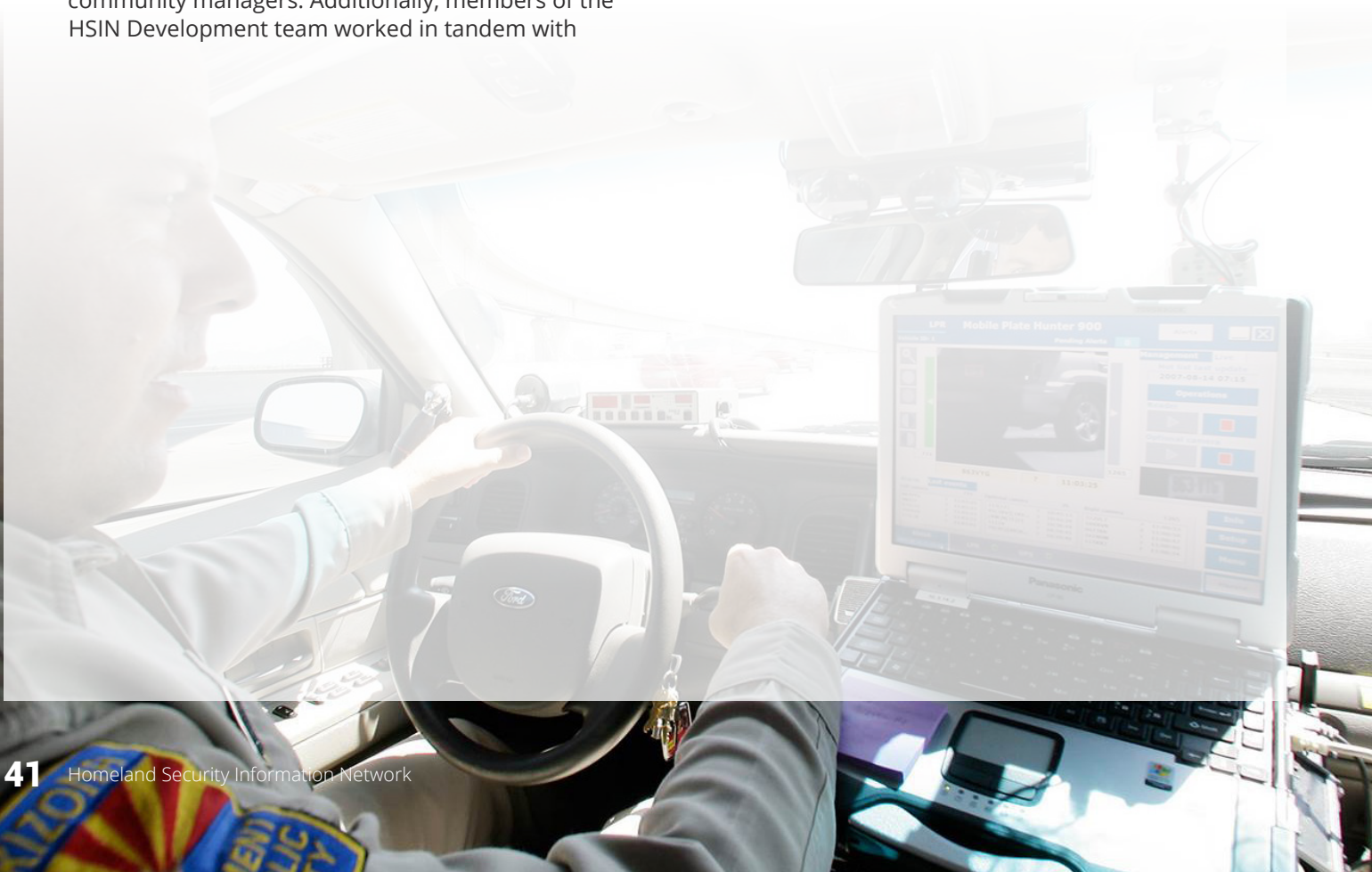
In addition to providing a secure platform for ongoing information sharing and collaboration, the HSIN Program also provides enhanced identity management and access control capabilities. In FY 2015, HSIN took critical steps to partner with the Infrastructure Protection Gateway. IP Gateway is a data collection, analysis and response resource that serves as a single interface through which DHS partners can access a large range of integrated infrastructure protection tools to conduct comprehensive vulnerability assessments and risk analyses. When complete, this partnership will enable IP Gateway users to access their system using the enhanced security of HSIN credentials and will decrease the number of unique username and passwords users have to remember while maintaining the highest levels of security.

# Operational Enhancements

The HSIN Program works closely with users to identify requirements and develop solutions that support long-term operational information sharing. As HSIN matures, the opportunity for increased operational support and new partner engagements requires a highly skilled group of information technology professionals.

In FY 2015, the HSIN Program delivered mission-focused tools, including several capability enhancements that directly support user operations as well as an improved user experience for HSIN community managers. Additionally, members of the HSIN Development team worked in tandem with

their counterparts in partner organizations to lay the foundation for ongoing capability improvement in the coming years.





# Capability Enhancements

Major stakeholders and regular HSIN users provide feedback to the HSIN Program on ways to enhance functionality for HSIN communities. Many of these requests identify inefficient manual processes that can be resolved by automating workflows and tasks. By working to continuously engage and obtain feedback from users, the HSIN Program is able to implement automated enhancements that provide critical time savings and increase productivity. In FY 2015, four major enhancements were implemented into the HSIN user interface.



## Event and Incident Management Template

Event and incident management is an important aspect of HSIN use for many internal communities. Built around the best practices learned from dozens of event support operations, the HSIN Event and Incident Management Template makes it faster and easier for HSIN community managers to launch operational support sites in response to both planned and unplanned events or incidents while maintaining the flexibility and customization options that are a fundamental part of the HSIN platform.

The template includes a number of features and tools that HSIN users have identified as the most helpful and impactful to their operations, including multi-agency incident tracking, a virtual joint information center, resource request tracker, notifications and a streamlined command-decision/execution capability. This new capability makes it possible for HSIN users to stand up a fully operational HSIN incident management community in minutes in order to support situational awareness, planning and multi-jurisdictional coordination. This provides the ability for HSIN communities to collaboratively deconflict information among partner organizations and maintain real-time awareness during an event or incident across the entire command structure.



## Directory Enhancements

A key HSIN programmatic goal is to provide increased information sharing capabilities to users. To achieve this goal, the HSIN Program listens to user feedback and creates solutions that increase opportunities for users to collaborate. In FY 2015, this included enhancements to the HSIN community directory. The HSIN team updated the directory with a more user-friendly design, making

it easier for users to find and share resources. In addition, the new advanced search function enables users to focus their searches and export the results. Additionally, HSIN provided community managers more control over both how and whether their communities appear in the directory, thus enhancing security features of the tool.



## Enhanced Registration Process

The significant increase in HSIN users, a 62-percent growth, drove the overhaul of the entire nomination and validation process, a crucial aspect of HSIN registration. These enhancements made it easier for organizations to nominate and validate whole personnel groups in bulk, making the process of adding new users quicker by reducing tedious data entry requirements and increasing efficiency in the validation process. In addition, the HSIN Program simplified and streamlined the administration processes for HSIN community managers responsible for nominating and validating users, making it easier and quicker to approve, deny or remove a nomination.



