HSIN | Homeland Security Information Network

2017 ANNUAL REPORT

Delivering Mission Success

A Message from the

HSIN Executive Steering Committee

Frank DiFalco
Deputy Director, DHS Operations and Planning
Co-Chair, HSIN Executive Steering Committee

To Our Homeland Security Partners,

Trusted, secure information sharing is integral to active collaboration and coordination across DHS and with the homeland security partners that help protect this nation. In fiscal year 2017, partners across all levels of government, the private sector and international relied on HSIN to support their information sharing needs in areas including daily operations, planned events and exercises, public safety, incident response and emergency management. As co-chair of the HSIN Executive Steering Committee, I thank you for your support as we continue to advance the HSIN capability.

This year, HSIN implemented enhanced all threats and all-hazards capabilities to meet new and existing users' operational needs as the program's user base increased by 36 percent with over 25,000 new users. The program increased its geospatial capabilities, strengthening the ongoing effort to keep our borders safe and combat transnational crime, and partnered with DHS's Blue Campaign to help coordinate and enhance the Department's anti-human-trafficking efforts. Among other major accomplishments, all 79 fusion centers joined HSIN Exchange and the program reached a key milestone when it became the first DHS Headquarters program to move all capabilities—data and infrastructure—to the secure cloud environment.

The HSIN capability provided a positive impact across DHS by enabling enhanced information sharing and daily operations coordination for seamless steady-state activities, as well as, for major events, exercises, threats and incidents. This year, HSIN Mission Advocates increased direct support for planned events by 57 percent—from local to high-profile events including National Special Security Events, such as the 58th Presidential Inauguration and the 72nd session of the United Nations General Assembly; federal exercises such as the 2017 Integrated Advance Exercise for DHS Components; and continued support for major sporting events including the Super Bowl and the Kentucky Derby.

The program also provides the essential resources to prepare for, and quickly respond to disasters at a moment's notice. As natural disasters including wildfires and hurricanes struck the nation in 2017, HSIN aided response and recovery by coordinating information and providing a common operating picture for multiple federal agencies including the U.S. Coast Guard, Federal Emergency Management Agency and the Centers for Disease Control and Prevention. HSIN also supplied up-to-date data and mapping information, enabling first responders and other public safety officials to save lives and protect critical infrastructure.

Homeland Security Partners trust and rely on HSIN as the front door to information sharing across the homeland security enterprise. It brings together the people, processes and technology needed to achieve mission success. This year's annual report focuses on HSIN's ability to advance interagency and private sector collaboration. We appreciate your continued HSIN support and the opportunity to share these achievements with you.

Thank you,

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Executive Summary

The Department of Homeland Security (DHS) has a vital mission—keeping Americans safe—which means protecting our borders, our people and our nation. Information sharing is the centerpiece to this vital mission and the Homeland Security Information Network (HSIN) is integral to homeland security partners' ability to meet their operational needs.

By providing secure information sharing capabilities to stakeholders, HSIN plays an integral role in strengthening homeland security operations across federal, state, local, tribal, territorial, international and private sector partners. Remedying information sharing shortfalls was a principal recommendation of the 9/11 Commission. Since 2006, when HSIN was designated as the primary system for operational information sharing and collaboration among DHS security partners, HSIN has connected partners and streamlined interagency collaboration. At every level of government and in close collaboration with private sector, international and nonprofit partners, HSIN provides a secure platform to share security information and work toward common goals that advance the homeland security mission.

HSIN supports the full scope of DHS' mission to:

- Prevent Terrorism
- Secure and Manage Borders
- Combat Transnational Crime and Support Counternarcotic Efforts
- Enforce and Administer Immigration Laws
- Safeguard and Secure Cyberspace
- Ensure Resilience to Disasters
- Support Daily Operations

This year's report provides a detailed analysis of the integral role HSIN plays in support of the homeland security mission. In fiscal year (FY) 2017, new HSIN registered users increased by 36 percent and expanded its presence across DHS and among state, local, tribal, territorial, private sector and international users. At the end of FY 2017, 7,801 federated users had access to HSIN. In step with this growth, HSIN grew its capabilities through operational enhancements to support its users and the DHS mission.

HSIN's FY 2017 accomplishments include:

- Enhancing geospatial tools and features focused on giving users the ability to rapidly collaborate and share mission critical information to protect our borders and combat transnational crime
- Partnering with the Blue Campaign in support of the Blue Lightning Initiative to help coordinate and enhance the Department's anti-human-trafficking efforts
- Successfully launching the interim operating capability for the Leveraging Military Training program, integrating efforts and formalizing collaboration between DHS and DoD, allowing personnel from both agencies to access HSIN from anywhere across the country
- Completing the full migration of users and data for the National Cybersecurity and Communications Integration Center (NCCIC), increasing DHS's cyber participation on HSIN
- Becoming the first DHS Headquarters program to leap past a conventional hybrid cloud model, moving all capabilities, data and infrastructure to the secure cloud, resulting in faster implementation of enhancements to support mission and operational needs while reducing technology costs
- Continuing the tremendous momentum of HSIN Exchange, with all 79 fusion centers nationwide,

including the Terrorist Screening Center, using HSIN Exchange as its secure request for information (RFI) solution

- Initiating work to scale the HSIN Exchange pilot project into a full, enterprise-wide RFI solution

Throughout the year, HSIN also supported the safety and security of events and exercises nationwide by providing the tools and capabilities needed for interagency collaboration and real-time information sharing, in addition to on-site support. Resources and tools such as HSIN Connect, HSIN Exchange and Geospatial Information Infrastructure (GII) mapping capabilities have benefited partners in both emergency situations and daily operations by streamlining processes, reducing complexity and allowing users to make rapid decisions when every second counts. HSIN Mission Advocates also provided the expertise and support needed to apply HSIN capabilities to meet operational objectives at all levels of government and across international partners and the private sector.

Whether responding to an incident, preparing for a planned event or performing daily operations, HSIN supports the interagency collaboration needed for mission success. HSIN's unique and unprecedented achievements in allowing seamless collaboration among all partners reached new heights in 2017—and sets the stage for even greater contributions to partners' success in the coming year.

Nearly 2,000 users log in to HSIN each day

to support operational requirements, accessing real-time information and communities for information sharing

Nearly 2,000 communities are on HSIN

to exchange mission-critical information in groups dedicated to geographic areas and issues of interest

Nearly 15,000 HSIN Connect rooms were opened

to facilitate real-time, virtual collaboration across organizations and jurisdictions

36% increase in users

24,952 new registered users joined HSIN in FY 2017 to access mission-critical resources, resulting in a user base of over 94,000 registered users

57% increase in major events supported

Mission Advocates supported 69 major events in FY 2017

52% decrease in response time for Help Desk calls

These values will be revisited in the FY 2018 report to demonstrate lifetime achievements of the HSIN Program.

FY 2017 HSIN Engagements

Color Key: Daily Operations & Exercises · Incident Support · Planned Events · Supported multiple consecutive years

october

november

- Private Sector Partnerships: Minneapolis
- Ohio State University Active Shooter Incident

- California Prison Escape

december

- Union Cycliste Internationale Road World Championships
- Bank of America® Chicago Marathon

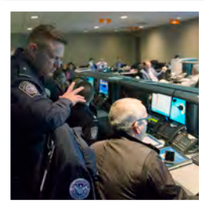
- California Wildfires

january

- 58th Presidential Inauguration

february

- Puerto Rico's Gubernatorial Inauguration



- Super Bowl LI

march

- NASCAR®
- Integrated Advance 17 Full-Scale Exercise
- All 79 Fusion Centers Now Use HSIN Exchange
- NCAA® Final Four Tournament

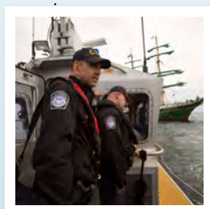
april

- Orlando Emergency Preparedness Exercise

- Boston Marathon

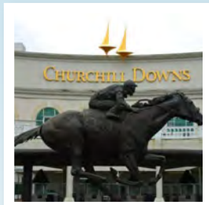
may

- U.S. Open



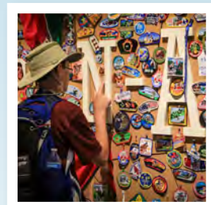
- Sail Boston

june



- Kentucky Derby
- 101st Running of the Indy 500

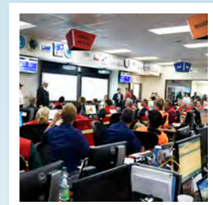
july



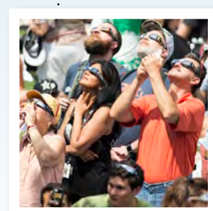
- National Scout Jamboree
- HSIN Moves to the Cloud!

- Shakopee Mdewakanton Sioux Community Annual Wacipi

august

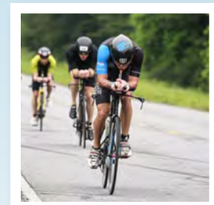


- Hurricane Harvey



- Eclipse Watch

september



- IRONMAN 70.3 World Championship
- United Nations General Assembly
- Hurricanes Irma, Maria and Nate
- Major League Soccer™ All Star Game

- Iowa State Fair

Strategic Goals and Accomplishments

HSIN plays a vital role in supporting the DHS mission to safeguard the American people, our homeland and our values with honor and integrity. By facilitating interagency and public-private sector collaboration among homeland security partners, our nation is better prepared to prevent terrorism, safeguard cyberspace and ensure resilience when disasters strike.

DHS provides HSIN as a trusted resource to partners who need to connect the right people with the right information at the right time. Throughout FY 2017, HSIN provided significant operational support for hundreds of major events, and supported critical response and recovery efforts related to major hurricanes, wildfires and other incidents. In the process of helping partners achieve mission success, HSIN continued to develop and strengthen relationships among homeland security partners at all levels of government and across the private sector.

To support strategic development, HSIN uses a model of focused mission growth, which prioritizes quality of the user experience while delivering value to partner organizations. Using this model, HSIN met its FY 2017 strategic goals, including:

- Achieving growth in service application and adoption, and greater presence in critical mission areas
- Building and enhancing information sharing technology services offered to homeland security partners
- Strengthening internal business and management functions to more effectively and efficiently deliver services

HSIN Provides Key Support During Presidential Inauguration

During the 58th Presidential Inauguration, HSIN served as the primary information sharing platform to support execution of security operations. HSIN provided information sharing subject matter experts who customized planning and operational tools that ensured approved users had the right access and training to meet mission needs. Partners deployed HSIN tools for real-time incident monitoring, secure collaboration capabilities and secure data exchange.

DID YOU KNOW?

HSIN's operational geospatial data provided secure information feeds to 15 approved mission critical systems, and was a key component to the successful support of event security, crisis mitigation and incident management. It also hosted 150 geospatial layers from 20 federal, state and local partners.

