

Delivering Mission Success

The HSIN ADVOCATE

Preparedness and Response

September is National Preparedness Month and HSIN communities continue to set new standards and best practices in this important area of homeland security. Emergency management and other public safety officials rely on HSIN to prepare risk mitigation strategies, collaborate in secure spaces, and facilitate interagency and public-private sector coordination. In this month's edition of the HSIN Advocate, we feature stories about HSIN support for preparedness and response operations such as those used for the World Scout Jamboree and major college football games. Whether the mission involves ensuring safety and security at special events, responding to incidents or performing daily operations, HSIN provides key information sharing resources for partners across all levels of government and the private sector.

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HSIN Helps Partners Address Unique Security Challenges at World Scout Jamboree

Large events pose numerous security challenges for law enforcement and other public safety officials. Extensive planning is required to mitigate risks related to the specific characteristics of the venue and the event itself. The Summit Bechtel Reserve in West Virginia, site of the World Scout Jamboree (WSJ), encompasses over 10,000 acres and expands to adjacent wilderness for the Jamboree program to include 70,000 acres. This year's WSJ, held July 22 to August 2, drew 49,000 participants from over 140 countries.

The West Virginia Division of Homeland Security and Emergency Management (WVDHSEM) was responsible for security and operations surrounding the event in collaboration with many local, state and federal agencies. HSIN's ability to support interagency collaboration allowed more than 400 users to have real-time access to a common operational picture (COP) that enabled mission success. The wide spectrum of agencies using HSIN illustrates the value HSIN brings to operations such as the WSJ and other high-profile events.

State, local and private sector partners using HSIN included the West Virginia National Guard (WVNG), WV Intelligence Fusion Center, WV State Police, County Sheriff Departments, County Emergency Managers, 911 Centers and the World Organization of Scouting. Federal partners included the DHS Cybersecurity and Infrastructure Security Agency (CISA), Office of Intelligence and Analysis (I&A), Transportation Security Administration (TSA), the FBI, Department of Defense Northern Command (NORTHCOM) and the National Park Service.

"Planning plays a key role in maintaining safety and security at the World Scout Jamboree, and HSIN Mission Advocates



conducted training and exercises for more than 150 personnel from the West Virginia National Guard, U.S. Army, and numerous state and local partners," said Shawn Dunbrack, Liaison Officer for WVDHSEM and Deputy Administrator for HSIN-WV. "During the event, HSIN was essential for interagency coordination, situational awareness, risk mitigation, emergency management and other public safety operations."

Partners used HSIN Connect and other HSIN tools to monitor and report activities, and all incidents and Requests for Information (RFIs) were mapped using geospatial solutions provided by the Geospatial Management Office (GMO). HSIN Mission Advocates provided

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assistance such as adding requested map layers when needed and performing ad-hoc training sessions. Additionally, a WSJ Intelligence capability on HSIN transmitted live updates to members of the WSJ Intel community.

Throughout the operations, soldiers with the WVNG played a major role providing support for security, logistics, medical readiness, communications and preparedness and response. Prior to the event, the WVNG worked closely with HSIN and local, state and federal agencies on pre-event training exercises, which also helped ensure a safe and successful World Scout Jamboree.

Public Safety Partners Use HSIN to Enhance Operations at College Football Games

Major college football games typically draw over 50,000 fans and many venues attract more than 80,000 people. The large crowds require law enforcement and other public safety personnel to coordinate on preparedness and response activities.



However, various departments—police, emergency medical services, emergency management and fire departments—typically don't use a common communication system. With HSIN, all of the personnel can work more effectively as a unified team.

Besides the game itself, related festivities can include tailgating and other parties in public venues that add to the challenges of gameday safety and security. Local and university police departments in Georgia, Mississippi, Illinois and Ohio have used HSIN to enhance public safety operations. The Georgia Tech Police Department, for example, uses HSIN Connect to share live video streams with public safety partners.

"HSIN Connect allows us to seamlessly share real-time information across EMS, Fire, Police, the Athletics Department and other partners," said Jeffrey T. Hunnicutt, Physical Security Specialist with the Georgia Tech Police Department. "The mobile app for HSIN Connect also allows officials to provide multiple, simultaneous live video streams back to our Operations Center across a secure platform."

The ability to record video also helps officers capture evidence for potential criminal charges and facilitates after-action analysis and reports. Using HSIN for public safety coordination at college football games is beneficial not only in terms of mitigating risks during the events, but also provides long-term benefits. The more experience partners have using HSIN, the more impact they will have during emergencies whenever they may arise.

