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Homeland Security Information Network Advisory Committee Meeting

October 19 - 20, 2009

Final Report

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Committee Attendees

Mike Milstead, Chair
Rolando Rivera, Vice Chair
Gabrielle Gallegos, Designated Federal Official

Daniel Cooney
Jason Henry
Ronald Leavell
Kevin McGee
Joe Rozek
Mary Schechter
Fred Vincent
Steve Westermann

Meeting Summary

The Homeland Security Information Network (HSIN) Advisory Committee (AC) held its sixth meeting from October 19th – 20th, 2009 in Potomac, Maryland.

The goals of the meeting were to review the status of the HSIN upgrade, discuss upcoming HSIN releases and user tools, and further align the work of the Committee with the work of HSIN Mission Operators Committee (MOC).

Over the course of the two-day meeting, the HSIN AC received briefings from a number of officials from the Department of Homeland Security (DHS) Office of Operations Coordination and Planning (OPS) and their support staff. Members of the Committee engaged in question-and-answer sessions with these presenters to further understand the key issues and to provide feedback on the items being presented.

Overall, the Committee was pleased with the information provided and noted that a number of positive steps had occurred since its last meeting.

The HSIN AC noted progress in the following areas:

- An expanded OPS outreach team is being hired.
- The DHS portal consolidation initiative is underway.
- DHS is working to involve state and local officials in the MOC.
- The near-term HSIN release schedule is in place.

The HSIN AC noted that ongoing challenges include:

- DHS should provide the Committee with an actual, live demonstration of the system.
- DHS must create and implement consistent messaging about the HSIN upgrade and should retain the term HSIN NextGen.
- The DHS portal consolidation plan is incomplete and should be finalized and made available to the Committee.

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- DHS must continue efforts to appoint new members to the Committee.

Following the presentations, the HSIN AC drafted a list of observations, requests, and recommendations for the Director of OPS and the Secretary of Homeland Security. These inputs will reinforce previous Committee recommendations, discuss the areas of progress and ongoing challenges with the system, and ensure the HSIN AC is able to receive additional briefings at its next meeting on areas of interest to the Committee.

HSIN AC members also committed to provide feedback to OPS on future iterations of the HSIN Business Case, as well as to submit possible scenarios on HSIN usage by state/local officials to help OPS understand and document information flows.

HSIN AC members expressed their desire to meet again to review the status of HSIN and the implementation of the Committee's recommendations.

Day 1 (October 19th, 2009)

Introduction & Opening Remarks

The Meeting was officially convened by Ms. Gabrielle Gallegos, the HSIN AC Designated Federal Officer (DFO). She provided a brief introduction, discussed administrative arrangements, and reviewed the agenda for the meeting.

Mr. Michael Milstead, Chairman of HSIN AC, gave welcoming remarks and outlined his objectives for the meeting.

Introductory Remarks

Mr. Wayne Parent, Acting Deputy Director, Office of Operations Coordination and Planning

Mr. Parent welcomed the group to Washington DC and thanked the members for their work. He mentioned that he has been involved with the group since the beginning, and was proud that the HSIN AC has become a fully functioning body.

Mr. Parent stated that the HSIN program continues to develop, and is getting the necessary people and technology in place to build on recent successes. He stressed that input from the AC is essential to making sure that government money is spent efficiently on the HSIN program. He is pleased that DHS "owns" very little of the information contained in the weekly situation reports, and this shows that HSIN is helping DHS to gather and disseminate information.

However, despite the positive progress, Mr. Parent stressed that there is still a long way to go. He noted that DHS has had three Secretaries and even more Deputy Secretaries over the past six years. They have all brought very good, dedicated people to the organization, but each one has brought a slightly different approach to the Department. Mr. Parent thanked the Committee again for their service, and reiterated the importance of the Committee's work and its feedback.

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Briefing: Building the Team, Building the Program

Ms. Gabrielle Gallegos, Designated Federal Officer, HSIN Advisory Committee

Ms. Gallegos began her remarks by addressing the absence of new Committee members. She noted that the DHS Secretary is currently reviewing all DHS Advisory Committees, and has directed that vacant positions not be filled until after the review process is complete.

Ms. Gallegos outlined her three goals for the AC meeting.

- To inform the Committee members on the HSIN upgrade status and future timelines
- To align work of the Committee with the work of HSIN MOC, the committee of operators within DHS working to develop policy and review new requirements.
- To further equip AC members to serve as ambassadors for HSIN

Ms. Gallegos briefed the AC on steps to build the HSIN team and enhance the program.

- Users have the right to drive the direction of HSIN. The new HSIN is being developed to meet HSIN user requirements. A new and expanded outreach team is being put in place to gather requirements, which will then be incorporated into upcoming HSIN releases.
- Users have the responsibility to define appropriate content and take responsibility for governance that creates a secure environment within HSIN. DHS is creating governance templates, but the responsibility rests with users who will be creating and then uploading the content onto HSIN.
- The OPS CIO will have grown from 7 federal employees and 24 contractors in December of 2007 to 25 federal employees and 63 contractors by December of 2009. Of this 2009 total, 1 federal FTE and 24 contract positions are devoted to outreach, with an additional 1 federal FTE and 8 contractors working on communications to support outreach. Outreach team members, called Mission Advocates (MAs) will be regionally-based, while others will be aligned to mission areas with the goal of assisting existing communities to migrate onto the new platform and expand the HSIN user base. The MAs will also work closely with state and local fusion centers. The new MAs will be in place by mid-December 2009.
- The HSIN team is developing an events plan with a twelve-month rolling time frame, which will help identify major events and association meetings that the HSIN program leadership and the MAs will attend to give presentations, trainings, and demonstrations.