FY 2017 Objectives and Accomplishments

Achieve Growth

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

Objectives

- Pilot new initiatives across federal agencies
- Expand tribal support
- Expand usage within DHS
- Increase operational support engagements

Accomplishments

- Launched the Leveraging Military Training (LMT) Program interim operating capability, integrating efforts and formalizing collaboration between DHS and DoD
- Enabled tribal leaders to share information with law enforcement partners, as the Shakopee Mdewakanton Community uses HSIN to support daily operations; HSIN's work with tribal officials provides a reliable template and example for further tribal support
- Completed full migration of users and data for NCCIC and federated with the National Cyber Protection System (NCPS), increasing DHS' cyber participation on HSIN
- Office of Emergency Communications migrated to HSIN, which enhanced their daily operations; the migration also helps support and promote communications that emergency responders and government officials use
- Partnered with the DHS anti-human-trafficking initiative, Blue Campaign, to support the Blue Lightning Initiative as part of the campaign to deliver human trafficking awareness training to partners in the airline industry
- HSIN Mission Advocates increased planned event support by 57 percent, which included activities for daily operations, planned events and exercises, and incident response and emergency management events
- Conducted pilot with the Integrated Maritime Domain Enterprise (IMDE) and Coastal Surveillance System (CSS); HSIN provides identification and authentication for all IMDE-CSS users for multiple systems, which streamlines sign-on and enhances information sharing capabilities and a service-based architecture

Build and Enhance Services

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

Objectives

- Complete migration of HSIN infrastructure to the secure cloud
- Enhance capabilities for existing programs
- Enhance geospatial offerings for customers

Accomplishments

- Completed migration of all capabilities and data to the secure cloud, resulting in a more agile, efficient and fast system—all while reducing costs related to technology
- Initiated work to transition the HSIN Exchange pilot project into a full enterprise solution. All 79 fusion centers and Terrorist Screening Center are now using HSIN Exchange
- Completed significant upgrades and user enhancements to HSIN's SmartViz tool, giving homeland security partners the ability to deconflict patrols and efficiently coordinate border security efforts
- Increased HSIN's geospatial offerings, allowing HSIN users to leverage Geospatial Information Infrastructure (GII) for advanced map building, data integration and visualization

Strengthen Delivery

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

Objectives

- Implement product management approach
- Improve solutions engineering review through creation of a Technical Review Board
- Implement continuous integration and continuous delivery process (CI/DC)

Accomplishments

- Used the product management approach to forecast and manage the program's product roadmap for improved capability delivery that aligns with market trends to support end-user needs
- Identified solutions engineering best practices to further develop HSIN's approach to meet new requirements and align to the product roadmap
- By migrating to the secure cloud, the program has achieved alignment across all HSIN environments with reduced development turnaround times, increasing efficiency moving from user requirements to functionality within the system

HSIN at a Glance

HSIN brings together the people, processes and technology needed to advance information sharing and achieve mission success in a central, online location. This secure network serves the entire homeland security enterprise, including federal, state, local, tribal, territorial, international and private sector organizations, and is relied upon for daily operations, major national and international events, disaster planning and response, public safety and incident management.

HSIN is:

- **A User Driven program**
- **Trusted and Secure**
- **Interoperable and Mission-Based**

HSIN Provides:

- **Homeland Security Expertise and Support**
- **Flexible Online and Instructor-led Training**
- **Adaptable Common Operating Picture**
- **Secure Instant Messaging Behind Firewall**
- **Real-time Mapping and Geospatial Capabilities**
- **Secure Live Web Conferencing and Archival**
- **Responsive Program Management and Workflow Tools**
- **Collaborative Communities of Interest and Practice**

Eclipse Watch Sets Best Practice for Small Jurisdictions

Millions of people traveled to the path of totality, a 70-mile wide strip of land that extended from Oregon to South Carolina. To facilitate information sharing and situational awareness among partners, HSIN established a Solar Eclipse community with multiple subsites for participating states and agencies. By establishing a single community for jurisdictions around the nation, HSIN facilitated mission success for a large number of partners and enabled cost savings by reducing or eliminating duplication of efforts at local levels.

> "Individual pages were created for the 12 states in the path of the eclipse, along with a Federal coordination page. The site housed a tracker for gatherings and incidents, a document library, contact lists and an area for important announcements.

Terrence Newsome
HSIN Mission Advocate

Who are HSIN Users?

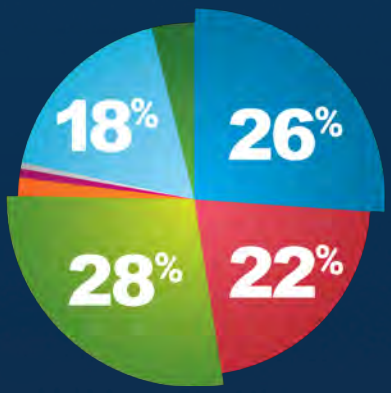
This year, nearly 95,000 users across mission areas including critical infrastructure protection, cybersecurity, emergency management, intelligence, to law enforcement and public health, used HSIN to help keep our nation safe. Because HSIN also serves a vast set of jurisdictions, the program empowers its users to collaborate with a diverse set of partners and resources across the HSIN user base. HSIN users are categorized by the following sectors: federal, state, local, territorial, tribal, international and private.

Methodology for Assessing Growth and Achievements

Each year, HSIN requests that all program users from the C-suite to the boots on the ground, participate in an online HSIN Annual Assessment. The assessment, open to all HSIN users, provides data on how HSIN is used to support operations and helps identify those features that need to be evaluated for change or enhancement. The results from the FY 2017 HSIN Annual Assessment, along with highlighted program metrics, are presented throughout this report.

Those using HSIN every day, include:

- Police officers and firefighters
- Counter narcotics agents
- Information officers, intelligence analysts and fusion center directors
- Cybersecurity analysts and cyber intelligence analysts
- Homeland security advisors
- Emergency management directors
- Critical infrastructure planners and risk analysts
- Chemical, biological, radiological and nuclear (CBRN) analysts



U.S. Customs and Border Protection

Office of Intelligence and Analysis

Homeland Security
National Protection and Programs Directorate
Office of Infrastructure Protection
Office of Cybersecurity and Communications
Office of Cyber and Infrastructure Analysis

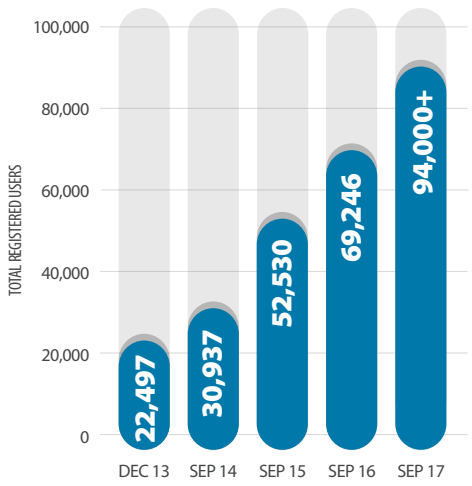
U.S. Immigration and Customs Enforcement

Transportation Security Administration

FEMA

United States Coast Guard

Federal Law Enforcement Training Center
FLETC



HSIN User Growth

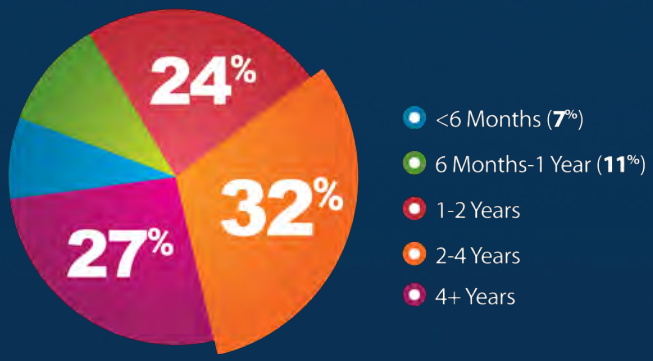
Every year, HSIN increases information sharing capabilities to meet new and existing user needs, which is a key programmatic goal. **FY 2017 saw a 36 percent increase in the HSIN user population**, starting the fiscal year with more than 69,000 registered users and ending with more than 94,000 registered users. In terms of year-over-year growth, having started at 22,497 users in 2013, the **total number of users has since quadrupled**.

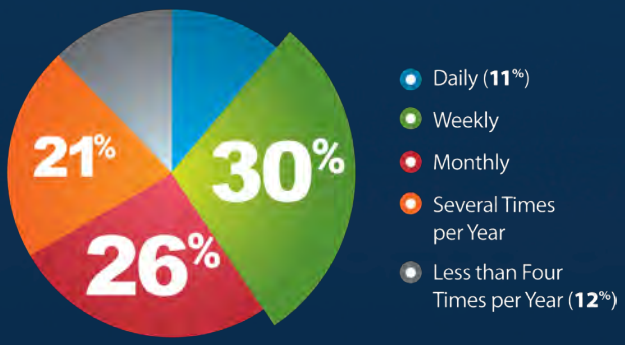
How is HSIN Used?

Of the total number of users surveyed, **more than 80 percent** have been using HSIN for one year or more, and more than two thirds of all HSIN users log in to HSIN at least monthly with **more than 40 percent** logging in at least once each week.

While HSIN is often recognized for its use in large-scale, high-profile planned events, exercises or unplanned incidents, the majority of its users leverage HSIN in their daily operations. In FY 2017, users who completed the HSIN Annual Assessment answered the question, *"What do you use HSIN the most for?"*

Forty-five percent of respondents use HSIN for daily operations, supporting such operational needs including planning and coordination (**49 percent**), incident response (**45 percent**), internal training (**31 percent**), exercise planning and management (**29 percent**) and investigative support (**27 percent**). The more HSIN is used on a daily basis, the more effective users become in applying the program's capabilities to their utmost potential in the event of an unplanned incident.





Customer Satisfaction

HSIN is committed to supporting the operational needs of its customers and improving the HSIN user experience year-over-year. In FY 2016, 87 percent of respondents found that HSIN supported their operational needs satisfactorily or above. In FY 2017, **a remarkable 92 percent** of respondents reported that HSIN supported their operational needs, satisfactorily or better.

In terms of overall satisfaction with HSIN's support of their homeland security mission, an **overwhelming majority of respondents, at 93 percent,** reported that they were either satisfied or very satisfied with HSIN's support of their homeland security mission.

Operational Support

HSIN provides expertise, support and access to resources so that homeland security operators can more efficiently and effectively do their jobs. The program's flexibility provides the solution for how stakeholders share information on a daily basis, for planning and management of events and in response to emergencies.

Shakopee Mdewakanton Sioux Community (SMSC) Partnership with HSIN

The HSIN Program has set several goals to help build strong relationships with Tribal Nations, including: establishing a platform for tribal governments' presence on HSIN; strengthening tribes' abilities to collaborate with homeland security partners in support of tribes' mission success; and enhancing operational capabilities with HSIN's comprehensive set of secure information sharing tools.

The Shakopee Mdewakanton Sioux Community's Incident Management team uses HSIN for secure, real-time information sharing and collaboration for their first responder needs and to support public safety operations across the reservation, which includes luxury hotels, a gaming casino and other properties.

In July, the SMSC used HSIN to support its Annual Wacipi, a ceremonial gathering of the tribe's community. SMSC also used HSIN over the summer in support of several amphitheater concerts at Prior Lake.

HSIN Mission Advocates

Much of the day-to-day functionality of HSIN is supported by functional experts who understand the needs of each HSIN user's needs, as well as the information sharing environment. These experts are called HSIN Mission Advocates, and are business consultants, information integrators, customer relationship managers and subject matter experts all-in-one. They build relationships with homeland security partners, provide operational training, deliver expert technical assistance, perform information sharing gap analysis, assist with event management and much more.

