



**APRIL 2013**

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# THE HSIN ADVOCATE

## Message from Donna Roy

Dear Valued HSIN Partner,

As you may know, we recently took important steps to improve the registration process for Homeland Security Information Network Release 3 (HSIN R3). Acting directly on your feedback and the recommendations of your HSIN governance bodies, we implemented a targeted pause of our migration process—focused on stopping large, bulk uploads of 1,000 users or more. While we continued to upload content and smaller groups of users to HSIN R3, this pause allowed us to work to resolve a series of registration and system access issues that were making migration difficult and inefficient.

We are pleased to report that we have made significant progress with resolving the registration and system access issues that justified the pause. We will soon be able to resume large, bulk uploads of 1,000 users or more. Specifically, we have:

- Migrated 84% of all State Communities of Interest (COIs);
- Migrated 37% of all Legacy COIs;
- Migrated the HSIN SLIC COI to HSIN R3;
- Trained 44% of all COI Administrators on how to manage their R3 sites;
- Received a Satisfied or Very Satisfied rating from 92% of all COI Administrators trained to date;
- Ensured Legacy operations through August 2013;
- Ensured that registering users get adequate time to complete the entire registration process;



- Reconfigured settings to fix “Server Busy” errors;
- Fixed Validation Queue issues;
- Resolved ICE network access issue;
- Granted validated users the ability to request access to additional sites; and
- Implemented HSIN Adobe Connect on R3.

HSIN is also in the process of implementing a new, strategic communications plan. This strategy will help us ensure that we get you the information you need on new system capabilities and fixes that will improve your user experience and your ability to achieve your homeland security mission. We'll be providing regular updates on migration progress to you, your COI Administrators, and your governance bodies. The new communications plan will also help us

gather feedback from you on a regular basis on how well things are working for you, and where we need to make improvements.

Thank you for your ongoing partnership and use of HSIN.

Sincerely,

**Donna Roy**  
HSIN Program Director  
Office of the CIO, Department of  
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Washington, DC 20528

## Successful Uses: HSIN Supports Information Sharing at Super Bowl

More than 110,000 people, including celebrities and politicians, visited New Orleans for Super Bowl XLVII during the first weekend of February 2013.

Long before the first fan arrived in the Big Easy, planners began preparations to ensure the safety of all Super Bowl attendees. This planning brought together the NFL, local, state, and federal law enforcement, and emergency management professionals. They faced a challenge of how to seamlessly coordinate the more than 500 people from different mission areas who were tasked to ensure safety and security.

After seeing HSIN in use during planned events like New Orleans' War of 1812 Bicentennial celebration and during emergency events like Hurricane Katrina and Deepwater Horizon, area forces decided to conduct Super Bowl vigilance on HSIN. The U.S. Coast Guard along with Louisiana's Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) contacted the Department of Homeland Security for HSIN support.

The system's advantages included:

- Secure information sharing with trusted individuals
- Access to DHS intelligence information
- Targeted messaging within response groups using HSIN Notify
- Real-time web conferencing, video sharing, and document sharing using HSIN Connect
- Expert assistance from HSIN Mission Advocates

Within minutes of the power outage in the Superdome shortly after halftime, HSIN users were notified about the status of

the situation; steps being taken to restore power; and procedures for crowd control.

To learn more about how HSIN can enhance security and response for your event, please contact HSIN Outreach at [HSIN.Outreach@hq.dhs.gov](mailto:HSIN.Outreach@hq.dhs.gov).



Members of the U.S. Coast Guard and Louisiana Governor's Office of Homeland Security and Emergency Preparedness use the Department of Homeland Security's Homeland Security Information Network (HSIN) to coordinate more than 500 law enforcement personnel tasked with ensuring the safety and security of the more than 110,000 attendees at Superbowl XLVII in New Orleans on Feb. 3rd, 2013. DHS photograph provided by Tracy Carlton, DHS HSIN Mission Advocate Southeast Region.

## Development Corner: No More Helpdesk Calls for Password Reset



HSIN R3 allows you to reset your HSIN password by using self-selected password reset questions. During the HSIN R3 registration process, you will be asked to select four challenge questions and answers that will be asked if you need to reset your password.

To reset your password in HSIN R3, select the "Reset Your Password" link on the HSIN R3 login page. You will be asked for your username and to answer three of your four challenge questions. Upon correctly

answering the questions, you will be given the option to reset your password.

If you have any problems resetting your password, contact the HSIN Help Desk at **1-866-430-0162** or via e-mail at [HSIN.HelpDesk@hq.dhs.gov](mailto:HSIN.HelpDesk@hq.dhs.gov) for assistance.

## Mission Advocates: Your Source for HSIN Information

**HSIN OUTREACH MISSION ADVOCATES**  
April 2013 version 1

**info&help**  
HELP DESK: (866) 430-0162 | hsin.helpdesk@hq.dhs.gov  
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Homeland Security

Mission Advocates (MAs) serve as a resource for all of your HSIN questions. Whether assisting with the development of a site for a one-time special event, maintaining a long-term community, providing training, or answering your questions, MAs serve as the primary resource for users with questions about HSIN. Your MA may have changed recently. Take a look at the map and find the contact information for your MA.

If you need further assistance identifying your MA, please contact HSIN Outreach at [HSIN.Outreach@hq.dhs.gov](mailto:HSIN.Outreach@hq.dhs.gov).

