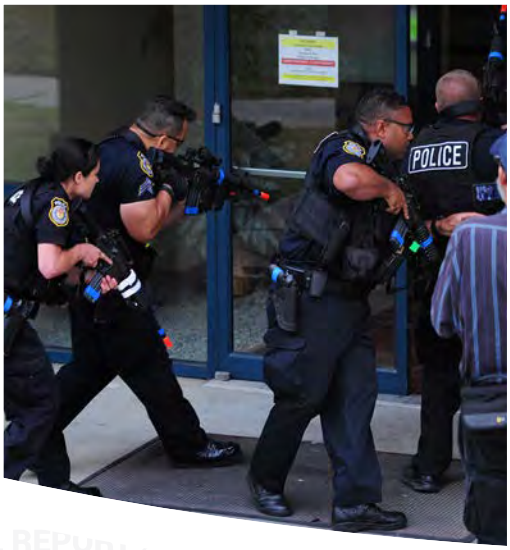
HSIN | Homeland Security Information Network



2018 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,

Collaboration among the diverse homeland security partners throughout the homeland security enterprise is paramount to continue maintaining the safety and security of our nation. Throughout Fiscal Year 2018 (FY 2018), HSIN continued to bring together the people, processes and technology needed to advance all-threats/all-hazards information sharing and achieve mission success. Partners across federal, state, local, tribal, territorial, international, non-profit and private sectors relied on HSIN for daily operations, planned events and exercises, incident response and emergency management in diverse mission areas to protect the homeland. As co-chairs of the HSIN Executive Steering Committee, we thank you for your support as we continue to advance the HSIN capability.

In FY 2018, HSIN expanded its operational reach across more than 111,000 registered users to include new partners across the DHS landscape while implementing operational enhancements to provide more mission-critical support for both new and existing users. HSIN also partnered with the Operation Stonegarden program to support border security operations. Additionally, HSIN was selected as the information sharing platform for Five Eyes border security agencies spanning the United States, Canada, Australia, New Zealand and the United Kingdom. HSIN also launched the National Special Events Database to support the annual National Special Events Data Call for federal, state, local, tribal, and territorial partners.

Over the years, HSIN has displayed the versatility that has allowed users to adapt its tools to an expansive set of diverse missions across the spectrum of prevent, protect, mitigate, respond and recover. In FY 2018, HSIN continued to provide annual support to major events such as Super Bowl LII and the Kentucky Derby and supported 149 total events. HSIN has also supported many state and local events around the country, providing the tools, capabilities, and on-site support needed for interagency collaboration and real-time information sharing. Additionally, HSIN has played a role in supporting daily operations for partners around the country and has facilitated coordination between partners by providing the tools to create a common operating picture for incident management during emergencies such as hurricanes and active shooter incidents.

This year's annual report focuses on HSIN's ability to advance and maintain interagency and private sector collaboration. We appreciate your continued HSIN support and the opportunity to share these achievements with you.

Thank you,

Table of Contents

Executive Summary 3

FY 2018 HSIN Engagements 5

Strategic Goals and Accomplishments 7

- FY 2018 Objectives and Accomplishments 7

HSIN at a Glance 10

Operational Support 13

- HSIN Mission Advocates 13
- Supporting Daily Operations 14
- Supporting Planned Events and Exercises 16
- Supporting Incident Management and Emergency Response 18

Operational Enhancements 20

- HSIN Earns 2018 Government Innovation Award from GCN 20
- Developing New Functionality for HSIN Exchange 21
- Streamlining the National Special Events Data Call 22
- Deploying a Next-Generation IM/Chat Tool 22

Interagency and Private Sector Partnerships 23

- HSIN Footprint within DHS 24
- Memphis Best 25
- FY 2018 Growth of ESAR Helps Fill Information Sharing Gaps in Energy Sector 26
- Partners Rely on HSIN and Mapping Capabilities During California Wildfires 27

Meeting User Needs with Mission-Critical Collaboration Resources 28

- Features that Matter to Users 28
- Technical Support 29
- HSIN Tools and Other Resources 30
- Communications 31
- Training 31

Policy and Governance 32

- Compliance 32
- Inclusive, Transparent and Accountable Governance 33

Recommendations and the Year Ahead 34

- Plans for FY 2019 34

Executive Summary

The Department of Homeland Security (DHS) has a vital mission—safeguard the American people, our homeland and our values. Information sharing is the centerpiece of this vital mission and the Homeland Security Information Network (HSIN) is integral to supporting public safety and other partners' ability to meet their operational needs.

Real-time information sharing and collaboration provided by HSIN accelerates decision making, streamlines operational processes and allows homeland security partners across federal, state, local, tribal, territorial, international, non-profit and private sectors to contribute to mission success. Prior to HSIN, timely coordination between homeland security partners proved challenging due to incompatible communications systems. Today, organizations across all levels of government and the private sector can use HSIN as a single, secure platform to communicate rapidly and make informed decisions about daily operations, unplanned incidents and planned events.

Throughout FY 2018, HSIN continued to bring together the people, processes and technology needed to enhance information sharing across the homeland security environment.

HSIN's FY 2018 accomplishments include:

- Growing HSIN presence and use among DHS and homeland security partners, expanding the HSIN user base to more than 111,000 registered, active users and, via interoperability with federated partners, supporting another 400,000 frontline personnel across DHS and the homeland security enterprise by providing quick access HSIN resources.
- Enhancing tools and features that provide users with the ability to rapidly collaborate and share mission critical information by:
  - Completing the integration and launch of the National Special Events Database to support the annual National Special Events Data Call for federal, state, local, tribal and territorial partners. Through HSIN, DHS can use the National Special Events Database to generate a Special Event Assessment Rating (SEAR) for each event and provide data that helps the Special Events Working Group (SEWG) determine federal support needed for state and local partners.
  - Upgrading HSIN Chat to offer easy and secure real-time collaboration.
- U.S. Immigration and Customs Enforcement and the FBI establishing the Five Eyes Law Enforcement Group (FELEG) on HSIN to facilitate collaboration among intelligence officials in the U.S., the United Kingdom, Canada, Australia and New Zealand at the Sensitive But Unclassified (SBU) level. Partnering with the Operation Stonegarden (OPSG) program to facilitate the collaborative oversight, accountability, funding and operational support for over $250 million of OPSG grant funding and more than 150 individual border security operations annually.
- Having successfully migrated to the secure GovCloud in 2017, HSIN continued to improve operations within the cloud, and implemented a continuous integration and delivery (CI/CD) pipeline. HSIN created a replicable model and best practices to assist other DHS teams with successful cloud implementations.
- With all 79 fusion centers and the Terrorist Screening Center using HSIN Exchange, the secure request for information (RFI) solution, work was initiated in FY 2018 to scale the pilot project into a full, enterprise-wide RFI solution. HSIN Exchange use expanded to additional homeland security partners including Regional Information Sharing Systems centers, High Intensity Drug Trafficking Areas (HIDTAs), DHS I&A Field Operations, El Paso Intelligence Center (EPIC) and the DHS Watchlisting Branch.

Throughout the year, HSIN supported the safety and security of events and exercises nationwide, such as Super Bowl LII, the Kentucky Derby and Cyber Shield 2018, in addition to a multitude of other state and local events, by providing the tools, capabilities and on-site support needed for interagency collaboration and real-time information sharing. The program also helped support emergency response to an active shooter event in Santa Fe, Texas, by providing a common operating picture and real-time situational awareness for all partners involved.

Georgia state and local public safety officials used HSIN to launch a safe schools initiative, which facilitates public safety communication among all universities, colleges, K-12 institutions, local law enforcement, state agencies and federal partners.

Whether responding to an incident, preparing for a planned event or performing daily operations, HSIN supports the public and private sector collaboration needed for mission success.

111,000+
registered HSIN users

81,084
HSIN log ins per month

2,300+
mission-focused communities on HSIN

16,408
real-time information sharing sessions on HSIN Connect

149
major events supported

22 sec
average speed-to-answer Help Desk calls

These values will be revisited in the FY 2019 report to demonstrate lifetime achievements of the HSIN Program.

FY 2018 HSIN Engagements

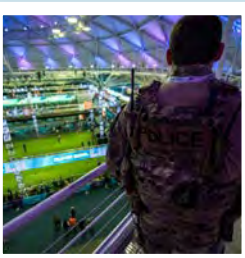
october

november

Army-Navy Football Game

Georgia Tech vs. Virginia Tech

january



Super Bowl LII

North American International Auto Show

march

HSIN

New HSIN Chat Tool Deployed

december

Bank of America® Chicago Marathon

Albuquerque International Balloon Fiesta

Major League Baseball™ World Series

Major Cities Chiefs Association and International Association of Chiefs of Police Conferences

Marine Corp Marathon

NCAA® College Football Championship

2018 State of the Union

february

NCAA® Men's Basketball Sweet 16®

World Archery Indoor Championships

Philadelphia Eagles Victory Parade

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

april

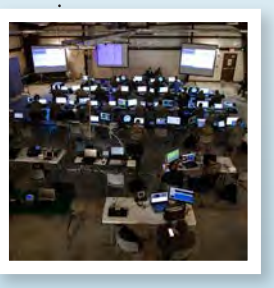
- Boston Marathon
- Tribute to Martin Luther King Jr. (MLK50)
- Thunder Over Louisville
- Funeral for Former First Lady Barbara Bush

june

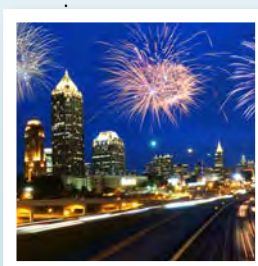
- Stanley Cup Parade
- Georgia School and Campus Safety
- Shakopee Mdewakanton Sioux Community Summer Concert Series
- Operation Stonegarden Teams with HSIN on Border Security

july

- Kentucky Derby
- INDYCAR® Grand Prix
- Santa Fe High School Shooting
- Indy 500
- Tropical Storm Alberto
- Cyber Shield



- Major League Baseball™ All-Star Game



- July 4th Celebrations

august

- Lollapalooza
- State Fair of West Virginia
- 115th Anniversary Harley Davidson Festival
- HSIN Earns 2018 Government Innovation Award from GCN

september

- HSIN Supports National Special Events Data Call

- California Wildfires
- Made in America Festival

- Hurricanes Florence, Olivia, and Super Typhoon Mangkhut
- 73rd Session of the United Nations General Assembly
- Brickyard 400 NASCAR® Race

Strategic Goals and Accomplishments

To support the program's strategic development, HSIN uses a model of focused mission growth to set goals that prioritize quality of the user experience while delivering value to partner organizations.

