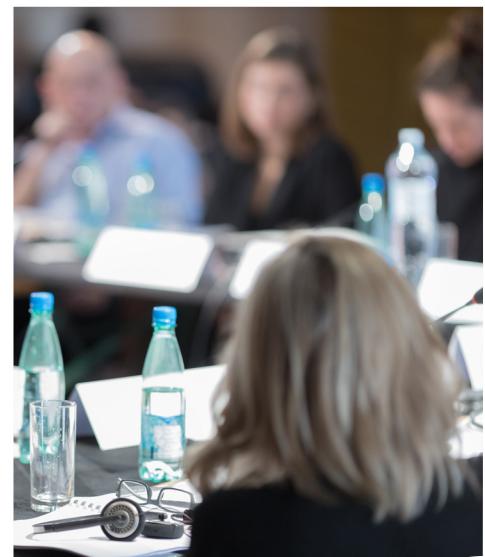




# HSIN

Homeland Security  
Information Network



# 2022 ANNUAL REPORT

*Delivering Mission Success*

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# *Message from the* **HSIN Executive Steering Committee**

The Homeland Security Information Network (HSIN) is the Department of Homeland Security's official system for trusted sharing of Sensitive But Unclassified (SBU) information between federal, state, local, tribal, territorial, international, and private sector partners. HSIN users rely on the platform to access mission-critical data, send requests securely between agencies, manage operations, coordinate planned event safety and security, respond to incidents, and share the information they need to successfully complete their operations and help keep their communities safe.

The Homeland Security Enterprise extends far beyond DHS and includes the many departments and agencies across all levels of government that contribute to the homeland security mission. HSIN plays an important part in strengthening the Homeland Security Enterprise by allowing seamless sharing of information across agencies and jurisdictions. Some of the highlights of this year's annual report include the following:



## Streamlining Intelligence Sharing

HSIN launched a mobile app for the HSIN-Intel community to enable increased flexibility in providing timely, relevant, and actionable intelligence.



## Bolstering Election Security

Multiple local, state, and federal partners including the Elections Infrastructure Information Sharing and Analysis Center (EI-ISAC) and the National Fusion Center Association (NFCA) used HSIN to support election security across the nation.



## Strengthening School Safety

School officials across the U.S. used HSIN to securely exchange information, learn best practices, and improve their school safety plans through valuable knowledge sharing opportunities.

We invite you to review this year's HSIN Annual Report to learn more about how DHS and HSIN are making critical contributions to the success of the Homeland Security Enterprise.



*Soldenise Sejour*

**Soldenise Sejour**  
HSIN ESC Co-Chair, Intelligence and  
Analysis (I&A)



*Frank DiFalco*

**Frank DiFalco**  
HSIN ESC Co-Chair, Operations (OPS)

# Achieving FY22 Strategic Goals

In FY22, the HSIN program established the key goals listed below to support HSIN users, enhance the platform, and improve information sharing and collaboration among federal, state, local, tribal, territorial, international, and private sector organizations. Accomplishing these goals and the associated objectives helped mission operators access homeland security data, send requests securely between agencies, and manage operations more efficiently.

## FY22 Objectives

Enhance the Core Solution/  
Enhance HSIN Mobility  
Capabilities

### Accomplishments:

- Gathered consensus on a development approach for the HSIN Mobile solution.
- Launched a mobile app for the HSIN-Intel community to enable increased flexibility in providing timely, relevant, and actionable intelligence (the app is available on the iOS and the Android platforms).

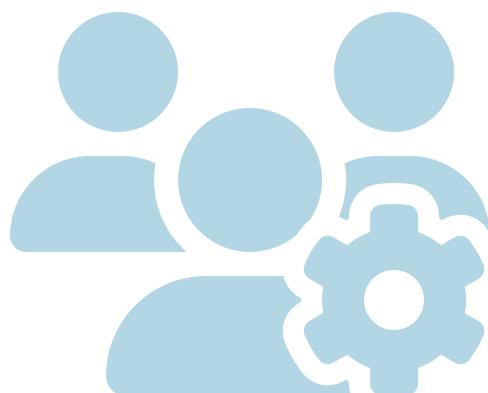
Plan and Develop the  
Next Generation of HSIN  
**Accomplishments:**

- Determined development methodology for new platform.
- Implemented collaborative workshops with users, stakeholders, and leadership to solicit feedback for new features and capabilities.
- Conducted user experience research and design.