## Process Improvements

As a result of user input, updates to the HSIN Community Admin Panel included a number of new functions to make it easier for community managers to manage membership. HSIN site owners, nominators and validators are now able to review anyone that has ever been nominated to their community as well as the current status of that request. Enhanced search and sorting functions also help community managers quickly view all users going through the registration process, anyone waiting to be validated and all HSIN users that currently have access to their community, making it easier for them to more easily manage

their community memberships as a whole. Additional improvements also streamlined the process of nominating existing HSIN users into new communities. Finally, HSIN now gives individual users the ability to view a snapshot of their permissions for every community to which they have access, making it easier for users to request changes to their current permission levels based on operational need.

## Operational Testing

Before implementing any new capability or system enhancement, HSIN conducts extensive operational testing to provide realistic assessments and analysis of how systems operate in real-world conditions. Operational testing provides key metrics in several areas of the HSIN platform and tool development process:

- Determines whether or not system requirements have been met
- Demonstrates how well a capability enhancement performed against expected results, which provides data points for market analysis
- Identifies system issues, which enables decision-points concerning whether to correct an issue or continue without delay
- Provides accurate estimations of how users will be affected by changes and enhancements
- Enables test users to interact with HSIN and provide feedback before changes are made to the system in full-scale production

## Drug Trafficking on Domestic Highways

The Domestic Highway Enforcement Strategy supports collaborative, information-led policing along the nine major transportation corridors they have designated throughout the U.S. Using HSIN, the DHE national coordinators facilitate the sharing of tips and trends among intelligence analysts and law enforcement officers across the nation.

“Using HSIN, we built a searchable concealment library of around 800 photos that is a very popular tool to the officers. The library helps officers identify trends and specific concealment tactics for different vehicle types. For example, we recently posted a bulletin and photos about fire extinguishers. There are numerous reports of cocaine and methamphetamine and heroin being embedded inside a fire extinguisher. Criminals will build out the guts to leave enough room for two, three or four kilos of heroin, but, if you squeeze the handle, you’ll still get a blast of fire extinguisher retardant. Because of the information we’re able to share on HSIN, the next time an officer sees a fire extinguisher in a suspicious vehicle, they’re thinking, “I need to check this closer.”



### Michael Snyders

National Coordinator for the Domestic Highway Enforcement Strategy for the High Intensity Drug Trafficking Area Program

# Meeting User Needs Today and in the Future

Continued development efforts to improve and enhance the HSIN platform as a whole prompted the Program to collaborate with individual HSIN communities to create new tools and functionality needed to address specific operational needs. The tools being used and tested by these communities have the potential to be shared across the entire HSIN platform, making it possible to scale these enhancements according to need.



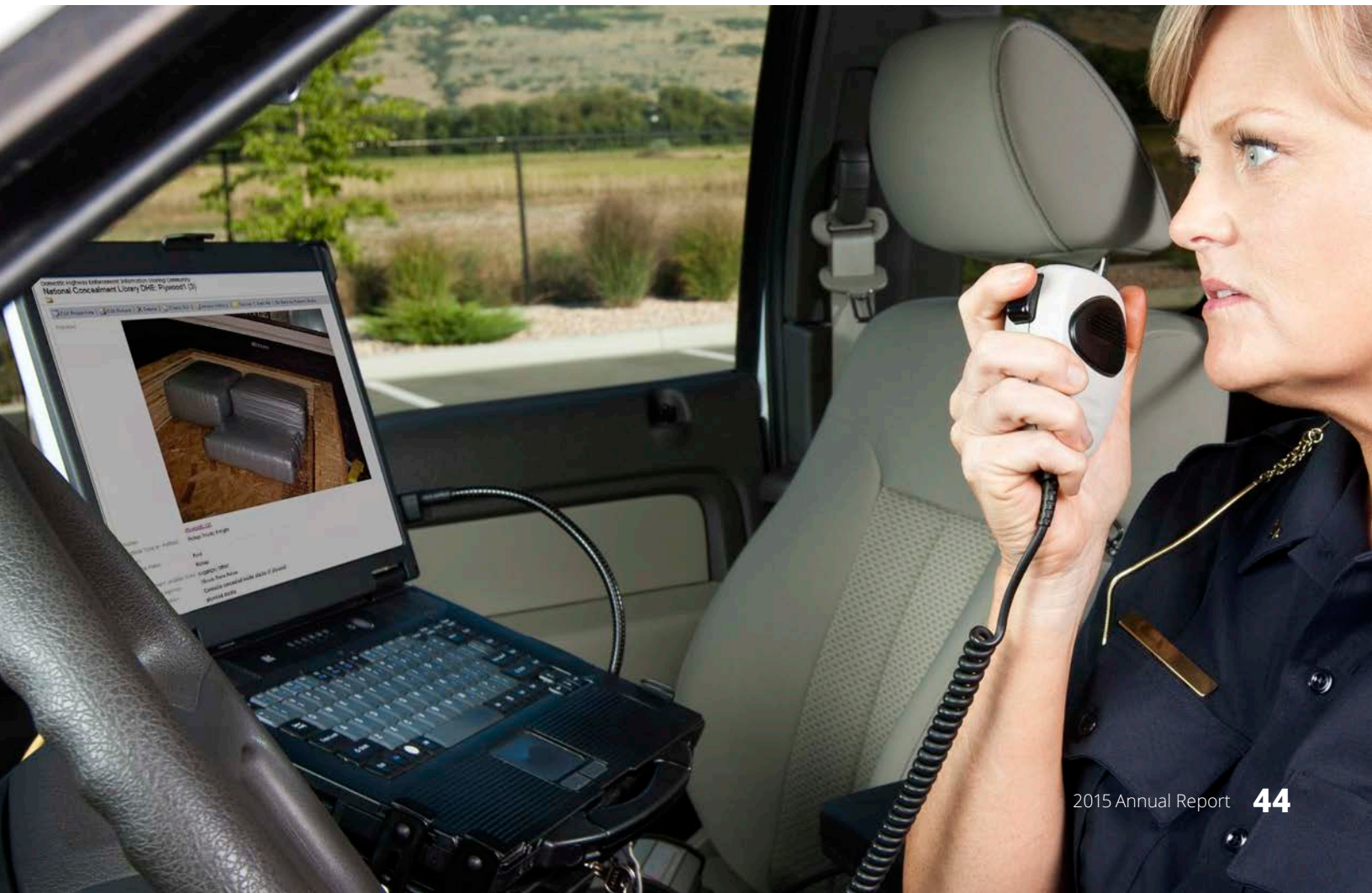
## HSIN Ripper

A new HSIN tool, HSIN Ripper, sorts and formats data for export in a way that eliminates the manual process of identifying and extracting information from bulk unstructured data. Working with DHS Intelligence and Analysis, the HSIN Program identified and deployed HSIN Ripper in 2015 to automate this process for intelligence analysts. As a data extraction tool, HSIN Ripper does not generate, retain or share information with any entity beyond the individual user currently accessing the tool. Once the user has completed their task, the data set is removed to safeguard against unauthorized access.



