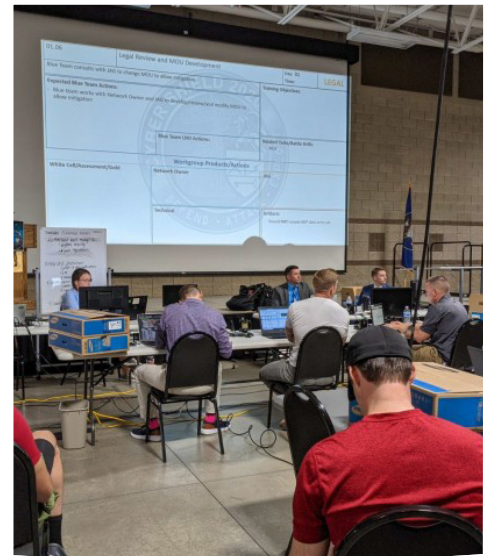




HSIN | Homeland Security Information Network



2021 ANNUAL REPORT

Delivering Mission Success

Mission

Serve as the central provider of information sharing capabilities that allow for collaboration, situational awareness, and information exchange among users to fulfill their missions.

Vision

Lead the homeland security enterprise in providing a trusted and secure platform that enables information sharing among all partners at all times.



Best of HSIN Gold Winners

Congratulations to the winners of the 2021 Best of HSIN Awards, which recognize the innovative and influential ways that partners have used HSIN to achieve mission success in five categories: 1) Daily Operations and Mission Integration, 2) Event Support, 3) Incident Support, 4) Interagency Collaboration, and 5) Greatest Impact on the Information Sharing Environment.

Daily Operations/Mission Integration

CISA National Risk Management Center Section 9 Entity List

Event Support

CISA InfraGard Maryland

Incident Support

Ellsworth AFB Common Operating Picture

Interagency Collaboration

Michigan Intelligence Operations Center Disruption of Violent Extremist Plot

Greatest Impact to the Information Sharing Environment

New York City Police Department Intelligence Bureau's Intelligence Analysis Unit

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A Message from the **HSIN Executive Steering Committee**

To Our Homeland Security Partners,

Interagency and public-private sector collaboration is essential to maintaining the safety and security of our nation. To support these critical activities, the Department of Homeland Security (DHS) developed the Homeland Security Information Network (HSIN), and today thousands use HSIN to support daily operations, incident response, and event security. In FY21, HSIN made key contributions in the following areas:



COVID-19 Operations and Vaccine Distribution

In early April, the Federal COVID-19 Response Task Force Community of Interest was launched on HSIN for the Federal Emergency Management Agency and the U.S. Department of Health and Human Services to help coordinate the formal Federal Government COVID-19 response. Overall, more than 250 government agencies and private-sector organizations used HSIN to coordinate operations. As a result, HSIN contributed to reducing COVID-19 transmission, illnesses and deaths across the country.



Election Security Initiatives

In Pennsylvania, an innovative election dashboard on HSIN connected 67 county election directors with their county emergency managers, along with state and federal resources. In Michigan, over 200 local, state, and federal law enforcement officials shared intelligence products and FBI assessments, raised awareness of issues, and took actions to mitigate risks. Many urban areas including Chicago, Minneapolis, Boston, Indianapolis, Milwaukee, Kansas City, St. Louis, and Columbus managed their regional situational awareness using HSIN. As a result, HSIN contributed to ensuring the security and integrity of elections throughout the nation.



Violent Breach of U.S. Capitol Building

More than 50 agencies and over 500 mission critical operators used HSIN to share information during the civil unrest and subsequent violent breach of the U.S. Capitol building. HSIN supported real-time operations and situational awareness for the DHS National Operations Center as it hosted over 30 agencies and 200 personnel from DHS components.



Reunification of Migrant Families

DHS and the U.S. Departments of State, Justice, and Health and Human Services were among the federal agencies that used HSIN to facilitate the Family Reunification Task Force (FRTF). HSIN supported the FRTF's efforts to collect and reconcile overlapping data sets from multiple federal departments and nongovernmental organizations, which helped the FRTF identify nearly all the children who were separated from their families.



Operation Allies Welcome

Multiple DHS components, the U.S. Department of Defense, U.S. Department of State, and other federal agencies used HSIN as a secure file repository and information sharing system to support Operation Allies Welcome, the all-of-government effort to support vulnerable Afghans as they safely resettled in the U.S.



Hurricane Preparedness and Response

HSIN supported numerous partners as they responded to Hurricanes Henri and Ida, and many other severe weather events. The U.S. Coast Guard, Federal Protective Service, U.S. Department of Energy, and American Red Cross were among the organizations using HSIN. To help partners accelerate their operations, HSIN deployed the HSIN Connect Hurricane Common Operating Picture (COP) template as quick-start resource to rapidly deploy a COP.



