

THE HSIN ADVOCATE

JANUARY 2016

Supporting Stadium Security for
College Football

Countdown to Super Bowl 50

Supporting Resource Allocation at
the Chicago Marathon

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More Tools for Community Managers

*** 10-YEAR ANNIVERSARY *
SPECIAL EDITION**

10 Years of the HSIN Program

After the events of 9/11, the nation recognized the need for better communication among federal, state and local partners. At the time, there was no mechanism for law enforcement, emergency responder, intelligence and critical infrastructure professionals to come together and share information in a centralized and trusted manner. The information exchange systems that grew out of this need evolved into the HSIN Program, fostering real-time collaboration among agencies and across jurisdictions. On Jan. 9, 2006, after HSIN had proved itself as a means of communication between responding agencies during search and rescue operations in the aftermath of Hurricane Katrina, then Homeland Security Secretary Michael Chertoff designated HSIN as the primary system for operational information sharing and collaboration within DHS and among their security partners.

People-Centered Collaboration

Leveraging technology to enhance the free exchange of information is a vital component of national security, but it is the people that make the system successful. As a user-driven network, the HSIN Program relies on a team of dedicated professionals who work day in and day out with users from across the country to better understand their varied missions, ensuring that HSIN continues to meet the operational goals of all users.

"On HSIN, it doesn't matter whether you're an intelligence professional, first responder or member of law enforcement," explains Donna Roy, executive director for the DHS Information Sharing Environment Office. "What matters is that everyone is working towards the same objective. We spend a lot of time working with our users to understand their needs and make sure that HSIN provides them

the ability to collaborate across organizational boundaries. This helps operations run more smoothly and makes it easier to get the necessary information into the hands of the people that need it to get the job done."

Mission-Focused Tools

Throughout the past 10 years, HSIN has worked hand-in-hand with users to understand which capabilities would have the greatest impact on mission outcomes. During the Deepwater Horizon oil spill response effort, members of the HSIN team were embedded with users for six weeks across the Gulf Coast region to support real-time situational awareness and ongoing collaboration. The impact of that operation underscored the need for coordinated action and propelled the HSIN Program to where it is today.

"Over the past 10 years, we've seen the HSIN Program embrace best practices for deploying systems, grow and continuously adapt to meet the changing needs of our homeland security professionals," said DHS Chief Information Officer Luke McCormack. "I'm very proud of what HSIN has become and how the program continues to help federal, state, local, international, territorial, private sector and tribal partners work together to meet their mission."

Collaborative Response

As a network of trust for sensitive but unclassified information sharing, HSIN makes it possible for partners from all 56 states and territories to share information, identify trends and support a collaborative response effort.



In the words of Under Secretary for Intelligence and Analysis Francis X. Taylor, "Since 9/11, we really learned the lesson that counterterrorism in the United States of America is truly a team sport and that our 18,000 law enforcement and security organizations across this great nation all play on that team. What HSIN allows us to do is connect them in a way that we weren't able to do before."

Today, HSIN has more than 55,000 registered users, connecting public and private sector partners across disciplines and throughout the United States. As Donna Roy states, "When the community is connected, the country is safe."

Supporting Stadium Security for College Football



College football has a legion of dedicated fans that flock to stadiums across the country to see their favorite teams battle it out. Whether it's part of the standard season or a bowl game, fans support their teams by attending the games or taking part in tailgating, parades and other revelries. The influx of people requires public safety officials to coordinate their activities within the community, with stadium staff and security, and even with the teams. HSIN makes this task quicker and more efficient.

In Ohio, HSIN was a go-to resource for game days throughout the 2015 season.



For both Major League Soccer (MLS) and NCAA football games, the DHS Office of Intelligence and Analysis Senior Intelligence Officer to Ohio, along with partners with the Strategic Analysis and Information Center and Ohio State Highway Patrol Criminal Intelligence Unit, relied on HSIN to coordinate information sharing and tactical intelligence support. HSIN was used during every Ohio State University home game as well as multiple Ohio University, Kent State University, Bowling Green State University and MLS Columbus Crew games.