Nearly 30 percent of users surveyed have interacted with a HSIN Mission Advocate. Of those respondents, **97 percent** rated their Mission Advocate's performance as **satisfactory or higher**, with **nearly 50 percent** of respondents reporting that their Mission Advocate's performance as **outstanding**.

As functional experts, they understand the needs of each HSIN user and the information sharing environment, working with site owners, stakeholders and users across the country to enable interagency collaboration, support strategic and tactical operations, assist in crisis communications, engage stakeholders and develop relationships—all to ensure mission success.

Supporting Daily Operations

Every day, homeland security professionals access HSIN to share information with partners, host training, collaborate, plan or evaluate lessons learned. In FY 2017, HSIN was used for daily operations, providing real-time information sharing, improving intelligence analysis business flow and decision-making capabilities. HSIN supported a variety of mission areas, including cybersecurity, border security, narcotics interdiction and human trafficking awareness. This type of steady-state use allows partners to maintain situational awareness for their respective operating environments. In response to the 2017 assessment, 45 percent of users reported that, among their multiple uses of HSIN, they used HSIN the most for daily operations. Federal partners shared 1,562 intelligence products in FY 2017. In total, fusion centers posted 1,757 Situational Awareness, 1,750 Analytical and 46 Case Support/ Tactical products.

Cybersecurity

Cyber threats are not bound by geographic location or organization. When one organization is attacked, many different agencies and partners may need to take part in mitigation and response efforts. HSIN is playing an increasing role in America's cybersecurity efforts as maintaining a safe and resilient cyberspace requires constant vigilance through daily monitoring, reporting and information sharing. In FY 2017, HSIN's unique role in facilitating interagency collaboration helped integrate DHS cybersecurity efforts, facilitating real-time communication and increasing situational awareness for the National Cybersecurity and Communications Center (NCCIC), the Multi-State Information Sharing and Analysis Center (MS-SIAC) and fusion centers with capabilities such as the Cyber Intelligence Network situational awareness (CINAware) room.

> "We look to HSIN to establish our CINAware room. If there's a major attack going on we can activate that room and so we'll have analysts from across the nation getting on and sharing real-time information.

Elizabeth McCracken
Lead Cyber Analyst,
Northern California Regional Intelligence Center

NCCIC

This year, HSIN completed data and user migration for the NCCIC and federated with the National Cyber Protection System (NCPS), increasing DHS cyber participation on HSIN. NCCIC serves as the centralized hub at the federal level where a diverse set of partners coordinate and synchronize cybersecurity efforts—all enhanced by leveraging HSIN capabilities for secure information sharing with stakeholders. Cyber intelligence analysts across the country regularly post information to HSIN concerning current threats and discuss incidents that may impact organizations nationwide.

MS-ISAC

NCCIC collaborates with state and local governments through the MS-ISAC, which serves as a focal point for cyber threat prevention, protection, response and recovery for the nation's state, local, tribal and territorial organizations. HSIN creates the environment needed to ensure that information about cyber threats and cybersecurity is getting to the right people. Within HSIN, more than 1,000 MS-ISAC members log into a single place and use secure, direct communications to share cybersecurity information. Community members benefit from cybersecurity threat early warnings, as well as a secure place to identify, develop, validate, promote and sustain best practices. With HSIN's secure, trusted network, the nation's cyber experts are able to effectively collaborate regardless of their organization or location.

CINAware

HSIN also provides the capability to leverage the resources of every fusion center to coordinate effective cybersecurity efforts year-round. The Cyber Intelligence Network's situational awareness (CINAware) room, offered on HSIN, is used to bring together the expertise of more than 350 cyber analysts and investigators across the United States to collaborate in real time. CINAware is a vital

resource for communicating local cyber threats to the NCCIC. Likewise, the NCCIC uses CINAware to share information identified at the federal level that local organizations need for analysis and response. On a daily basis, CINAware provides the platform needed for rapid analysis and response to critical cyber threats. Raw intelligence can be analyzed and vetted by specialists across the country in real time, which then enables public agencies to benefit from actionable intelligence that is instantly disseminated.

Border Security

Much like protecting cyberspace, maintaining border security also requires constant vigilance and communication. With 17 states that border either Mexico or Canada and cover more than 7,500 miles, border security is a national priority that impacts human trafficking, drug trafficking, illegal contraband and arms trafficking. HSIN is a significant tool in this mission area as interagency and interjurisdictional coordination is vital to maintaining security across this vast geographical expanse. DHS Joint Task Forces, the U.S. Customs and Border Protection (CBP), Immigration and Customs Enforcement (ICE), border states, and other law enforcement and partners in the border security mission space leverage HSIN's incident monitoring and situational awareness tools to strengthen their border security efforts.

In FY 2017, coordinating efforts over more than 7,500 miles of border was made easier as the program made significant user interface enhancements to the HSIN tool, SmartViz, increasing its capabilities and functionality as a map-based geospatial management tool. This solution enables rapid and secure exchange, giving users the power to share geographical data from various sources on one display, map incident scenes and planned event sites, and track movements and changes over time. Used by CBP to coordinate with state and local agencies and federal partners, including the U.S. Coast Guard (USCG), HSIN acts as a force multiplier, amplifying users' virtual presence on the border, enabling real-time feedback from field patrols and reducing duplication of effort to more efficiently integrate border security efforts across agencies.

Narcotics Interdiction

In the area of narcotics interdiction, the High Intensity Drug Trafficking Area (HIDTA) program relies on HSIN to support daily operations. HSIN solved a key problem for law enforcement by providing a central location for officers to find and contribute trend information—a need that wasn't being met by existing intelligence databases and other technology. Officers now use HSIN daily to share information and photos depicting how criminals are modifying vehicles to conceal drugs, which directly leads to more apprehensions and confiscated narcotics.

"HSIN fills an information sharing niche that we couldn't find anywhere else," remarked Mike Snyders, National Coordinator for Domestic Highway Enforcement at the HIDTA Assistance Center. "Our information sharing component brings awareness to officers during those millions of traffic stops that

HSIN and GMO Team Up on "Sail Boston" Tall Ships Event

Mission partners used HSIN and DHS Geospatial Management Office mapping capabilities to support the "Sail Boston" Tall Ships event. The FBI's Boston Field Office, Massachusetts Commonwealth Fusion Center, Boston Regional Intelligence Center (BRIC), Boston Police Department and Massachusetts State Police used HSIN to analyze shared intelligence. HSIN enabled seamless access to incidents and reports as well as high-resolution imagery and critical infrastructure information.

> "This partnership will provide the BRIC and mission partners with superior levels of situational awareness, inform decision making, and greatly enable the planning, rehearsal, and execution phases of the event.

David Carabin
BRIC Director

occur every year. The officers need to be aware; they need to have real-time information to allow them to know if they have a criminal, perhaps a drug trafficker or any other criminal, stopped during the roadside encounter."

Human Trafficking Prevention

HSIN makes it possible for DHS to more effectively work with private-sector partners, law enforcement and other government agencies in its mission to prevent human trafficking, protect victims and arrest criminals involved in the illegal trade of human beings for exploitation or commercial gain. A critical part of prevention involves coordination and collaboration with law enforcement partners through daily operations. This includes transmitting sensitive information via HSIN's secure network so that law enforcement officials can get tips and other information needed to identify victims and prosecute criminals.

Another critical component for prevention is awareness. DHS launched the Blue Campaign as the unified voice for the Department's efforts to combat human trafficking by educating the public and law enforcement on how to prevent these crimes. In FY 2017, the partnership between the Blue Campaign and HSIN was launched to address a 2016 Federal Aviation Administration mandate that airline industry staff receive training on recognizing and responding to potential human trafficking victims. The Blue Lightning Initiative (BLI) provides training and information for individuals in the airline industry—pilots, flight attendants and others—so they can recognize signs of human trafficking. The partnership began in May 2017; only 30 days later, in July, the BLI site was launched, fully up and running with 20 BLI partners participating with Blue Campaign staff. Other HSIN sites have been set up for partners in the hospitality industry and law enforcement community to meet their unique needs. The increased awareness and training provided by the Blue Campaign via HSIN leads to more tips to law enforcement, which results in more victims being identified and more criminals being prosecuted.

BLUE CAMPAIGN
One Voice. One Mission. End Human Trafficking.™

> HSIN is a uniquely qualified partner for the Blue Campaign because it offers a full complement of resources for the secure transfer of information. Our law enforcement partners are benefiting from HSIN because we're able to provide information they need, which in turn helps increase prosecution.

Kaitlin Seale
DHS Blue Campaign
Program Manager

Supporting Planned Events and Exercises

Over the past decade, HSIN has developed new tools and capabilities, applied best practices and strengthened interagency collaboration to plan for and support public events that draw widespread attention. From large-scale national events with complex security requirements, such as the Presidential Inauguration, to professional and collegiate sports and smaller state and local events, HSIN brings planning expertise, customizable solutions and experience to ensure public safety and security. Of the users surveyed this year, **32 percent** used HSIN to support planned events and exercises, with **84 percent** of those users reporting that HSIN helped them meet their goals of collaborating securely across geographic and jurisdictional boundaries. With the interagency and cross-jurisdictional information sharing capabilities HSIN provides, diverse homeland security partners across public and private sectors can work as a cohesive team before, during and after the events.

Year-Over-Year Operational Use

HSIN Mission Advocates **supported 69 major events** in FY 2017, a **57 percent increase** from FY 2016, connecting interagency partners and supporting operational planning, training and real-time event management. HSIN has consistently proven its ability to plan, implement and maintain situational awareness for a variety of major events. As a result, many long-standing partnerships have been established and HSIN is trusted by public safety officers, law enforcement, first responders, intelligence analysts and operations command centers. National Special Security Events, including the 58th Presidential Inauguration and the 72nd session of the United Nations General Assembly; federal exercises such as the 2017 Integrated Advance Exercise for DHS components; and high-visibility sporting events including the Super Bowl, Boston Marathon, Kentucky Derby and the Indianapolis 500 have all turned to HSIN year-after-year in support of these events.

HSIN Supports Fifth Consecutive Super Bowl

Super Bowl LI marked the fifth consecutive year HSIN has provided real-time information sharing support for the NFL's championship game. The Houston Police Department used HSIN to collaborate and share information with partners from DHS, the FBI and other agencies during the event.

Since 2013, HSIN has played a major role in the Super Bowl's planning stages and operational support by successfully providing real-time information sharing solutions. This ongoing work enables first responders to protect thousands of spectators and participants while they enjoy the largest and most watched public event in the world. Having demonstrated best practices, strategy and mature approaches for planning and support, HSIN's continued involvement with the Super Bowl has allowed host cities to see, first-hand, the enhanced and seamless collaboration HSIN can provide homeland security partners.

> "HSIN is the only platform out there that permits interagency relationship building and further enhances communications across many sectors of government and non-government entities. What we established for the NSJ will be the model for how we all communicate and work together in the future.

Major General James Hoyer
Adjutant General, West Virginia

Working with the National Guard to Coordinate Events: National Scout Jamboree

HSIN has been the information sharing program of choice for the National Scout Jamboree since moving to its new location near Glen Jean, West Virginia in 2013. This year's event brought over 30,000 attendees and included a presidential visit.