FY 2018 Objectives and Accomplishments

Achieve Growth

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

Objectives

- Expand usage within DHS
- Expand tribal support
- Increase operational support engagements

Accomplishments

- Partnered with the OPSG program to facilitate the collaborative oversight, accountability, funding and operational support for over $250 million of OPSG grant funding and more than 150 individual border security operations annually
- Selected as the information sharing platform for FELEG to conduct secure and efficient SBU information sharing
- Supported the development of the Arrowhead Regional Emergency Management Association multi-agency community among 11 counties and five federally recognized tribes in the Duluth, MN, area
- Partnered with Southern California Tribal Emergency Managers, representing over a dozen tribal nations, to promote and enhance communication and cooperation among tribes to support emergency response and preparedness
- Supported the Southwest Inter-Tribal Emergency Management Coalition, developing a comprehensive and sustainable all-hazards emergency management program, emphasizing

inter-tribal cooperation to maximize efficient use of resources during emergency response and recovery efforts

- HSIN Mission Advocates supported 149 events, which enabled diverse homeland security partners to work as cohesive teams before, during and after major planned events and exercises
- Engaged with Georgia partners to launch the Georgia School and Campus Safety community, which facilitates public safety communication among all universities, colleges, K-12 institutions, local law enforcement, state agencies and federal partners

Build and Enhance Services

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

Objectives

- Expand HSIN capabilities/ Enhance capabilities for existing programs
- Expand use of HSIN Exchange
- Support mission critical DHS information sharing systems within the cloud

Accomplishments

- Worked with the National Cybersecurity & Communications Integration Center (NCCIC) to define the requirements for an advanced reporting solution, which is being implemented to augment support for more than 6,000 public and private sector partners who use HSIN to collaborate on cybersecurity
- Completed the integration and launch of the National Special Events Database to support the annual National Special Events Data Call for federal, state, local, tribal and territorial partners. Through HSIN, DHS can use the National Special Events Database to generate a SEAR rating for each event and provide data that helps the SEWG determine federal support needed for state and local partners
- Upgraded HSIN Chat to offer easy and secure real-time collaboration
- Initiated work to scale the HSIN Exchange pilot project into a full, enterprise-wide RFI solution by expanding to additional homeland security partners including Regional Information Sharing Systems centers, HIDTA, DHS I&A Field Operations, EPIC and the DHS Watchlisting Branch
- Supported moving multiple projects and development activities into the cloud and expanding this initiative to move IT production systems to the cloud
- Kicked off two integration projects with Data Framework that will improve DHS information sharing within the cloud. HSIN and Data Framework are piloting a program that will make law enforcement data from Data Framework available to sworn law enforcement officers through HSIN; the Data Framework development environment is being migrated into the HSIN cloud

- Created a standalone test environment for the Geospatial Management Office (GMO); data transfer will be complete before the close of FY 2019; planning on testing the entire application by September 2019; planning on closing out the entire project and have GMO fully in the cloud by mid-October

Strengthen Delivery

Enhance information sharing technology services offered to homeland security partners, while also developing and deploying new, innovative solutions aligned to achieve the Information Sharing Environment (ISE) mission

Objectives

- Maximize efficiency of cloud operations
- Improve HSIN processes and planning
- Plan and implement HSIN technical refreshes (Identity, Credential and Access Management and SharePoint)

Accomplishments

- Implemented a functional CI/CD pipeline to enable faster implementation of enhancements to support users' mission and operational needs
- Defined strategic product lines to begin implementing a Product Management approach across all HSIN products, aligning market analysis with user needs and HSIN functionality to plan and implement new features and ensure the successful launch of new capabilities; established a plan for a Customer Relationship Management (CRM) tool to standardize engagements across a growing user base
- Completed SharePoint prototype, defined migration approach and developed system design requirements for HSIN technical refresh, which will enhance HSIN operations and functionality for users

Supporting Preparedness and Response to Multiple Hurricanes

HSIN allowed optimal coordination among interagency partners during multiple hurricanes.

"Damage Assessment Team members with unreliable connectivity and little cell network coverage were able to use HSIN on their personal and work phones to send updates via hotspot, providing vital status updates to the Command. We continue to praise the success of HSIN in organizing response operations and managing our safety network, especially considering that staff work in 12 different locations nationwide on a daily basis.

LT Kasey Arguelles
Deputy Field Operations Branch Chief, USCG Health, Safety & Work-Life Service Center's Safety and Environmental Health Division

HSIN at a Glance

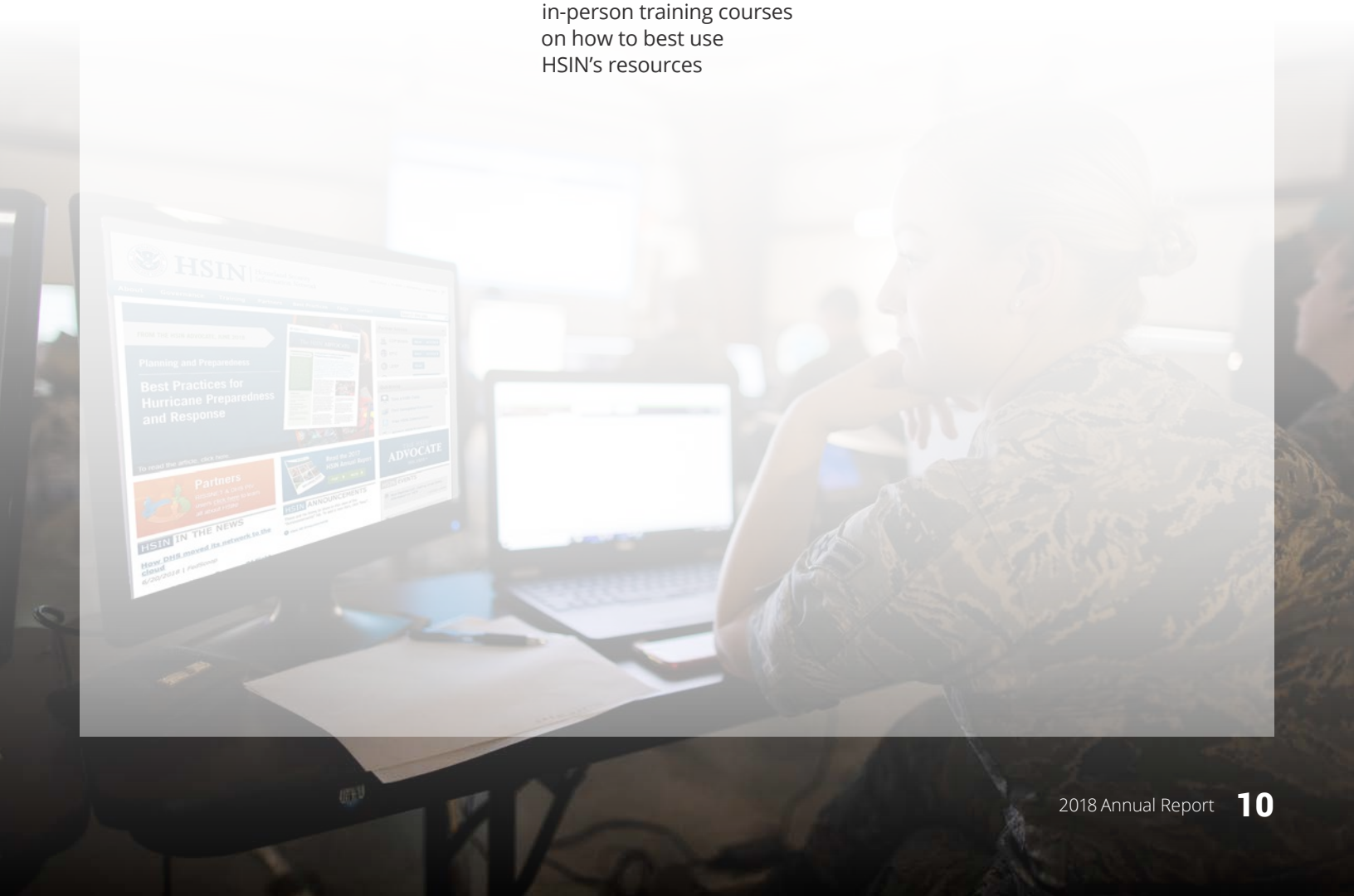
Every day, homeland security partners, ranging from counterterrorism personnel and cybersecurity analysts to school resource officers and first responders, rely on HSIN to support their missions. In FY 2018, HSIN continued meeting the needs of its users by providing reliable and secure communications tools and outstanding user support.