During the College Football Playoff National Championship on Jan. 11, the



Phoenix Police Department and the Arizona Counter Terrorism Information Center once again turned to HSIN. Learning from their experience with the **2015 Super Bowl**, public safety officials refined their processes and relied on HSIN to streamline information sharing and support interagency coordination.

To learn more about how HSIN supports information sharing as part of stadium security operations, contact HSIN.Outreach@hq.dhs.gov.

Best Practices CoE:



Best Practices for Major Event Planning and Management



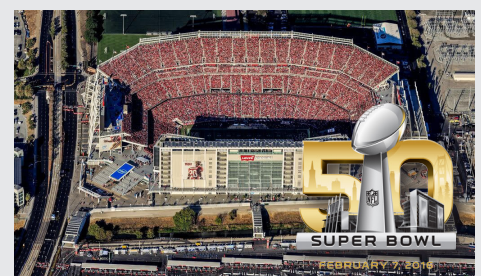
The February Best Practice Community of Excellence (CoE) session will review best practices for major event management using Super Bowl 50 as an example. HSIN Mission Advocate Michael Zagya will review the lessons learned from this event and how to apply them to events in your jurisdiction. Join us and take part in the discussion on **Tuesday, Feb. 23, at 1 p.m. EST.**

For more information and to register for the session, contact HSIN.Outreach@hq.dhs.gov!

Countdown to Super Bowl 50

On Feb. 7, the Denver Broncos will be matched up against the Carolina Panthers as part of Super Bowl 50. In the week leading up to the big game, the cities of Santa Clara, San Francisco and San Jose, and the entire San Francisco Bay Area will be hosting a variety of events: the NFL Experience and the Fan Village to the City Stage concert series, Media Day and a variety of "super community" events throughout the region. While event organizers have been finalizing details for the 50th anniversary of the Super Bowl, public safety officials at all levels of government have been preparing to ensure a safe, fun environment for the tens of thousands of fans who will head to the region.

For the past year, HSIN has been working with local, state and federal officials to help the many agencies and organizations supporting the Super Bowl and related events share information and coordinate their activities. "The Super Bowl is more than just a single game," explained Federal Coordinator Tatum King. "The magnitude of the event requires extensive coordination between law enforcement, fire and emergency medical services, emergency management personnel, the



public health community, transportation officials, the private sector, and many others. HSIN has helped us streamline coordination by providing a central, secure location to effectively connect everyone involved in the planning process."

This will be the fourth Super Bowl HSIN has supported and planning began more than a year ago. Since then, officials in Santa Clara have been working with their local, state and federal counterparts to ensure seamless information sharing and comprehensive situational awareness for every aspect of the event planning process. Check out next month's HSIN Advocate and take part in the **February Best Practices Community of Excellence session** on Feb. 23 to learn more about how HSIN supported Super Bowl 50.

Supporting Resource Allocation at the Chicago Marathon



As the second largest marathon in the world, the Bank of America® Chicago Marathon is the largest outdoor athletic event hosted by the city. This year, approximately 1.7 million spectators lined the course as 45,000 participants from all 50 states and more than 100 countries wound their way through 29 Chicago neighborhoods. Throughout the event, the Chicago Police Department's fusion center, the Crime Prevention and Information Center (CPIC), relied on HSIN to support situational awareness among partner agencies.

During the event, CPIC used HSIN to provide a central point of interaction for federal and state partners, local fire and public health agencies, and the Bank of America command post personnel monitoring the marathon. Through HSIN, the fusion center was able to visually monitor every mile of the race to support the allocation of resources, including medical services and crowd control, to keep runners and spectators safe. In



addition, public health partners were able to share and monitor general crowd temperatures to determine the need for water and necessary safety precautions.

According to CPIC staff, the use of HSIN is creating a great way to network and build a working relationship with state, federal and public partners all while making the flow of information more manageable. To learn more about how HSIN helps manage information flow during large, city-wide events, contact HSIN.Outreach@hq.dhs.gov.