## Collaborative Tracking and Mapping Capability

In FY 2015, the HSIN Program developed a geospatial tracking capability that enables partner agencies to share planned activities on an interactive map. This tool increases visibility from one agency to another and acts as a patrol deconfliction tool. Once optimized, the core functionality will be provided to other HSIN communities to make it possible to share operational activity information in a visual format over time.







## Looking Ahead

In addition to the new capabilities launched in FY 2015, the HSIN Program is already working on a number of new resources that will be available to users in FY 2016.

## **HSIN Exchange**

HSIN has a strong history of collaborating with the national network of fusion centers and the Terrorist Screening Center to increase opportunities for information sharing. In 2015, work kicked off to provide a new tool that will make tracking and managing requests for information (RFIs) quicker and more efficient. These requests are an essential part of the information sharing and collaboration support that is the core mission of every fusion center. Once complete, this tool, called HSIN Exchange, will provide the national network of fusion centers and the Terrorist Screening Center with a secure, standardized way to submit, respond to and easily track RFIs. As a centralized RFI management system, HSIN Exchange reduces the duplication of systems and effort while making it easy for analysts to pick up and continue work from one shift to the next.

## **Reporting**

In response to identified HSIN user and Program needs, the HSIN Program is developing advanced reporting tools to collect and analyze HSIN data, define and publish reports, and maintain historical data to demonstrate the effectiveness of the system's information sharing capabilities. Enhanced reporting capabilities will make it quicker and easier for HSIN community managers to report mission outcomes and value achieved through use of the HSIN platform by quantifying the impact HSIN has on their operations. This capability also increases the HSIN Program's ability to achieve its mission goals and analyze operational effectiveness and availability. These tools will help the HSIN Program identify usage and operational trends in order to forecast resource needs and identify areas for service improvements, as well as create recurring reports, provide web analytics and build dashboards related to ongoing user stats.

## **Federated Search**

HSIN continues to work to make it easier for law enforcement officers and analysts to access critical information on multiple Sensitive But Unclassified and Controlled Unclassified Information systems through single-sign-on. The new tool will make it possible for these users to search across multiple systems at one time without having to log in and search within each target system. This secure federated search capability will enable users within HSIN communities to search for data, documents,

reports and other relevant information across not only the HSIN system, but also the HSIN Program's federated partners such as the Regional Information Sharing Systems and Law Enforcement Enterprise Portal. Search results will only be pulled from those systems and communities to which the particular HSIN user is already authorized to access, thereby enhancing the information sharing environment while maintaining information security.

## **HSIN Cloud**

The major internal HSIN system enhancement the HSIN Program will be focused on in FY 2016 is the system transition to a secure, cloud-based computing environment. HSIN currently operates in the DHS Data Center 2 environment. The HSIN Cloud project will enable the migration of all HSIN environments to a secure, virtual cloud environment. HSIN is working closely with DHS to implement cloud infrastructure to meet the goals and objectives of the DHS Information Technology Strategic Plan, which include the following:

- Using open market and the cloud to attract and develop an engaged, highly-skilled workforce
- Obtaining quick access to new technologies using anywhere/anytime services
- Improving service quality with continuous process improvement using data-driven decisions
- Improving data security by using secure systems and partners

HSIN is proud to be one of the first major DHS systems to migrate to a secure, cloud-based environment and is confident that users, partners and stakeholders will find additional benefits made possible through this new platform. The transition to the HSIN Cloud is expected to be completed in 2017.

In addition to enhancing efficiency for HSIN communities to incorporate and launch new functionality, the move to a cloud environment will increase redundancy and eliminate the user impact for routine maintenance operations, making continued 100 percent operability possible.

# Supporting User Needs

The HSIN Program's objective is to make HSIN an essential part of day-to-day operations for homeland security professionals nationwide. By adding more than 20,000 new users in FY 2015, the Program is moving closer to this goal. As more users turn to HSIN to support their information sharing needs, the need for assistance and problem resolution has also increased.

The HSIN Service Operations team strives to provide fast, friendly service to all HSIN users whenever they need it, night or day. Every morning, this team performs a comprehensive review of all HSIN resources and tools to ensure everything is working as intended. As new capabilities are requested, this team also acts to ensure that new projects align with the HSIN Program's mission and defined goals.

The HSIN Help Desk is often the first call users make when they have questions or need assistance with

any aspect of the HSIN platform. The team is on-call 24 hours a day, seven days a week. Help desk personnel are backed up by a team of engineers that work continually to maintain HSIN as an information sharing environment and ensure the systems perform as expected.

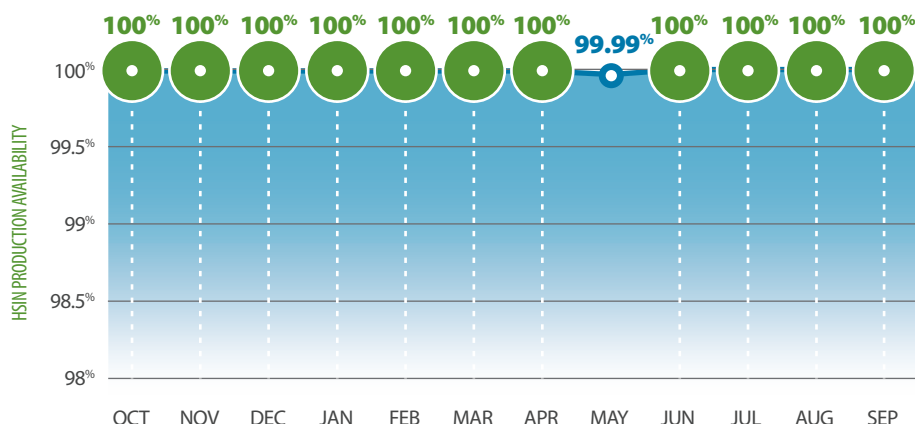
Customer satisfaction is an integral part of these business processes. The HSIN Program continuously reaches out to users for feedback to find ways to improve the user experience.



# Working with Users to Set Requirements and Expectations

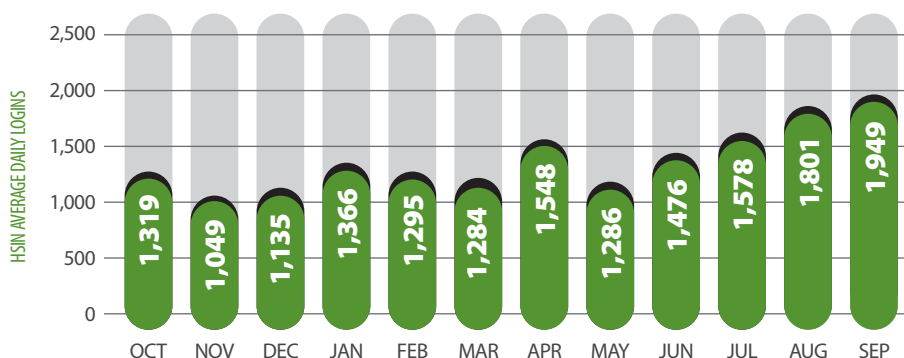
## HSIN Availability

The Program maintained a continuously high HSIN availability rate throughout FY 2015. The HSIN Service Operations team handles system availability and operational maintenance. System downtime for new release integration or software patches is scheduled and communicated in advance in order to minimize the impact on users. Not including planned service windows, HSIN maintained continuous availability throughout the year.