HSIN is:

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

HSIN Allows Users To:

- Instantly communicate with other HSIN users with relevant, up-to-date, mission-critical information
- Securely web conference with other HSIN users for virtual real-time collaboration
- Participate in virtual and in-person training courses on how to best use HSIN's resources
- Securely submit RFIs from the National Network of Fusion Centers
- Visualize trends using geospatial capabilities
- Integrate homeland security partners via a collaborative environment



Methodology for Assessing Growth and Achievements

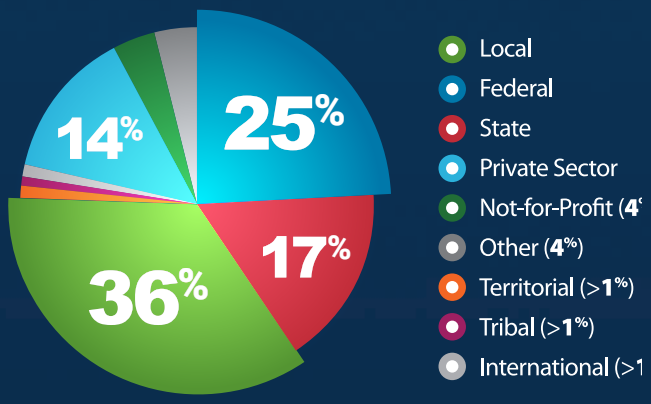
Each year, HSIN requests that all program users from the executive leadership to the boots on the ground participate in an online HSIN Annual Assessment. The assessment provides data on how HSIN is used to support operations and helps identify those features that need to be evaluated for change or enhancement. The results from the FY 2018 HSIN Annual Assessment, along with highlighted program metrics, are presented throughout this report.

Who are HSIN Users?

This year, more than 111,000 users across various mission areas including critical infrastructure protection, cybersecurity, emergency management, intelligence, 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.

HSIN daily users include:

- Police officers and firefighters
- Counternarcotics agents
- Information officers, intelligence analysts and fusion center directors
- Cybersecurity analysts and cyber intelligence analysts
- School resource officers
- 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
Cybersecurity and Infrastructure Security Agency
Office of Infrastructure Protection
Office of Cybersecurity and Communications
Office of Cyber and Infrastructure Analysis

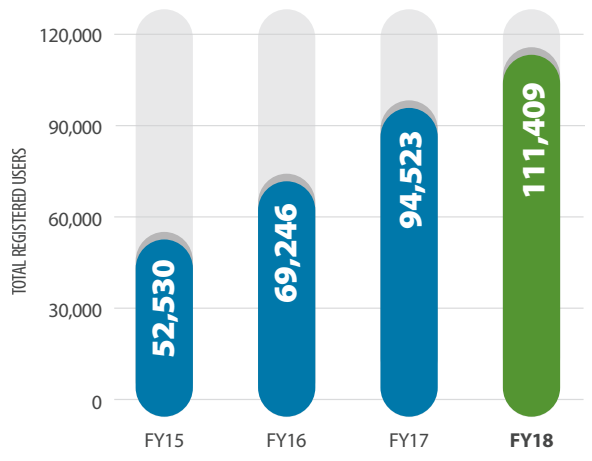
U.S. Immigration and Customs Enforcement

Transportation Security Administration

FEDERAL LAW ENFORCEMENT TRAINING CENTER
FLETC

FEMA

United States Coast Guard



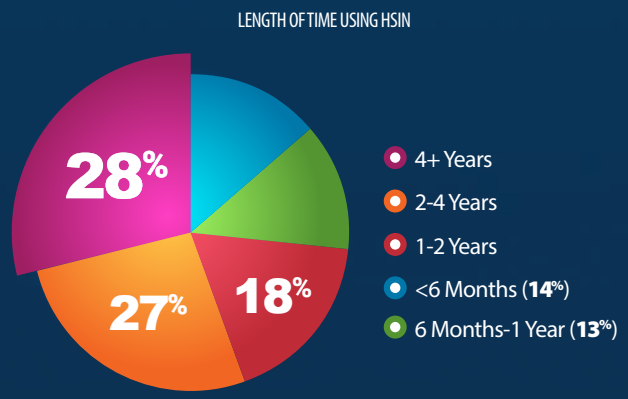
HSIN User Growth

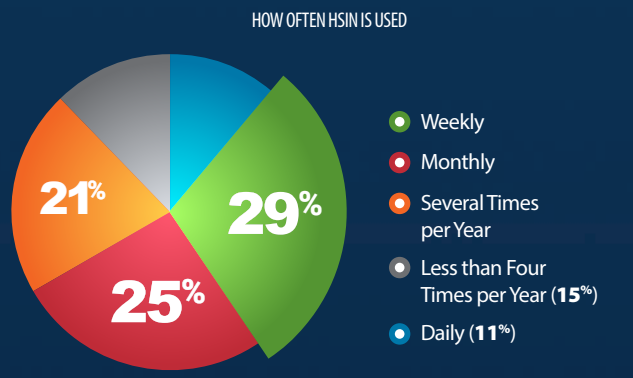
Every year, HSIN increases information sharing capabilities to meet new and existing user needs, which is a key programmatic goal. FY 2018 saw an **18 percent** increase in the HSIN user population, starting the fiscal year with more than 94,000 registered users and ending with more than 111,409 registered users.

How is HSIN Used?

HSIN's ability to solve a variety of homeland security challenges has led to many long-term users. Of the total number of users surveyed, more than **70 percent** have been using HSIN for one year or more. Additionally, HSIN users frequently depend on the program's resources, as more than half of all HSIN users log in at least monthly with nearly 40 percent logging on at least once each week.

In many cases, HSIN users are using the program's tools on a regular basis throughout the year. At nearly 65 percent, a majority of HSIN users are using the platform for intelligence sharing. However, there are a few other key predominant uses that are typical across the platform's user base. Some of the primary uses of HSIN are: coordination (53 percent), incident response (34 percent), internal training (27 percent), exercise planning and management (27 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 continuous support of the operational needs of its customers and for improving the user experience year-over-year. In FY 2017, **92 percent** of respondents found that HSIN supported their operational needs satisfactorily or above. In FY 2018, a remarkable 95 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 **95 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 personnel can more efficiently and effectively do their jobs. The program's flexibility is a key factor in providing the solutions stakeholders need to share information on a daily basis, for planning and managing of special events and responding to emergencies.

HSIN Mission Advocates

Mission Advocates are information sharing subject matter experts who have the expertise to help users apply HSIN to its fullest potential across the Homeland Security Enterprise (HSE).

HSIN Mission Advocates are:

- **Information integrators** who work with organizations to understand their operational needs, identify potential risks and determine how to mitigate them, and deploy the appropriate resources needed to fulfill the mission.
- **Business consultants** who leverage lessons learned from supporting hundreds of homeland security and other public safety missions to provide on-site and online support and optimized solutions for missions.
- **Trusted advisors** who work with agency leadership, mission operators, their stakeholders and users across the country to allow interagency collaboration, support strategic and tactical operations, and assist in crisis communications; they also work to engage stakeholders and develop meaningful relationships, which fosters greater collaboration within the HSE.

Of survey respondents who have interacted with a Mission Advocate, nearly 50 percent report that their Mission Advocate's performance was outstanding; **92 percent** rated their Mission Advocate's performance as satisfactory or higher.

92%
of users rate HSIN Mission Advocate performance as satisfactory or higher

Supporting Daily Operations

Around the country, homeland security partners across all levels of government and in the private sector rely on HSIN to support their daily operations. Whether responding to incidents such as natural disasters, terrorist attacks or active shooter situations, supporting safety and security during planned events or in daily operations, HSIN provides the resources partners can rely on anytime and anywhere for any homeland security mission.

In response to the 2018 assessment, **43 percent** of users surveyed said HSIN helped them support daily operations, using HSIN Communities, HSIN Connect and HSIN Exchange tools the most.

Cybersecurity

With increased connectivity and an expanding digital environment, the risk of cyber threats and hazards has also grown. HSIN makes valuable contributions to cyber protection by facilitating interagency and public-private sector collaboration that strengthens cybersecurity initiatives. Through HSIN, partners can reinforce cybersecurity and readily respond to disruptive events. These partnerships allow many different entities to collaborate across jurisdictions to enhance cybersecurity.

Critical Infrastructure

As cyber criminals have expanded the scope of their targets to the nation's infrastructure, cybersecurity has become even more critical to ensuring public safety. During the Cyber Shield 2018 exercise, more than 800 National Guard and U.S. Army personnel teamed up with civilians from state government agencies, federal agencies, commercial industry and academia to learn how to bolster the nation's defenses against cyberattacks.

HSIN provided training and real-time information sharing solutions during the event which included personnel from 11 fusion centers. Participants in the exercise simulated communications among private sector partners, National Guard units and fusion centers, and used HSIN to communicate about threats in real time and share requests for information.

> "The tools available through HSIN provided exercise planners the ability to create document repositories and meeting spaces that facilitated real-time communication of information and the overall success of the mission.