Ongoing training and support played a key role in the event's success as weekly meetings and dry run exercises were held leading up to the event, with over 300 members of the West Virginia National Guard and other partners trained in preparation.

A highlight of the 10-day event was the use of HSIN's geospatial capabilities, which supported interagency preparedness and collaboration across federal, state, local and private sector partners. The result was increased security, improved response and coordination.

Event operation security planners and participants require and expect cohesive collaboration and communications. Major events like the Jamboree help lead the way in multi-jurisdictional information sharing. HSIN makes it possible for these agencies to efficiently and effectively collaborate, implement processes and use best practices to support major events and to establish relationships for future events.

Supporting Incident Management and Emergency Response

When an incident or event occurs, it rarely affects a single jurisdiction and typically multiple responding agencies are involved. In today's interconnected society, interagency communication is essential to the successful resolution of most incidents. As such, users can deploy HSIN tools with little to no notice to support unplanned emergency situations and incidents. **Nearly 40 percent** of users surveyed used HSIN to support public safety and incident management, capitalizing on HSIN Connect, which is a real time collaboration tool, the program's geospatial mapping capabilities and HSIN Exchange to support these efforts. **More than 80 percent** of these respondents reported that HSIN helped them meet their goals of communicating and collaborating during incident or emergency response. Emergency services professionals and law enforcement across the country rely on HSIN to provide the tools and resources they need to prevent, protect, respond to and recover from unplanned incidents.

Severe Weather Emergency Management

HSIN provides the essential resources needed to prepare for, and quickly respond to, a disaster at a moment's notice. Emergency management and other public safety officials rely on HSIN to prepare risk mitigation strategies, use secure collaboration spaces, and enable interagency and public-private sector coordination. With HSIN, real-time situational awareness and information sharing are at the fingertips of homeland security partners whenever and wherever resources are needed.

This year, when hurricanes Harvey, Irma and Maria made landfall, partners relied on HSIN to aid in emergency planning, cross-jurisdictional coordination and search and recovery efforts. HSIN played a key role in Hurricane Harvey response and recovery by providing up-to-date data and mapping information, which enabled first responders and other public safety officials to act rapidly and save lives, maintain security and protect critical infrastructure. Partners who relied on HSIN for real-time collaboration and information sharing during Harvey's emergency planning, response and recovery efforts include:

- FEMA, National Protection and Programs Directorate, Federal Protective Service and the USCG in Houston and New Orleans
- State and local partners including the Mississippi Emergency Management Agency, Louisiana Emergency Management, Illinois Multi-Agency Box Alert System, Kentucky National Guard and the Nebraska National Guard
- National Aeronautics and Space Administration
- Federal Aviation Administration
- Centers for Disease Control and Prevention
- American Red Cross

In the Houston-Galveston area, historic rainfall amounts and widespread flooding resulted in thousands of emergency calls to 911 dispatch centers across the region, seeking assistance from first responders. As the unprecedented demand for assistance and rescue overwhelmed emergency

services phone infrastructure and call centers, overflow in the form of calls and social media postings was directed to the USCG. Through HSIN, USCG personnel codified and tracked these calls, coordinated interagency rescues, and facilitated organized, rapid responses across the region. With more than 7,200 calls received by USCG command centers and incident management teams during the entire Hurricane Harvey response, HSIN was an instrumental resource, aiding coordination of search and rescue missions across 1,507 miles, resulting in more than 11,000 lives saved.

Response and recovery efforts related to these emergencies demonstrate HSIN's prowess in preparedness and response. Before, during and after disasters strike, HSIN provides the trusted network and secure environment needed to communicate and collaborate in real time across interagency and public-private sector partners.

Emergency Preparedness

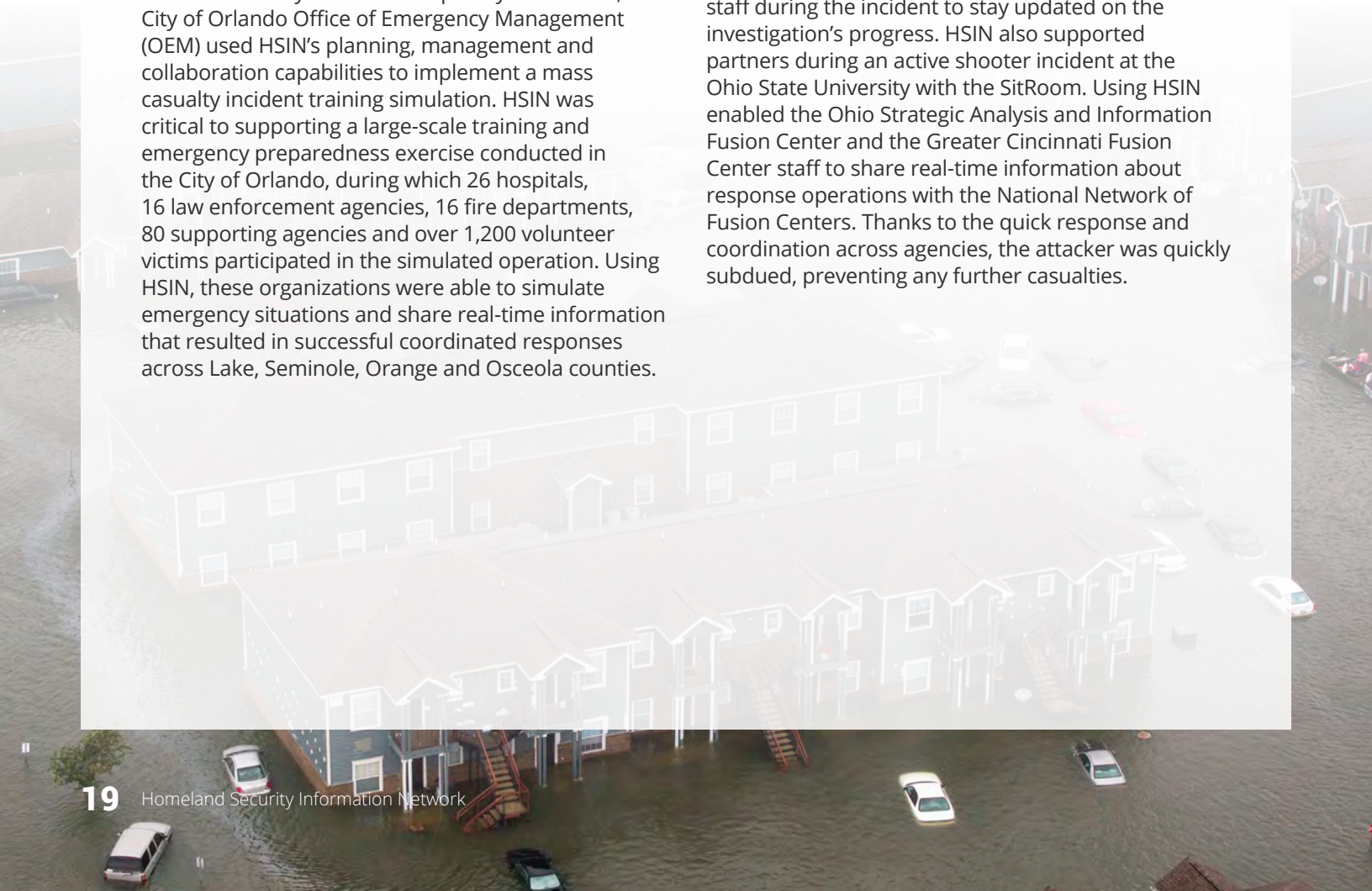
Effective planning before a disaster strikes expedites response, preserves evidence and prevents greater loss of life. In planning and practicing for such a scenario, lines of communication between federal, state and local agencies is essential and must be established early and used frequently. In FY 2017, the City of Orlando Office of Emergency Management (OEM) used HSIN's planning, management and collaboration capabilities to implement a mass casualty incident training simulation. HSIN was critical to supporting a large-scale training and emergency preparedness exercise conducted in the City of Orlando, during which 26 hospitals, 16 law enforcement agencies, 16 fire departments, 80 supporting agencies and over 1,200 volunteer victims participated in the simulated operation. Using HSIN, these organizations were able to simulate emergency situations and share real-time information that resulted in successful coordinated responses across Lake, Seminole, Orange and Osceola counties.

Active Shooter Incidents

Since there is often no pattern or method to the selection of victims by an active shooter, these situations are unpredictable and quickly evolve. HSIN provides the capability to respond to these incidents in a coordinated, efficient manner so that all parties responding are operating off the most up-to-date, vetted information. In response to the 2017 HSIN Annual Assessment, **86 percent** of those who needed to prevent or respond to potential criminal threats or critical incidents said HSIN helped them meet this goal. The top three resources users took advantage of to meet this goal were HSIN Connect, HSIN Exchange and HSIN geospatial mapping capabilities.

In addition to these resources, HSIN's National Situational Awareness Room, or SitRoom, is also routinely used during events and crises, providing invaluable real-time situational awareness when public safety is at stake. Available 24 hours a day, seven days a week to the entire National Network of Fusion Centers and its partners, the SitRoom can be locally operated by states and major cities to quickly share information during significant events.

During FY 2017, the SitRoom was used to capture prison escapees, including during a prison escape in California, where HSIN was used by command staff during the incident to stay updated on the investigation's progress. HSIN also supported partners during an active shooter incident at the Ohio State University with the SitRoom. Using HSIN enabled the Ohio Strategic Analysis and Information Fusion Center and the Greater Cincinnati Fusion Center staff to share real-time information about response operations with the National Network of Fusion Centers. Thanks to the quick response and coordination across agencies, the attacker was quickly subdued, preventing any further casualties.



Operational Enhancements

HSIN delivers mission-focused solutions that directly support user operations by working closely with users to identify capability gaps and develop solutions that meet mission requirements. The program continues to enhance HSIN tools with greater capabilities, integrate new tools and streamline access to information. This year, HSIN worked with users to identify and begin testing a chat solution upgrade to meet users' needs for a secure, flexible and fast instant messaging tool.

The program also enhanced its geospatial offerings, allowing HSIN users to leverage the GII for advanced map building, data integration and visualization. The program also completed significant upgrades and enhancements to HSIN's SmartViz tool, giving homeland security partners the ability to efficiently deconflict patrols and coordinate border security efforts. With these new capabilities, HSIN users quickly analyze information to accelerate and improve decision making.