Sustain the Mission; Refine and  
Implement a Requirements  
Management Process

### Accomplishments:

- Refined methodology for gathering requirements.
- Created a standard operating procedure for identifying HSIN requirements.
- Ensured all relevant organizations were incorporated into the new process.



# Supporting Operational Excellence

With each passing year, HSIN's contributions to the homeland security mission have grown as an increasing number of agencies and private sector partners have turned to HSIN for support in daily operations, incident response, and event security. In this year's HSIN Annual Report, we share highlights of how partners are using HSIN to achieve mission success.



## Streamlining Intelligence Sharing with the HSIN-Intel Mobile App

DHS's Office of Intelligence and Analysis (I&A) is the only Intelligence Community (IC) element statutorily charged with delivering intelligence to our state, local, tribal, territorial (SLTT) and private sector partners, developing intelligence from those partners for DHS and the IC. In 2022, HSIN launched a mobile app for the HSIN-Intel community to enable increased flexibility in providing timely, relevant, and actionable intelligence. HSIN-Intel has partnerships with more than 60 federal agencies, and approximately 50 percent of HSIN-Intel members are SLTT partners, many of whom are based in the 80 state and major urban area fusion centers, Regional Information Sharing System (RISS) centers, and High Intensity Drug Trafficking Area (HIDTA) jurisdictions. With the new mobile app, which is available for both iOS and Android devices, partners can use HSIN with an unprecedented level of ease and mobility.



## Bolstering Election Security with the EI-ISAC, NFCA, and State and Local Partners

Multiple state and federal partners including the Elections Infrastructure Information Sharing and Analysis Center (EI-ISAC) and the National Fusion Center Association (NFCA) Cyber Intelligence

Network used HSIN to support election security across the nation. The EI-ISAC is a community of election officials and cybersecurity professionals working side-by-side to ensure the integrity of elections. Partners used HSIN to support situational awareness among election officials, intelligence personnel, and law enforcement officers. Cyber Situational Awareness Rooms on HSIN were used to bring together insights from a range of federal, state, local, and private sector partners. States leveraging HSIN Connect for awareness included Arizona, Arkansas, Maryland, Ohio, Hawaii, Michigan, Iowa, Minnesota, Illinois, and Virginia.



## Strengthening School Safety with the Norfolk Public Schools District

In Virginia, the Norfolk Department of Emergency Preparedness and Response uses HSIN to maintain Emergency Action Plans (EAPs) for schools and auxiliary educational facilities in the Norfolk Public Schools (NPS) District. With HSIN, the NPS has a key resource for storing and sharing sensitive information. School security personnel, administrators, and others can access school safety requirements and security manuals provided by the Virginia Center for School and Campus Safety (VCSCS). The VCSCS, located within the Virginia Department of Criminal Justice Services, is a resource and training center for valuable information and research about national and statewide safety initiatives in K-12 schools and institutions of higher education.

## Supporting Emergency Management Services During Hurricanes Ian and Fiona

DHS's Cybersecurity and Infrastructure Security Agency (CISA) Region 4 used HSIN Connect during their mission-critical support for Hurricane Ian (Sept. 23 - Oct. 2), which was a large and destructive storm that was the deadliest hurricane to strike Florida since 1935. More than 30 individuals used an "Ian Response-CISA Region 4" HSIN Connect room to share information among personnel who supported the mission. With HSIN, personnel were able to use a secure platform in which they were able to control access to, and share maps, situation reports, and other hurricane-related documents. DHS's Federal Emergency Management Agency (FEMA) Individual Assistance (IA) Training Section used HSIN Connect to conduct training on the registration intake process for disaster survivors related to Hurricanes Ian and Fiona (Sept. 14-16). FEMA trained U.S. Census Bureau agents so they were qualified and able to assist FEMA in meeting the surge of calls by individuals needing FEMA assistance. FEMA expanded its use of HSIN in October when it began conducting training on their helpline process for non-FEMA personnel who assisted disaster survivors. Using HSIN, FEMA was able to train more than 1,000 personnel using HSIN Connect as well as establish a HSIN SharePoint site with links to all the resources required for the recently trained personnel to support the FEMA mission.