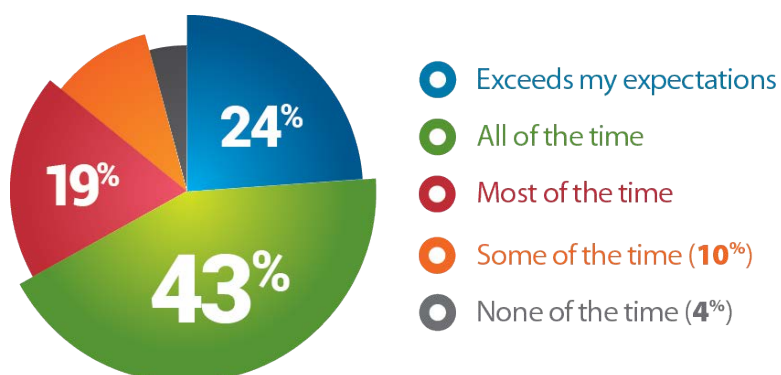
## Accessing Needed Information

In FY 2015, an **average of 1,400 users logged in to HSIN each day** to access vital resources in support of their operational missions. As previously shown, these users come from across the U.S. and from all levels of government and the private sector.



## Resolving Issues

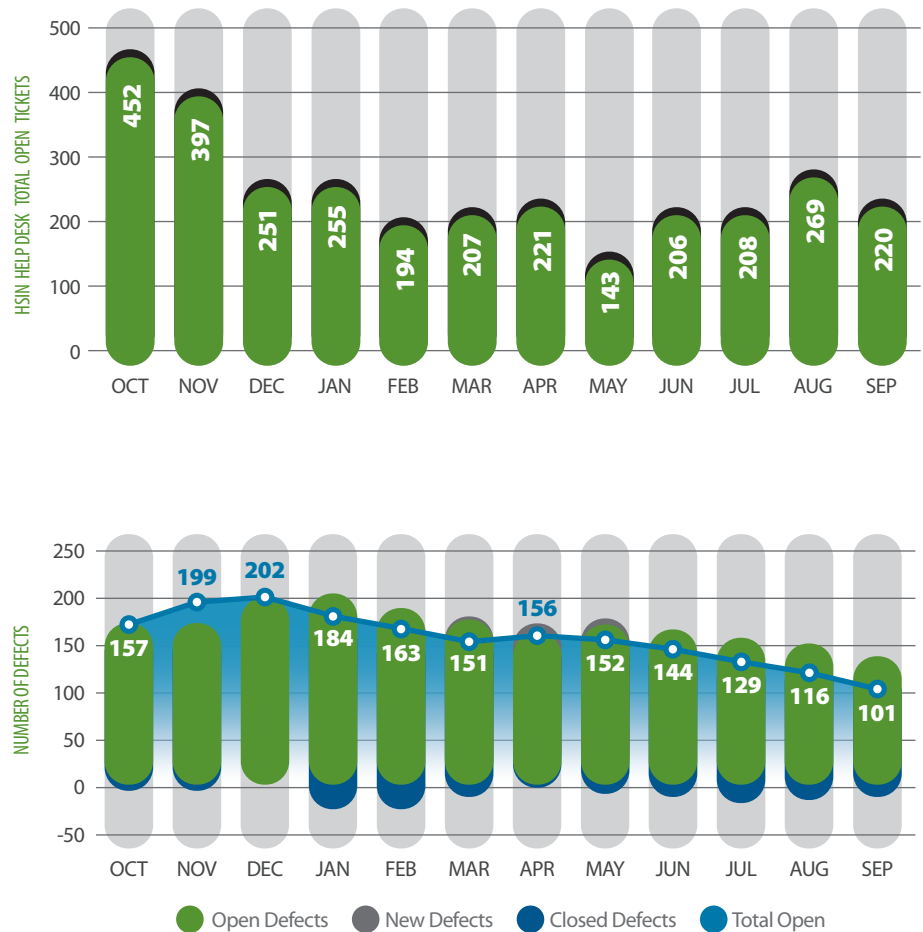
As part of the annual assessment, the HSIN Program asked users if problems and issues were “dealt with in a timely manner from the HSIN Help Desk, Mission Advocates and HSIN Program Management Office.” The majority of users, **68 percent**, responded that HSIN dealt with their problems and issues “all of the time” and “exceed expectations” in doing so.



## HSIN Service Requests

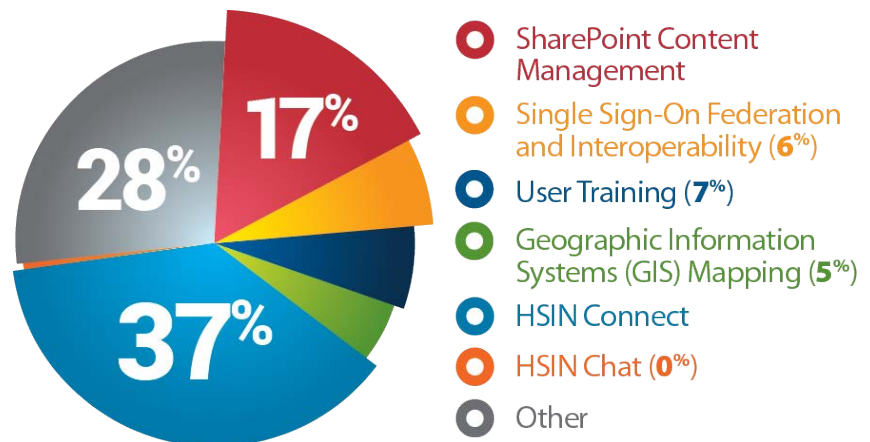
The HSIN Help Desk handles services requests from users recorded as tickets. Those that can be resolved quickly are fixed, logged and closed. Tickets that are more difficult to resolve are assigned to the next support tier and tracked as problem tickets. Most tickets in FY 2015 dealt with access management, including registration, password resets and nomination questions. The HSIN Service Operations team closed an average of 1,394 tickets every week in FY 2015 and the number of open service requests (tickets) continued on a downward trend throughout the year.

Help Desk tickets that cannot be resolved quickly are categorized as Defects. The Defect team within Service Operations works to resolve Defects and then coordinates with the Test Team for testing the coded solution or fix. Outstanding Defects for HSIN have been reduced by **49 percent** in FY 2015.