Cybersecurity

The National Fusion Center Association Cyber Intelligence Network used HSIN as the communications platform for its 24/7 National Cyber Room, where analysts can examine and share raw, unvetted data in real time. HSIN also supported Cyber Shield 2021, a full-scale cybersecurity exercise held annually by State National Guards, the National Guard Bureau, and U.S. Northern Command.

With HSIN, federal, state, local, tribal, territorial, international, and private sector partners can work together as a cohesive team in supporting homeland security mission success. We invite you to review this year's HSIN Annual Report for more examples like these, and we appreciate the contributions of all the homeland security partners who rely on HSIN for operational success.



Soldenise Sejour

Soldenise Sejour
HSIN ESC Co-Chair, I&A



Frank DiFalco

Frank DiFalco
HSIN ESC Co-Chair, OPS

Achieving FY21 Strategic Goals

In FY21, the HSIN program had four primary goals to support HSIN users and enhance the platform to improve information sharing and collaboration among federal, state, local, tribal, territorial and private sector agencies and organizations. Accomplishing these goals and the associated objectives helped mission operators access homeland security data, send requests securely between agencies, and manage operations more efficiently.



Goal: Enhance the Core Solution

Objective: Migrate all HSIN applications and users from SharePoint 2010 to SharePoint 2016, while also moving from Oracle to a Microsoft-based Identity, Credential and Access Management solution.

Accomplishment: On April 13, 2021, the HSIN program successfully completed the migration of all HSIN Communities of Interest (COIs)/ Sites—291 COIs comprising 1,746 Subsites—to the new HSIN Secure Collaboration Platform. This new platform simplifies data management and access, accelerates processes, and delivers improved performance in areas such as data search capabilities.

Objective: Demonstrate visual analytics capability.

Accomplishment: HSIN established requirements and developed a visual analytic solution that provides HSIN-Intel the ability to provide visual representation of its 52,000+ products and reports as a part of its HSIN community, thus:

- Reducing the time analysts spend searching for specific intelligence products.
- Providing greater insight to the data contained within the products (trends, spikes).

HSIN-Intel is a vetted community of intelligence professionals from homeland security, intelligence and law enforcement at all levels of government who share information and analysis in order to address threats to the nation.



Goal: Uphold Security and Trust

Objective: Implement the latest policy and security updates while upholding our current standard of Federal Information Security Management Act (FISMA) High Confidentiality, High Integrity and High Availability (H-H-H) of systems and data.

Accomplishment: HSIN upheld security and trust by maintaining its secure cloud environment, which included responding to the latest policy and security updates required for FISMA High Confidentiality, High Integrity and High Availability (H-H-H) of systems and data. The security standards are set by FedRAMP and independent assessments are conducted to ensure compliance with FISMA.



Goal: Sustain the Mission

Objective: Track HSIN costs across approved activity-based costing work packages by aligning contracts to cost-effectively support the current HSIN solution and providing data visualization and trend analysis for labor costs.

Accomplishment: HSIN successfully captured all operations and maintenance costs and individual project costs each month and established summary totals for all program costs. This enabled the HSIN Program Management Office to assess each cost element, understand spending patterns and prepare the program budget with a higher degree of accuracy than previous years.

Objective: Streamline operations through increasing integration with other DHS services.

Accomplishment: HSIN engaged with several DHS enterprise services and service providers in support of the following projects:

- Worked with DHS's Office of Intelligence and Analysis (I&A) to gather requirements and redesign the I&A user interface.
- Worked with DHS's Solution Development Directorate to gather requirements and initiate a project to provide alerting functionality for I&A end users.



Goal: Plan for the Future

Objective: Refine the core HSIN solution based on user experience (UX), lessons learned, best practices, awareness of common requirements and usage, and emerging commercial off-the-shelf and government off-the-shelf solutions.

Accomplishment: The HSIN Program updated and distributed the HSIN Annual Assessment to capture feedback from the user community. In terms of overall satisfaction with HSIN's support of their homeland security mission, an overwhelming majority of respondents, 89 percent, reported that they were either satisfied or very satisfied with HSIN's support of their homeland security mission. HSIN users routinely describe the value of HSIN to their mission.

Objective: Begin identifying requirements, capabilities and desired themes for the next major version of the HSIN platform.

Accomplishment: In preparation for the next major version of the HSIN platform, called HSIN Phoenix, the HSIN Program:

- Initiated HSIN Phoenix integrated product team meetings.
- Brought on a user experience researcher with a team to help in the planning of the next version of HSIN.
- Identified vendors and contract vehicles for requirements development and roadmap planning.
- Began research to rename the next version of HSIN.