The floor was then opened for questions and comments.

- Comment: A Committee member suggested that it would be helpful to see the list of state and local fusion centers so that AC members can help prepare MAs for the questions that might be asked by fusion center staff. He also requested a copy of the list

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of outreach events and associations so that AC members could suggest additions and deletions.

- Response: Both will be provided.
- Comment: The AC Chair asked to see a frequently asked questions (FAQ) document and the associated answers. This would give AC members the ability to add input to these responses.
- Response: These will be provided.
- Question: Is there an internal, DHS information sharing and outreach platform? Will this be integrated into HSIN?

Answer: DHS has a number of internal information sharing and collaboration systems that the CIO is consolidating onto Sharepoint 2007. This system, which is for internal use only, and which will support certain administrative as well as mission functions, will not be integrated with HSIN. HSIN has a solely operational mission. The Secretary has undertaken an efficiency review, which will likely support the ongoing DHS portal consolidation effort of external information sharing systems onto HSIN. However, there will always be a need for a separate DHS government portal that shares general departmental information with the public as well as a Sensitive-But-Unclassified (SBU) system like HSIN.

- Comment: The Chair commented that DHS should also continue to collaborate with the Department of Justice (DOJ). This cooperation may help both sides identify duplicative systems, and he looks forward to the day when officers can share information from small local police stations to large state police stations, and also all across the critical sectors. He believes HSIN can be used to do all of this. The technology is there, but politics and governance have impeded and will continue to impede its success. The AC wants to see HSIN developed enough so that outreach can show its full capabilities.
- Response: Ms. Gallegos agreed with the comment, explaining that a diverse team is involved for this very reason. There is also special emphasis on the requirements team and gathering feedback to make sure mission needs are fully captured. She agrees that there is a need to inform members about the requirements process, since helping people understand the process is very important for outreach. In addition, the spread of HSIN by state and local members will be aided as they see federal partners buying into HSIN.

Briefing: Building the New HSIN Foundation: Releases 2.1 to 2.3

Mr. Michael Harper, Deputy CIO of Program Execution, Office of Operations Coordination and Planning

Mr. Harper briefed the AC on the HSIN release process and upcoming HSIN capabilities.

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- OPS is moving away from large spiral management and toward smaller, incremental releases. Mechanisms are being added to make sure that requirements from users are vetted into the release schedule as appropriate.
- There are currently two releases scheduled for HSIN – 2.1 and 2.1.1. Dates for the other releases are all tentative until an assessment is performed with the development team to ensure that timelines are vetted based on capabilities. He plans to meet regularly with the MAs to listen to the requirements they have gathered during their outreach efforts and then he will work to incorporate them into future releases. MAs will be working with stakeholders to prioritize requirements and releases, and he will work with the MOC to further prioritize the HSIN release capabilities.
- Portal consolidation is the term being used for taking existing DHS portals that are on different platforms and bringing them onto the HSIN platform. Portal consolidation is only for internal DHS portals. The portals will be consolidated according to timelines that allow all current and desired capabilities to be available when the consolidation occurs. The consolidation to the new HSIN system is ongoing, and the FEMA secure portal will be the first consolidation.
- The outreach team will be working aggressively to coordinate migration of existing COIs onto HSIN NextGen once the new platform is available. This will include discussions on the governance process and communications to stakeholders to assure them that the system is robust and their requirements have been vetted into the system. Key performance indicators will also be used to act as “report cards” to show the status of progress being made on outstanding issues.

After the briefing, the floor was opened for questions and comments.

- Question: What new features will be available in release 2.1?

Answer: HSIN 2.1 will have most of the features that are currently available in HSIN. It will contain enhancements to some of these capabilities and will have better operability, but 2.1 will also be missing certain capabilities that exist on the current platform. These capabilities are scheduled for release in 2010.

- Question: What is the most significant risk factor of the upcoming release?

Answer: The key risk factor is making sure that requirements are assessed properly, then vetted, and then included in releases by the commitment date.

- Question: How long will a typical portal consolidation take?

Answer: There is no standard timeline for a consolidation. Each consolidation may have different requirements for capabilities, so consolidations will not follow a standard timeline.

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- Question: The last HSIN AC meeting included a session on portal consolidation, but can you discuss if this effort is continuing on pace?

Answer: The FEMA secure portal consolidation should be completed soon. However, the consolidation of the State and Local Intelligence Community (SLIC) portal is being pushed back. This is to ensure that the HSIN system will allow those users the full suite of capabilities and tools they have grown accustomed to under their current SLIC system.

- Question: How many DHS portals are there that need to be consolidated What is the time frame?

Answer: Currently 19 DHS portals are on the DHS CIO list for consolidation, but no timelines have been finalized for these consolidations, nor is it clear that the list we've seen is the final list. In addition to HS SLIC, we are actively working with USCG on consolidating portions of HOMEPORT.