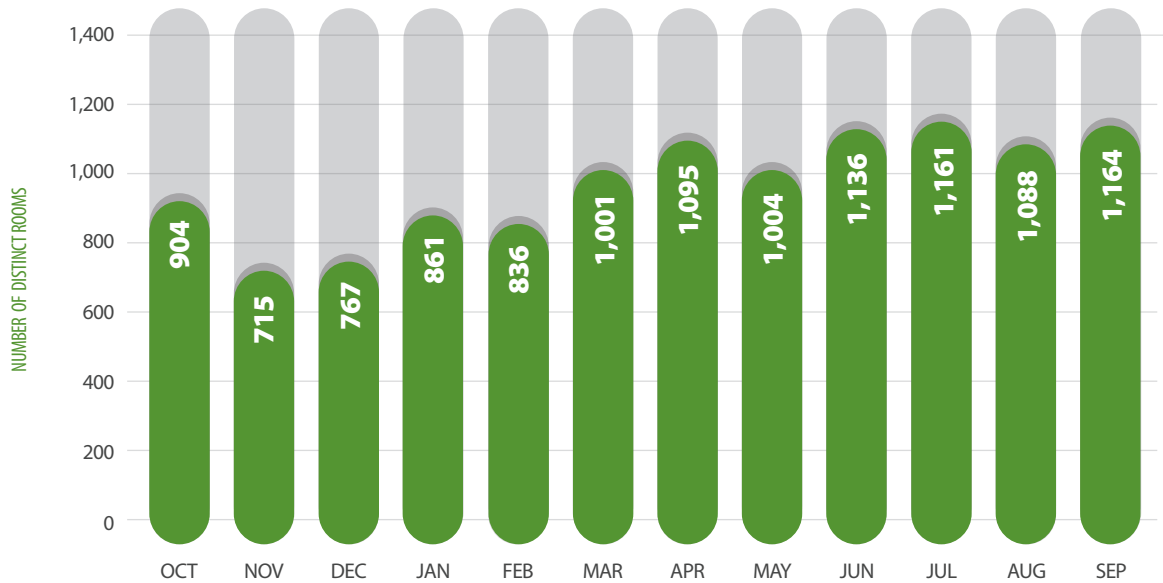
## Features that Matter to Users

Of all of the tools and features available on HSIN, users that took part in the 2015 HSIN Annual Assessment Questionnaire identified HSIN Connect as the most used feature, with **37 percent** selecting it. Year-over-year, HSIN Connect remains the most popular feature of HSIN.



## HSIN Connect

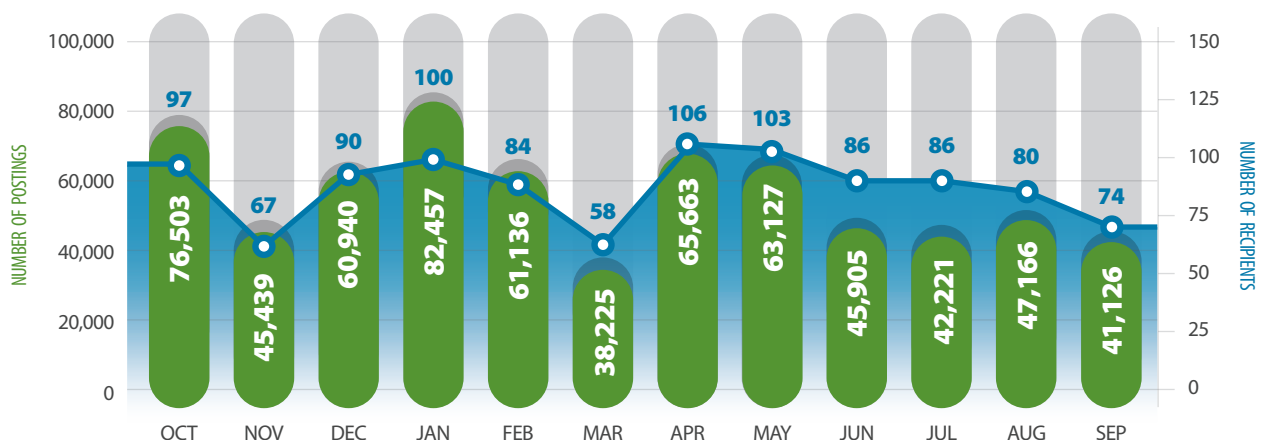
HSIN Connect provides a real-time collaboration capability where users can host meetings, support multi-jurisdictional situational awareness or manage real-time information sharing. HSIN mission partners regularly use this capability to support web-based command and control rooms, remote training and interactive meetings to reduce their travel requirements. Use of this capability is increasing rapidly, with **55 percent** more meeting rooms used in FY 2015 as compared to FY 2014.



## HSIN Notify

HSIN Notify provides alert messages to users signed up for specific notification topic areas. Notifications are posted on HSIN and then users go to specific sub-sites to review them. HSIN mission partners used this capability in about the same number of instances in both FY 2015 as they did in FY 2014.

In FY 2015, more than half a million, 669,908, secure alerts and notifications were received by HSIN users as a result of the HSIN Notify tool.





## HSIN Tools

The features available through HSIN enable secure and efficient content management, collaboration, information sharing and operational support.



### HSIN Chat

provides a secure environment for instant messaging.



### HSIN Connect

is a robust web conferencing tool for real-time conferencing and collaboration.



### HSIN Box

supports secure, direct communications with other HSIN users.



### HSIN Learn

is a comprehensive, computer-based training solution.



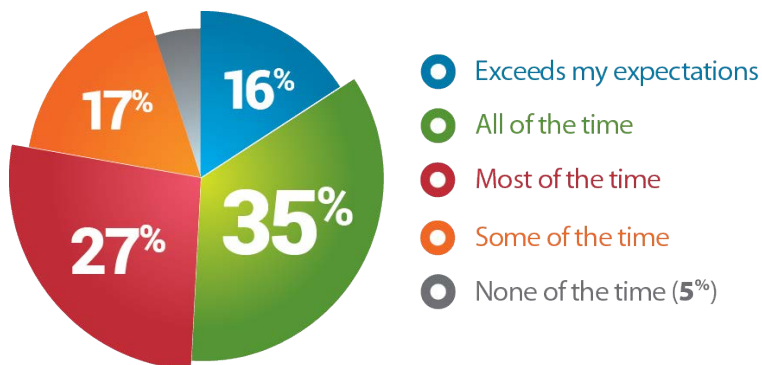
### HSIN Notify

enables instant communication with large groups at the speed of email.

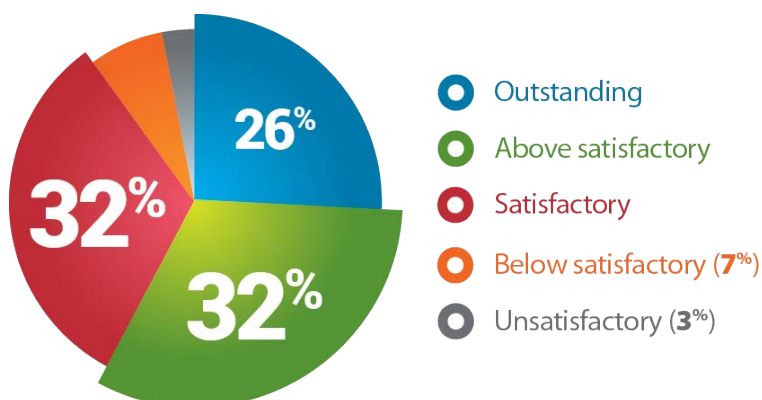
## Program Accountability

### Useful and Timely Communications

As part of the HSIN Annual Assessment, the HSIN Program asked users if they agree with the following statement regarding HSIN communications, “The HSIN Program delivers communications that are useful and timely.” More than **78 percent** of users felt that HSIN delivers useful and timely communications “most of the time,” “all of the time” or “exceeds their expectations.”