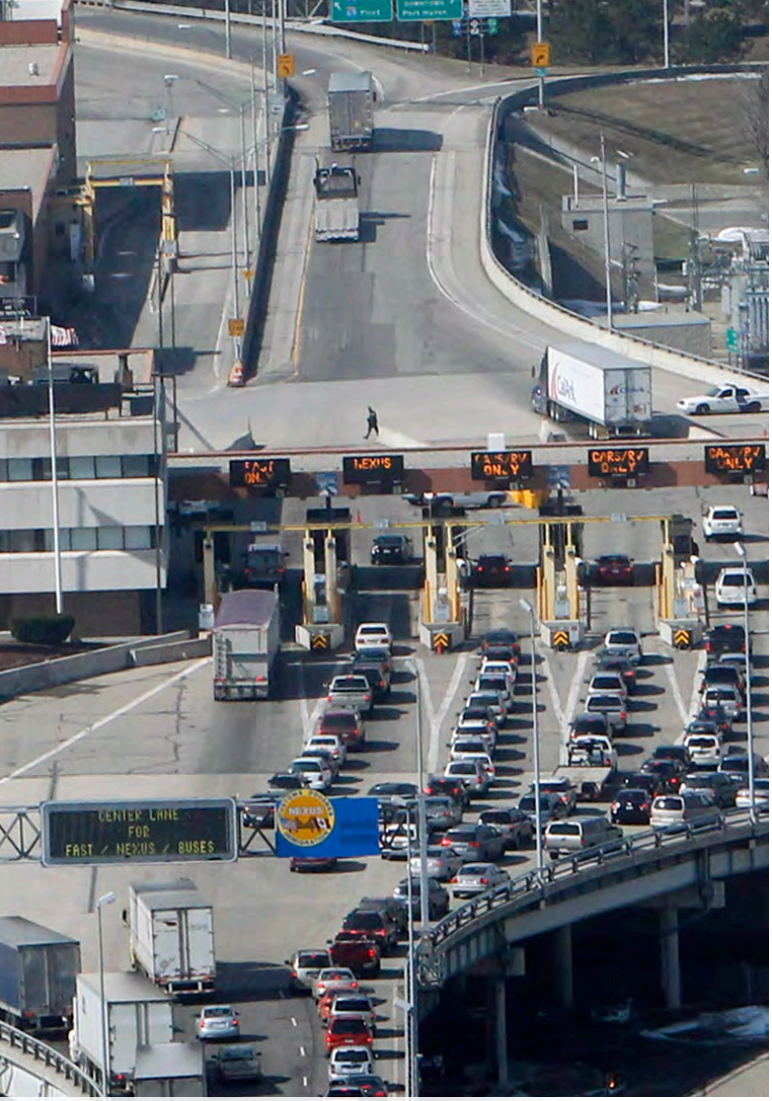
Captain Dayna Sanders
Joint Staff-Operations,
Cyber Shield 2018,
Kentucky Army National Guard

Strengthening the Nation's Defenses Against Cyberattacks

During the Cyber Shield 2018 exercise, more than 800 National Guard and U.S. Army personnel teamed up with civilians from state government agencies, federal agencies, commercial industry and academia to learn how to strengthen the nation's defenses against cyberattacks.

> "Cyber Shield 18 represents a major step forward in collaboration for local, state, federal and private sector entities tasked with protecting the cyber security infrastructure of our nation. The tools HSIN provides in these efforts is paramount to enhancing our information sharing capabilities by allowing for a common operating platform that all partners can leverage.

Chris DeRemer
Director of the Wisconsin Statewide Intelligence Center



> HSIN made our mission its mission. The HSIN team provided a full suite of requirements planning, platform architecture, construction, training, testing, evaluation and finally the implementation of an elegant solution to overcome a unique set of problems and challenges—we are very pleased and grateful to be members of the HSIN community.

Maurice Gill
Associate Chief, U.S. Border Patrol Headquarters Law Enforcement Operations Directorate-Liaison Division

Elections Infrastructure Cybersecurity

Leading up to the November 2018 elections, HSIN played a key role in helping partners coordinate efforts to prevent suspicious cyber activity that could affect elections infrastructure. Members of the Elections Infrastructure—Information Sharing and Analysis Center (EI-ISAC) community on HSIN had access to election-specific intelligence products, focused threat indicators, and training sessions and webinars.

Through HSIN, members accessed valuable resources such as threat reports that provided summaries of event-related data of interest to elections officials. The reports provided situational awareness of the cyber risk landscape, which helped election officials and their IT personnel analyze and mitigate cybersecurity threats facing their organizations.

Border Security

Operation Stonegarden Teams with HSIN on Border Security

Since 2006, Operation Stonegarden (OPSG) has provided $686.5 million of grant funding to state, local, tribal and territorial (SLTT) agencies to help prevent, protect against and respond to border security issues. Drug trafficking, human trafficking and smuggling, and illegal border crossings are among the activities encountered by OPSG partners, who provide enforcement across the northern, southern and maritime borders.

HSIN's ability to facilitate collaboration across SLTT and federal partners was a key factor in the decision by U.S. Customs and Border Protection (CBP) to establish a HSIN OPSG community. Non-federal partners involved in OPSG include city and municipal police departments, county sheriff offices, constables, tribal police agencies, state police agencies including parks and wildlife departments, and U.S. territorial agencies.

CBP is using HSIN for collaborative oversight, accountability, funding and operational support of over $250 million of OPSG grant funding and **more than 150 individual border security operations annually**. HSIN also provides a multi-solution, secure data management and information-sharing platform that will save more than $2.0 million in operational funding by 2023.

Five Eyes

U.S. Immigration and Customs Enforcement and the FBI established the Five Eyes Law Enforcement Group (FELEG) on HSIN to facilitate collaboration among intelligence officials in the U.S., the United Kingdom, Canada, Australia and New Zealand. The FELEG community allows the FBI and U.S. Immigration and Customs Enforcement officials to collaborate with international law enforcement partners on materials up to the Sensitive but Unclassified (SBU) level of information.

Narcotics Interdiction

Drug Monitoring Initiative

The New Jersey Drug Monitoring Initiative (DMI) community enables law enforcement agencies and public health experts to better understand trends, patterns, anomalies, implications and threats from illicit drug activity that have an impact on jurisdictions across New Jersey.

HSIN provides a single access point for all information regarding the opioid crisis and other illegal drug activities. The DMI site is also replicable across the country, as all data can be viewed in one location and can be made accessible to health officials, first responders, law enforcement and other policy decision makers.

The DMI site features:

- **Dedicated areas** to foster conversations among specific partners focused on combatting illegal drug use
- **Information libraries** for sharing best practices
- **Data tools** to help analyze and leverage insights from lab reports to inform future drug prevention efforts

Gang Activity

Houston Police Department

The Houston Police Department (HPD) and the Houston Regional Intelligence Service Center (HRISC) use HSIN to share officer safety alerts, information about wanted persons, contacts, violent crimes, gang reporting and other daily crime reports. Additionally, HPD and HRISC use HSIN's geospatial tools to map violent crime and gang activity.

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 events with complex security requirements to smaller state and local events, HSIN brings planning expertise, customizable solutions and experience to help ensure public safety and security. Throughout the nation, partners use HSIN to share data and resources, identify needs and trends, track suspicious activity and communicate in real time to work as a cohesive team.

Of the users surveyed this year, **30 percent** used HSIN to support a planned event or exercise. The most used resources were HSIN Communities, HSIN Connect and HSIN Exchange.

Seventy-four percent of users who had the need to securely collaborate across geographic and jurisdictional boundaries reported that HSIN helped them meet this goal.

74%

of users say HSIN helped collaboration across agencies and jurisdictions

Year-Over-Year Operational Use

HSIN Supports more than 1,000 Users at Super Bowl LII

To effectively mitigate and manage risks, monitor activities and prepare for rapid response, more than 1,000 officials representing more than 100 local, state and federal agencies relied on HSIN during the game and throughout the two-week period leading up to the game. HSIN supported operations for the Multi Agency Command Center and facilitated collaboration among 10 major operations centers in the Twin Cities metro area, including at NFL team hotels, NFL-sanctioned events at the Mall of America, U.S. Bank Stadium and the FEMA Region V Coordination Center. HSIN also played an integral role as the single platform used for monitoring and incident awareness at the Super Bowl Emergency Operations Center.

Federal partners from DHS, the FBI and other agencies coordinated with local and state officials using specialized HSIN Connect sessions, and HSIN provided the sole platform for the FBI, fusion center and local law enforcement personnel to monitor and log Suspicious Activity Reporting at the Intelligence Operations Center. To help ensure mission success for all partners, HSIN Mission Advocates supported planning and preparations for the Super Bowl concept of operations among 40 working groups.

Longstanding relationships between public safety partners in Minneapolis and the HSIN Program not only contributed to the success of Super Bowl 52 operations but have also laid the foundation for greater safety and security in the Twin Cities metro area. Officials in Minneapolis have used HSIN since 2014.

Long-Term Use of HSIN Increases Safety at Kentucky Derby Events

For the sixth consecutive year, the Louisville Metro Police Department (LMPD) and other partners have used HSIN for Kentucky Derby events. Seven command centers and eight local, state and federal agencies, including DHS and the FBI, used HSIN to track incidents, share information, coordinate resources and assist with public safety.

The two-week period leading up to the annual Kentucky Derby includes a series of high-profile events that draw a collective attendance of more than one million people.

> We are pleased to have a standing relationship with the HSIN team and look forward to continuing to work with them in the future. As always, the service and support we received from the whole HSIN team, both in the preparation phase and onsite during operations, was second to none.

Barret W.S. Lane
Director, City of Minneapolis Emergency Management

Analysts used historical data provided by HSIN to plan for more efficient operations such as:

- Modifying traffic patterns to reduce congestion and mitigate risks of vehicles driving into crowds.
- Changing the number and placement of barricades at locations to prevent vehicle or pedestrian access.
- Modifying officer placement within the event area to situate police in places that allow more rapid incident response.
- Using different camera placement locations to cover areas where multiple incidents or suspicious activity was reported.
- Making adjustments to staffing levels at entry gates to reduce crowd sizes and wait times for people gaining access.

> To support safety and security during Derby events, analysts used multiple channels—such as police/public safety radios, interactions with federal, state and local commanders present in the incident command post, and the information passed from field operators—to filter information and disseminate relevant data and suspicious activity reports to the Kentucky Derby community.

Cameron Stelzig
LMPD Crime Information Center (CIC) Manager

Supporting Incident Management and Emergency Response

Thirty-five percent of users surveyed used HSIN to support public safety and incident management, relying on HSIN Communities, HSIN Connect and HSIN Exchange to support these efforts.