- Comment: One member commented that the HSIN AC is deeply concerned about all the other systems and if/how/when they will come under the HSIN portal umbrella. The AC wants to hear a senior DHS official declare that the Department will use HSIN. Mr. Keith Trippie of the DHS CIO presented at the last HSIN AC meeting on the portal consolidation effort, and he has access to the list of all the existing DHS portals. In addition, he confirmed that the DHS CIO now has the authority to review any acquisitions above a certain dollar figure, and they will exercise this authority when they see duplicative information technology and portal purchases. However, OPS CIO does not have authority or control over any of these portals, and so they cannot dictate the timeline, pace, or order of the consolidations.
- Comment: An AC member commented that the Committee has previously made a recommendation to the DHS Secretary about the portal consolidation effort.
- Comment: The Chair commented that the Committee is not encouraging a blind consolidation of all portals, and that they were briefed on portal consolidation at the last meeting. The Committee has seen progress on the portal consolidation, but it would be useful to see a progress report and then to encourage it to continue.
- Comment: Another member then noted that he continues to receive briefings on new DHS tools and programs that appear to duplicate the role and functions of HSIN - like "Virtual USA." This is being marketed by part of DHS, and there is an ambiguous affiliation with HSIN. This specific program and the portal consolidation process may need to be an agenda item at the next HSIN AC meeting.
- Response: Mr. Harper responded that OPS intends to meet with the DHS Office of Science and Technology, the developers of Virtual USA, to better understand the architecture and capabilities of this initiative and the extent to which Virtual USA could be integrated with HSIN. OPS will report back to the AC on its findings.

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Briefing: Building HSIN's Future: Release 2.3 and Beyond

Mr. Michael Harper, Deputy CIO of Program Execution, Office of Operations Coordination and Planning

Mr. Harper briefed the AC on future release plans for HSIN.

- The HSIN MAs are working with the current customer base to collect new requirements for future releases. These requirements will be examined by DHS and then put into the release management plan. The MOC will help prioritize the requirements, and then work with the development team to further develop them.
- Each requirement will go into the HSIN release schedule based on its estimated level of effort. Going forward, he hopes to share a group of key performance indicators rather than estimated timelines for the system and its releases.

After the briefing, the floor was opened for questions and comments.

- Question: An AC member recently went to a briefing on the DHS "Virtual USA" program. This program, which is being adopted by five states, involves the creation of a regional Common Operating Picture (COP). What is the relationship of this system to HSIN?

Answer: There are a number of variables involved in determining if this system is complimentary or competitive. For example, Mr. Harper would need to look at dependencies, core infrastructure, timelines, and other aspects. He knows that any system requiring new infrastructure will be harder to fund and build.

- Question: Within HSIN, how do users determine the boundaries for a regional COP? For example, a COP for a state with a small population might be better served in a regional model. Perhaps HSIN should mirror the current Regional Information Sharing System (RISS) network and its regions?

Answer: Many people have asked about the regional capability, and most of them want to input information from the DHS National Operations Center (NOC) and their own region into a region-specific COP. DHS doesn't want to tell states which regions they are in or how to construct regions. The goal is to capture business requirements like these and then build the technology and capabilities into the system. This specific capability will require technology and user information tagging capabilities.

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Briefing: HSIN: Built to Serve

Can Do HSIN – H1N1 Console and other selected activities

Mr. Juan Cole, HSIN Outreach Team Manager, Office of Operations Coordination and Planning, Department of Homeland Security

Mr. Dave Marsh, HSIN Outreach Mission Advocate, Office of Operations Coordination and Planning, Department of Homeland Security

Mr. Juan Cole briefed the AC on the new HSIN capabilities.

- The current HSIN platform continues to serve the business and operational requirements of many stakeholders. As this group and others talk about building new capabilities, remember that tools and capabilities have recently been added to the new system. As users are migrated, MAs will work with users to think of HSIN as an opportunity to redefine how they share information.

Mr. Dave Marsh briefed the AC on a number of recent HSIN success stories.

- The HSIN team recently worked to build a dedicated H1N1 space on the system. They were able to create an H1N1 COP very quickly, and there are 23 agencies that are regularly inputting data. They are also leveraging other sources of information, such as the DHS Office of Health Affairs' NOC desk officer and his world map of outbreaks, deaths, school closings, etc. Other agencies initially tried to build an H1N1 COP on other systems, but the efforts were not successful, and HSIN plugged a significant hole.
- The concept of the "national level HSIN" has been working perfectly for the H1N1 effort. Some of the agencies that input information into H1N1 have already sanitized national-level information, and they want to share their content. Policy, politics, and other things often get in the way of launching something like this, but there was enough urgency and goodwill to make this massive undertaking take place very quickly.
- Another example is the Department of Defense (DOD) Virtual Exchange Information Center (VEIC). DOD has 17 major commands across the world, and they want to expose selected data from across multiple platforms. This involved signing an MOU and detailing the roles, responsibilities, expectations, etc. This also involved some information and access management to make it a success. But this success is further encouraging DOD to embrace HSIN for some of its information sharing functions.
- Another example is DHS' Immigration and Customs Enforcement (ICE) creation of an information sharing community for Mexican police. ICE is serving as the clearing house for sharing information with Mexico. This has helped purge some of the corruption and duplication within previous information sharing efforts, and has aided in the seizure of drug money, illegal weapons, etc. This also helped bring the DHS Customs and Border

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Protection (CBP) and the DHS Transportation Security Administration (TSA) closer to HSIN, since there are real results from the information shared within this community.

- A final example involves a recent success in facilitating intra-state coordination. The State of Maryland re-purposed an old HSIN community to serve as the community for the Maryland Coordination and Analysis Center (MCAC). In addition to this, there was a parallel effort on a Maryland Emergency Management (EM) HSIN site nearby. HSIN helped these two entities connect the dots, work together, and add EM information to the MCAC effort.