When asked how well the HSIN Program communicates with users concerning updates, outages and other topics, more than **90 percent** of users ranked communications from the Program at a satisfactory or greater level.



## Types of Communications

The HSIN Program continuously works to update users with the latest information to support the most effective use of the HSIN platform as well as its related tools and resources.



### Publications

The HSIN Program issues three regular newsletters to support the specific information needs of the Program's governance body members, the technical insight required by HSIN community managers and the general operational awareness needed by regular HSIN users. In FY 2015, these publications were delivered via email on a weekly, bi-weekly and monthly basis.



### HSIN Central

HSIN Central, the primary community all HSIN users have access to as soon as they log in, provides access to significant operational feature stories, the latest Program announcements, training and other educational opportunities, as well as a calendar of upcoming events and service windows.



## Looking Ahead

The HSIN Program regularly reviews user and functionality metrics associated with regular HSIN use in order to identify patterns, take advantage of new information sharing opportunities and identify new possibilities for collaboration, interoperability and technology infrastructure. Planned infrastructure enhancements will continue to reduce the impact of standard maintenance updates to users.

# Training

The HSIN Program provides both technical and operational training to help new and veteran HSIN users get the most out of the platform. These mission-focused learning experiences are provided through a computer-based learning management system, called HSIN Learn, and in a classroom environment by HSIN Mission Advocates to meet the unique needs of every HSIN community.

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To help users get the most out of HSIN, the HSIN Program overhauled every aspect of the training program in 2015 and focused on enhanced capabilities. As an easy-to-use learning management system, HSIN Learn presents a series of computer-based course offerings that provide training for specific HSIN user roles as well as to the ability to track user-access to training for specific features, tools and communities. Each course is made up of individual modules designed to make it easy for

users to work their way through a topic at a pace that fits their busy schedules.

HSIN Mission Advocates help users create a secure space for collaborative partnerships to thrive so that users can focus on the mission and easily access the information they need to get the job done. To support the operational needs of the many HSIN communities, Mission Advocates provide on-site and virtual training to end users on an as-needed basis.





# HSIN Learn

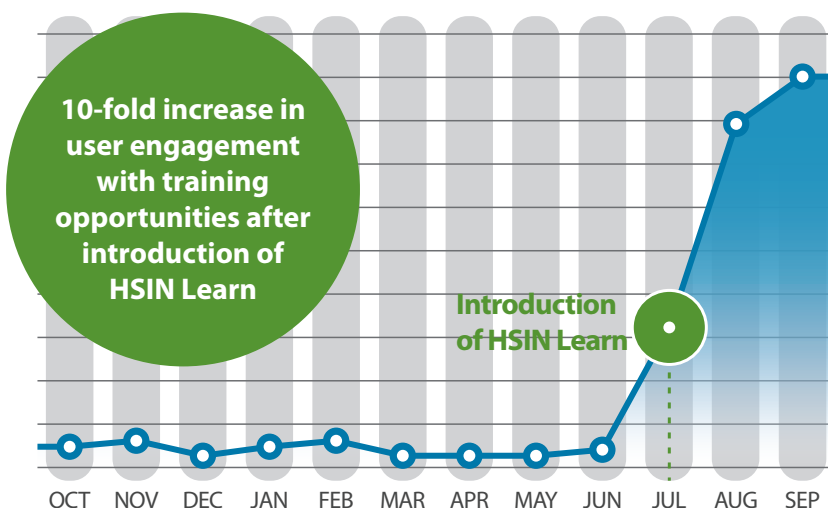
Every aspect of HSIN has been designed to be as simple and intuitive as possible. This approach makes it easy for HSIN users to get in and quickly get the resources required for their specific function or operational use of the HSIN platform. Because people learn in many different ways, the HSIN Program provides users with job-focused, hands-on learning experiences that best meet their needs. HSIN experts work with community representatives to design these courses to provide users an unbiased perspective of both the strengths and limitations of every HSIN resource, tool and capability. These computer-based training courses draw from the expertise of our instructors and incorporate multiple points of view to provide in-depth training for every type of HSIN user.

In July 2015, the HSIN Program launched HSIN Learn to make it even easier for users to access the training they need, when they need it. These self-paced courses include training opportunities for the various roles HSIN users maintain within their various HSIN communities, including: HSIN Basics and Self-Nomination courses for all HSIN users; Nominators and Validators, Manual Identity Validators and Site Owners courses for HSIN community managers; and tool-specific guides to support the various resources available to all HSIN users, such as HSIN Connect, HSIN Box, HSIN Notify and HSIN Chat.



## Site Owner Workshops

In addition to standard training courses and materials, the HSIN team continually looks for ways to help HSIN Site Owners use the platform more effectively to manage their communities. Site Owner Workshops are instructor-led and highlight important tools and techniques to make HSIN communities more effective. HSIN Training records workshops for users who were unable to attend, which are then hosted in HSIN Learn to increase accessibility. In FY 2015, the most popular Site Owner Workshops discussed how to implement geospatial capabilities, the various options available to send alerts and notifications to community members, and how to access site-specific reports and metrics. The HSIN Program encourages Site Owners to sign up for these helpful workshops and to offer feedback for future topics that they feel would be beneficial.



# Operational Training

HSIN training goes beyond the virtual classroom when HSIN Mission Advocates deliver ad hoc training to end users on an as-needed basis to meet their specific needs. Ad hoc training falls into three broad categories: refresher, event and incident support, and new capability training.

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## Refresher Training

Most users rely on HSIN to support specific aspects of their overall duties. As a result, occasional refresher training is offered to even the most seasoned users, with a focus on program updates and platform enhancements. Working with key stakeholders, HSIN Mission Advocates provide this refresher training on an as needed basis to enable stakeholders to implement the latest best practice approach to achieve their operational goals.

In FY 2015, Mission Advocates provided **more than 600 separate refresher trainings to hundreds of unique stakeholders**. This training included:

- Nomination and validation training for hundreds of site owners, nominators and validators
- Site administration and configuration training for HSIN community managers from communities representing federal, state, local, tribal, territorial, international and private sector operations
- HSIN Connect operational and administration support for stakeholders from mission areas such as law enforcement, emergency management, infrastructure protection, public health, intelligence and homeland defense

## Planned Event, Incident and Exercise Training Support

The HSIN Program receives a significant number of requests for information sharing assistance during planned events such as major sporting events and similar mass gatherings, dignitary protection events and other high profile events. HSIN is also frequently used for incident response across all mission areas and jurisdictions and for exercises to prepare for incidents.