Listening to the HSIN User Base

Each year, HSIN requests all users participate in the HSIN Annual Assessment, an online questionnaire that provides users with the opportunity to provide feedback and recommend new features for HSIN. The results from the FY21 HSIN Annual Assessment are presented below.

Customer Satisfaction

HSIN is committed to continuous support of the operational needs of its customers and improving the user experience year-over-year. In terms of overall satisfaction with HSIN's support of their homeland security mission, an overwhelming majority of respondents, at **89 percent**, reported that they were either satisfied or very satisfied with HSIN's support of their homeland security mission. Approximately **37 percent** of respondents to the HSIN Annual Assessment indicated they have been using HSIN for four or more years.

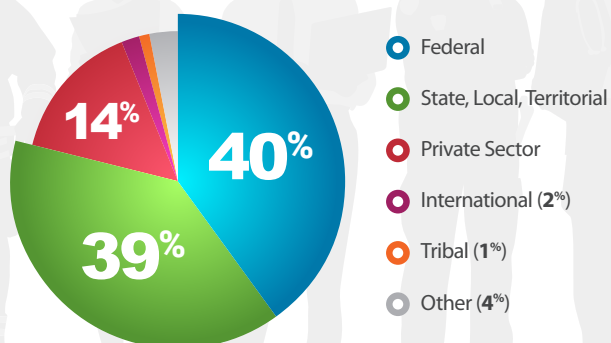
Private Sector Partnerships

Of the users surveyed in this year's HSIN Annual Assessment, private sector partners made up nearly **12 percent** of HSIN users and included critical infrastructure planners and risk analysts, information officers and private security officers. HSIN provides a secure environment for public and private partners to come together, collaborate and maintain situational awareness without compromising the security of the information being shared.

How is HSIN Used?

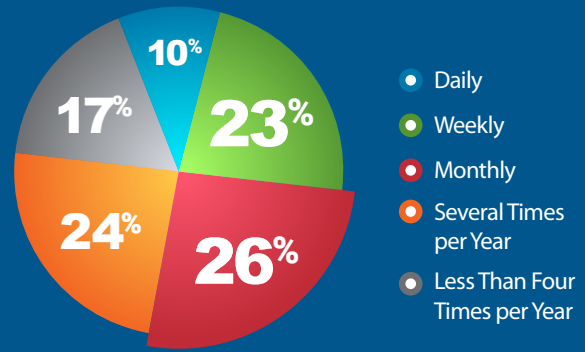
In many cases, HSIN users apply the program's tools for multiple types of operations. At **57 percent**, a majority of HSIN partners are using the platform for intelligence sharing. Additionally, **36 percent** used HSIN to support a planned event or exercise, while another **36 percent** of users indicated they used HSIN to securely collaborate across geographic and jurisdictional boundaries.

Other primary uses of HSIN include **34 percent** of respondents using HSIN for planning and coordination, **34 percent** for incident response, **32 percent** for training, **28 percent** for exercise planning and management, and **27 percent** for steady-state operations. The more HSIN is used on an ongoing basis, the more "super-users" begin to explore and apply additional HSIN functionalities in the event of an unplanned incident or other operation.



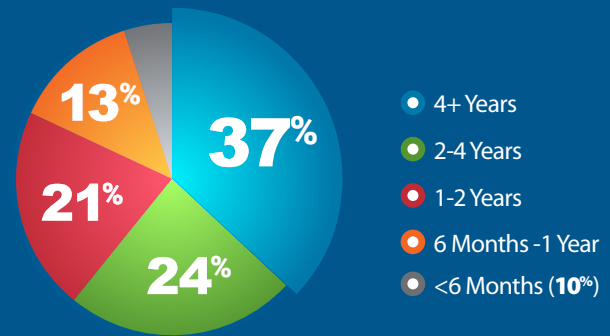
How Often HSIN is Used

Around the country, HSIN helps keep communities safe by supporting police, fire, health professionals and other community partners. HSIN users frequently depend on the program's resources. Approximately **59 percent** of those surveyed log in at least monthly, with **33 percent** logging in at least once each week.



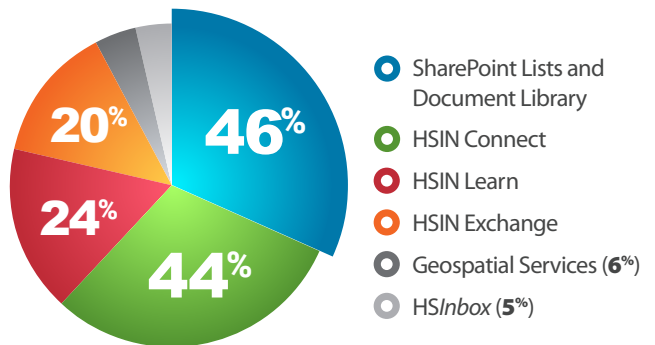
Length of Time Using HSIN

HSIN's ability to solve a variety of homeland security challenges has resulted in long-running use by many HSIN partners. Of the total users surveyed, **77 percent** have been using HSIN for one year or more.