HSIN 2.1 Demonstration

Mr. Marsh gave a preview of HSIN release 2.1. The new HSIN platform was still under development and not available for a live demonstration at the meeting. Web-based training modules were shown instead of the live system to demonstrate the look and feel of the new platform, and to review a number of the capabilities that will emerge over the coming weeks and months.

- Mr. Marsh noted that there is a similar login screen, and that the look and feel of the new system is also reasonably similar to the existing HSIN system.
- The new system still has the calendar and associated tabs, tools, etc. It also includes a feature that allows users to see all of their communities in a list, via the “my home” feature.
- HSIN 2.1 includes an enhanced alerting capability. Users create a profile and can determine if they want alerts via email, and potentially via SMS.

The floor was then opened for comments and questions.

- Question: Is HSIN training required for new users?

Answer: No, not for HSIN users. However, training is required for anyone with administrative privileges. This is true for the current HSIN system, as well as the upcoming version.

- Comment: A member was pleased with the success stories and suggested capturing them to share via HSIN. He also noted that an impressive list of states are adopting HSIN.
- Question: How many states are using HSIN and how many people have HSIN accounts in each state?

Answer: By the end of this month, every state and territory in the U.S. will be using HSIN - partly by virtue of the FEMA portal consolidation. However, the Outreach Team does not want to focus on just the number of states, but rather on the fact that a

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significant group is doing significant things. Still, the HSIN Program believes that there are 35 or so states currently using HSIN for multiple purposes.

Ms. Gallegos asked for closing comments and questions before adjourning the meeting for the day.

- Question: A member noted that the HSIN AC had few members in attendance at this meeting. He asked how many current HSIN AC members there were, and what was being done to add new members?

Answer: Ms. Gallegos noted that the Committee is now down to 12 members. New members have applied, but all are on hold because of the Secretary's review of all DHS advisory committees.

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Day 2 (October 20th, 2009)

Ms. Gallegos reconvened the meeting and reviewed the agenda for day two of the meeting.

Briefing: New HSIN, New Rules: Creating a Secure and Trusted Platform

Governance

Ms. Gabrielle Gallegos, Designated Federal Officer, HSIN Advisory Committee

Ms. Gallegos briefed the AC on the new governance structure of HSIN.

- With HSIN and information sharing, technology is only part of the solution. User agreements, governance, and other aspects are just as important to making HSIN a secure and trusted information sharing environment. One comment that has been heard consistently over the last few years from everyone involved in HSIN is that there is a need for clear rules and better governance.
- Secretary Chertoff established the DHS Information Sharing Governance Board (ISGB) to address information sharing policy across DHS, resolve information sharing disputes, and review information access agreements. The working group for the ISGB is the Information Sharing Coordinating Council (ISCC), which makes policy recommendations to the ISGB. All DHS components sit on the ISCC, while key headquarters and operational components are voting members of the ISGB.
- Shared Mission Communities (SMCs) are communities that bring people together from components with shared missions to address mission specific information sharing issues. The Law Enforcement SMC is the most active group.
- As part of the DHS information sharing governance structure, the HSIN Mission Operators Committee (HSIN MOC) has been formed to ensure operator input into HSIN policy, governance, and technology development. The HSIN MOC currently consists of Federal representatives, but OPS is working with the DHS legal counsel to get state and local representatives onto this body. The MOC will be helping to prioritize and review requirements with the OPS CIO Division Change Control Board.
- As HSIN migrates exiting communities and establishes new communities on NextGen, Memoranda of Understanding (MOUs) will be signed with each of the state homeland security agencies, or an equivalent organization, and with all of the national level mission-oriented communities. Sub-communities will acknowledge these MOUs. The HSIN program, with recommendations from the HSIN MOC, will establish baseline standards for all HSIN communities. The MOUs will outline the baseline standards a community must meet to join HSIN.

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- Each COI must have a charter, a governance structure, and a governing body that manages the community. The COI governance rules must include membership standards and a process for nominating and validating new members. Each COI must have a homeland security mission, and must appoint a site administrator. Membership accounts must be routinely audited, and COIs must have privacy standards and security requirements in place so that data and user identities are protected. COIs may need to dedicate staff to successfully administer these sites.
- Site administrators and governance groups will have to take responsibility for notifying the program when a member account should be terminated. The HSIN team will also maintain user information in order to contact users directly about system issues, security issues, etc.
- COIs may impose additional standards within the community beyond the HSIN Program baseline standards, but may not create lesser standards.
- OPS does not have a budget to provide content for HSIN, nor would it be appropriate for OPS to provide content on user sites. OPS understands, however, that content is essential to making HSIN useful. The HSIN program will be providing training so that COIs will be able to add and manage their own content.

After the briefing, Ms. Gallegos opened the floor for questions and discussion.

- Question: Which groups are currently part of the MOC?

Answer: Any DHS entity can participate in the MOC, but there are only twelve voting members - these are the operating components.

- Question: Can you give some examples of things that the MOC has done?

Answer: The MOC is working through a number of critical development and policy questions. It has made two key decisions about the way COIs are organized and permissions are inherited. The first is that HSIN will be organized around national level communities, which will be either mission oriented or reflect mission partners such as the states. The second is that the sponsors of these communities must be government agencies of some kind. Going forward, the agencies that maintain HSIN communities will no longer be referred to as COI owners, but will instead be termed community "sponsors." In order to maintain the continuity of governance and management of HSIN communities, individual persons will no longer be identified as site sponsors.