Expanding the Operational Impact of HSIN

For Organizations:

[Fact Sheet: Using HSIN for Severe Weather Emergency Management](#)

When public safety officials prepare for and respond to severe weather, they turn to HSIN as a trusted resource to support information sharing, risk mitigation and coordinated response. HSIN allows emergency management personnel to securely collaborate in real time with other partners throughout their areas of responsibility. When severe weather occurs, HSIN makes it possible for all users to quickly join the operations and contribute throughout the emergency management cycle: prepare, respond, recover and rebuild.

For Community Managers:

[Fact Sheet: HSIN and Emergency Services](#)

HSIN supports emergency services personnel including search and rescue, fire prevention and response, medical services, law enforcement and other public safety officials. Partners across federal, state, local, tribal, territorial and private sector organizations know they can depend on HSIN to share information and make decisions that save lives. By providing a secure, trusted network for planning, preparedness and real-time collaboration during response, HSIN allows interagency personnel to work as a unified team.

“HSIN provided an invaluable resource that aided frontline responders by prioritizing cases involving residents who were facing imminent threat to life, deconflicting multiple reports from relatives and friends, and reducing duplication of effort.”

Carl Hatfield

Port Security Specialist,
U.S. Coast Guard District 8

HSIN in Action

To learn more about the innovative ways HSIN supports preparedness and response operations, check out these additional resources:

- [HSIN is the “Go-To” Resource for Preparedness and Response](#)
- [Setting Best Practices for Hurricane Preparedness and Response](#)
- [FEMA Partners with the Private Sector to Support Preparedness](#)



HSIN Across the Country

HSIN assists in planning and monitoring for many high-visibility events and operations nationally, including sovereign Native American tribal lands and U.S. territories. Below are just a few of the events HSIN recently supported.



Lollapalooza (Aug. 1–4)

The Chicago Police Department and Chicago Crime Prevention and Information Center (CPIC) used HSIN to monitor live video from cameras located throughout and around the perimeter of the venue, allowing rapid relay of information to state, local and federal law enforcement agencies during the four-day music festival which drew 400,000 fans.



Wisconsin State Fair (Aug. 1–11)

The Southeastern Wisconsin Threat Analysis Center (STAC), working with the Milwaukee Police Department, Wisconsin State Fair Police and West Allis Police Department, used HSIN to provide a multi-jurisdictional common operating picture, helping law enforcement protect the 11-day event which drew more than one million visitors.



Sturgis Motorcycle Rally (Aug. 7–16)

The South Dakota Fusion Center and regional law enforcement communities used HSIN for real-time information sharing, situational awareness and risk mitigation during the annual 10-day event held in Sturgis, SD, which attracted approximately 500,000 attendees.

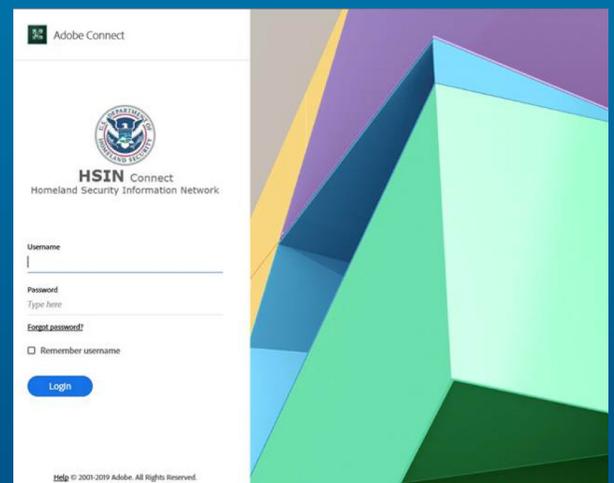
HSIN is Upgrading to Adobe Connect 10

HSIN Connect is the secure web-conferencing tool that allows HSIN users to host a meeting, share content in real time or set up a web-based command center to maintain situational awareness from any location.

With Adobe Connect 10, HSIN users will benefit from improvements in video, whiteboarding and custom pods for sharing information. Included in the upgrade is improved support for desktop HTML browsers, which allows users to participate in meetings without downloading any additional software.

You'll notice some improvements in the look and feel of the application and a new login experience, but nothing that will significantly alter the way you use HSIN Connect. No action is needed on your part, but it's always a good idea to ensure you have the latest Adobe Flash Player (version 13.0 or later) installed on your device.

Stay tuned for updates to HSIN Learn training resources, where you can find information about HSIN Connect meeting rooms, videos, chat pods and other information sharing capabilities.