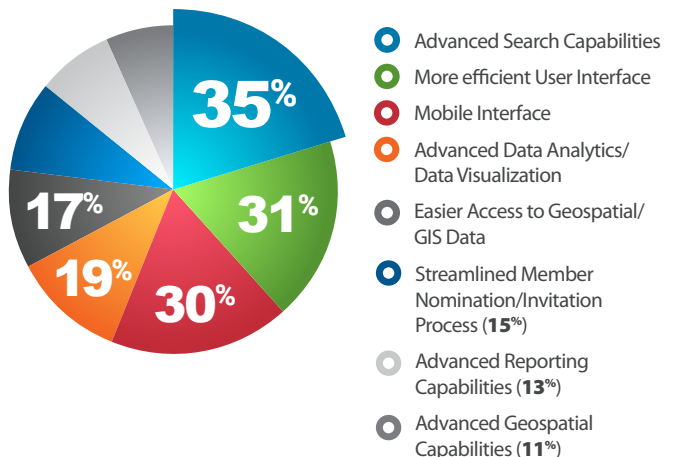
Most-Used HSIN Features

SharePoint Lists and Document Libraries are vital resources for HSIN as they allow users to share, edit and review pertinent information relevant to their specific mission areas of expertise. These lists and libraries help ensure that critical information is readily accessible and quickly shared with partners. Approximately **46 percent** of participants in HSIN's FY21 Annual Assessment selected SharePoint Lists and Document Libraries as their most used HSIN resources. HSIN Connect was selected the second-most used at **44 percent**, while the HSIN Learning Management System ranked third at **24 percent**.



Features Users Want

In FY21, **35 percent** of users reported they believe the program could improve by providing advanced search capabilities. Also, **31 percent** indicated that providing a more efficient user interface and **30 percent** indicated that providing a mobile interface would prove beneficial in achieving mission success.



Planning for FY22

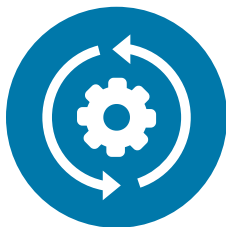
As DHS's trusted platform for sharing Sensitive But Unclassified (SBU) information, HSIN aligns program goals to meet users' mission requirements. HSIN's achievements in FY21 provide the building blocks for FY22 growth.

FY22 Goals



Plan for the Future

- Plan and develop the next generation of HSIN – HSIN Phoenix



Sustain the Mission

- Refine and Implement Requirements Management Process



Enhance the Core Solution

- Support DHS Intelligence & Analysis Enhancements
- Enhance HSIN Mobility Aspects

Policy and Governance

HSIN has an established governance structure and works closely with DHS executive leadership. This structure allows us to incorporate user feedback and make programmatic decisions.

Executive Steering Committee (ESC)

The ESC provides effective governance, oversight and guidance to the HSIN Program to ensure the program meets users' operational needs on time and on budget. The ESC is made up of DHS Component senior managers and HQ components.

HSIN User Group (HUG)

The HUG allows HSIN users to offer suggestions on how to enhance HSIN and share their experiences. The HUG is made up of decision-makers, managers, operators, analysts and other HSIN users.

Compliance

HSIN works with the DHS Privacy Office to ensure that the program completes all privacy compliance documentation requirements. Proactively complying with policy requirements allows users to remain on the forefront of collaboration while keeping sensitive information secure.

Welcoming Feedback and Supporting Users

The HSIN program stands ready to provide expertise, support and access to resources that enable homeland security personnel to do their jobs more efficiently and effectively. HSIN's support of partners is made possible through the dedication of the entire HSIN team and its technology.

To learn more, please visit <https://www.dhs.gov/hsin>.

Request HSIN Support for Your Mission

HSIN Mission Advocates help meet mission requirements by leveraging lessons learned from supporting hundreds of homeland security and other public safety operations. They provide onsite and online support, live training, and they work with organizations to:

- Understand operational needs
- Identify potential risks and determine how to mitigate them
- Help deploy HSIN resources to fulfill the mission

Contact the HSIN Service Desk for Technical Support

HSIN's Service Operations team offers 24/7 technical support through its Help Desk to ensure that every user has access to HSIN's capabilities. Throughout the year, the Help Desk provides support to users by quickly diagnosing reported issues and following the appropriate procedures to resolve requests for help. The average speed-to-answer Help Desk calls during FY21 was 14 seconds.



Contact Mission Advocates

HSIN@hq.dhs.gov



Request Help

1-866-430-0162
or
HSIN.HelpDesk@hq.dhs.gov



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

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