HSINAC Meeting
Quarterly Update
June 25, 2013
Agenda

• FACA Business – Implementing Your Recommendations & Renewing the HSINAC Charter
• Program Highlights Since February Meeting
• Seeking Advice – Best Messaging & Defining Our Long Term Value Proposition
• Interim Recommendations
Implementing Your Recommendations & Renewing the HSINAC Charter

• February Recommendations Are In Final Concurrence Review with the Secretary’s Office for Acknowledgment

• HSINAC Charter is In Final Concurrence Review with the Secretary’s Office for Renewal
### Implementing Your Recommendations & Renewing the AC Charter

<table>
<thead>
<tr>
<th>Formal AC Recommendation</th>
<th>HSIN PMO Actions Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure R3 System Access and Set Migration Expectations</td>
<td>✓ Increased and targeted communications with migrating COIs &lt;br&gt; ✓ Extended Legacy operations &lt;br&gt; ✓ Implemented and Successfully Completed the Pause</td>
</tr>
<tr>
<td>Improve Communications</td>
<td>✓ Developed and Implemented Communications Strategy and related SOPs &lt;br&gt; ✓ Re-Started the HUWG</td>
</tr>
<tr>
<td>Improve the Migration Process</td>
<td>✓ Implemented and Successfully Completed the Pause</td>
</tr>
</tbody>
</table>
Boston Investigation Support....

Continuous, secure web-conferencing to ~408 intelligence officials nationwide from the first operational period

Awareness and coordination between DHS I&A, fusion center, and state and local law enforcement officials

Trusted platform for sharing and updates between DHS-NPPD and the private sector
…Help Desk Tackled Record Demand

**Demand Shattered previous records** (i.e. Deepwater Horizon oil spill)

The day after the bombing, the Help Desk fielded **1,200 individual calls**. Typically, the Help Desk **gets 250 inquiries per day**.

In the week that followed, the Help Desk successfully dealt with **over 5,000 calls**.
HSIN Supports Real World Operations
As Migration Advances

*Overall Migration Statistics*

- 100%  Total state cut-overs completed
- 58%   Total of all COI sites completed
- 21%   Total DHS cut-overs completed
HSIN Supports Real World Operations As Migration Advances

✓ Received GITEC Award

✓ HSIN Supports the Kentucky Derby

✓ HSIN Partners to Implement Important New Cyber Security Site

✓ HSIN Success Story Featured on DHS Connect Intranet

✓ On schedule to participate in a Bank of America presentation
HSIN Enhances Service Ops and Budget Teams

**Damon Bragg** - *Service Operations Manager*
- 15 years supporting FAA, DOD, VA and others
- Extensive program management, IT support and operations experience
- Focused on establishing a Service Ops Strategy and Team

**Michael Smith** - *Systems Analyst for Service Operations*
- 6 years experience as a budget analyst and acquisitions specialist
- 6 years as a technical business analyst for DOI and its Bureau of Land Management
- Focused on operations and maintenance process development

**Jen Kish (Detail)** - *Program Manager, Service Operations*
- 6 years experience as a budget analyst and acquisitions specialist
- On detail from EBMO
- Ensuring Service Ops metrics are collected, analyzed and reported to PMO Team

**Matt Baldwin (Detail)** - *Budget Analyst*
- 20+ years experience as a financial, budget analyst
- Focused on matching HSIN’s budget cycle with its procurement priorities
## Migration Cutovers by Month

### March Cutovers

<table>
<thead>
<tr>
<th>Date</th>
<th>Cutovers</th>
</tr>
</thead>
<tbody>
<tr>
<td>11-Mar</td>
<td>Indiana, Montana, North Dakota, Wyoming, N. Mariana Islands, Idaho, Kentucky,</td>
</tr>
<tr>
<td>18-Mar</td>
<td>Ohio, Delaware, Michigan, SLIC</td>
</tr>
<tr>
<td>25-Mar</td>
<td>Missouri</td>
</tr>
</tbody>
</table>

