



Homeland
Security

HSIN

Homeland Security
Information Network

HSINAC Meeting Quarterly Update June 25, 2013

Created by: HSIN PMO

Date: June 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

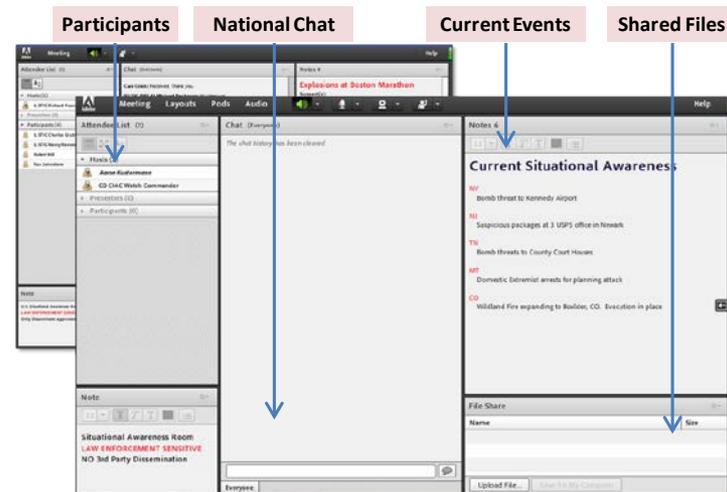
Formal AC Recommendation	HSIN PMO Actions Taken
Ensure R3 System Access and Set Migration Expectations	<ul style="list-style-type: none">✓ Increased and targeted communications with migrating COIs✓ Extended Legacy operations✓ Implemented and Successfully Completed the Pause
Improve Communications	<ul style="list-style-type: none">✓ Developed and Implemented Communications Strategy and related SOPs✓ Re-Started the HUWG
Improve the Migration Process	<ul style="list-style-type: none">✓ Implemented and Successfully Completed the Pause

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	
11-Mar	Indiana, Montana, North Dakota, Wyoming, N. Mariana Islands, Idaho, Kentucky,
18-Mar	Ohio, Delaware, Michigan, SLIC
25-Mar	Missouri

April Cutovers	
1-Apr	QHSR, FLETC, TSC, BIWAC
8-Apr	-
15-Apr	Florida, Arkansas, Virginia, Nebraska, Maryland, Arizona
22-Apr	Louisiana, ICE
29-Apr	Georgia, New Jersey, Super Bowl 2014

May Cutovers	
6-May	FedOps/ NOC, Washington, Tennessee, National Sheriffs Information Exchang
13-May	Caribbean Guard, Mississippi, CVE, LE
20-May	TX
27-May	NBIC, FEMA, EM

June Cutovers	
3-June	USCIS, ES
10-June	HVE, NY, IMAAC, CBP – Part 1
17-June	CI, NICC, HIDTA, DHE, 5 Country Ministerial, USCG – Part 1
24-June	FEMA/VAL

July Cutovers – Smaller/Less complex	
1-Jul	DHS/Office of General Counsel, DHS/Office of Health Affairs, DHS/Office of Public Affairs, DHS/Office of the Chief Security Officer, DHS/Office of the Secretary, DHS/Directorate of Science & Technology, DHS/Office of Intergovernmental Affairs, DHS/Office of Civil Rights, Super Bowl 2013, War of 1812, Exec Committee on Southwest Information & Intel Sharing
8-Jul	DHS/MOC, DHS/Office of Operations Coordination and Planning, DHS/Policy, DHS/Chief Privacy Officer, DHS/Management, TSA, Drupal Lessons, FPS, Restore the Gulf
15-Jul	International, Canada, Congress, Re-engagements/New Engagements (Exec office of the President, Dept. of Agriculture, Dept. of Commerce, Dept. of Education, Dept. of Energy, Dept. of HHS, Dept. of Interior, Dept. of Justice, Dept. of Labor, Dept. of State, Dept. of Transportation, Dept. of Treasury, Dept. of Veterans Affairs, HUD, SSA, FCC, GMO, NCR, PNT, US Secret Service, PACTS, Virtual USA, National Capital Region