Nearly **75 percent** of those who identified the need to communicate and collaborate during incident or emergency response said HSIN helped them meet this goal.

Emergency Preparedness and Severe Weather

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 facilitate interagency and public-private sector coordination.

During severe weather, HSIN helps ensure continuity of operations by providing access to vital information for partner agencies even when other forms of communication fail. Regardless of users' location, HSIN provides access to key resources and makes it possible to communicate with public safety partners in real time. In a typical scenario, local officials use HSIN to quickly coordinate efforts in their communities while maintaining broader situational awareness across a larger region.

Nearly **30 percent** of surveyed users reported they used HSIN to support disaster planning and response, for which they relied on HSIN Communities, HSIN Connect and HSIN Exchange.

Response to Hurricanes Florence and Olivia and Super Typhoon Mangkhut

In September, federal, state, local, tribal and territorial partners relied on HSIN to support public safety operations related to Hurricanes Florence and Olivia, and Super Typhoon Mangkhut. These storms caused considerable flooding, damage and loss of life, but HSIN's support for emergency operations helped partners by supporting greater situational awareness and deploying resources in the most efficient manner possible. For example, during Hurricane Florence, HSIN was used to dispatch responders to areas in need of disaster relief.

During Super Typhoon Mangkhut, the Guam National Guard used HSIN Connect for response coordination, damage assessment and clean-up. This interagency collaboration enabled by HSIN allowed emergency management and other public safety officials to more effectively work as unified teams in saving lives, protecting infrastructure and recovering from flooding.

Incident Response

HSIN delivers unprecedented situational awareness to partners who are otherwise separated by incompatible communications systems. HSIN also provides a secure, trusted network that allows officials to confidently share sensitive data in support of diverse missions. HSIN is making an impact by supporting partners in areas such as school safety, law enforcement, emergency management, and intelligence gathering and analysis. In collaboration with partners, HSIN brings planning expertise, customizable solutions and information sharing tools that make important contributions to the safety and security of the nation.

In the 2018 HSIN Annual Assessment, **82 percent** of those who needed to prevent or respond to potential criminal threats or critical incidents said HSIN helped them meet this goal.

School Safety

As school safety remains a major aspect of public safety in communities across the country, states have begun using HSIN as a tool to bring together state, local and campus police, school officials and the general public to ensure students' safety.

In Georgia, collaboration across education systems and law enforcement partners poses a challenge, as the Peach State has 130 K-12 school districts and 2,300 school facilities that serve 1.7 million students, in addition to 124 four-year universities and two-year colleges.

Through HSIN, effective planning and collaboration among state and federal agencies, local law enforcement and educational institutions has elevated the effort to keep schools safe in the event of an emergency. In Georgia, the Georgia Emergency Management/Homeland Security Agency (GEMA/HS) has begun supporting school safety through a collaborative effort among state agencies. GEMA/HS identified HSIN—along with the Nationwide Suspicious Activity Reporting (SAR) Initiative—as a key step toward a comprehensive solution for bridging communication gaps and establishing a secure, central location to share school safety data and intelligence information. A "See Something, Send Something" initiative empowered students, teachers and school administrators to use a Suspicious Activity Report tool via mobile app to send information indicative of the warning signs of a school shooter.

Additionally, the Georgia School and Campus Safety (GSCS) HSIN community also worked with HSIN Mission Advocates to create an i-Track School Safety tool, which is an event and lead management system that standardizes the data submission process and allows multiple agencies to work together on cases and incidents. Georgia law enforcement personnel such as college campus police and school safety coordinators/school resource officers use i-Track to easily share information, spot trends across the state and maintain situational awareness.

West Virginia was an early adopter in the use of HSIN for school safety. Officials there launched a School Safety community on HSIN in 2014, which was the result of collaborative work among the West Virginia School Building Authority, the West Virginia Division of Homeland Security and Emergency Management (DHSEM) and West Virginia State Police. Subject matter experts worked with first responders and school officials in all 55 counties to develop vulnerability assessments and crisis response plans for every school.

> "The West Virginia School Safety community on HSIN provides a secure environment where each school in the state can house their crisis response plan and other sensitive data. It also provides an important capability that allows educators across the state to exchange information with other educators and emergency service personnel during the course of a normal day or in times of a crisis.

Jimmy Gianato
Director and Homeland Security Advisor of the DHSEM

Operational Enhancements

By working closely with users to identify needs and develop solutions that meet their mission requirements, HSIN delivers mission-focused solutions that directly support partner operations. The program continues to enhance HSIN with greater capabilities and integrate new tools to streamline access to information. Enhancements delivered in FY 2018 allowed agencies across all levels of government and the private sector to improve their operational processes.

HSIN Earns 2018 Government Innovation Award from GCN

HSIN's migration to the secure GovCloud received a Government Innovation Award from GCN, which honors the use of technology to transform government agencies and support critical missions. With its move to the cloud, HSIN created a model for other organizations to emulate and has assisted other DHS teams by sharing best practices for their cloud implementation efforts.

HSIN users now benefit from virtually zero unplanned downtime, which supports their need for real-time situational awareness, collaboration and decision making. Also, upgrades that previously required months to deploy are now being completed in a fraction of the time, as illustrated by the following metrics that compare FY 2018 to FY 2017:

- Reduced the time from defining requirements to delivering functionality by 33 percent.
- Decreased the time to implement new products by 30 percent or more.
- Increased the number of software releases by 60 percent.
- Reduced the time required to deploy new software to HSIN Exchange and SharePoint from three hours to 30 minutes.
- Increased the speed to deliver new or enhanced services; compared to similar projects that previously required more than 12 months, a similar project was completed in 4.5 months.

As a result, DHS Headquarters has a proven blueprint for migrating to the public cloud and sustaining operations. Additionally, DHS now has a leader working to train others on using the Federal Government's "Cloud Smart" approach.

> Whatever that crime may be, you need data now and you need it quickly. Now we have an ability to track those requests, we have the ability to see where they are in the process, and we have the ability as managers to see when they're closed out, and that's an incredible process that's never existed in government.

Mike Sena
President, National Fusion Center Association

Developing New Functionality for HSIN Exchange

Intercepting the shipment of illegal drugs, arresting dangerous criminals and preventing terrorism often depends on sharing sensitive information across state lines and other jurisdictions. One of HSIN's most impactful contributions to advancing information sharing is HSIN Exchange, which revolutionized the way Requests for Information (RFIs) are processed by federal, state, local, tribal and territorial agencies.

All fusion centers and the Terrorist Screening Center have been using HSIN Exchange since 2016 to issue and respond to thousands of RFIs each year. During FY 2018 HSIN developed new functionality that was deployed in the first quarter of FY 2019. The new "Conceal/Reveal" feature provides HSIN Exchange users with the option to reveal their RFIs and broaden their reach to request information.

Previously, all RFIs were concealed, meaning the RFIs were visible only to the originator and selected responders. A revealed RFI can be discovered by any group the originator sends the RFI to, allowing other users to search for and read the contents of the request. If users determine they have information relevant to the RFI, their group can opt-in to respond.

The revealed RFI allows greater collaboration and knowledge sharing by law enforcement, intelligence officers and other subject matter experts who can provide vital support in analysis and response operations. Being able to discover and opt-in to an RFI gives users the added ability to determine what other information they may need to contribute to the larger common operating picture. This new feature of HSIN Exchange also allows users to more effectively share intelligence products during incident response and event management.

36,648
RFIs submitted on HSIN Exchange

Streamlining the National Special Events Data Call

The National Special Events Data Call plays a key role in helping DHS evaluate security requirements and coordinate with public safety officials at federal, state, local, tribal and territorial levels. HSIN worked with the DHS Office of Operations Coordination Special Events Program to deploy a streamlined solution to collect special event information from across the nation with greater efficiency.

The special events database provides a centralized platform for managing the data submitted by law enforcement and other public safety officials. The solution provided by HSIN allows a more efficient evaluation process, and officials at all levels of government are better able to prepare and coordinate federal support for high-risk events.

Deploying a Next-Generation IM/Chat Tool

HSIN worked closely with users to understand their changing operational needs for instant messaging and deployed a new application called HSIN Chat that offers easy, secure and fast communication. The solution allows users to instantly update other HSIN users and groups with relevant, time-sensitive and quickly changing information—all of which supports mission-critical activities and aids decision making. Deployment of the new HSIN Chat tool was accompanied by a Quick Reference Guide, User Guide and other training materials available on HSIN Learn.

Supporting CISA's Infrastructure Visualization Program at the Indy 500

At the Indianapolis 500, HSIN supported Protective Security Advisors (PSAs) deployed from the Cybersecurity and Infrastructure Security Agency (CISA), formerly called the National Protection and Programs Directorate (NPPD). HSIN provided CISA's Infrastructure Visualization Program with space to securely store 360-degree images of 60 sites at the Indianapolis Motor Speedway, offering owners, operators, law enforcement and intelligence partners easy access to data should an incident occur.

> "The imagery products improved users' situational awareness of incidents and allowed offsite users in the HSIN environment the ability to see otherwise inaccessible areas.

Christopher Judge
PSA for Indiana, Deputy Federal Coordinator for the Indy 500

Interagency and Private Sector Partnerships

Infrastructure owners and operators are typically private sector enterprises involved in energy, manufacturing, financial services, telecommunications, and food and agriculture. However, federal, state and local government agencies also play a role in areas such as emergency services, public health and water systems. By allowing seamless collaboration across interagency and private sector partners, HSIN enhances homeland security operations in an unpreceded manner.