Due to the short-term and sometimes urgent nature of these operations, stakeholders may require more knowledge of how to use HSIN

operationally than regular HSIN users. Recognizing the necessity to quickly stand up new operations, Mission Advocates provide rapid training designed to focus stakeholders on the critical functions needed to fulfill their missions using HSIN. Mission Advocates provide this training in a mixture of settings that include remote training, on-site classes delivered in advance of planned events and exercises, and one-on-one training delivered in operational environments.

In FY 2015, **Mission Advocates provided 69 training sessions in support of planned events, incidents and exercises**. Examples of this training include:

- Site administration and end-user training for special events in the greater Phoenix area in early 2015 to include Super Bowl XLIX, the Pro Bowl and the Waste Management® Phoenix Open
- On-site training support to U.S. Coast Guard and Department of Defense users in support of specialized capabilities developed for the Integrated Advance exercise in February 2015
- Incident tracking and real-time information sharing training for emergency operations center and command post staff supporting the World Police and Fire Games in Fairfax, Virginia from June to July 2015
- Rapid delivery HSIN Connect training to enable local and national information sharing for the Phoenix, Arizona Police Department's Homeland Defense Bureau and for the Arizona Counter-Terrorism Information Center during the Phoenix freeway shootings incident in August and September 2015
- Specialized functional and mapping capability training for the New York City Police Department, Delaware Valley Intelligence Center, Washington D.C. Regional Threat and Analysis Center, and the U.S. Secret Service in support of the September 2015 Papal Visit

## New Capability Training

As the HSIN Program capabilities evolve, updated computer-based training sessions as well as interactive sessions, including the Site Owner Workshops, are offered to ensure HSIN users are well-trained and able to use those capabilities in support of their missions. Mission Advocates augment these training vehicles by providing mission-specific training following the deployment of new capabilities or when existing capabilities are upgraded.

In FY 2015, **Mission Advocates provided 22 new capability training sessions.** Mission Advocates typically held these sessions with multiple stakeholders at once, which reduced the need for additional training sessions. Examples of new capability training include:

- Community Admin Panel training for HSIN Site Owners, Nominators and Validators
- Operational usage demonstrations of the HSIN incident tracker functionality prior to planned events
- HSIN Learn training for agency training administrators
- Functional demonstrations of the HSIN Ripper tool functionality for HSIN-Intelligence users



## Looking Ahead

In the year ahead, the HSIN Training team will continue to focus on ways to enhance training opportunities for HSIN as a whole as well as finding ways to make it easier for individual communities to develop and launch training courses specific to their area of operations.





# Policy and Governance

The HSIN Program's policy and governance approach is supported by a team of dedicated professionals who strive to build a culture and understanding of compliance across the complex and diverse mission set of the homeland security enterprise. The HSIN Program incorporates and implements departmental privacy requirements and governing principles into the HSIN Program's daily operations, evidence of the HSIN Policy and Governance team's work.

In FY 2015, the HSIN Program continued to execute its ongoing responsibility to ensure that all HSIN users understand the policy, security and governance implications set forth by DHS while they use HSIN for their daily operations to achieve their

missions and advance information sharing across the homeland security enterprise.



# Privacy Compliance

In conjunction with the DHS Privacy Office, the HSIN Program works to ensure that privacy protections are built into enhancements to the platform, including the onboarding of new communities, new stakeholder sets and with each release of functionality delivered or modified. The team integrates privacy compliance into all HSIN Program operations by working jointly with the DHS Privacy Office to supervise and approve all DHS privacy compliance documentation, including HSIN Privacy Threshold Analyses (PTA), Privacy Impact Assessments (PIA) and System of Records Notices.

The HSIN Program's partnership and early engagement with the DHS Privacy Office to establish, modify and publish such privacy compliance documentation demonstrates a mature privacy compliance framework. Highlights of the Program's compliance throughout FY 2015 include, but are not limited to:

- **Establishment of the HSIN R3 User Accounts PIA Federated Partners Appendix**

As HSIN has continued to establish a series of information sharing relationships, by means of federated access, with new system partners to advance the development of the greater homeland security information sharing environment, the Program drafted a Federated Partners Appendix to notate partners that have entered into agreement to federate access, both as identity and service providers.

- **More than 10 PTAs Submitted for Network Enhancements and New Communities**

The HSIN Policy and Governance team submitted 13 PTAs to DHS Privacy in FY 2015. The PTA serves as the official determination as to whether or not the system, program, or technology is privacy sensitive—involving the collection and use of personally identifiable information (PII). Through the completion of the PTA, the Program ensures that all protocols and protections are in place to secure the use of user PII across the network. Whether it is for a new federation partner, a point of contact list on a community, or reporting application, the team is tirelessly working to keep HSIN user information safe and secure.



# Governance

## Inclusive, Transparent and Accountable Governance

To achieve this, HSIN seeks to achieve a network of trust and the efficient, effective management of HSIN through its established governing bodies and policies.

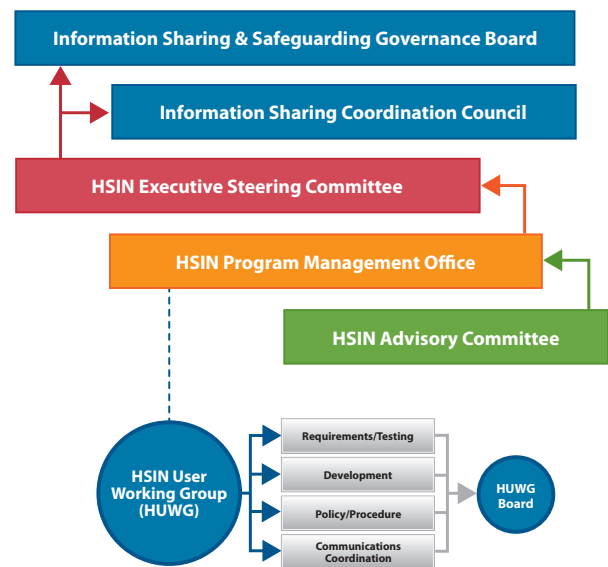
### HSIN Advisory Committee

Under the Secretary of Homeland Security's authority in Title 6, United States Code, section 451, the HSIN Advisory Committee is a discretionary advisory committee established in accordance with and operating under the provisions of the Federal Advisory Committee Act (Title 5, United States Code, Appendix). The HSINAC provides advice and recommendations to the DHS Under Secretary for Management on matters relating to HSIN. These matters include system requirements, operating policies, community organization, knowledge management, interoperability and federation with other systems, and any other aspect of HSIN that supports the operations of DHS and all of its mission partners. The HSINAC experienced membership transition in FY 2015, as it said thank you to 10 departing members and welcomed six new members to the committee. By refreshing its membership on an annual basis, HSINAC members are able to provide fresh, new mission specific guidance and ideas to the Program that assist in the advancement of information sharing across the enterprise.