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

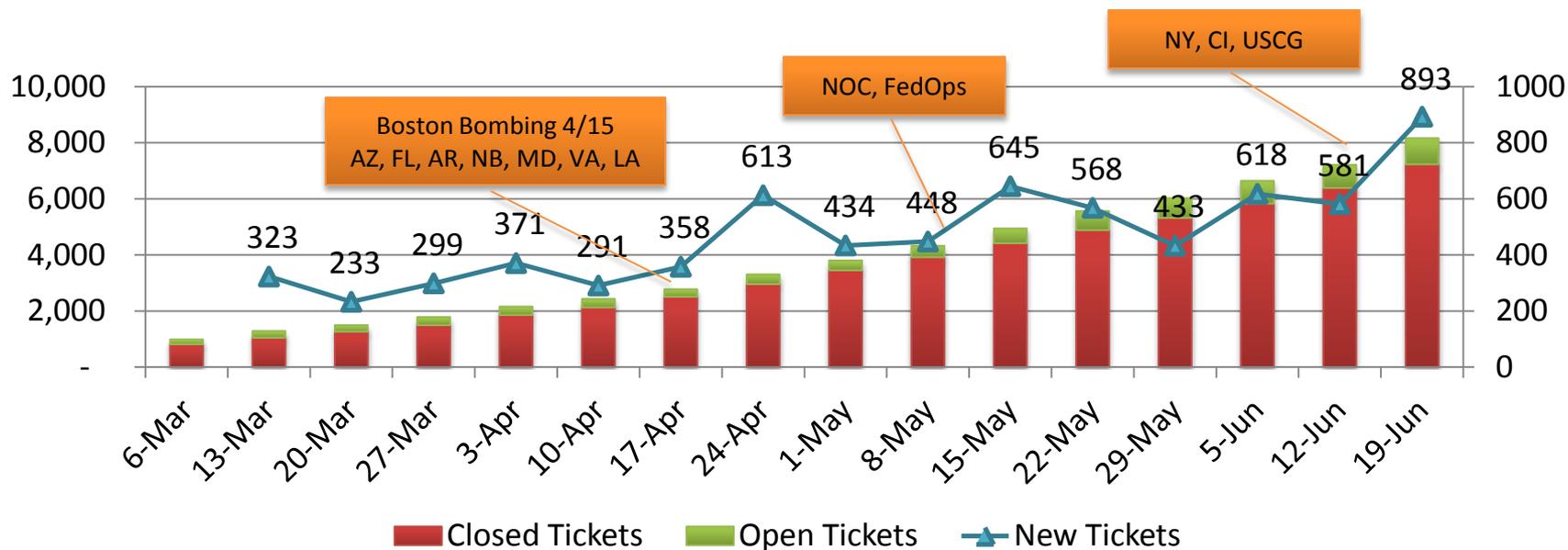
Seeking Your Input

A New Strategy, Focused On:

- Managed Self-Sufficiency
- Prioritized Engagements
- User Feedback and Performance
- Stakeholder Service Support
 - 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

Bulk Validation Pause

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

- ▼ 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

✓ Complete	✓ Complete	✓ Complete	
Rel 3.0	Rel 3.1	Rel 3.2	Rel 3.3
Jul 2012	Dec 2012	Jan – Apr 2013	May – Jul 2013
✓ Nomination & Validation	✓ HSIN Central & HSIN Steady State Template	✓ Geospatial Tools	Jabber, Listserv
✓ Authentication	✓ Site Provisioning Tool	✓ Adobe Connect	PIV, Interoperability *
✓ Dev & Prod environments	✓ Test & UAT environments	✓ Bulk Validation	CIKR SAR
✓ SharePoint	✓ Admin Tools	✓ Secure Messaging	COP, GII, RFI Integration



* Updated priorities since last brief



Homeland Security

DHS Internal Use Only

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