- Question: Is there anything that the AC can do to ensure that state and local officials will be represented on the MOC?

Answer: This is primarily a legal issue, so there is no action for the AC at this point. The program is working to ensure that state and local governments can participate without the MOC becoming a Federal Advisory Committee Act (FACA) body.

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- Question: Would it be possible to open up the AC to the MOC?

Answer: The MOC currently meets almost every other week. OPS can share ideas and actions from the MOC with the AC, and vice versa, but the MOC meets so frequently that it would be hard to coordinate routinely with the AC meeting schedule.

- Comment: The sooner there is greater state and local participation on the MOC, the better. Ms. Gallegos agreed and stated that the SMCs are supposed to include more state and local participation as well, but logistical issues and FACA rules make it difficult.

- Question: Can state and local interests be represented through a DHS Office?

Answer: The DHS Office of Intergovernmental Programs can help contribute a state and local perspective, and this office has been at every MOC meeting. OPS and the MOC are also trying to work with state and local fusion centers.

- Comment: A member then noted that ICE also has its own office of state and local coordination, and recommended working with component state and local coordination offices. This idea was supported by the AC.

- Question: The fire sector does not have its own overarching agency. How will its governance be structured within HSIN?

Answer: Fire agencies will have a national community with a DHS sponsor. The HSIN program also will provide a site called HSIN Central, which will be used for providing program information and training; it will not be used for providing content.

- Question: How will MOUs work with larger entities – such as a states, urban areas, and/or regions?

Answer: Each State will sign an MOU. Urban areas will fall under the state MOU. Regions are more complicated and a policy needs to be developed. The technology can set up COIs to accommodate users' needs and interests, but the HSIN program does not want to create a "Wild West" of communities. The multiplicity of communities with no accountability has been a source of criticism and concern with respect to the current HSIN platform.

- Question: Can the Committee hear more about the HSIN marketing efforts? And see the marketing materials?

Answer: Ms. Gallegos noted that Marnie Fienberg with the Communications Team is working on a full marketing campaign for the releases. The campaign involves the creation of collateral, sending HSIN leadership to various national association events, etc. The HSA effort will be part of that campaign – and HSIN was recently socialized at the National Governors Association meeting in Mississippi.

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- Question: Members are troubled that the FEMA portal consolidation is scheduled for October 2009, but the committee cannot see a live demonstration of the system. Is there a way for AC members to get onto HSIN NextGen to see the new portal?

Answer: Yes, most of the capabilities already exist on the current release of HSIN NextGen. Also, OPS is going to set up a HSIN AC community on the new site so that AC members will be able to see the new site and understand its capabilities.

- Question: What is the best way to release, market, and present the new HSIN with new user communities?

Answer: With new users, the Outreach Team will hold a kickoff session, and will then define communities based on the users' requirements. The team will then give them an on-boarding plan with the training and the process. For existing communities, the team will be putting together a migration plan to show them the migration process.

- Question: Is there a difference between "spirals" and "releases"? And should the AC still use the term "NextGen"?

Answer: Ms. Gallegos explained that there has been an evolution in terminology and approach, with the addition of scheduled and numbered releases. Going forward, everyone should refer to releases – such as 2.1, 2.1.1, 2.2 – which lends itself to the model and shows a more incremental approach to upgrades.

The Committee then engaged in a discussion of how best to brand the upgrade. Members expressed a strong desire to retain the term "NextGen" to designate the HSIN upgrade, rather than moving to using only numbered releases. It was felt that NextGen conveyed a positive message of change and improvement, and that users had become familiar with this term. Ms. Gallegos acknowledged these concerns and agreed to retain the NextGen label for the HSIN upgrade.

- Question: What is the significance of state boundaries for information flows on HSIN?

Answer: HSIN information flows are based on communities and governance. Most users do not need to get access to HSIN through the state. Everyone needs to be vigilant of state boundaries becoming an issue, and addressing communities in an administrative way should offer more options and not fewer.

- Question: Are there rules for third-party disclosures on HSIN?

Answer: This is a complicated issue. Some will be COI-specific and others will be in user agreements.

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Security

Mr. Denzil Thies, Deputy CIO of Policy and Planning, Office of Operations Coordination and Planning

Mr. Thies briefed the AC on the most recent security-related happenings with HSIN.

- As the Committee already knows, there was a HSIN intrusion in April/May of 2009. This intrusion was part of the dialogue on the upcoming requirement by DHS for all of its employees to have two-factor authentication to log onto DHS systems.
- The OPS CIO will likely recommend a tiered security approach for HSIN. There is now a spectrum from least-vulnerable systems – which require hard, two-factor authentication – to the most-vulnerable systems – which require just a username and password.
- OPS recently commissioned a three-month study to fully evaluate the needs of the user communities and the technical capabilities of the HSIN program. The study will necessarily consider timelines, potential adoption barriers, and other issues. The goal is to generate a strategy and create a roadmap, and then to have the strategy and roadmap reviewed/approved by the DHS CIO Council and then approved by the Secretary.

Mr. Thies then introduced Mr. John Stogoski, who is conducting the three-month study for OPS.

- Mr. Stogoski noted that there needs to be cohesion among a number of different things to create good security. However, one primary focus involves authentication and identity management. Solving related problems will require technology, but a larger part of solving the problem involves how users are identified, how they are vetted, how and when they access the system, etc. These processes help create a function of confidence and risk. Most agree that some risk is acceptable and appropriate, and that it is sometimes not worth the financial and other burdens to protect publicly available information. However, HSIN and other systems are sensitive, both in terms of their user populations and the information stored and shared.
- A significant part of the study will be capturing the complexities of the user community and its needs. The team will be working to understand the types of individuals and their different roles – administrators vs. users, etc. Also, with HSIN, the user base will change more rapidly for some COIs than for others. The study and security changes also need to welcome user feedback and recognize that there may be some negative reactions.