Spotlight on a Mission Advocate Providing Insight for Federal Partners



By Marc Parker

When an event or an incident occurs, it is incredibly important for the public safety and security officials on the ground to coordinate their operations and provide awareness for their state and federal partners.

At the same time, agency partners at the federal level need to keep abreast of events of national significance and operational activities within other federal mission partners. For all of these activities, HSIN is a go to resource for situational awareness and information sharing.

Many federal agencies use HSIN to share information with their specific partner organizations. For partners at the federal level, the Federal Operations (FedOps) community acts as a central, information sharing hub. Managed by the National Operations Center (NOC), the FedOps community on HSIN is used to track and

disseminate the latest information and reports on every incident and event of significance to the United States. Analysts at the NOC's 24-hour watch desk regularly post news and relevant information from around the world for federal stakeholders. When an event or incident occurs, like those in Paris or the [attempted White House perimeter breach in 2013](#), a new incident page is created to store and share relevant information and intelligence reports. Because of this singular resource center, many federal mission partners use the FedOps community to create [situation reports and daily briefings](#) to support broad situational awareness within their own agencies.

Whether it's keeping your finger on the pulse of federal operations or gathering the latest details on events of national significance, the FedOps community is the place to go. For more information about the FedOps community, feel free to reach out to me at HSIN.Outreach@hq.dhs.gov. Federal mission partners can also request access to the FedOps community directly through the [HSIN Community Directory](#).

NOW AVAILABLE:

2015 Year in Review Fact Sheet

Throughout 2015, HSIN worked closely with users to support their operational requirements and deliver mission success. The [2015 Year in Review fact sheet on HSIN Central](#) provides an overview of how users from every level of government and the private sector relied on HSIN to support their operations during the year.

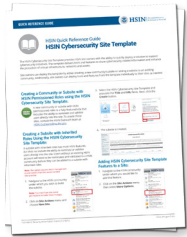


To learn more about how HSIN can support your operations, contact HSIN Outreach at HSIN.Outreach@hq.dhs.gov.

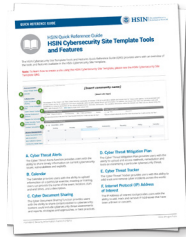
More Tools for Community Managers

Last year, we began developing community templates to help HSIN community managers quickly and easily deploy the resources users identified as the most useful during operations. The first template supported **event and incident management operations**. Now, HSIN site owners and administrators have two new templates to quickly deploy best practice tools and resources for cyber security operations and fusion center liaison officer programs. Additional information can be found in the related quick reference guides (QRGs) linked below.

Cyber Security Template

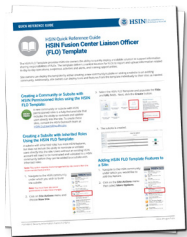


The **Cyber Security Template QRG** helps users quickly deploy a scalable solution to support cyber security operations.

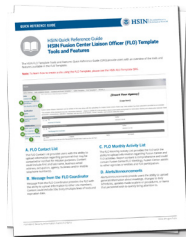


The **Cyber Security Template Tools and Features QRG** provides users with an overview of the tools and features made available in the template.

Fusion Center Liaison Template



The **Fusion Center Liaison Officer (FLO) Template QRG** helps users quickly deploy a site to support standard FLO operations.



The **FLO Tools and Features QRG** provides users with an overview of the tools and features made available in the template.

If you have questions about either of these templates, or ideas for other ways to add functionality and improve the user experience, let us know by sending an email to HSIN.Outreach@hq.dhs.gov. HSIN Mission Advocates walked through the process of installing these templates and customizing the tools for your operations during the January Best Practices Community of Excellence session. You can check out the [presentation on the Best Practices section of HSIN Central](#).

Help Make HSIN Better for Everyone



Have you discovered a new way to use HSIN? Do you have an idea about how to improve network features? We want to hear about it!

