

IT Program Assessment A&O Homeland Security Information Network (HSIN)

Review

The DHS CIO conducted a comprehensive program review of the A&O Homeland Security Information Network (HSIN) program in September 2011. Program observations include the following:

The HSIN program has accomplished a great deal since the program review in FY2010, including:

- Completed and Analysis of Alternatives (AoA) to determine the best path forward
- Favorably passed an Office of Management and Budget (OMB) TechStat
- Successfully moved to a “DHS governed path” as blessed by the HSIN Advisory Committee (HSINAC), the HSIN Mission Operations Committee (MOC), and the Information Sharing Governance Board (ISGB)
- Completed first Sprint exercise
- Transitioned to a new Program Manager
- Developed a HSIN Program Integrated Master Plan
- Successfully launched Integrated Project Teams (IPTs) in several areas
- Lowered technology risk profile by leveraging Microsoft SharePoint 2010 as a Service platform
- Implemented Risk and Schedule management process across all internal work streams and IPTs

The HSIN program also faces risks, including:

- Being directed by OMB to consolidate 10 portals on the HSIN system by FY12 which causes uncertainty with limited resources
- It has an \$8.6M shortfall in FY12 (Resource Allocation plan (RAP) vs Requirements) to complete HSIN 3.0 development
- Providing operational support to over 35,000 registered users while developing the new platform could potentially pull assets from development

Mitigation Strategy

The HSIN program has devised mitigation strategies to address the risks identified above, including:

- Leveraging sandbox environments and third-party tools to provide a stable environment for demonstrating general Sharepoint 2010 features and specific HSIN 3.x capabilities as they are being developed
- Working with industry leaders, enterprise services, and other components
- Seeking funding from the portals that are consolidated
- Updating the HSIN Legacy bulk upload process to reduce heldesk burden

- Isolating HSIN 3.0 development and support staff from current operational activity to maintain forward progress on development

Assessment

The main areas of concern raised in the FY2010 review were: (1) lack of sufficient oversight, (2) lacking comprehensive strategies to develop future plans, and (3) lack of focus on technology enhancements. The HSIN program has addressed all of these concerns and made great progress in their efforts to improve the health of the program. It has moved onto a DHS governance path and created the mechanisms for both oversight and for developing their future plans. It has conducted an AoA to determine the best path forward and is leveraging new technology.

However, this program still faces many risks, most of which are encroaching from outside the program. It has viable mitigation strategies in place but still bears continued monitoring to ensure it stays on the right path. The CIO assesses the A&O HSIN program as Level 3 – Medium Risk.

Score: 3