### HSIN Executive Steering Committee

The mission of the HSIN Executive Steering Committee is to provide effective governance, oversight and guidance to the HSIN Program, in all its operations, to ensure that the mission critical requirements of HSIN users are met accurately, on time and on budget. The ESC has a strong relationship to the Information Sharing and Safeguarding Governance Board. The ESC provides analytical support and makes recommendations to the ISSGB and defers to the ISSGB and its leadership on information sharing policy and portfolio management issues.

The ESC met quarterly in FY 2015. During the quarterly meetings, the committee provided guidance and approval of the following major programmatic plans and actions:



### Focused Mission Growth Strategy & Mission Advocate Staffing Plan

Enhancing the quality of the user experience and adding mission value to HSIN by 1) concentrating on select missions areas with the highest growth potential; 2) enhancing and building applications based upon mission priorities; 3) sharpening customer analytics and market analysis; 4) realigning resources across the HSIN Program to support the strategy.

In order to achieve the Focused Mission Growth Strategy, the ESC approved the advancement of the Program's federal presence in the field through the addition of Federal Mission Outreach Managers to the HSIN Program staff. The stronger federal presence has helped to increase the use of HSIN amongst DHS components and provide



a foundation to continue the growth established by the Mission Advocate contract staff.

#### ■ **FY 2015 Requirements Validation and Prioritization**

The committee reviewed and provided their component feedback on the planned technical and development activities for the Program in FY 2015. Ranking priorities helped the Program to deliver value-added capabilities and functionality to the HSIN user base, as outlined in the technology section of this report.

#### ■ **Acquisition Review Board Acquisition Decision Event 3 and Full Operating Capability**

The ESC assisted the Program in the latter half of FY 2015 to prepare for a significant upcoming milestone, meeting the Acquisition Review Board's conditions for reaching Acquisition Decision Event 3 and full operating capability. The journey of the Program toward this goal covers the last decade of improvements made to the network in advancing the Department's Sensitive But Unclassified information sharing goals.

### ● **HSIN User Working Group**

The HSIN User Working Group, the HUWG, is the HSIN Program's primary governance body for the oversight of user feedback. HUWG and its subcommittees are open to all HSIN users so that they have a role in the development and validation of the requirements that drive HSIN, testing of new capabilities, development of new policies and procedures, and the recommendation and validation of messaging strategies and communication products. The HUWG has three guiding purposes:

- First, it streamlines user feedback governance by consolidating such matters under one group.
- Second, it empowers users by clearly establishing and enforcing their rights to engagement with the HSIN Program on user feedback and centralizing their authority over user feedback in one governance body.
- Third, it aligns user governance to HSIN's business needs, allowing for the organization of user governance around more consistent, transparent, and meaningful issues.

In FY 2015, the HUWG Requirements and Testing subcommittee brought together key stakeholders to provide the Program feedback on two key areas of improvement, geospatial information systems and user registration. The geographic information systems (GIS) session focused on learning about users' use of geospatial capabilities during daily operations and in support of events and incidents in order to capture ideas and suggestions around new or desired concepts for operational uses of GIS mapping features in HSIN. The user registration session focused on garnering user feedback to assist HSIN in rethinking how users are on-boarded to the system. Through sessions like these, the Program is able to reach out to users and gather their feedback from an operational usage perspective, allowing HSIN to make daily operations more efficient and effective.



### **Best Practices Community of Excellence**

The Best Practices Community of Excellence was created to enable HSIN users to focus on their homeland security mission, fostering ideas to create solutions that utilize HSIN and build knowledge and experience with confidence and support of the HSIN Program. The HSIN Best Practices CoE is comprised of HSIN users who regularly share their knowledge and best practices that together deliver innovative ideas, better ways of working and continuous improvement as it relates to the use of HSIN.

# Looking Ahead

In the coming fiscal year, the HSIN Program's Policy and Governance team will continue to provide oversight and guidance in the areas of privacy, security and governance to the Program and its users. Understanding that HSIN is ever-evolving and continually making technological advances to better serve its users, the HSIN Policy and Governance team will continue to be on the forefront of these advances in order to support the demands of the larger homeland security enterprise.

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## Privacy Compliance

Looking ahead to FY 2016, the HSIN Program will continue its work with the DHS Privacy Office as the Program advances its business intelligence offerings through the release of an enterprise wide reporting application.

- The Policy and Governance team has developed and since the start of the fiscal year had approved the HSIN R3 User Accounts HSIN Enterprise Reporting Solution Privacy Impact Assessment update. This PIA update outlines the privacy risks and mitigation strategies associated with replicating and retaining personally identifiable information in the Enterprise Reporting Solution for the creation of HSIN reports.
- Several new HSIN capabilities are planned for release in early FY 2016 and, as such, the project teams have been working with the HSIN policy and governance team to ensure privacy and security compliance:

### **HSIN User Directory**

### **HSIN Exchange**

Request for Information Application

### **FEMA Integrated Public Alert and Warning System (IPAWS) Application Pilot**

### **Federation and Interoperability**

- NPPD Infrastructure Protection Gateway
- Integrated Maritime Domain Enterprise Coastal Surveillance System
- El Paso Intelligence Center

## Governance

The work of the HSIN Governance Structure will continue to prove important in the decision-making processes of the HSIN Program Management Office in FY 2016. The variance of stakeholder sets that comprise all of HSIN's governing bodies opens opportunities for growth within targeted mission areas and within all DHS components, collectively.

### ■ **Executive Steering Committee**

The ESC will begin FY 2016 by adding seven new members to the committee all representing DHS components that have not previously been represented on the committee. This promotes further guidance and feedback on issues and decisions from across the enterprise that will continue advancing HSIN as the Department's designated platform for sensitive but unclassified information.

### ■ **HSIN Advisory Committee**

The HSINAC kicked off FY 2016 with a virtual session to welcome its new members, creating a foundation for a fiscal year that provides recommendations to the Secretary of Homeland Security that highlight opportunities for continued growth and mission support for the HSIN Program.

# 2016 Outlook

To build on the successes achieved in FY 2015, the HSIN Program has set a number of clear objectives for FY 2016 to support larger strategic goals as part of the information sharing environment.

## Plans for FY 2016



### Achieve Growth

Achieve growth in service application and adoption and presence in critical mission areas



### Build and Enhance Services

Enhance current information sharing technology services offered to homeland security operators, while also developing and deploying new, innovative solutions aligned to achieve information sharing environment mission



### Strengthen Delivery

Strengthen internal business and management functions to more effectively and efficiently deliver those services homeland security operators uniquely need to execute their mission

#### Objectives

- Secure funding for new pilot/requirements from external source
- Increase number of engagements across high priority mission areas
- Increase awareness of HSIN across DHS components

#### Objectives

- Federate with two new business partners
- Move two user-driven capability requests from strategic planning through pilot
- Reduce planned service window time and planning for continuity of operations and disaster recovery operations to increase system operational availability
- Prepare current platform to migrate to the cloud

#### Objectives

- Automate two development and delivery processes to increase Program maturity
- Implement a product management strategy to improve Program planning





**HSIN** | Homeland Security  
Information Network

<http://www.dhs.gov/hsin>

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