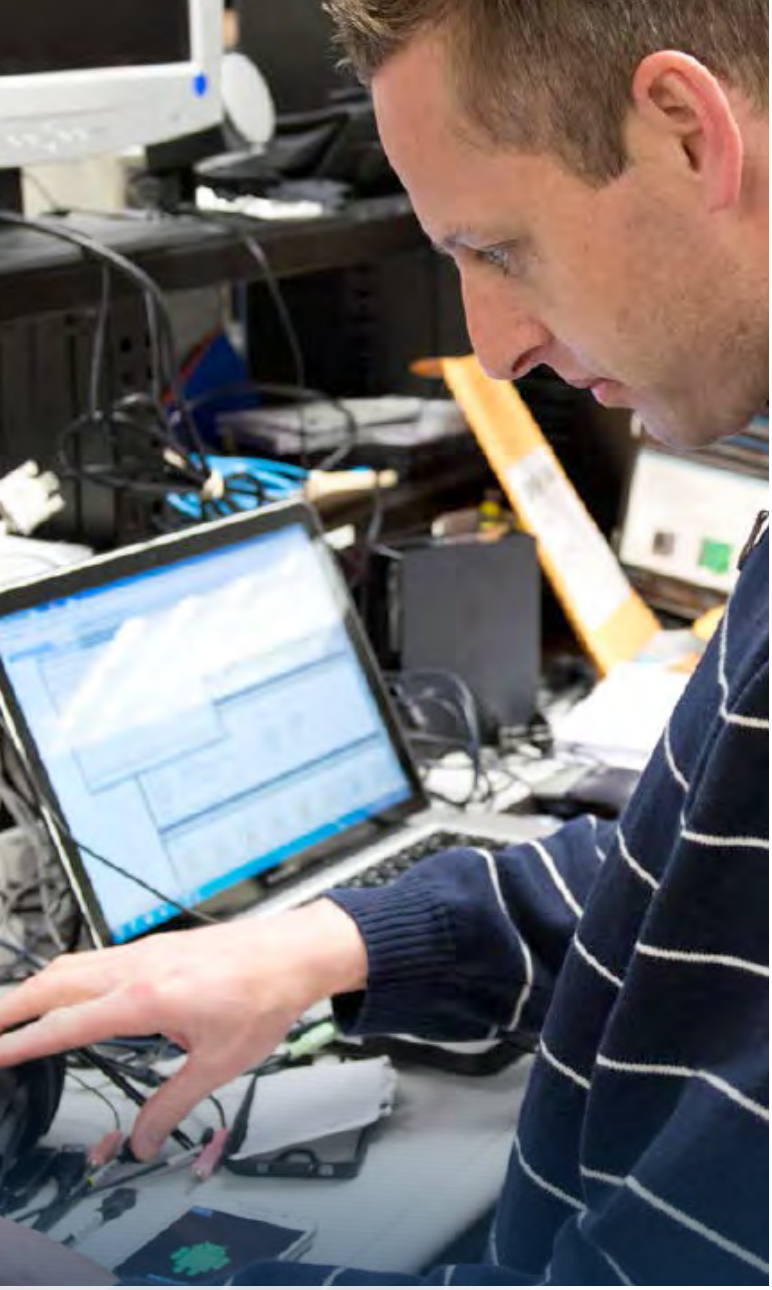
Among these FY 2017 operational enhancements are two groundbreaking achievements: HSIN's move to the secure cloud and the major milestone reached when all 79 fusion centers adopted HSIN Exchange as their solution for processing RFIs.

HSIN is the Top-Seeded Team for Information Sharing at the NCAA® Tournament

HSIN kept fans safe at several sites of the men's collegiate Division I basketball tournament, including the Final Four in Glendale, Arizona. HSIN's information sharing role among public safety partners included providing tools such as HSIN Connect for secure messaging and collaboration. These capabilities allow stakeholders to access up-to-date information from a single common view and coordination point, allowing emergency personnel to efficiently and effectively manage their efforts.

DID YOU KNOW?

HSIN Mission Advocates were integral to the operation, conducting outreach to convene partners to work together using the same playbook. HSIN Mission Advocates also developed and refined the information sharing strategies needed to provide a front line of defense against potential threats.



> All of our team members—which included individuals from planning, development, contracts, outreach, service operations, testing, program management, communications and administration—worked diligently over the previous months to implement this major upgrade.

Damon Bragg
HSIN Service Operations Manager

HSIN Completes Migration to Secure Cloud

HSIN reached a key milestone this fiscal year when it became the first DHS Headquarters program to leap past a conventional hybrid cloud model and move all capabilities—data and infrastructure—to the secure cloud at a Federal Information Security Management Act (FISMA) High, High, High level. As a result, the HSIN system is now more flexible, more efficient and capable of delivering services to users and stakeholders much more quickly than before. Many system upgrades that previously required months to deploy may now be accomplished in weeks, while many projects that previously took weeks to implement can now be done in days.

HSIN users benefit from virtually zero unplanned downtime thanks to instantaneous failover capabilities. System outages at the regional level are effortlessly covered by another region's cloud infrastructure. If one computer server should fail, another server takes its place, all without users seeing any drop in performance.

As a result of this successful migration, HSIN saw:

- Upgrades and new capabilities more quickly released to users; reduced time needed to move from requirements to new functionality by 33 percent
- Increased speed to deliver new or enhanced services to users; reduced time needed to establish new environments by 75 percent
- Improved standardization and reliability for testing new products; 90 percent alignment in configuration across all HSIN environments and retained all established performance thresholds

With this successful move to the cloud, HSIN has created a model for other organizations to emulate and the program stands ready to assist other DHS teams by sharing best practices for their cloud implementations. These lessons learned include nuances of the procurement process, types of deployments and enterprise licensing agreement considerations and how to leverage existing accreditations for common control frameworks.

HSIN Exchange: The Next Level in Information Sharing

In 2016, HSIN Exchange was developed and launched in partnership with the National Network of Fusion Centers and the Terrorist Screening Center as a secure, streamlined RFI solution. Prior to HSIN Exchange, there was a critical need for law enforcement officers to connect the dots more quickly and see patterns that would enable them to make faster decisions. Part of this process includes sharing vital information through RFIs. When crossing state lines, the processes, forms and approvals are often very different. As a centralized RFI management system, HSIN Exchange benefits analysts and professionals working in analytic and information sharing entities, fusion centers, federal agencies and the broader Homeland Security Enterprise.

In FY 2017, all 79 fusion centers and the Terrorist Screening Center relied on HSIN Exchange every day to share intelligence products, collaborate on cyber threat response strategies and support real-time communications during incident response and event management operations. HSIN Exchange offers a secure digital communications solution that ensures fusion centers can more efficiently respond to and track information.

As HSIN Exchange enters its second year of full operation across all fusion centers, HSIN initiated work to apply the knowledge gained during its operational pilot project to create a full enterprise solution. HSIN Exchange will be expanded to include other federal partners, such as Regional Information Sharing Systems (RISS) center, the High Intensity Drug Trafficking Area program, major city and county intelligence units, DHS Intelligence and Analysis and the El Paso Regional Intelligence Center. The expanded system will provide a standardized form and single point-of-service for all RFIs and help fusion centers and other partners more efficiently process critical inquiries by:

- Managing and prioritizing RFIs
- Standardizing the RFI process to increase efficiency
- Tracking response times
- Providing metrics on total RFIs received, including the capability to report by source or topic

HSIN Exchange's ability to drive interoperability across all fusion centers and interagency partners is an important factor in the system's success. Real-world results have shown that the use of HSIN Exchange provides a solution that rapidly reports and responds to inquiries across all jurisdictional and national levels. HSIN Exchange also makes it easier to immediately and securely share information, providing the next level of maturity in RFI processing for homeland security, counterterrorism and public safety operations.

> "No longer do we need to make one-off calls, emails to people and wait for a response. Now we have the ability to track those requests, see where they are in the process, and as managers, see when they're closed out. That's an incredible process that's never existed in government before.

Mike Sena
President, National Fusion Center Association

Resilience through Partnerships

Ensuring resilience—the ability to adapt to changing conditions and prepare for, withstand and rapidly recover from disruption—is a DHS mission that all components and homeland security partners must work together to achieve. DHS states, "Whether it is resilience toward acts of terrorism, cyber-attacks, pandemics, and catastrophic natural disasters, our national preparedness is the shared responsibility of all levels of government, the private and nonprofit sectors, and individual citizens."

As an integrated effort, HSIN strengthens resilience through active partnerships across the homeland security enterprise, providing the common operating picture, tools and capabilities needed to quickly adapt to changing conditions, respond to adversity, and ensure rapid recovery. In FY 2017, HSIN strengthened and developed new partnerships across DHS and with federal, state, local, tribal and territorial partners.

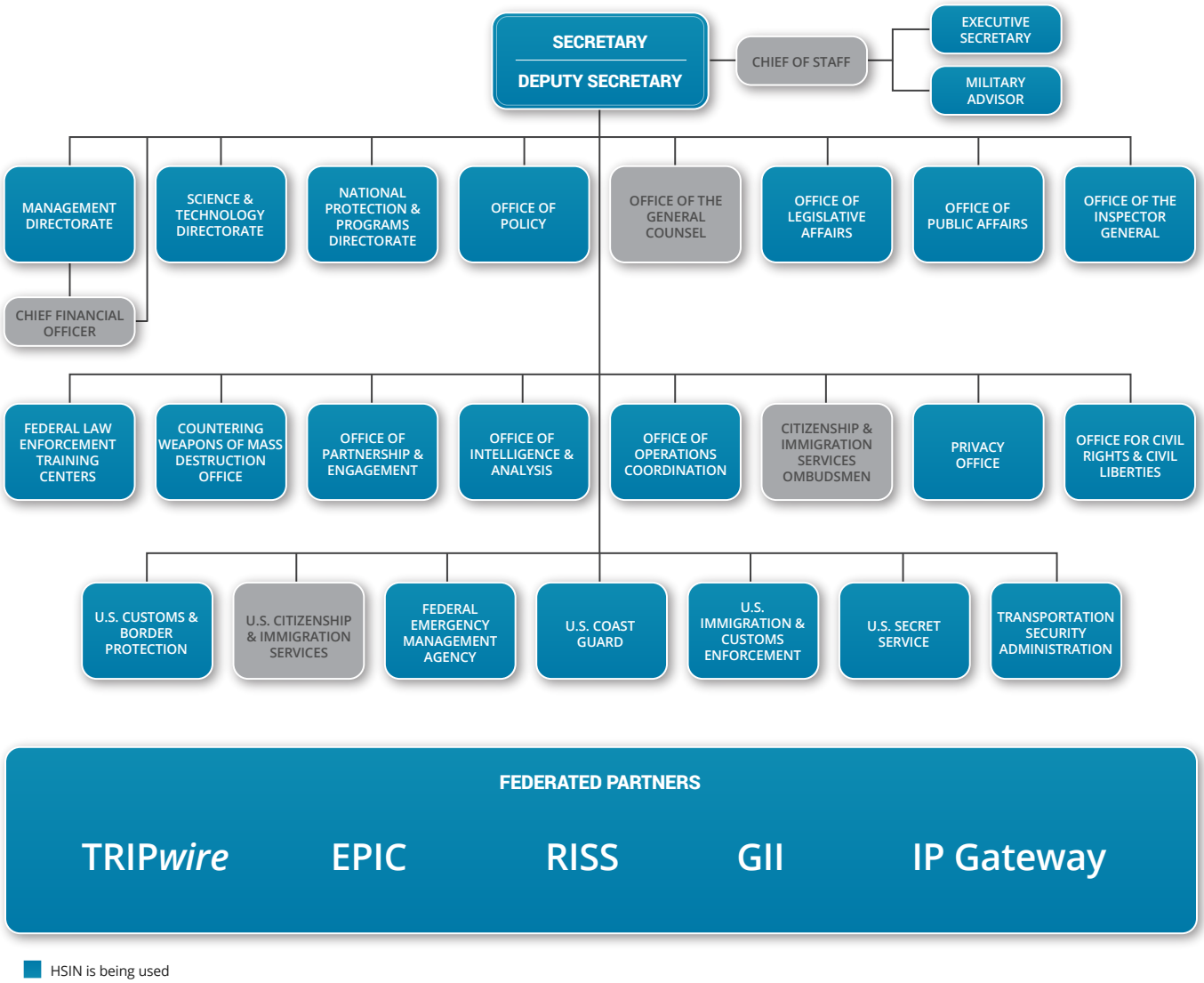
A First for HSIN: Supporting the U.S. Open Golf Tournament in Wisconsin

HSIN enabled 22 federal, state and local agencies to join with private sector partners to support security at the U.S. Open golf tournament in Erin, Wisconsin. The DHS Geospatial Management Office worked with HSIN Mission Advocates to deliver a solution that provided live mapping of incidents at the event, which enabled the Joint Operations Command Center to easily track emergency service calls and provide clear operational direction.