Private Sector Partners Make Up Nearly 14 Percent of HSIN Users

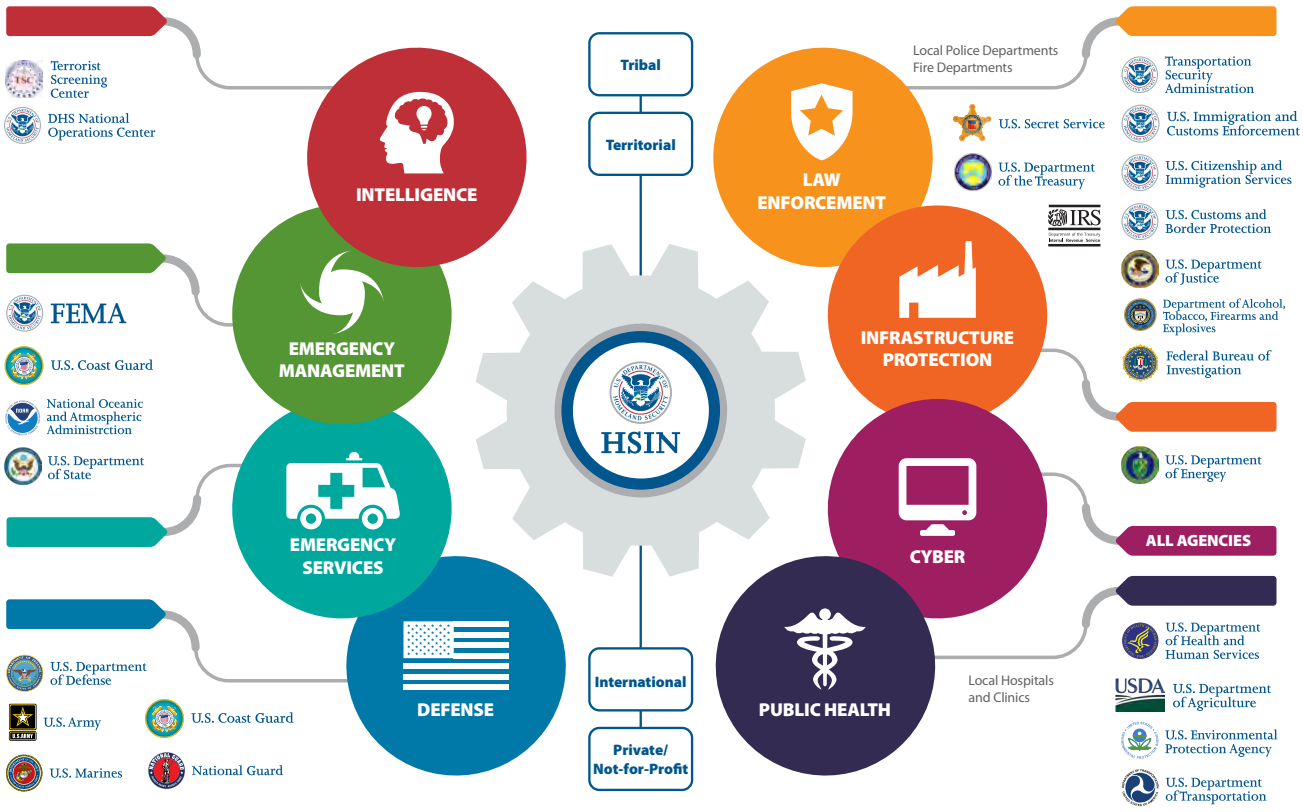
Whether it's providing key resources during emergency response and recovery operations, ensuring critical infrastructure resiliency or supporting safety and security at special events, government agencies rely on the support of private sector partners.

DID YOU KNOW?

Of the users surveyed in this year's HSIN Annual Assessment, private sector partners make up nearly **14 percent** of HSIN users and include critical infrastructure planners and risk analysts, information officers and private security officers. HSIN provides a secure environment for public and private partners to come together, collaborate and maintain situational awareness without compromising the security of their organization's local network.

HSIN Footprint within DHS

Since 2006, HSIN has been the designated DHS solution for sharing Sensitive But Unclassified (SBU) information and intelligence within DHS and all of its partners, and thousands of DHS users trust HSIN's secure, reliable and fast access in support of mission success. HSIN plays an integral role in supporting DHS in areas such as ensuring resilience when disasters strike, enhancing security, preventing terrorism, managing borders, and safeguarding cyberspace. The Federal Emergency Management Agency, Transportation Security Administration, Customs and Border Protection, and Cybersecurity and Infrastructure Security Agency are just some of the DHS organizations that use HSIN for daily operations, planned events and incident response.



Federated Partners

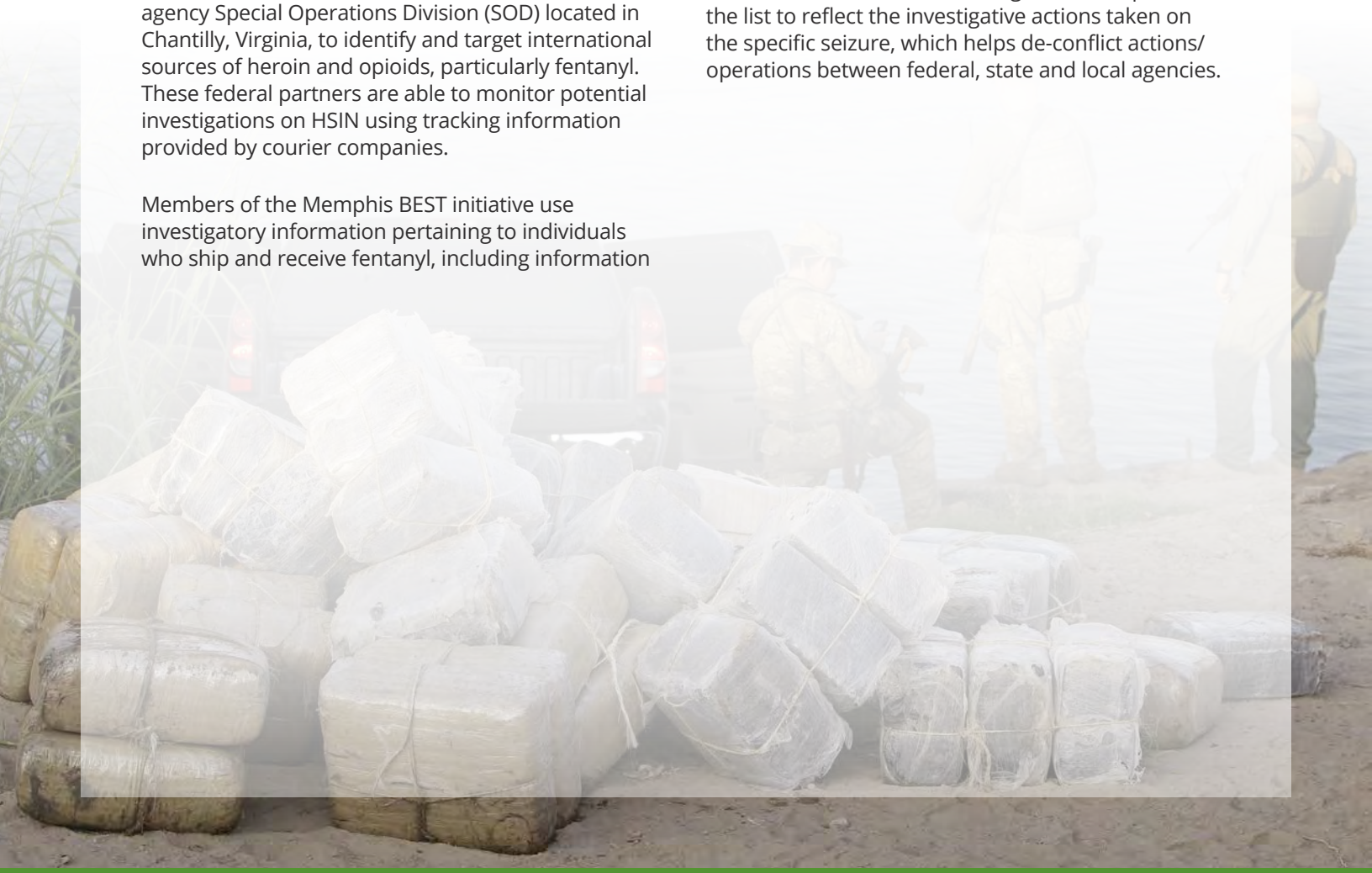
Regional Information Sharing Systems (RISSNet) • El Paso Intelligence Center (EPIC) • Infrastructure Protection (IP) Gateway
Special Event Assessment Rating (SEAR) • Technical Resource for Incident Prevention (TRIP*wire*)
Geospatial Management Office (GMO) Geospatial Information Infrastructure (GII)
GMO Common Operating Picture (COP) • Training and Academy Management System (TAMS)
Integrated Maritime Domain Enterprise-Coastal Surveillance System (IMDE-CSS)
National Cybersecurity Protection System-Cyber Indicators Repository (NCPS-CIR)

Memphis Best

The DHS Memphis Border Enforcement Security Task Force (BEST) initiative is a joint Immigration and Customs Enforcement (ICE), U.S. Customs and Border Protection (CBP), and Drug Enforcement Agency (DEA) initiative coordinated through the multi-agency Special Operations Division (SOD) located in Chantilly, Virginia, to identify and target international sources of heroin and opioids, particularly fentanyl. These federal partners are able to monitor potential investigations on HSIN using tracking information provided by courier companies.

Members of the Memphis BEST initiative use investigatory information pertaining to individuals who ship and receive fentanyl, including information on the shippers and receivers themselves, as well as transshipment points.

HSIN allows partners to upload seizure information into a central secure location. Agents then update the list to reflect the investigative actions taken on the specific seizure, which helps de-conflict actions/operations between federal, state and local agencies.