The floor was then opened for questions and comments:

- Question: It looks like two-factor authentication will go into effect in 2010. If so, what will the 2nd factor be?

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Answer: At this point, this issue has not been resolved for state/local users. In fact, multiple options may be created, and it might be left to state/local users to decide which option to use.

- Question: What is the time frame for two-factor authentication with state/locals?

Answer: The schedule for state/local users is still undetermined. The HSIN technology already supports the possibility for two-factor authentication through RSA tokens. But there are a variety of other options. Whatever option is selected, it must be palatable and usable to the state/local user population.

- Question: What about two-factor authentication for SLIC?

Answer: SLIC uses hard tokens inside DHS buildings, and they also use the Anakam two-factor soft authentication as needed and available. This solution requires a password and can then provide a second passcode via a previously provided phone number or email address. Also, two-factor authentication for SLIC users is essential given that the Office of Management and Budget (OMB) now requires two-factor security for systems with Personally Identifiable Information (PII).

- Question: What about two-factor authentication for RISS and Law Enforcement Online (LEO)?

Answer: Right now, LEO does require two-factor authentication. It would be ideal if HSIN recognized the LEO two-factor authentication through "federation." However, the Program Manager for the Information Sharing Environment (PM ISE) has a role in this issue. The PM ISE two-factor authentication efforts have not progressed as rapidly as had been hoped over the past couple of years, but momentum should pick up over the next couple months. It is unlikely the PM ISE will mandate two-factor authentication for everyone, but anyone who is a member of a sensitive or restricted-access group will need to use two-factor authentication to access that group's information.

- Question: A hard token may be the best tool, but how would DHS administer this for HSIN and state/local users?

Answer: DHS knows that this would be difficult to administer and is reviewing other options that would provide equivalent levels of security, while at the same time developing a plan to distribute and maintain hard tokens in situations where those are needed.

- Comment: Law enforcement information is often PII. If DHS is responsible for user accounts, then centralized issuance of tokens would be difficult but possible.

- Question: Virginia is working toward FIPS 201 compliance and enhanced driver's licenses. These upgrades are expensive and time consuming. It's hard to imagine tens of thousands of hard tokens for the state of Virginia.

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Answer: Identify cards include the cost of cards and the cost of the equipment to make the cards work, the administration of the system, etc. The OPS study should capture the various possible authentication solutions and then analyze the risk and sensitivity of each. DHS will also need to be mindful of portal migration and consolidation to adequately protect data. This will be a complex problem. It will likely go in steps, and it will take time.

- Question: The Controlled Unclassified Information (CUI) proposal is still under review. The preliminary draft had extremely tight restrictions on the use, storage, and handling of this information. However, it looks like most of sensitive information will become CUI.

Answer: It is unclear how this will play out, and the HSIN program does not want to stop its work and wait for the final result. The OPS study is looking at this issue and will make sure that it fits into the recommendations that are made.

Permissions Based Information Sharing

Mr. Juan Cole, HSIN Outreach Team Manager, Office of Operations Coordination and Planning, Department of Homeland Security

Mr. Cole briefed the AC on the Permissions Based Information Sharing capabilities in HSIN NextGen 2.1.

- In HSIN NextGen 2.1, new membership requests will come in through MA initiatives, marketing, and operator demands. A nomination will be completed, and minimal information will be assigned to the system, generating an email that goes out to the nominated user. The user will add more information to complete the form. The request will then undergo a validation process, during which it will be determined whether the nominated person can join the COI.
- For the nomination process, there are a number of information requirements with email as the primary key, along with name, organization, and others. A feature new to HSIN NextGen 2.1 is the use of content access levels that enable contributors to tag a document by classification, allowing only people who have access to that classification in their profile setting to view the information.
- A validator must approve each nomination to determine whether someone has the credentials to view certain information. As an example, someone with Protected Critical Infrastructure Information (PCII) certification must go through training in order to be certified as PCII-trained. HSIN cannot manage certifications in a user's profile, but managers can. There is a need to start identifying and specifying roles to give people access to certain information.
- The new portal will support the ability to generate a password. New users will no longer need to call the help desk. The user will submit a password prior to validation and, once validated, the user will be issued a temporary password to log into the system; upon initial logon, they will be required to create a permanent password.

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- In the validation process, the validator is not able to edit the application. If there is a problem with categories someone has given as part of the nomination, the application must go back to the nomination stage for editing and then be returned to validation stage to be validated. The goal is to separate the nomination and validation processes to increase security.
- Within COIs there will be pages, and within pages there are the portlets. Users become members of HSIN by becoming members of a COI.

The floor was then opened for questions and comments:

- Question: What sort of audit logs exist for HSIN?

Answer: The system will automatically track when documents are submitted and opened, though access to the audits will be limited.

- Question: How do users push information across domains?

Answer: When documents are uploaded, they will be tagged. Initially users will be able to tag documents for sharing only within communities of which the user is a member.