> "Having one centralized point to disseminate information made communications concise and consistent across all of the public safety entities, which ranged from local to state to federal and even civilian organizations.

Captain Martin Schulteis
Deputy Incident Commander for the Washington County Sheriff's Office

HSIN Footprint within DHS



HSIN is being used

HSIN SUPPORT AREAS

Building Information-Sharing Bridges across the Homeland Security Enterprise

Designated as the primary system for operational information sharing and collaboration within DHS and all of its partners since 2006, HSIN plays an integral role in DHS missions such as ensuring resilience when disasters strike, enhancing security, preventing terrorism, managing borders and safeguarding cyberspace. By building information-sharing bridges across DHS and among federal, state, local, tribal, territorial, international and private sector partners, HSIN makes a unique and unprecedented contribution to the homeland security mission. The examples below illustrate the integral role HSIN plays in allowing partners to share information in real time, which enables rapid analysis and decision-making.

Federal Emergency Management Agency (FEMA)

FEMA has numerous HSIN communities dedicated to building, sustaining and improving capabilities that protect against, recover from and mitigate all types of hazards. FEMA depends on HSIN to provide seamless information sharing across public-private sector partnerships and local, state and federal agencies—all with the goal to help communities and first responders prepare for and respond to emergency situations.

DHS National Protection and Programs Directorate (NPPD)

NPPD leads the national effort to protect and enhance the resilience of our country's physical and cyber infrastructure. HSIN's trusted network supports NPPD's ongoing success by providing a secure platform to share information and risk-mitigation strategies, such as during the 2017 National Scout Jamboree. The HSIN Critical Infrastructure (HSIN-CI) community enables infrastructure stakeholders to communicate, coordinate and share information in support of mission success. Community members maintain a direct, trusted channel with DHS and other vetted sector stakeholders through HSIN and can quickly exchange information pertaining to threats, vulnerabilities, security, and response and recovery activities affecting sector and cross-sector operations.

Transportation Security Administration (TSA)

Thousands of HSIN users in the TSA depend on HSIN's information-sharing capabilities to protect the nation's transportation systems and ensure freedom of movement. TSA personnel use HSIN daily to share information that can be used to preemptively stop adverse events from occurring and support transportation security across the country.

Customs and Border Protection (CBP)

HSIN communities are primary destinations for CBP personnel who rely on HSIN in support of their mission to safeguard America's borders. Almost a million times each day, CBP officers welcome international travelers, screening both foreign visitors and returning U.S. citizens. CBP communities on HSIN include U.S. Customs and Border Protection, the CBP Protection Office of Information and Technology, and CBP Centers of Excellence and Expertise.

Geospatial Management Office (GMO)

HSIN's partnership with the GMO gives homeland security partners access to the DHS GII, which delivers critical situational awareness and advanced mapping information to state and local law enforcement and public safety officials. Through HSIN, partners can securely access GMO's data and maps that include infrastructure, imagery, public alerts and warnings, weather advisories and incident feeds from DHS Operations Centers. HSIN's geospatial tools and capabilities allow users to efficiently conduct damage assessments, perform special event planning and help decision makers make better decisions. When responding to hurricanes and other incidents, officials can quickly understand where "hot spots" are occurring, what infrastructure is involved and how to prioritize response and recovery efforts.

This year, HSIN strengthened its partnership with the DHS Office of Health Affairs (OHA) and assisted the Office of Emergency Communications (OEC) in its migration of information assets to HSIN.

DHS Office of Health Affairs (OHA)

With HSIN's support, OHA is able to develop and enhance end-to-end situational awareness, coordination and information sharing capabilities. As a result, OHA is able to coordinate its efforts with organizations that rely on receiving and disseminating timely and accurate information and properly plan and prepare for threats.

DHS Office of Emergency Communications (OEC)

The OEC plays a key role in ensuring partners have the plans, resources and training needed to support advanced interoperable emergency communications. This year, HSIN completed the OEC's migration to HSIN, enhancing their daily operations, streamlining their training processes and assisting in their mission to support and promote communications used by emergency responders and government officials. Through HSIN, OEC is able to stream video to facilitate the delivery of technical assistance and training, and post information about upcoming events and key dates. As the lead coordination office for the National Council of Interoperability Coordinators (NCSWIC), which facilitates interoperability efforts in all states and territories, OEC's partnership with HSIN allows the NCSWIC and other users to take advantage of HSIN's tools and capabilities to efficiently coordinate across numerous jurisdictions.

Department of Defense (DoD) and DHS Partner Using HSIN: Leveraging Military Training

DHS, in close collaboration with DoD, has designed and fielded an enduring web-based system, built on the Homeland Security Information Network (HSIN) platform, that enables DHS and DoD to exchange information relating to civilian law enforcement needs and activities, satisfying the congressional mandate for a formal mechanism. The DHS-DoD LMT Portal enables operational collaboration, cooperation and coordination between DHS and DoD and facilitates related analysis and reporting.

Integrated Maritime Domain Environment-Coastal Surveillance System (IMDE-CSS)

In FY 2017, HSIN conducted a pilot with DHS Science and Technology's IMDE-CSS to support border and maritime security. HSIN provides identification and authentication for all IMDE-CSS users for multiple systems, which streamlines sign on and enhances information sharing capabilities and a service-based architecture. The IMDE-CSS system delivers a scalable unclassified information sharing architecture to facilitate the exchange of actionable information among federal, state, local, tribal, international and public private users.

> "OHA looked to HSIN because of the development in its capabilities are invaluable to OHA's mission success. For example, the secure information sharing infrastructure and sign on security is something that a small organization like OHA cannot do on its own; HSIN provides us that economy of scale we couldn't reach by ourselves. HSIN is a fantastic partner who offers the collaboration capabilities we need to continue to meet the needs of our customers and partners.

Candi Jones
Health Incident Surveillance Branch Chief, DHS Office of Health Affairs

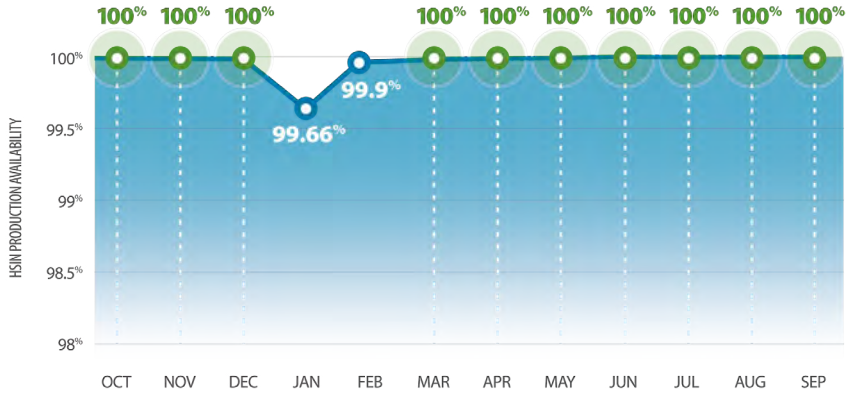
Meeting User Needs with a Network of Support

HSIN empowers users with the critical tools and solutions they need to help support the homeland security mission. Information sharing and collaboration tools, comprehensive training, on-call technical support and transparent communications all contribute to a reliable network of support that helps partners use HSIN to its full potential.

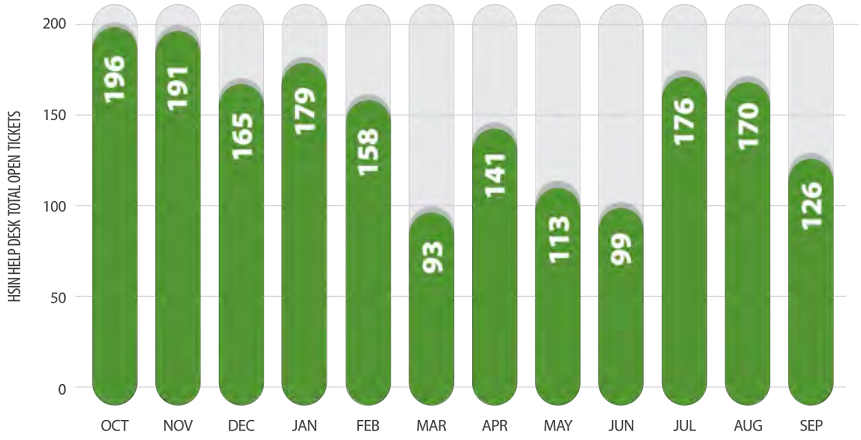
Technical Support

As a user-driven program, HSIN creates solutions that support day-to-day operations and help homeland security personnel efficiently and effectively meet their mission goals. The program offers technical support through the HSIN Service Operations team to ensure that every user has access to the network and that each of HSIN's capabilities is available 24/7. Throughout the year, the team provided on-call support to assist users with all aspects of HSIN's tools and functionalities.

In FY 2017, HSIN maintained a **near-perfect level of availability**. The technical support team promptly resolved help desk tickets to increase efficiency, improve quality and provide excellence in service delivery.



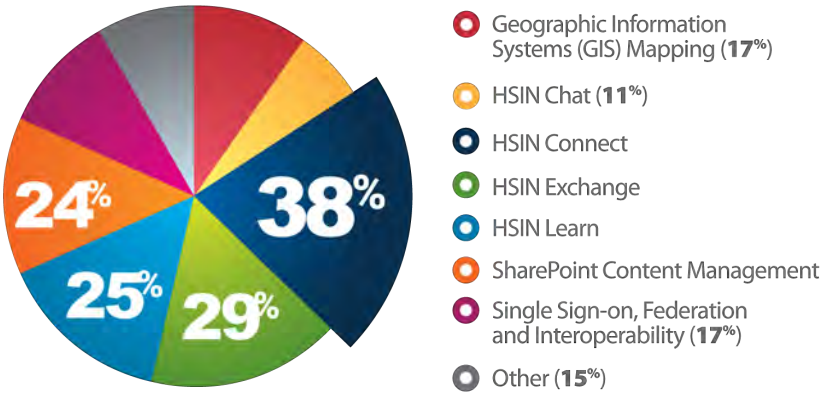
The HSIN Help Desk demonstrated efficiency and exceptional service, **closing 86 percent of tickets** opened. In addition, there was a steady decrease in the average speed-to-answer requests, **down 52 percent** in the fiscal year.