Helping Ensure Public Safety in North Texas

The Fort Worth Police Department and North Texas Fusion Center (NTFC) relied on HSIN to support safety and security during simultaneous events in Fort Worth.

> "Using HSIN's capability to share data and live video streams via mobile devices, I was able to monitor the situational status of both events on my mobile device from a remote location while coordinating another event in my area.

Mark Sanderson
NTFC Director

FY 2018 Growth of ESAR Helps Fill Information Sharing Gaps in Energy Sector

The Energy Sector Analyst Roundtable (ESAR) uses HSIN to facilitate information sharing and enhance collaboration among energy industry security analysts. ESAR shares threat intelligence and best practices, improves energy infrastructure security, reduces intelligence analysis redundancy and promotes the professional development of energy industry intelligence analysts. The community has members from more than 60 energy companies across 42 states and Canada.

Since the formation of ESAR, the value of having intelligence analysts working for a utility has been increasingly recognized across the country. The number of intelligence analyst positions, mostly within corporate security, has grown significantly over the past three years. While most energy companies already participate in the Nationwide Suspicious Activity Reporting Initiative, ESAR takes reports of suspicious activity affecting energy infrastructure and disseminates that information to a larger audience of energy sector security professionals, which raises awareness of the possible targeting of critical energy infrastructure.

Together, ESAR and HSIN are addressing the root causes of gaps in public-private sector information sharing:

- **Knowledge**—Increasing public sector partners' awareness and understanding of critical energy infrastructure assets, systems and processes within their areas of responsibility.
- **Culture**—Establishing protocols for the secure exchange of information so that companies can more comfortably share sensitive security information with each other.
- **Information Classification**—Addressing the needs of private sector security professionals, most of whom are not sworn law enforcement officers and are not authorized to access Law Enforcement Sensitive (LES) information.

ESAR holds monthly teleconference calls to discuss current threats, requests for information (RFIs) and security benchmarking activities. An annual ESAR summit meeting features industry speakers and participation by government partners.

Partners Rely on HSIN and Mapping Capabilities During California Wildfires

In FY 2018, wildfires across California and other western states burned over four million acres of federal, state, tribal and private lands. To help responders contain and extinguish the fires, HSIN provided information sharing capabilities to California's primary fusion center, the California State Assessment Center, which coordinated with regional fusion centers in Sacramento, San Francisco, Los Angeles, Orange County and San Diego to help firefighters make critical decisions about where to deploy resources.

HSIN supported public safety partners by providing access to Homeland Infrastructure Foundation-Level Data (HIFLD) mapping layers available through the DHS Geospatial Information Infrastructure (GII) portal. The information was used to identify and make forecasts about the infrastructure sites that were potentially in the path of the wildfires.

The greater situational awareness HSIN provided helped prioritize fires that presented the biggest threats to infrastructure such as schools. The collaborative effort allowed incident managers to increase situational awareness to most efficiently protect lives and public safety.

Safeguarding Multiple MLK50 Events in Memphis

April 4 marked the 50th anniversary of Dr. Martin Luther King Jr.'s assassination, and numerous events were held throughout Memphis to honor Dr. King's contributions to civil and human rights and racial equality.

> "HSIN provided the capability to monitor public safety and situational awareness for eighteen MLK50-related events throughout Memphis, with multiple events occurring at the same time. The system is amazing, and we loved it.

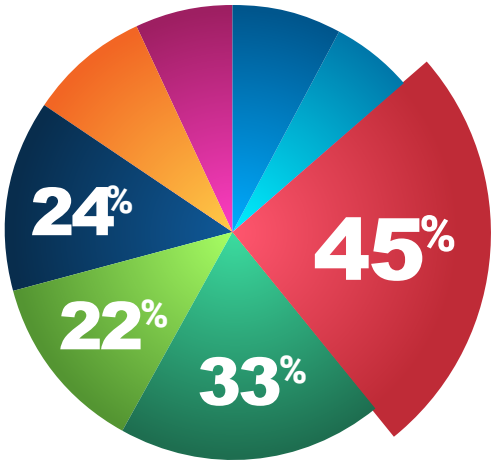
Stephanie Juneau
Intelligence Analyst with the Tennessee Fusion Center

Meeting User Needs with Mission-Critical Collaboration Resources

HSIN empowers users with the critical tools and solutions they need to help support the homeland security mission. Partners who are otherwise separated by incompatible communication systems benefit from an unprecedented level of situational awareness that is available across all agencies and jurisdictions. Information sharing and collaboration tools, comprehensive training, on-call technical support and transparent communications help partners maximize use of all HSIN resources.

Features that Matter to Users

HSIN provides readily accessible resources that allow partners to overcome their communication and collaboration challenges. These tools are designed to address the needs of HSIN users and have become widely used capabilities to support daily operations, prepare for major planned events, and respond to and mitigate risks during crisis situations.



- HSIN Community
- HSIN Connect
- HSIN Learn
- HSIN Exchange
- Single Sign-on, Federation and Interoperability (**15%**)
- Geospatial Services (**14%**)
- Other (**12%**)
- HSIN Chat (**10%**)

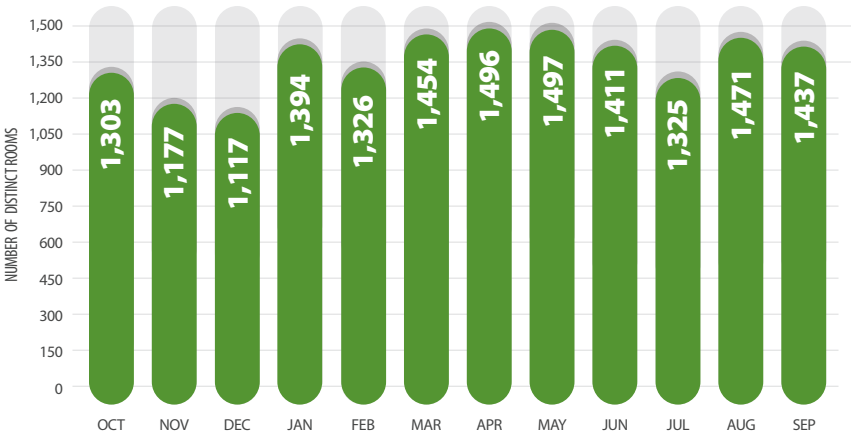
Most Used Feature

Participants in HSIN's Annual Assessment listed HSIN Communities as their most used HSIN resource, with **45.2 percent** selecting HSIN Communities in FY 2018. HSIN Connect was the second most popular resource with 33.5 percent of users deploying it most often, and HSIN's Learning Management System ranked third at 23.8 percent.

Communities are a vital component of HSIN as they allow users to join and participate in groups that are relevant to their specific missions and areas of expertise. By connecting users with one another,

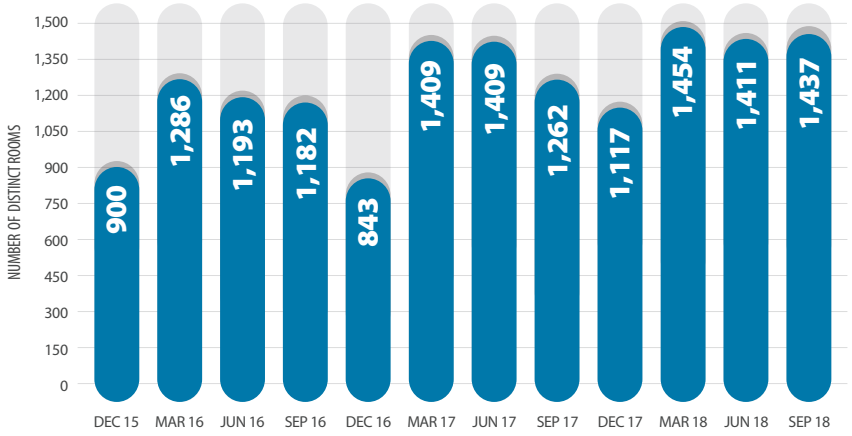
HSIN helps ensure that critical information is quickly shared with relevant partners. Additionally, each community allows for rapid information sharing among members and customizable web-based tools.

In total, there were **more than 2,300 communities** on HSIN by the end of FY 2018, made up of partners from across the nation who frequently work together to collaborate and address their unique mission needs.



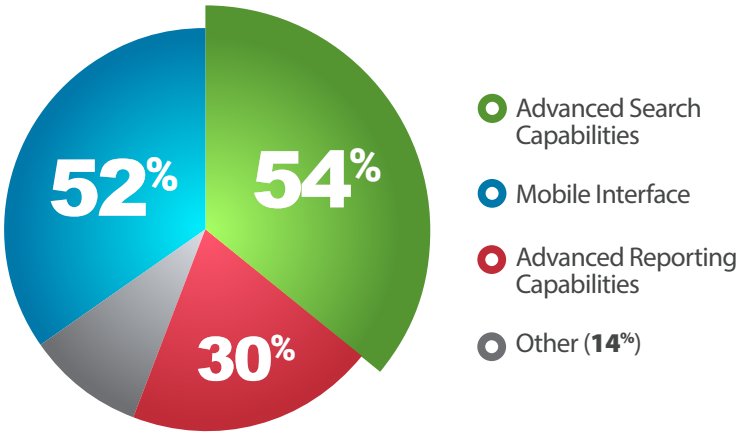
HSIN Connect

HSIN Connect has remained a vital tool for users around the country by providing access to scalable, secure web conferencing that is adaptable to any homeland security organization and mission. In total, there were more than **16,408 HSIN Connect sessions** in FY 2018, a 9.5 percent increase over FY 2017 and a 23 percent increase from FY 2016.