- Comment: AC members then expressed concern about the ability to share information across COIs - since contributors can only post to COIs they are members of.
- Response: Mr. Cole informed the AC that members of COIs are able to post information to overarching, broader communities, and this information can then be viewed by members of other COIs within that larger community. For example, local law enforcement within the state of South Dakota can post information to the overarching South Dakota COI, which can then expose the information to specified sub-COIs within the state. From the top, it is possible to expose information, but users cannot target and directly send information to someone. This makes it possible to make a document available for members of other COIs to view, without being a member of that COI. However, persons who are not a member of a COI will not be able to access that COI; they will only be able to access specific documents and information posted to the larger community.
- Comment: An AC member working at the federal level was concerned with this system, since a user working at the federal level would have no ability to post directly to state and local sites unless the user is admitted into the state or local COI. The only way that the federal information could be targeted to state and local COIs would be to post to the national community.

Response: Mr. Cole and Ms. Gallegos emphasized that the technology to communicate between COIs allows for many possibilities and additional attributes. However, many states wanted the requirement that users not be able to post to COIs they do not belong to. The technology is not the obstacle. The governance structure creates the

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limitations. Ms. Gallegos informed the committee that it would be possible to change the parameters to allow users to expose information to specific COIs to which the users do not belong.

- Question: Why are administrators hesitant to have lots of people post information?

Answer: The information needs to be vetted so that it is not posted multiple times.

- Question: Do these limitations create stovepipes? As an example, law enforcement will be limited to the law enforcement COI unless the user posting information belongs to other COIs.

Answer: Business rules will be automated so that agreements made between communities for information sharing are put into the system and automatically expose certain information to other COIs when posted.

- Question: Will users know the other COIs within their state?

Answer: There is a HSIN directory on the site. The goal is to create a directory so that people can see who is on HSIN. It is important for users to know what communities are out there. However, there are some exceptions, for example the virtual weapons taskforce. Every site needs to have an administrator who can be contacted by email, but the administrators' names will not be exposed outside of HSIN.

- Comment: Mr. Cole suggested that the AC members send scenarios of information cross-sharing that they would like included so that the requirements can be considered and validated requirements incorporated into the releases. AC members supported this suggestion, and it was added to the meeting recommendations.
- Response: The AC discussed the information sharing problem of labeling across COIs. It will be up to each COI to define terms, which will create problems with sharing information between COIs. Ms. Gallegos stated that the MOC could create these rules for HSIN with appropriate input from the communities.
- Comment: The Chair suggested coordinating the scheduling of the next AC meeting with the next meeting of the MOC so that the AC members could ask questions of the MOC directly. This idea was supported by the AC.
- Comment: Mr. Cole asked the AC if HSIN should allow one-step nomination and vetting. Earlier in the presentation, it was stated that the same person cannot nominate and vet a person. This is done for security reasons, but the question is brought up for the smaller communities that do not have the resources to have distinct vettors and nominators. The committee discussed this, and members supported the split vetting process.
- Comment: The Committee discussed the role of the private sector in HSIN, and how much participation it should have. Currently, individual members of the public are not allowed to join HSIN. HSIN users must support homeland security missions. The

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current thinking is that users must be sponsored by a government agency. It may be better to communicate with the public through another public site. Members, especially those coming from a law enforcement perspective, were very concerned with allowing the general public to have access to certain information. While a DHS employee expressed confidence with the technology's ability to keep the public from information that it should not have access to, members did not want to take the operational risk of having a breach of information.

- Comment: A Committee member also noted possible marketing effects of allowing public use of HSIN. Allowing the public to use HSIN may cause a number of prospective HSIN government users to look to other programs for sharing SBU information. The general consensus of the AC was that DHS should err on the side of caution in decisions regarding who should have access to HSIN. AC members stated that authority for this decision must be at the senior operator level.

HSIN Marketing & Collateral

Ms. Marnie Fienberg, HSIN Communications, Office of Operations Coordination and Planning, Department of Homeland Security

Ms. Fienberg briefed the AC on HSIN collateral and marketing materials.

- Ms. Fienberg provided the AC with copies of approved and soon-to-be-approved HSIN collateral. The first sheet, "What is HSIN," is a one-pager used to describe the concept of HSIN. "How to HSIN" was a complementary piece that walks through all the HSIN tools.
- The next piece of collateral was about the HSIN "upgrade" and includes a FAQ. Another fact sheet discussed the "new and improved tools" on HSIN, and another discussed the "HSIN Connect" tool. There was also a HSIN Connect Quick Reference Card and a HSIN Connect FAQ, which show people how to quickly use HSIN Connect and answers some basic questions.
- The last one was the "glossary of terms," which is for use by HSIN sponsors. It helps to brand the system and ensure consistent messaging.
- All of these marketing and collateral items can be changed and adjusted, and the HSIN program welcomes comments from the HSIN AC.

HSIN Law Enforcement and Fire Service Subcommittee Reports

Mr. Jason Henry, HSIN AC Member Representing the Law Enforcement Subcommittee

Mr. Kevin McGee, HSIN AC Member Representing the Fire Service Subcommittee

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Mr. Henry briefed the AC on the Law Enforcement Subcommittee's recent efforts.