HSIN is about more than just accessing information. It's about sharing knowledge, resources and materials in support of the Homeland Security Enterprise. By sharing your experience, you can help us create tools to support all HSIN users. Share your thoughts by sending an email to HSIN.Outreach@hq.dhs.gov!

Watch Now!



The latest video in the HSIN video series highlights the HSIN senior leadership team as they reflect on the evolution of information sharing over the past ten years. They discuss how the lessons learned from HSIN users have impacted the growth and development of the HSIN Program, as well as the Homeland Security Enterprise.

You can watch this and other videos on [HSIN Central](#).

HSIN Learn



HSIN is about more than just accessing information. It's about sharing knowledge, resources and materials. We invite you to **check out HSIN Learn today** to help you get the most out of HSIN. These courses and more can be taken at a time and location that meets your schedule:

 **HSIN Basics**

 **Site Owners**

 **HSIN Connect**

 **HSIN Box**

 **HSIN Notify**

 **HSIN Chat**



Celebrating 10 of HSIN!

Ten years ago, on Jan. 9, 2006, the Secretary of Homeland Security designated HSIN as the primary system for operational information sharing and collaboration for DHS and all of its partners. At that time, HSIN was already supporting operational information sharing for two years, proving its worth as an information sharing resource the previous summer in the aftermath of the Hurricane Katrina disaster when local communications systems had failed. That day in January was just the beginning. Since then, information sharing and collaboration among federal, state, local, tribal, territorial, private sector and international partners has come a long way and continues to grow!

"I've had the opportunity to be a part of the HSIN program for more than eight years," said HSIN Program Manager Jim Lanoue. "I've seen HSIN grow from what was initially a repository for information to the nucleus of information sharing across the Homeland Security Enterprise."

The past decade has truly been a period of evolution for the HSIN Program. The underlying technology that provides the foundation for HSIN has gone through significant changes—continuously improving both the security of HSIN as a whole and the ease with which information can be shared. Even with this technological growth, HSIN is not a



technology-centric program. The HSIN Program prides itself on being user-driven and mission-focused. The technology provides a network of trust for all HSIN users, but it's you, members of the broader HSIN community, that make it successful.

This January and throughout 2016, we are celebrating HSIN's 10-year anniversary. We invite you to take part, [learn more about the history of the HSIN Program](#) and share your stories about how HSIN has impacted your operations. In the past 10 years, HSIN users have repeatedly shown their creativity and innovation as they found new ways to meet their community's needs. By sharing your experience, you can help HSIN deliver mission success for the next 10 years!

A Look Back on 10 Years of HSIN



In this video, the HSIN senior leadership team reflects on the evolution of information sharing over the past ten years and how the lessons learned from HSIN users have impacted the growth and development of the HSIN Program, as well as the Homeland Security Enterprise.

[You can watch this and other videos on HSIN Central.](#)

In Their Words...



HSIN: Building a Network of Trust

Executive Director Donna Roy with the DHS Information Sharing Environment Office shares her insight on the history of the HSIN Program and how HSIN has helped 18,000 police departments, 60,000 first responding agencies and 78 fusion centers across the country to share information and get answers quickly.