Features Users Want

In FY 2018, **54 percent** of users reported that they believe the program could improve by providing advanced search capabilities. Fifty-two percent indicated that adding a mobile-specific interface (where not currently available) would assist in achieving mission success.



Technical Support

HSIN's Service Operations team offers technical support to ensure that every user has access to HSIN's capabilities, providing a Help Desk that is staffed 24 hours a day, seven days a week. Throughout the year, the Help Desk provides support to users by quickly diagnosing reported issues and following the appropriate procedures to resolve requests for help.

HSIN Tools and Other Resources

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

HSIN Communities

HSIN Communities are collaborative environments that bring together diverse homeland security partners for information sharing within and across organizations and agencies. Communities also provide access to a secure, collaborative, web-based information-sharing environment, customizable tools and resources, and a mission-based network of homeland security partners.

HSIN Connect

HSIN Connect is a robust web conferencing tool that provides a secure environment for virtual, real-time collaboration, web-based training and webinars.

Geospatial Tools

HSIN provides access to advanced mapping capabilities and applications that enable geographical data sharing from various sources on one display. These tools also provide mapping and tracking of incident scenes and planned event sites, as well as regular weather updates.

HSIN Chat

HSIN Chat provides a secure environment for instant messaging, allowing real-time information sharing, less cluttered email inboxes and group chat conversations.

HSIN Exchange

HSIN Exchange is a secure RFI solution that manages and prioritizes RFIs, centralizes processes and increases efficiency in operations such as intercepting the shipment of illegal drugs, arresting dangerous criminals and preventing terrorism. It also provides delivery metrics and has features that minimize duplicative responses and allow secure communications and interoperability across all fusion centers and interagency partners.

HSIN Notify

HSIN Notify allows users to quickly send alerts related to operational needs via the rapid, simultaneous dissemination of messages to predefined groups of people.

HSIN Learn

HSIN Learn is the solution for rapid access to online training and is designed to help partners use HSIN through self-paced, computer-based operational training. HSIN Learn also offers customized assistance and instructor-led courses, as well as guidance on how to use each of HSIN's tools and build and maintain HSIN Communities.

HS*INbox*

HS*INbox* allows users to communicate securely with mission partners through a tool that supports document attachments, links and notes, and manages email distribution to other HSIN users.

Communications

HSIN Communications is a strategic component of the HSIN Program and uses multiple vehicles to inform users and stakeholders about best practices, enhanced functionality and how HSIN plays a key role in partners' mission success.

Publications

HSIN Communications develops and distributes "The HSIN Advocate" to all users monthly. The Advocate includes articles that highlight program resources, activities and accomplishments. The stories and resources help HSIN users implement best practices and other strategies to support their operational objectives.

HSIN on the Web

HSIN Communications uses online assets such as HSIN Central, DHS Connect and DHS.gov to engage and inform users and stakeholders about HSIN's capabilities and contributions to the homeland security mission. HSIN Central is the primary portal for HSIN users to gain quick access to information about Service Operations, the HSIN Learn training library, HSIN communities, upcoming events and other announcements pertaining to HSIN.

Annual Report

Each year, HSIN Communications creates and publishes the HSIN Fiscal Year Annual Report to inform stakeholders and users about HSIN's strategic goals and accomplishments, operational support and enhancements, policy and governance, and a glance at the year ahead. The annual publication also provides an overview of key HSIN engagements with an emphasis on how partners applied HSIN to their areas of operations.

Training

In addition to onsite training provided by HSIN Mission Advocates, HSIN provides a wide range of computer-based courses and other training materials. Training addresses the various features and tools available in HSIN as well as the needs of specific user roles such as site owners, content managers and community members. Additionally, Quick Reference Guides allow users to rapidly learn how to access and use key features and tools.

In FY 2018, HSIN maintained and updated all training materials for new and existing HSIN capabilities. Among the **more than 5,000 training sessions** attended, HSIN Connect (1,062 attendees) and HSIN Basics (997 attendees) were among the most popular for FY 2018.

Across all training courses, some of the key benefits included:

- Offering operational training and hands-on learning experiences.
- Pairing HSIN experts with community representatives to design courses and other training materials that meet their needs.
- Providing users with helpful information about how best to apply HSIN's tools and other resources to meet their operational needs.

In addition to a comprehensive library of training resources, HSIN Mission Advocates also provide users with customized training sessions to meet their specific needs. These trainings include refresher trainings; planned event, incident and exercise training support; and new capability trainings. In FY 2018, HSIN Mission Advocates delivered:

- 677 refresher trainings on best practices and lessons learned, which allowed stakeholders to more effectively use HSIN.
- 152 planned event, incident and exercise trainings that ranged from major sporting events and dignitary visits to active shooter situations and severe weather events.

Policy and Governance

As the homeland security enterprise continues to change, HSIN must adapt with it. Through unbiased guidance, oversight and user feedback, HSIN has created a governance structure that allows the program to sustainably evolve each year. HSIN also meets policy requirements related to sensitive information sharing and coordinates with users to address any potential risks or emerging issues.

Compliance

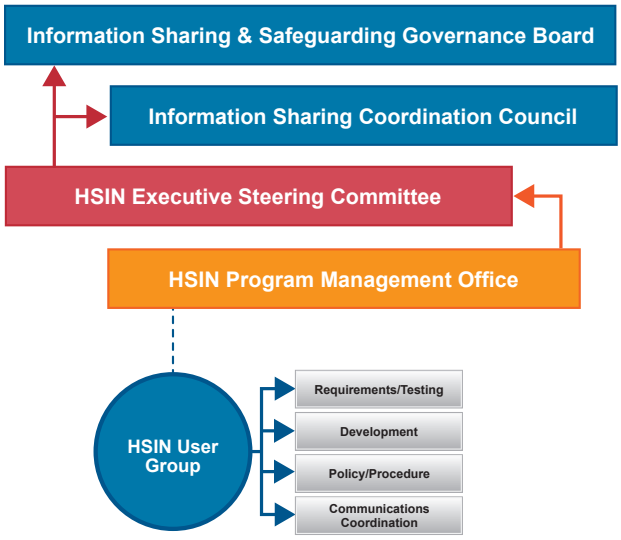
HSIN works with the DHS Privacy Office to ensure that the program completes all privacy compliance documentation requirements, such as identifying any potential privacy issues that new updates could create and mitigation strategies to reduce potential risks. Proactively complying with policy requirements allows users to remain on the forefront of collaboration, while keeping sensitive information secure.

In FY 2018, HSIN focused on ensuring compliance across the program and updated essential HSIN governance documentation to facilitate more dynamic information exchange. Across these efforts, HSIN had three key priorities:

- Increase collaboration with DHS components through Mission Outreach collaboration and stakeholder engagement
- Augment information sharing possibilities within the system through governance updates based on requested changes from users
- Continue policy and privacy support for new and current communities

As HSIN grows with its user base, the program will continue to maintain compliance as new initiatives and tools become necessary to meet the demands of the homeland security enterprise.

Inclusive, Transparent and Accountable Governance



HSIN's governance structure provides oversight and solicits feedback from users to help set the program's strategic direction. The Executive Steering Committee (ESC) oversees the HSIN Program and provides a sounding board for new ideas and feedback from stakeholders. Additionally, the HSIN User Group (HUG) allows users to share their recommendations and experiences using HSIN.

HSIN also continues to work 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 ESC provides effective governance, oversight and guidance to the HSIN Program to ensure the program meets users' operational needs on time and on budget. The ESC also supports and makes recommendations to the ISSGB, which sets DHS' information sharing and safeguarding priorities and direction.

HSIN User Group

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. The HUG also allows HSIN users to share their experiences with the HSIN Program Management Office (PMO) and other users. The HUG is made up of decision makers, managers, operators, analysts and other HSIN users.

HSIN Best Practices Community of Excellence (CoE

HSIN also engages users through the HSIN Best Practices Community of Excellence (CoE) sessions. Through monthly meetings, HSIN presents key topics that highlight from the field how federal, state, local, tribal, territorial and private-sector organizations have used HSIN to support their missions.

FY 2018 topics included:

- Sharing and Tracking Critical Cyber Information on HSIN
- Cyber Shield 2018
- Sharing School Safety Information on HSIN
- Super Bowl Planning
- Protecting the National Capital Region with HSIN
- Best Practices on Community Cleanup Tips and Tricks
- Best Practices for International Information Sharing
- Coordinating Across Levels of Government
- Coordinating with the National Guard
- Best Practices for Coordinating Efforts against Trafficking
- Disrupting Criminal Enterprises along the Borders
- Planning, Response and Recovery with HSIN

Recommendations and the Year Ahead

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 2018 provide the building blocks for FY 2019 growth.

Plans for FY 2019

Achieve Growth

Objectives

- Strengthen and enhance relationships with existing HSIN users to create more recurring usage
- Expand mission usage within DHS and external partners

Build and Enhance Services

Objectives

- Support other mission critical DHS information sharing systems within the cloud
- Work with federal partners to provide additional datasets and informational tools that advance the depth of information and insights available within HSIN
- Streamline delivery of solutions to user communities

Strengthen Delivery

Objectives

- Enhance customer engagement with all HSIN users by aligning with Information Sharing and Services Office (IS^2O) roadmap, integrated Mission Support Services Division (MSSD) portfolio, and HSIN's own product management strategy
- Maintain sustainable growth by continuing to follow project management methodology when improving existing products
- Promote the reuse of high value, efficient solutions that can be quickly and cost effectively replicated across HSIN communities to meet their mission requirements
- Continue to produce replicable models and use cases (such as cloud migration activities, school safety initiatives, and gang intelligence databases) that benefit numerous partners and can be reused by multiple jurisdictions nationwide

HSIN | Homeland Security Information Network

http://www.dhs.gov/hsin

HSIN@hq.dhs.gov