- The Law Enforcement subcommittee has held a couple of meetings since the last HSIN AC meeting. They also met with the vice president of the Major City Chiefs Association for input on who the players should be in the HSIN LE COI.
- However, some sort of charter is needed to spell out how to move forward, document the business process, etc. Much of this remains unclear, and the subcommittee may try to develop some use cases for HSIN LE and use that as the model for HSIN 2.1.
- The subcommittee continues to work with OPS' Dan Lipka, who helped create a draft charter. The subcommittee also created its own draft charter, and the two sides need to work together to reconcile the two drafts.
- The HSIN LE group is working to clean up the user base, gathering information, and perform other migration-related work. They are also working to figure out who the official "sponsor" should be for HSIN LE. ICE is willing to serve in this role, but the LE subcommittee members do not want it to be an immigration-related portal. Their preference would be for OPS to serve as the sponsor, with ICE working behind the scenes to facilitate.
- Ms. Gallegos noted that OPS already sponsors the HSIN FedOPS site, as well as the HSIN International site. Also, the draft charter also calls for a board, which will need to be staffed. And, as she has found with the MOC, if a DHS group brings state/local personnel onto the board, then it might have to become a FACA body. However, all feel that state/locals should be represented on the board to ensure they are there and that their interests are represented.
- It is also important to note that every state/city has different rules about who qualifies as "law enforcement." Because there are different laws in each of these jurisdictions, the key stakeholders need to come to the table to discuss how to handle this issue.

Mr. McGee briefed the AC on the Fire Service Subcommittee's recent efforts.

- This subcommittee feels that the starting point for engagement should be through the fusion centers - or possibly through metropolitan-sized fire departments. Involvement of these entities in each state as well as of leadership from the fire service-related associations is critical.
- This is also a difficult issue on the Federal level. The only obvious entity that could serve as clearinghouse or sponsor would be U.S. Fire Administration. The subcommittee is exploring this issue.

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HSIN Business Case Review & Discussion

Mr. Rolando Rivero, HSIN AC Vice Chair and Representing the Business Case Subcommittee

Mr. Rivero briefed the AC on the Business Case Subcommittee's recent efforts.

- The Business Case Subcommittee, created several meetings ago, was initially chaired by Jeff Burkett. Mr. Rivero became the chair after Mr. Burkett left the Committee.
- The goal of the subcommittee was to complete a review of the draft HSIN business case by May 1st. However, the business case was not received until late May. Also, Mr. Rivero recently learned that the business case has already been presented to OMB. As a result, the business case did not reflect input from the HSIN AC.
- OMB reviewed and approved the business case. In comments provided by OMB, it was stated that the HSIN user base should review the business case and provide input.
- The subcommittee has reviewed the business case and the suggested changes have been documented in a comments matrix, which is available to HSIN AC members.
- The business case is at a high level and does not give much granularity regarding how the outreach is going to happen. It describes fairly well HSIN consolidation within the Federal Community, but more information on consolidation at the state/local/tribal levels is needed.
- Another item is that the business case does not address budgets. It describes potential efficiency benefits of HSIN, but these benefits should be supported with solid examples. One potential benefit for states, most of which are extremely short on funds, is that HSIN is available to them at no cost. One potential problem is that some states are still trying to get grants funds for competing systems.

The floor was then opened for questions and comments:

- Question: As OPS updates the business case, can they promise to review the comments of the subcommittee?

Answer: Ms. Gallegos said that OMB will ask to see the business case again. The business case, which will serve a variety of purposes, will be revised and kept up to date, and the HSIN AC recommendations will be taken seriously. The next draft will be shared with the committee.

- Question: Is the HSIN business case a public document?

Answer: Yes. Anything presented to the HSIN AC is public.

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Discussion and Recommendations

Mr. Michael Milstead, HSIN Advisory Committee Chair

The Chair led the Committee in a discussion to create recommendations to send to the Director of OPS and the Secretary of DHS.

This discussion focused on several primary recommendations: (i) designate HSIN as the DHS system by which all components are to share unclassified and SBU information with external partners, (ii) develop a plan to consolidate appropriate DHS portals onto HSIN, (iii) direct FEMA to stop funding duplicative information sharing platforms developed by the states, and (iv) support the tiered security strategy for HSIN.

The discussion also identified additional recommendations for the HSIN program and the next AC meeting: (i) create consistent marketing for the HSIN upgrade, (ii) put state and local representatives on the HSIN MOC, (iii) enhance outreach to internal DHS offices, components, and entities regarding the HSIN upgrade, (iv) revise the HSIN Business Case, (v) appoint new HSIN AC members, (vi) provide a live demonstration of HSIN NextGen, (vii) provide an update on the status of the DHS portal consolidation process and the FEMA consolidation, (viii) present a firm migration plan for existing communities from HSIN legacy to NextGen, (ix) provide a demonstration of Virtual USA.

The Committee discussed the best way to draft and finalize its observations and recommendations. The HSIN AC Chair and Vice-Chair will use the notes and other materials from the meeting to develop a memo summarizing the Committee's recommendations concerning HSIN, for routing to the Secretary through the OPS Exec Sec process. The Committee will also draft less formal recommendations into a letter to the OPS Director and OPS CIO, Harry McDavid.

Meeting Administration / Adjourn Meeting

Ms. Gabrielle Gallegos, Designated Federal Officer, HSIN Advisory Committee

Following the discussion on the Committee's observations and recommendations, the AC members chose not to hold any subcommittee meetings.

Mr. Rozek raised the need to elect a new Chair and Vice Chair at the next meeting, as Mr. Milstead assumed the chair in December of 2008. The Charter states that the Chair and Vice Chair shall serve terms of one year. Mr. Milstead raised the possibility that in order to ensure continuity, the Committee could elect or appoint Mr. Rivero as Chair, and receive nominations for an election of a new Vice Chair. The Committee was receptive to this idea, but a final decision was deferred until the next meeting.

Ms. Gallegos thanked the committee for its efforts and adjourned the conference.

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