### April Cutovers

<table>
<thead>
<tr>
<th>Date</th>
<th>Cutovers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-Apr</td>
<td>QHSR, FLETC, TSC, BIWAC</td>
</tr>
<tr>
<td>8-Apr</td>
<td>-</td>
</tr>
<tr>
<td>15-Apr</td>
<td>Florida, Arkansas, Virginia, Nebraska, Maryland, Arizona</td>
</tr>
<tr>
<td>22-Apr</td>
<td>Louisiana, ICE</td>
</tr>
<tr>
<td>29-Apr</td>
<td>Georgia, New Jersey, Super Bowl 2014</td>
</tr>
</tbody>
</table>

### May Cutovers

<table>
<thead>
<tr>
<th>Date</th>
<th>Cutovers</th>
</tr>
</thead>
<tbody>
<tr>
<td>6-May</td>
<td>FedOps/ NOC, Washington, Tennessee, National Sheriffs Information Exchang</td>
</tr>
<tr>
<td>13-May</td>
<td>Caribbean Guard, Mississippi, CVE, LE</td>
</tr>
<tr>
<td>20-May</td>
<td>TX</td>
</tr>
<tr>
<td>27-May</td>
<td>NBIC, FEMA, EM</td>
</tr>
</tbody>
</table>

### June Cutovers

<table>
<thead>
<tr>
<th>Date</th>
<th>Cutovers</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-June</td>
<td>USCIS, ES</td>
</tr>
<tr>
<td>10-June</td>
<td>HVE, NY, IMAAC, CBP – Part 1</td>
</tr>
<tr>
<td>17-June</td>
<td>CI, NICC, HIDTA, DHE, 5 Country Ministerial, USCG – Part 1</td>
</tr>
<tr>
<td>24-June</td>
<td>FEMA/VAL</td>
</tr>
</tbody>
</table>

### July Cutovers – Smaller/Less complex

<table>
<thead>
<tr>
<th>Date</th>
<th>Cutovers</th>
</tr>
</thead>
<tbody>
<tr>
<td>8-Jul</td>
<td>DHS/MOC, DHS/Office of Operations Coordination and Planning, DHS/Policy, DHS/Chief Privacy Officer, DHS/Management, TSA, Drupal Lessons, FPS, Restore the Gulf</td>
</tr>
</tbody>
</table>

### Key

- **Green** – completed
- **Black** - scheduled
New Communications
Strategy & Products

Products In Circulation Now

• Weekly Updates – *Users, Admins, Governance*
• HSIN Advocate – *April, May, June (Under Development)*
• Social Media – *USCG Post (Submitted), with Tweet Handles Planned*

New Products Under Development for June

• New Value Prop Fact Sheet
• New Value Prop Prezi Video
• Testing Comms Products

*Seeking Bloggers, Articles, Speaking Opportunities*
A New HUWG
Aligning User Governance to Business Needs

• **Consolidate** all user policy governance functions under the HUWG

• **Phase out** all other functional stakeholder / user policy governance groups

• **Update the HUWG Charter** — HSIN AC and ESC review

• **Update** the HSIN Requirements Management Plan and Change Control Board Charter

• **Maintain** the HUWG as a standalone body with a new board and one committee for each business need
A New Stakeholder Management Strategy

Seeking Your Input

A New Strategy, Focused On:

• Managed Self-Sufficiency
• Prioritized Engagements
• User Feedback and Performance
• Stakeholder Service Support
  o Stakeholder-specific Mission Advocates

(Detail, Rotation, Monetary)
Service Operations

HSIN R3 Help Desk Efficiency Gains

- Trending towards approximately 60% of tickets being resolved by the Help Desk Tier 1 Support (first contact closure)
- Change from a Call Center support model to a more Help Desk (User Centric) model:
  - A “one-time call” to HSIN for problem resolution
  - Improved customer satisfaction
- Consolidation of Multiple Help Desk Tracking Systems
- 4/22 EOD for HSIN Service Operations Lead
### Service Operations