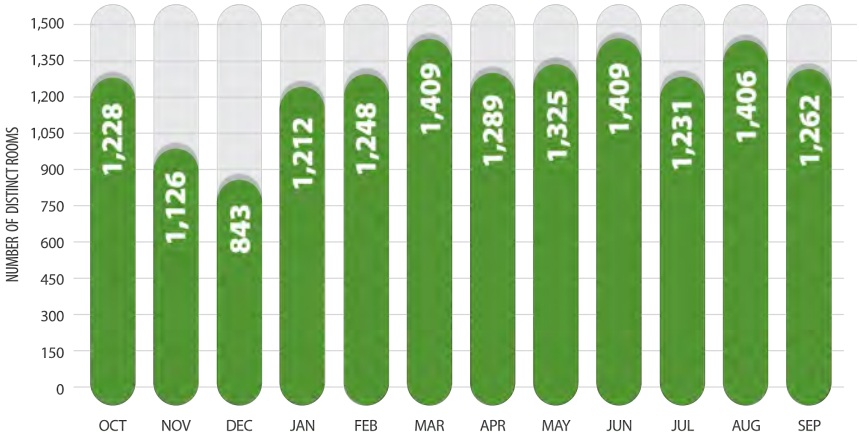
Features that Matter to Users

As technology advances, users can take advantage of HSIN's tools and capabilities to quickly respond to emerging challenges.

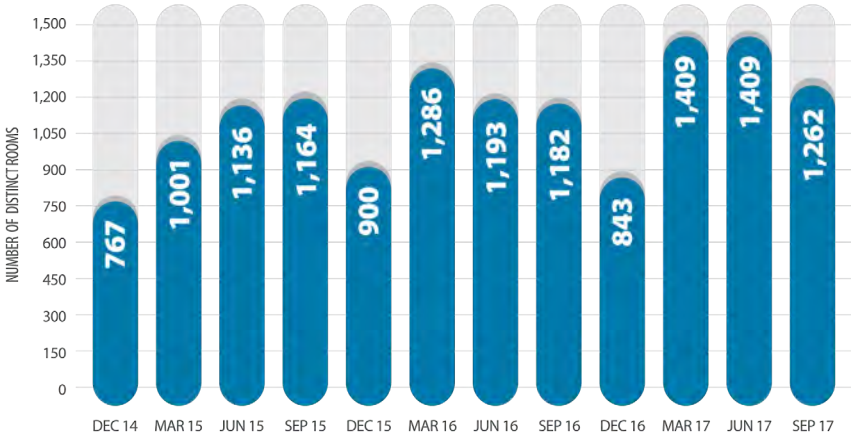
Participants in HSIN's Annual Assessment listed HSIN Connect as their **most used HSIN feature**, with **36.7 percent** selecting it in FY 2017. HSIN Exchange was the second most popular feature with **28.7 percent** of users deploying it most often, and HSIN's Learning Management System ranked a close third at **25.5 percent**.



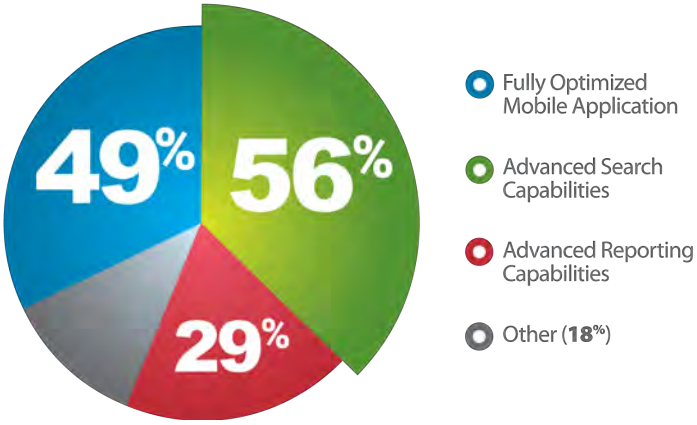
HSIN Connect's versatility as a tool allows users to collaborate in a number of different ways, including video conferencing and command and operational support. System users can engage in large collaborative efforts as HSIN Connect provides the support needed to carry out daily operations.



The average number of distinct Connect rooms per month **increased by 12.3 percent** in FY 2017. Over the past two fiscal years, the average number of distinct Connect rooms per month has **increased by 27.5 percent**.



HSIN is always listening to users' suggestions for new capabilities. In FY 2017, **56.4 percent** of surveyed users reported that they believe that the program could improve by providing an advanced search feature and **49.4 percent** would like fully optimized mobile applications.



HSIN Tools

HSIN's tools are designed to securely solve a variety of information-sharing challenges.

HSIN Exchange

HSIN Exchange enhances information sharing among fusion centers and local, state and federal agencies by implementing a tracking system for RFIs that provides delivery metrics and avoids duplicative responses.

HSIN Chat

HSIN Chat provides a secure environment for instant messaging. This allows users to share SBU information with partners in real time in response to developing situations, which enhances decision-making capabilities.

HSIN Connect

HSIN Connect is a robust web conferencing tool for real-time conferencing and collaboration. Users across the country can work with peers from other organizations face-to-face to share data and resources to better identify needs and trends.

HSIN Notify

HSIN Notify alerts users to important updates related to their mission as they emerge. HSIN users can subscribe to the issues that are important to them and respond to the alerts immediately via email and text updates.

HSIN Learn

HSIN Learn provides users with the opportunity to learn how to access and use all of HSIN's features. HSIN Learn also shares best practices regarding information sharing.

HS*INbox*

HS*INbox* allows for secure communications across mission partners. This tool supports secure transmission of documents, links and notes that help to quickly share information with partners.

Training

As HSIN stays in step with users' evolving needs, ongoing training is an important resource that helps users take full advantage of the program's capabilities. HSIN's Learning Management System, HSIN Learn, provides a series of computer-based course offerings, which include training for the various features and tools as well as for specific HSIN user roles. In FY 2017, HSIN added several new training courses, including training for site owners, a HSIN Basics course and information on the SitRoom for HSIN-Intel.

These courses benefit users by:

- Offering operational training and hands-on learning experiences
- Pairing HSIN experts with community representatives to design courses that meet their needs
- Providing users an unbiased perspective regarding the strengths and limitations of HSIN tools

In addition to a complete library of training resource users can access at any time, HSIN Mission Advocates also deliver customized training to end users to meet their specific needs. These needs broadly fall into the categories of refresher training; planned event, incident and exercise training support; and new capability training. This year, HSIN Mission Advocates delivered:

- 1,208 refresher trainings on best practices and lessons learned, which allowed stakeholders to more effectively use HSIN. HSIN is working towards virtualizing these trainings so users can access these resources when necessary.
- 208 planned event, incident and exercise trainings that ranged from major sporting events, dignitary visits, to active shooter situations and severe weather events.

Communications

HSIN actively communicates with its users and stakeholders through multiple channels to inform users about updates to the program and how HSIN can help address their mission needs, share success stories and identify best practices.

Publications

HSIN issues three regular publications to support the specific information needs of the program's governance body members, HSIN community managers and overall HSIN users. These publications help share best practices regarding using HSIN, inform users of changes to the program and its technology and highlight unique success stories that are constantly occurring in communities around the country.

HSIN Central

HSIN Central is the primary portal HSIN users access when they log in. It provides quick access to operational feature stories, the latest program announcements, training and other educational opportunities, as well as a calendar of upcoming events and service windows.

HSIN Videos

HSIN's videos showcase a range of users, a diverse set of missions and scenarios, and present HSIN from the end-user's point-of-view. HSIN users share operational examples and testimonials of how HSIN supports and helps them achieve their mission needs. This fiscal year, the HSIN videos were made publicly available on the **DHS YouTube channel**, a first for the program.

Policy and Governance

HSIN builds a culture and understanding of compliance across the complex and diverse missions of the homeland security enterprise. HSIN ensures compliance with DHS privacy requirements and governing principles integrated into HSIN's daily operations.

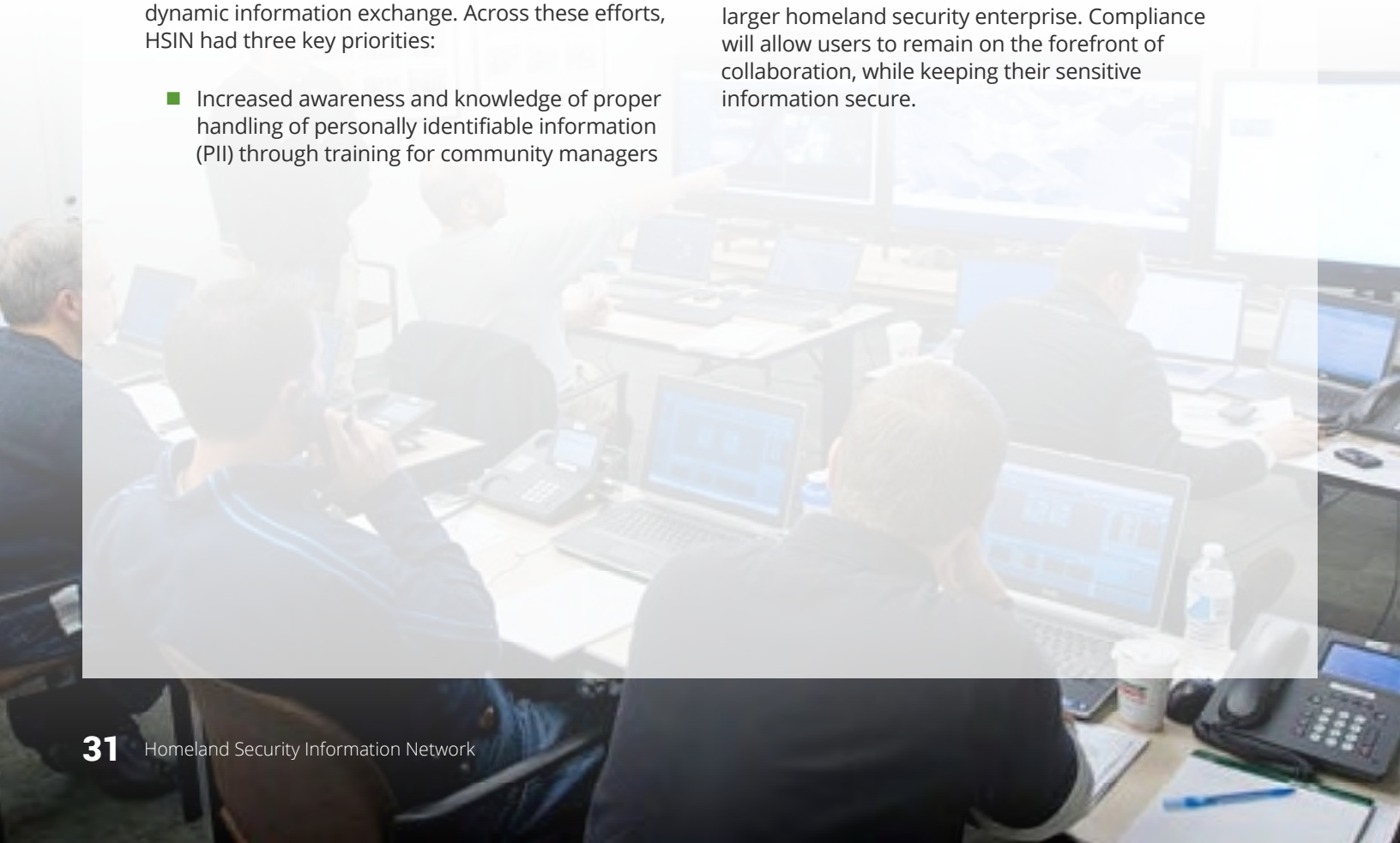
Privacy Compliance

HSIN integrates privacy compliance into all program operations by working with the DHS Privacy Office to oversee all privacy compliance documentation, including HSIN Privacy Threshold Analyses (PTA), Privacy Impact Assessments (PIA) and System of Records Notices (SORN).