HSIN Community Corner

The HSIN User Group Wants Your Opinions!

As a user-driven program, HSIN encourages user participation in the design of and upgrades to HSIN through the HSIN User Group (HUG). As a HSIN user, you have valuable firsthand knowledge of how HSIN enables information sharing for your mission that could help shape the future of HSIN. In the coming months we want to hear from you!



If you've ever thought of ways HSIN could improve to better support your mission, the HUG is the place to have your voice heard. Recommendations from each HUG group will be provided to HSIN's Senior Leadership Team and Executive Steering Committee.

Upcoming HUG sessions offer you the opportunity to provide input on HSIN enhancements and upgrades, which will help ensure we continue to meet the information sharing needs of all users. Details for upcoming sessions are:

Topic: Adobe Connect

Thursday, September 12
1:00 p.m.–2:00 p.m. EST

If you would like to participate, please contact HSIN@hq.dhs.gov.

Best of HSIN: Prepare to Nominate Your Operational Success Story!



Now is the time to begin thinking about operational successes—for your organization or any other—that deserve recognition for a Best of HSIN Annual Award. Anyone can nominate any example where HSIN has made a significant contribution to mission success.

Later this month all HSIN users will receive an email that includes a link to the nomination form, where you can describe the impact HSIN had on the mission or operation. You can also include attachments such as screenshots or other materials when you submit the form to HSIN.

Be sure to include specific examples of how HSIN fulfilled the mission and mention any potential ways other organizations can adapt HSIN similarly to meet their needs. For each nomination, you can select one or more of the following categories:

- **Daily Operations/Mission Integration** – Demonstrate the integrated use of HSIN as part of standard, daily operations to support successful mission outcomes.
- **Event Support** – Demonstrate the successful use of HSIN as part of event management operations, such as planning, event management, incident tracking or operational information sharing.
- **Incident Support** – Demonstrate operational use of HSIN for incident response operations such as those involving active shooters, hurricanes, floods or wildfires.
- **Interagency Collaboration** – Demonstrate community growth and collaboration among federal, state, local, territorial, tribal, international and/or private sector partners.
- **Greatest Impact to the Information Sharing Environment** – Demonstrate exemplary performance using HSIN to leverage information sharing that contributes to safety and homeland security.

By submitting a nomination, you are helping other HSIN communities learn about best practices that improve decision-making, promote partnerships and collaboration, and facilitate operational success.

HSIN Annual Assessment Supports Continuous Improvement



The HSIN Assessment is an important initiative that captures feedback from the user community so that HSIN can learn how to better meet the needs of federal, state, local, tribal, territorial, international and private sector partners. HSIN serves more than 100,000 users and the data provided via this annual survey is analyzed to help prioritize improvements that provide the biggest impact to partners' mission success.

The survey is designed to be easy to use and quick to complete. It is accessible from mobile phones, tablets, laptops and desktop devices, and will be available until Nov. 8, 2019. Users can also use the survey to suggest new features they would like added to HSIN to help them in areas such as daily operations, event support and incident response.

Enhancements to HSIN are driven by users who support homeland security in many different areas such as law enforcement, emergency management, intelligence, infrastructure protection and public health. By putting users' needs first—from command staff to the boots-on-the-ground—HSIN continues to develop new tools to support evolving operational requirements so that homeland security mission partners can communicate the *right information* to the *right people* at the *right time*.

Whether you use HSIN daily, weekly, monthly or only a few times each year, we want to hear from you! We appreciate the time you take to complete the survey. Your comments will help us to better support your operational goals. Please take a moment to [complete the survey here](#). Thank you!

Watch Now: HSIN Connect



In this video you'll see how HSIN Connect—a real-time information sharing and collaboration tool—is used by public safety partners to quickly and securely communicate with each other and provide mission-critical information for incident response, planned events and daily operations. Featuring **Bryan Costigan**, Former Director of the Montana Analysis and Technical Information Center.

You can watch this and other videos on [DHS.gov](#), [HSIN Central](#) or [YouTube](#).

Training Tip: Helpful Overview for All Users in "HSIN 101"

To get the most value out of HSIN, it's helpful to know all of the basics: HSIN provides a virtual common operational picture to gather information, share data and make actionable decisions at every command level. A video included in the HSIN 101 course provides an overview of HSIN and its features, information about the role of HSIN Mission Advocates, highlights of HSIN's real-world successes, instructions for navigating through HSIN and information about best practices.

To learn more about how HSIN resources can contribute to your mission success, check out the [HSIN Basics \(HSIN 101\)](#) training course at HSIN Learn.