#### Trending Analysis on Help Desk Tickets

<table>
<thead>
<tr>
<th>Open Tickets by Type</th>
<th>Total Wed 3/27</th>
<th>Total Wed 4/3</th>
<th>Total Wed 4/10</th>
<th>Total Wed 4/17</th>
<th>Total Wed 4/24</th>
<th>Total Wed 5/1</th>
<th>Total Wed 5/8</th>
<th>Total Wed 5/15</th>
<th>Total Wed 5/22</th>
<th>Total Wed 5/29</th>
<th>Total Wed 6/5</th>
<th>Total Wed 6/12</th>
<th>Total Wed 6/19</th>
<th>% + from Previous Week</th>
<th>% Total Open</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logon</td>
<td>13</td>
<td>10</td>
<td>10</td>
<td>8</td>
<td>12</td>
<td>9</td>
<td>12</td>
<td>25</td>
<td>43</td>
<td>59</td>
<td>81</td>
<td>58</td>
<td>75</td>
<td>29%</td>
<td>6%</td>
</tr>
<tr>
<td>Manual IdP</td>
<td>118</td>
<td>105</td>
<td>128</td>
<td>145</td>
<td>227</td>
<td>202</td>
<td>123</td>
<td>144</td>
<td>87</td>
<td>64</td>
<td>70</td>
<td>74</td>
<td>120</td>
<td>62%</td>
<td>8%</td>
</tr>
<tr>
<td>Nom/Val</td>
<td>4</td>
<td>4</td>
<td>5</td>
<td>4</td>
<td>5</td>
<td>3</td>
<td>4</td>
<td>4</td>
<td>10</td>
<td>10</td>
<td>9</td>
<td>9</td>
<td>13</td>
<td>44%</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>21</td>
<td>15</td>
<td>17</td>
<td>47</td>
<td>49</td>
<td>6</td>
<td>11</td>
<td>11</td>
<td>33</td>
<td>41</td>
<td>46</td>
<td>64</td>
<td>66</td>
<td>3%</td>
<td>7%</td>
</tr>
<tr>
<td>Registration</td>
<td>21</td>
<td>25</td>
<td>23</td>
<td>16</td>
<td>23</td>
<td>16</td>
<td>26</td>
<td>38</td>
<td>41</td>
<td>37</td>
<td>36</td>
<td>37</td>
<td>63</td>
<td>70%</td>
<td>4%</td>
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<tr>
<td>Service Request</td>
<td>91</td>
<td>106</td>
<td>118</td>
<td>81</td>
<td>109</td>
<td>128</td>
<td>165</td>
<td>234</td>
<td>310</td>
<td>307</td>
<td>375</td>
<td>405</td>
<td>332</td>
<td>-18%</td>
<td>44%</td>
</tr>
<tr>
<td>System Availability</td>
<td>19</td>
<td>11</td>
<td>10</td>
<td>9</td>
<td>10</td>
<td>9</td>
<td>11</td>
<td>15</td>
<td>19</td>
<td>21</td>
<td>35</td>
<td>40</td>
<td>51</td>
<td>28%</td>
<td>4%</td>
</tr>
<tr>
<td>System Error</td>
<td>30</td>
<td>39</td>
<td>41</td>
<td>54</td>
<td>55</td>
<td>43</td>
<td>60</td>
<td>97</td>
<td>100</td>
<td>112</td>
<td>152</td>
<td>165</td>
<td>205</td>
<td>24%</td>
<td>18%</td>
</tr>
<tr>
<td>User Access</td>
<td>112</td>
<td>101</td>
<td>101</td>
<td>103</td>
<td>140</td>
<td>155</td>
<td>139</td>
<td>116</td>
<td>154</td>
<td>144</td>
<td>100</td>
<td>75</td>
<td>30</td>
<td>-60%</td>
<td>8%</td>
</tr>
<tr>
<td>Total</td>
<td>461</td>
<td>452</td>
<td>490</td>
<td>467</td>
<td>630</td>
<td>571</td>
<td>551</td>
<td>695</td>
<td>797</td>
<td>795</td>
<td>904</td>
<td>927</td>
<td>955</td>
<td>3%</td>
<td></td>
</tr>
</tbody>
</table>