For Federal end-users, please contact [HSIN.Outreach@hq.dhs.gov](mailto:HSIN.Outreach@hq.dhs.gov) to receive your HSIN COI point of contact.

## HSIN Users Meet to Provide Feedback on HSIN Release 3

The HSIN Users Working Group (HUWG) met at the beginning of March to hear updates and provide feedback on the migration to HSIN R3. From that meeting, a smaller group was formed to review and provide feedback on HSIN R3 requirements and functionality.

Members of the HUWG also discussed Shared Space—a HSIN R3 feature that allows users to share information with relevant people outside their communities by tagging their content for specific

audiences. Shared Space is expected to be released this fall.

The HUWG meets every other month to sustain stakeholder participation in the direction of HSIN. The group allows HSIN Senior Leadership to gather input from a wide cross-section of HSIN stakeholders to ensure HSIN R3 meets their operational needs. If you are interested in participating in the HUWG, please send an email to [HSIN.Outreach@hq.dhs.gov](mailto:HSIN.Outreach@hq.dhs.gov).

“As you can imagine the challenges of providing safety to more than 500,000 attendees over seven days was complex, resource intensive, and exhausting. The simple act of having DHS Support...proved vital to us realizing our mission.”

Alan Rodell, Scottsdale, AZ Chief of Police on HSIN Support for 2013 Phoenix Open

## CONTACT US

If you would like to share your experience with HSIN Release 3, please send an email to [HSIN.Outreach@hq.dhs.gov](mailto:HSIN.Outreach@hq.dhs.gov).



# HSIN OUTREACH MISSION ADVOCATES

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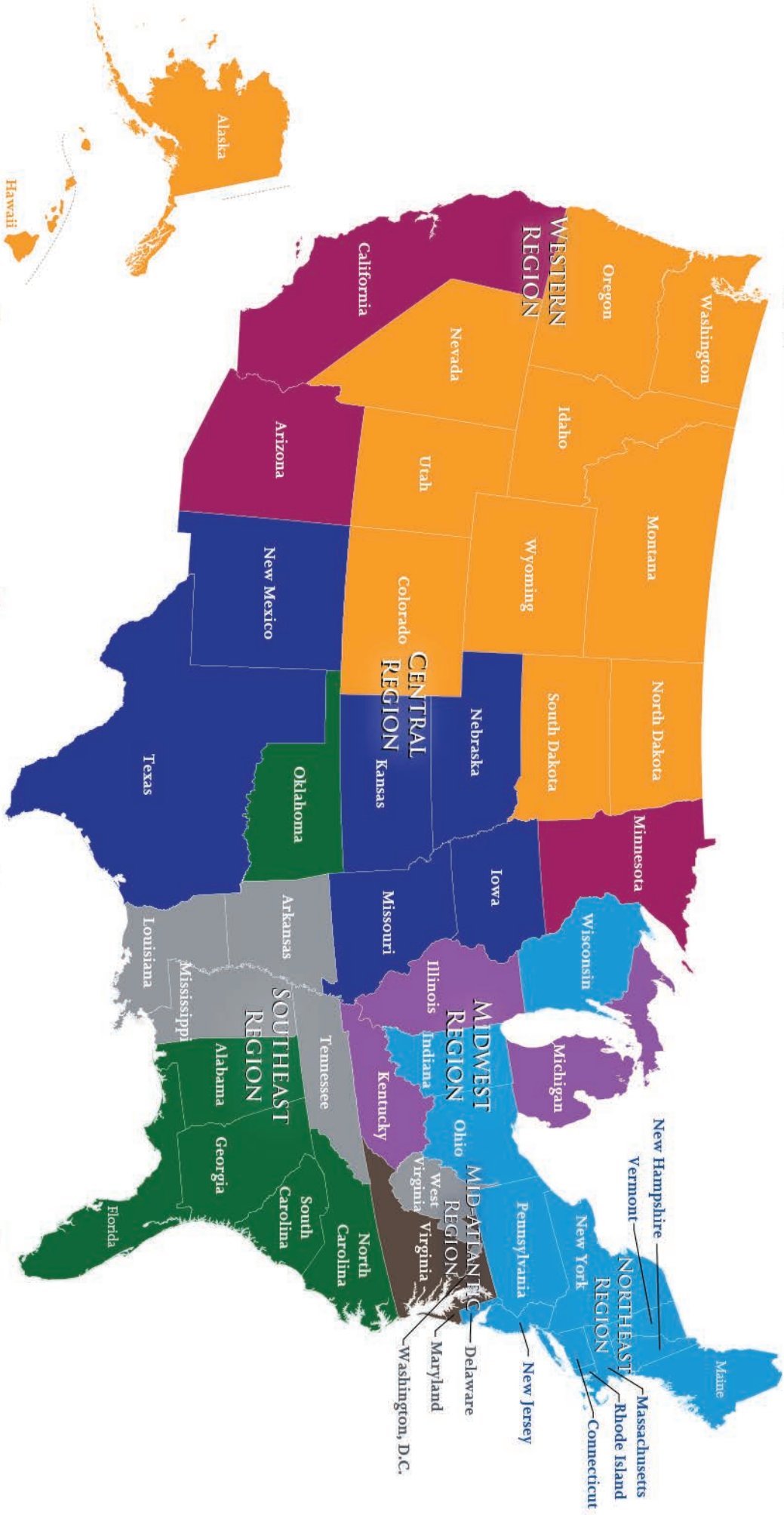
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