



HSIN is **RELIED UPON** for

INVESTIGATIVE SUPPORT after the Boston Marathon



Continuous, secure information sharing between more than 400 individual, multi-jurisdictional intelligence officials nationwide, providing real-time support of the investigation

Organizations

Cross section of local, state and federal law enforcement and intelligence agencies

Sector

Law Enforcement

Dates

April 15–19, 2013



CASE STUDY

HSIN SUPPORTS PROMPT RESPONSE TO BOSTON MARATHON BOMBINGS

HSIN Connect provided continuous, secure information sharing between more than 400 individual, multi-jurisdictional intelligence officials nationwide, on-demand, from the first operational period of the response to the bombings at the Boston Marathon. This capability was important to ensuring awareness and coordination between DHS Office of Intelligence and Analysis (I&A), fusion center and state and local law enforcement officials during the ongoing investigation. HSIN also provided a secure, trusted platform for the sharing of documents and general updates between DHS National Protection and Programs Directorate (NPPD) and trusted members of the private sector through the National Infrastructure Coordinating Center (NICC). Further, the HSIN Help Desk supported an unprecedented number of requests for the use of HSIN resulting from the Boston bombing incident.

The day after the bombing, the Help Desk fielded 1,200 individual calls. In the week that followed, the Help Desk responded to more than 5,000 service requests. Typically, the Help Desk gets 250 inquiries per day or approximately 1,750 inquiries a week. Before Boston, the most calls Help Desk had received in one day was 500 during the Deep Water Horizon Oil Spill.

HSIN provided all these services while in the midst of its migration to the new, HSIN R3 platform, successfully completing the cutover of large communities of interest throughout this operational period.

Organizations HSIN Supported During Boston Marathon Incident Response

- More than 20 state fusion centers from Maine to California
- Federal, state, and local law enforcement agencies (FBI, Amtrak, New Jersey, Boston, Houston) and Joint Terrorism Task Forces
- Multiple DHS component agencies, including: ICE, CBP, USCIS, I&A, OPs, TSA, USCG, and NPPD

The HSIN Help Desk effectively resolved more than 5,000 service requests in the week after the bombing, ensuring quick and secure access for users nationwide.