- Manual IDP tickets have dropped over 80% due improvements in processes and tools
- Still relatively high number of users experiencing login, registration, access and other system errors
## HSINR3 Core Functionality – On Target

<table>
<thead>
<tr>
<th></th>
<th>Rel 3.0</th>
<th>Rel 3.1</th>
<th>Rel 3.2</th>
<th>Rel 3.3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nomination &amp; Validation</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>HSIN Central &amp; HSIN Steady State Template</td>
<td>Geospatial Tools</td>
<td>Jabber, Listserv</td>
<td></td>
</tr>
<tr>
<td>Authentication</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Site Provisioning Tool</td>
<td>Adobe Connect</td>
<td>PIV, Interoperability *</td>
<td></td>
</tr>
<tr>
<td>Dev &amp; Prod environments</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Test &amp; UAT environments</td>
<td>Bulk Validation</td>
<td>CIKR SAR</td>
<td></td>
</tr>
<tr>
<td>SharePoint</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Admin Tools</td>
<td>✓Secure Messaging</td>
<td>COP, GII, RFI Integration</td>
<td></td>
</tr>
</tbody>
</table>

* Updated priorities since last brief

**KEY**
- **Green** – completed
- **Black** - scheduled
Training – Positive Reviews and Increased Use

➤ Training The Right People at The Right Time
  ➤ Nom/Val – 113 Nominators/Validators
  ➤ COI Admin Training – 92 out of 150 (61%)
    ➤ Added an additional class on Tuesdays
  ➤ End User – 1152 out of 23,690 (4.8%)
    ➤ Recurring classes Wednesday & Thursday
    ➤ Self Paced CBT now available
    ➤ End User CBT (36)
  ➤ Manual Identity Validators (MIV) CBT – 57

➤ Users Happy With Core Training Services & “NEW” Computer Based Training (CBT)
  ➤ Admin Training – (29% Very Satisfied, 63% Satisfied & 8% Neutral )
  ➤ End User – (27% Very Satisfied, 57% Satisfied, 13% Neutral, 1% Dissatisfied, 1% Very Dissatisfied, 1% N/A)
  ➤ End User CBT – (26% Very Satisfied, 58% Satisfied, 16% Neutral, 1% Dissatisfied)
  ➤ Nom/Val – (54% Very Satisfied, 46% Satisfied)
  ➤ MIV CBT – (29% Very Satisfied, 64% Satisfied, 17% Neutral, 1% Dissatisfied)
Comprehensive Training Plan

➢ Primary Course Delivery
  ➢ Instructor-lead
  ➢ Computer Base Training

➢ Phase I Training Courses
  ➢ HSIN End User
  ➢ HSIN COI Basic Admin Course
  ➢ Manual Identity Validators (MIV) Course
  ➢ HSIN COI Advanced Admin Course

➢ Phase II Training Courses
  ➢ HSIN CONNECT
  ➢ HSINBOX (Secure Messaging)
  ➢ Jabber Thin Client (Instant Messaging)

➢ Phase III (Steady State & Hosted Training)
HSIN Program Seeks Your Advice
Seeking Advice

Defining the HSIN Value Proposition

The HSIN Information Sharing Model White Paper

• Strong Identity Management
• Shared Space Deployment
• Ensuring Transparency, Compliance and Efficiency
Seeking Advice

How Can We Further Enhance Our Communications?

Best Messaging On:
  • HSIN Release 3 Value Proposition
  • IDP Process
  • Migration

Additional Communications Products and Channels
Deliberation
New Recommendations
Next Meeting
Adjournment