



Meeting Minutes: Homeland Security Information Network Advisory Committee Teleconference Meeting, June 25th, 2013

Summary of the Homeland Security Information Network Advisory Committee Meeting

The Homeland Security Information Network Advisory Committee (HSINAC) held its quarterly meeting virtually, through HSIN Connect, the Program’s web-conferencing feature, on June 25th, 2013. The HSINAC provides advice to the Secretary regarding DHS’s ongoing efforts to improve the effectiveness of information sharing initiatives, and in particular, the Homeland Security Information Network (HSIN). The principal goals of this meeting were to update the committee on the program’s accomplishments against the committee’s recommendations since they last met in February 2013.

HSINAC members in virtual attendance included:

- Fred Vincent
- Steve Westermann
- Bob Dorsey
- Lindsey Johnson
- Shelly Schechter
- Mark Perez
- Rolando Rivero
- Ron Leavell
- Jim Rosenbluth
- Jason Henry
- Dan Cooney
- Mike Milstead
- Charles Werner

Mr. Michael Brody, HSIN Policy, Outreach and Communications Manager and the newly Designated Federal Officer for the HSINAC, opened the meeting and requested opening statements from Ms. Donna Roy, HSIN Program Director and Mr. Rolando Rivero, HSINAC Chair.

Mr. Brody continued through the slide presentation discussing how the HSINAC Charter Renewal and HSINAC Recommendations Packages are both processing through final concurrence review with the DHS Secretary. He continued to speak about how the HSIN Program has implemented the committee’s recommendations including: (1) ensure HSIN Release 3 (R3) system access and set migration expectations; (2) improve communications; and (3) improve the migration process. Mr. Leavell commented that perhaps the HSIN Program should consider messaging that HSIN Legacy is the old system and that HSIN R3 is the new system. His concern is that the system difference is not apparent. The committee is happy with the weekly governance updates that they receive. They are communicating the right points and useful to the committee. Mr. Brody continued to provide updates about how HSIN was used in the Boston Marathon incident, which demanded more from the HSIN Helpdesk than the Deepwater Horizon Oil Spill. Mr. Brody continued to give information regarding migration statistics and continued to provide examples of how HSIN is being used as migration advances. Mr. Brody informed the committee about how the HSIN Program has expanded its Federal resources within the last few months to support the program; adding four more resources who bring various expertise. The new communications strategy and products were discussed in more detail – outlining the three weekly and one monthly communication products. Mr. Brody requested that if the committee knows of speaking opportunities whereas HSIN has been highlighted, to please contact him with information. Mr. Brody continued to announce how the HSIN User Working Group has been consolidated with subcommittees that align to the HSIN Program’s business needs. The committee requested review of the HUWG Charter

and membership list. Mr. Brody continued to highlight the developmental progress of the new HSIN Stakeholder Management Strategy and how it will identify engagements by priority, be built from user feedback and performance, and classify stakeholder service support areas.

Ms. Lindsey Johnson, HSINAC member from Tennessee, advised the program and committee on how HSIN Connect has saved the state of Tennessee approximately \$357,000 by utilizing it as the main web-conferencing tool for homeland security information sharing purposes. Ms. Donna Roy advised the committee that this tool has been so successful for the DHS enterprise that its use may need to be restricted to protect the network bandwidth of HSIN R3. Excessive use of the tool can slow the HSIN R3 system but the HSIN Program is exploring its options – including adding a better capability of telephony for HSIN Connect recording.

Mr. Denzil Thies, HSIN Program Senior Advisor, presented information on the efficiencies gained regarding HSIN's Service Operations Office. He pointed out how the service operations team has evolved from a call center support model to a user centric help desk model. Mr. Thies continued to highlight the progress and implementation of core functionality on HSIN R3.

In the absence of both Mr. Melvin Brown, Director of HSIN Training, Migration and Portal Consolidation, and Ms. Charnece Lundy, HSIN Training Manager, Mr. Brody presented on behalf of the HSIN Training Office. He highlighted the training statistics with the key messaging being that users are receiving training that is efficient, useful, and at the right time. He continued to highlight the training topics to come in Phase II and Phase III.

Ms. Roy discussed single sign on (SSO) initiatives for HSIN. She stated that out of a list of 35 portals qualified for SSO, the list has been prioritized to six (6) systems:

1. Common Operating Picture (COP)
2. ICE – LE Information Sharing Services
3. AKAM 2.0
4. ICAM
5. Tripwire
6. US Cert Portal

Ms. Roy also highlighted how the committee's review and assistance in helping to refine the HSIN Value Proposition Whitepaper would be greatly appreciated. Along those same lines, Mr. Rivero commented how he'd like to organize the committee into breakout groups to help the HSIN Program with issues as they arise.

The meeting was open for public comment.

Meeting Adjourn

The committee expressed how they were impressed with actions taken to date of the recommendations presented from the February 2013 meeting. The committee shall meet virtually again in three (3) months.

Action Items / Due-Outs

The HSIN Program will deliver the following to the HSINAC for their review and feedback. The program kindly requests feedback by July 26, 2013.

- HSIN Value Proposition White Paper
- HSIN Communications Strategy

Furthermore, the HSIN Program will obtain DHS legal review of the HSIN User Working Group (HUWG) Charter to ensure that the language in the charter clarifies the relationship between the HUWG and the HSINAC, specifically relating to the Federal Advisory Committee Act (FACA).

Finally, as proposed by Mr. Rivero, the HSIN Program will support the creation and implementation of HSINAC sub-groups designed to assist the program on niche programmatic topics.