In FY 2017, HSIN focused on ensuring compliance across the platform and updated essential HSIN governance documentation to facilitate more dynamic information exchange. Across these efforts, HSIN had three key priorities:

- Increased awareness and knowledge of proper handling of personally identifiable information (PII) through training for community managers
- Augmented information sharing possibilities within the system through governance updates based on requested changes from users
- Continued policy and privacy support for new and current communities

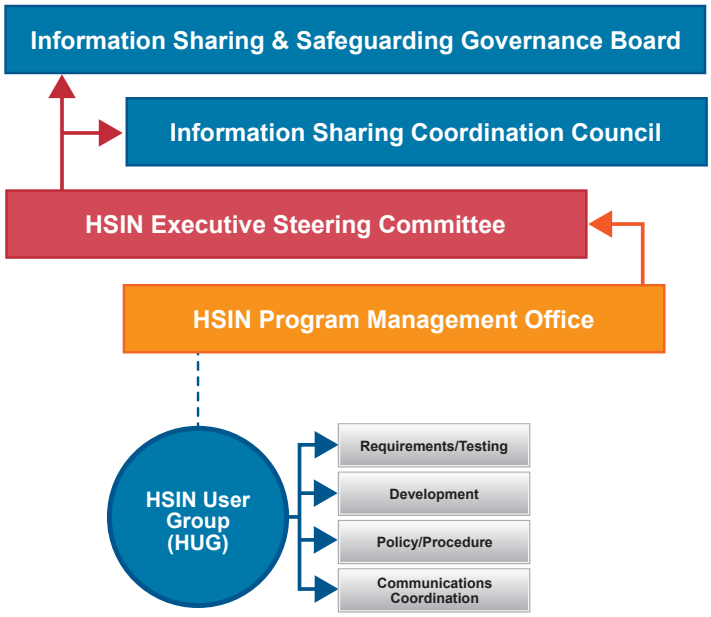
As HSIN constantly evolves with its user base, HSIN will continue to ensure compliance with the new initiatives and tools that meet the demands of the larger homeland security enterprise. Compliance will allow users to remain on the forefront of collaboration, while keeping their sensitive information secure.



Inclusive, Transparent and Accountable Governance

HSIN's governance structure is essential to the decision-making processes of the program. The Executive Steering Committee's (ESC) role is imperative in overseeing the HSIN Program Management Office (PMO) and provides a sounding board for new ideas and feedback from stakeholders. Additionally, the HSIN User Group (HUG) provides sound structure which enables the program to remain sustainable as it evolves.

HSIN will continue facilitating strong communication with executive leadership to ensure involvement in programmatic decisions by engaging all levels of HSIN governance, including the ESC, the Information Sharing Coordination Council (ISCC) and the Information Sharing & Safeguarding Governance Board (ISSGB).



Executive Steering Committee (ESC)

The mission of the ESC is to provide effective governance, oversight and guidance to the HSIN Program Management Office to ensure HSIN meets users' mission critical requirements on time and on budget. The ESC supports and makes recommendations to the ISSGB, which sets DHS' information sharing and safeguarding priorities and direction. It also defers to the ISSGB or its leadership on information sharing policy and portfolio management issues. HSIN engaged executive leadership regarding program-level decisions and policy shifts by conducting three meetings in FY 2017 to discuss programmatic goals, objectives and timelines.

HSIN Support Shows 'Anything is Possible' for IRONMAN 70.3 World Championship

At the IRONMAN 70.3 World Championship in Chattanooga, Tennessee, HSIN supported public safety operations for 23 partners including the DHS National Protection and Programs Directorate, U.S. Coast Guard, Tennessee Fusion Center, Tennessee Emergency Management Agency and Tennessee Office of Homeland Security. Officials used HSIN to display video from an unmanned aerial vehicle (UAV), or drone, through an iPad to support situational awareness and risk mitigation activities.

> "HSIN provided the Hamilton County Emergency Operations Center the ability to monitor activities and maintain an event log as situations happened.

Tony Reavley
Director of Emergency Services and Homeland Security for Hamilton County

HSIN User Group (HUG)

HSIN evolves based on feedback from the organizations that use it. Users can offer suggestions on how to enhance HSIN through the HSIN User Group (formerly the HSIN User Working Group or HUWG). The HUG also allows HSIN users to share their experiences with the HSIN PMO and other users. Within the HUG, there are four subcommittees that focus on targeted components of HSIN. The group meets quarterly and is open to new members. The list below details the activities of each subcommittee.

Requirements/Testing

- Discuss planned updates and enhancements to HSIN
- Provide feedback regarding new capabilities throughout development

Policy/Procedure

- Provide feedback and guidance on official policies

Development

- Integrate goals and systems requirements of organization into HSIN

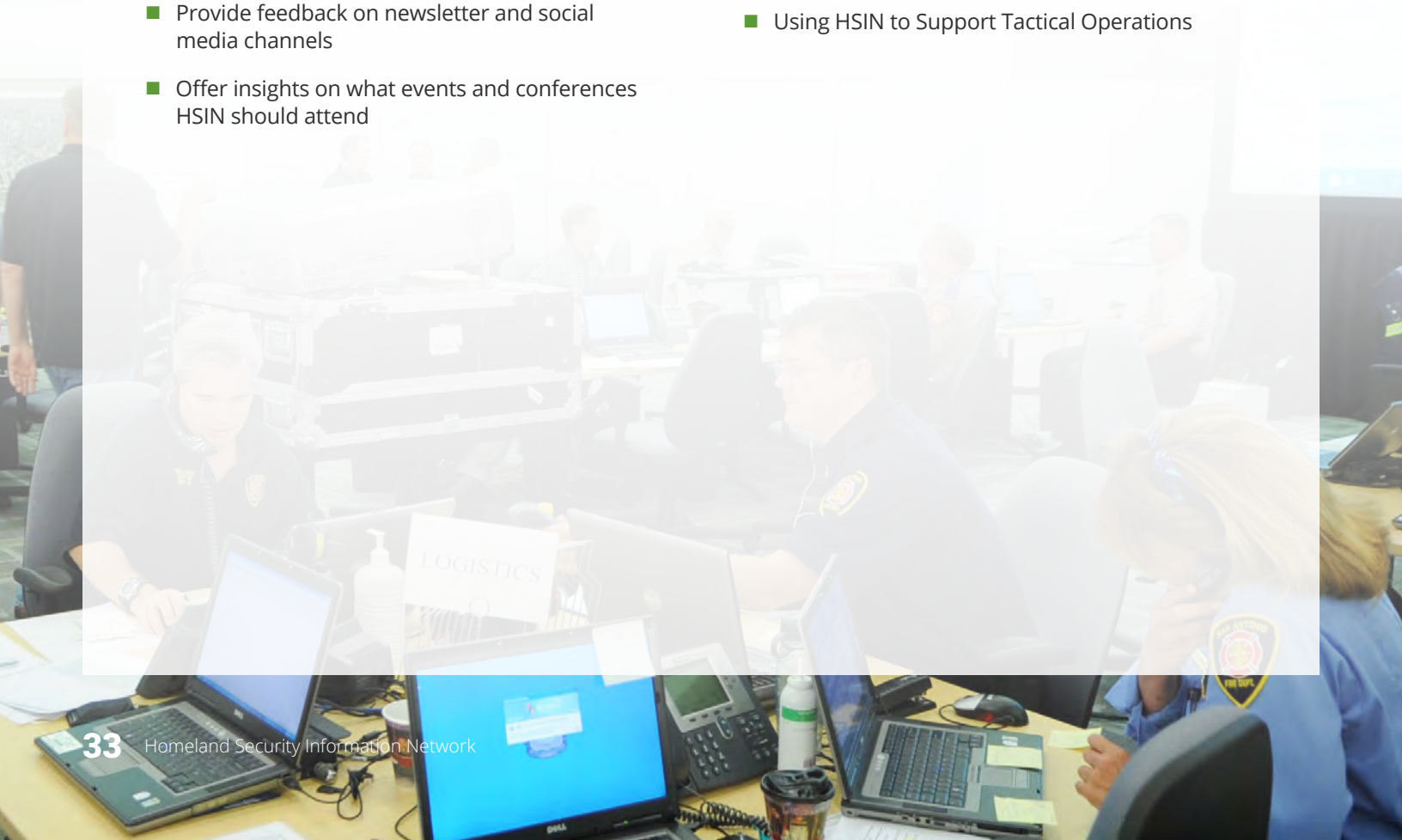
Communications Coordination

- Provide feedback on newsletter and social media channels
- Offer insights on what events and conferences HSIN should attend

The HUG is an essential component to ensure the program is meeting the needs of all users. HUG membership consists of decision makers, managers, operators, analysts and other users. It is vital to have input from all components of HSIN to have open dialogue. These conversations ensure the program is properly prioritizing development and validating requirements as users request more services, functionality and development projects. Another method that HSIN uses to engage directly with its stakeholders is the Best Practices Community of Excellence (CoE). Through monthly meetings, HSIN presents key topics that highlight case studies in which federal, state, local, tribal and territorial HSIN users have used the platform to implement their mission.

FY 2017 topics included:

- Refreshing HSIN Tools for Yearly Special Events
- Tips and Tools for HSIN Spring Cleaning
- HSIN Policy and Governance
- HSIN Community Management Techniques and Domestic Highway Enforcement
- Using HSIN for Planning and Preparedness
- Using HSIN to Support Super Bowl LI Operations
- Supporting Critical Infrastructure Protection
- Using HSIN to Support Tactical Operations



Recommendations and the Year Ahead

A homeland that is safe, secure and resilient against threats is the DHS mission. As the trusted platform for SBU information sharing, HSIN aligns program goals to ensure focus remains on the mission needs of HSIN users. The achievements made in FY 2017 provide the building blocks for FY 2018 growth.

Plans for FY 2018

Achieve Growth

Objectives

- Growing usage within DHS
- Expanding the use of HSIN Exchange
- Supporting major events and exercises

Build and Enhance Services

Objectives

- Planning technology and security updates for solution components
- Supporting other mission critical DHS information sharing systems within the cloud
- Capturing lessons learned from an enterprise reporting pilot and applying solution options

Strengthen Delivery

Objectives

- Planning more comprehensive policy enforcement solutions
- Leveraging cloud services to deliver operational solutions faster
- Implementing product management methodologies across HSIN products
- Establishing a plan for a Customer Relationship Management tool to standardize engagements across a growing user base

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