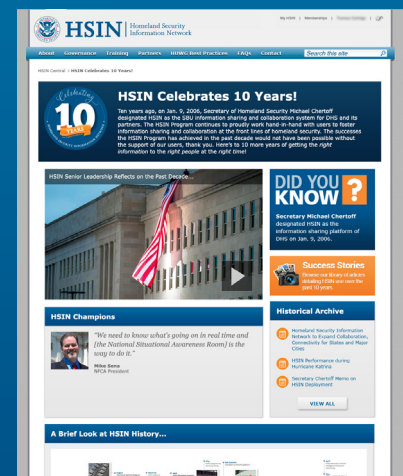


HSIN Looks Back on Ten Years of People, Process and Technology

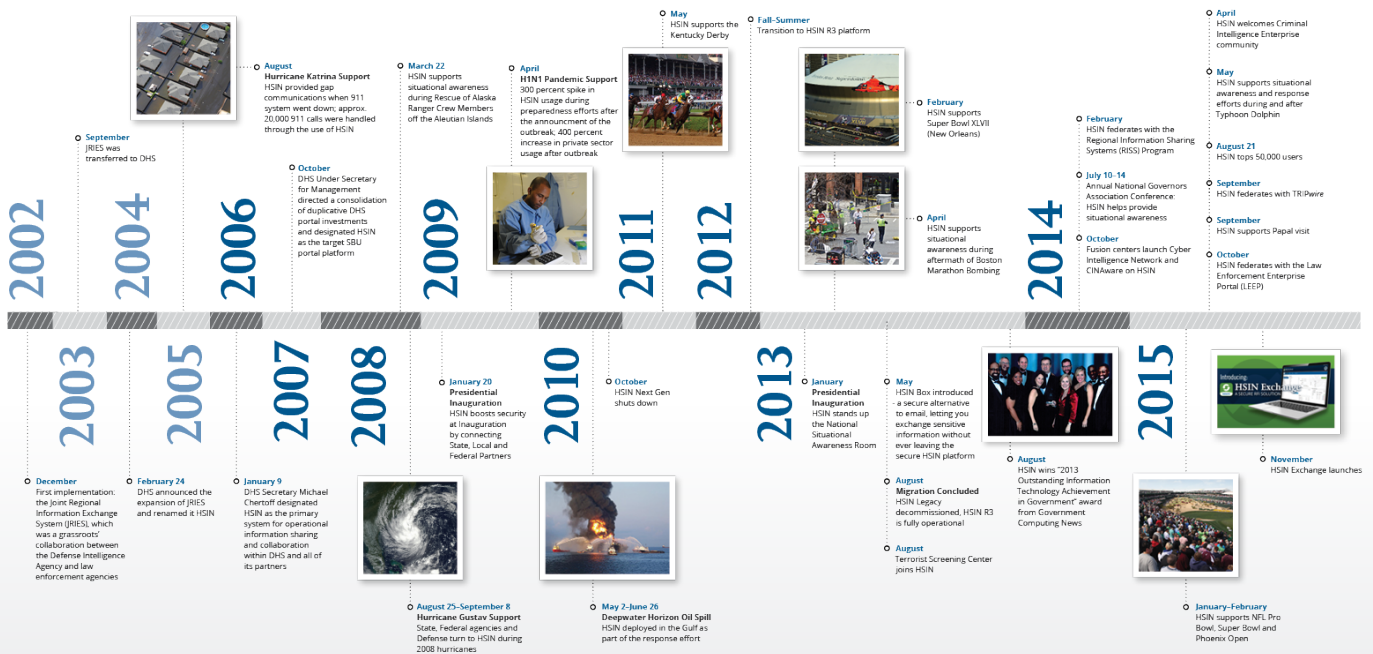
HSIN Program Director Jim Lanoue looks back on his time with the HSIN Program and the many changes that have taken place. In particular, he highlights how HSIN has focused on the people involved in information sharing and adapted the technology to meet operational needs, resulting in a stronger environment in which homeland security partners can make their decisions.

Learn More!

Celebrate with us by checking out the [HSIN 10-Year Anniversary site on HSIN Central](#) to learn more about our history and some interesting facts about the program.



A Brief Look at HSIN History...



[Click here to view the full size version of the timeline.](#)

HSIN Champions

"We need to know what's going on in real time and [the National Situational Awareness Room] is the way to do it."

Mike Sena
NFCA President

"[HSIN Exchange] will make it easier for us to do the job we do and exchange information."

Bryan Costigan
NFCA Secretary

"Georgia is safer with us using HSIN!"

Jen Wade
HSIN Coordinator
Georgia Information Sharing
Analysis Center

"Our role at the EMR-ISAC is to promote and share information for the emergency services sector nationwide. HSIN makes it possible to get that information out quickly and easily and provides a central resource so emergency services personnel can access the information they need, when they need it."

Keith Henke
HSIN-ES community administrator
and critical infrastructure protection
program manager for the USFA