## Facilitating Public-Private Sector Collaboration with the ICT Supply Chain Task Force

More than 20 federal partners and 40 of the most prominent companies in the Information and Communications Technology (ICT) sectors participate in DHS's ICT Supply Chain Risk Management (SCRM) Task Force, which uses HSIN for information sharing. The task force brings together government and industry partners to identify challenges and devise workable solutions to protect the critical ICT supply chain. Members of the HSIN community include participants from the Departments of Commerce, Defense, Justice, Treasury, and Homeland Security, as well as some of the most recognized businesses serving ICT industries.

## Strengthening Cybersecurity with the NFCA Cyber Intelligence Network



The National Fusion Center Association (NFCA) Cyber Intelligence Network (CIN) uses HSIN as the platform for its 24/7 National Cyber Room, where analysts can examine and share raw, unvetted data in real time. HSIN supports the rapid exchange of cyber intelligence across the nation, which helps the CIN identify threats, respond to incidents, and develop plans to prevent the next incident from occurring. The CIN is an association of cyber analysts and investigators organized according to the six regions used by the NFCA, and together they support operations across all 50 states and the U.S. territories of Guam, Puerto Rico, and the U.S. Virgin Islands. With HSIN, the CIN can collaborate as a unified team, avoid duplication of effort, and expand their knowledge by interacting with other analysts.

## Confronting the Opioid Epidemic with the New Jersey Drug Monitoring Initiative

The U.S. recently recorded the highest number of drug-overdose deaths in a 12-month period, exceeding 100,000, which represents a 29 percent increase over the same period a year earlier. Since 1999, over 850,000 people have died from a drug overdose, including 500,000 people from an overdose involving any opioid, including prescription and illicit opioids. The New Jersey Regional Operations and Intelligence Center (ROIC) Office of Drug Monitoring and Analysis (ODMA) Drug Monitoring Initiative (DMI) uses HSIN to make key contributions in helping analyze and respond to the national, regional, state, and local drug environments. The DMI uses HSIN to share

drug-related information and help multidisciplinary partners collaborate in areas such as collection of data, data analysis, sharing intelligence products, and fostering a space where law enforcement can meet with partners to report and share information.

## Disrupting Human Trafficking with OCIAC's Operation Red Zone



Large events often increase the risk of criminal activities, and the annual Super Bowl is among the largest, highest-profile events in the world. More than 100,000 people typically travel to the host city, which presents unique challenges for law enforcement, including efforts to confront human trafficking and child exploitation. DHS and other federal, state and local agencies work together during each Super Bowl to mitigate risks and help prevent all types of crimes from occurring. During the 2022 Super Bowl, the Orange County Intelligence Assessment Center used HSIN to support Operation Red Zone, an extensive multi-jurisdictional human trafficking enforcement operation conducted February 9 through February 12 in Orange County. The operation resulted in the arrests of 56 suspects and the recovery of two victims under the age of 16.

## Ensuring Safety and Security at the State of the Union Address and the Super Bowl

The U.S. Coast Guard (USCG) Sector Maryland - National Capital Region (MD-NCR) used HSIN Connect to share real-time maritime security information prior to and during the 2022 State of the Union Address held on March 1. Sector MD-NCR led the Maritime Security Subcommittee for the event which involved dozens of on-water assets from federal, state, and local partners as

well as a robust shore-side security component. On-water assets included those from USCG, U.S. Customs and Border Protection (CBP), Immigration and Customs Enforcement (ICE) Homeland Security Investigations (HSI), Maryland State Police, Maryland Natural Resources Police, Maryland Transportation Authority Police, Washington, DC, Metropolitan Police Department, Washington, DC, Fire Department, and Prince George's County Police Department.

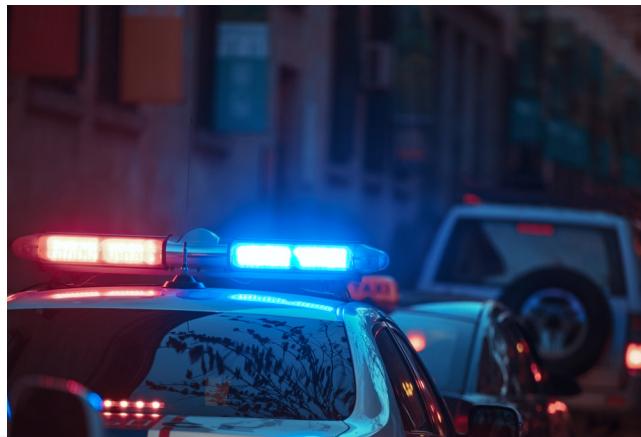
As part of security operations for the 2022 NFL Super Bowl, CISA used a HSIN collaboration space to share Protected Critical Infrastructure Information (PCII) among approved partners for increased situational awareness. Also, the NFL Global Security Operations Center (GSOC) used HSIN Connect to share information on critical infrastructure with state and regional fusion centers. Additionally, the Los Angeles Police Department used HSIN Connect for public safety coordination for events held in downtown Los Angeles. Other local, state, and federal agencies that used HSIN for interagency collaboration and enhanced situational awareness included the following:

- CISA's Emergency Communications Division Region 9 (CA, NV, AZ) used HSIN Connect to coordinate and manage communications among federal and regional public safety partners.
- DHS's National Operations Center (NOC) and the National Network of Fusion Centers used HSIN Connect to raise situational awareness and collaborate among partners regarding public safety.
- The Los Angeles County Sheriff's Office hosted federal and regional law enforcement partners using HSIN Connect and other HSIN real-time communications tools to cross-collaborate during the entire operational period.



## Supporting Fusion Centers with HSIN Exchange

A key part of law enforcement and intelligence operations involves sharing critical information through requests for information (RFIs). By standardizing the RFI process—which previously differed across state lines in terms of processes, forms and approvals—HSIN Exchange has made an unprecedented contribution to public safety and security. Processes built into HSIN Exchange help ensure that specific questions reach the people who can answer them. In 2022, HSIN Exchange was used by 72 fusion centers to submit 1,568 RFIs. As a result, state and local law enforcement could collaborate at a moment's notice, providing fast access to critical information.



## Enhancing the HSIN Platform

Innovative new features and improved ease of use are the overarching objectives of the next generation of the HSIN platform, which is focused on four key areas:

- Identity and Access Management
- Collaboration
- Content
- Search

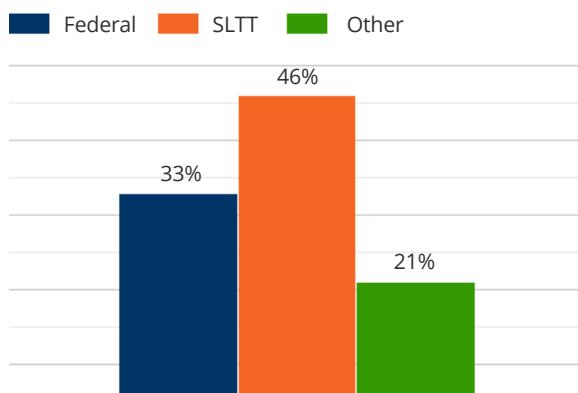
HSIN users are integral to validating and prioritizing requirements as well as recommending new capabilities, and users can participate in a variety of ways:

- Participate in a Monthly HSIN User Group.
- Volunteer to be a User Experience Tester.
- Provide feedback via email.

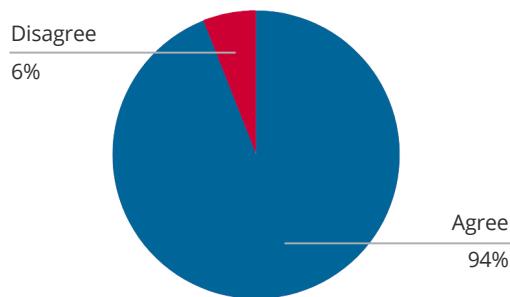
To facilitate ongoing interaction between users and HSIN, users can also visit the [HSIN Engage Page](#) on the HSIN Central website or contact HSIN via email to [HSIN@hq.dhs.gov](mailto:HSIN@hq.dhs.gov).

# HSIN Annual Assessment Metrics

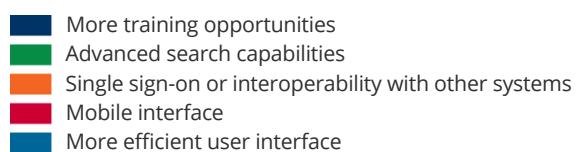
Each year HSIN captures user feedback in an annual survey that is sent to all HSIN users. This year, 1,006 users responded to the survey and highlights of the results are presented below.



Survey Respondents: 33% Federal, 46% State, Local, Tribal, Territorial, 21% Other (includes Private Sector and self-defined, such as Education and the Red Cross).



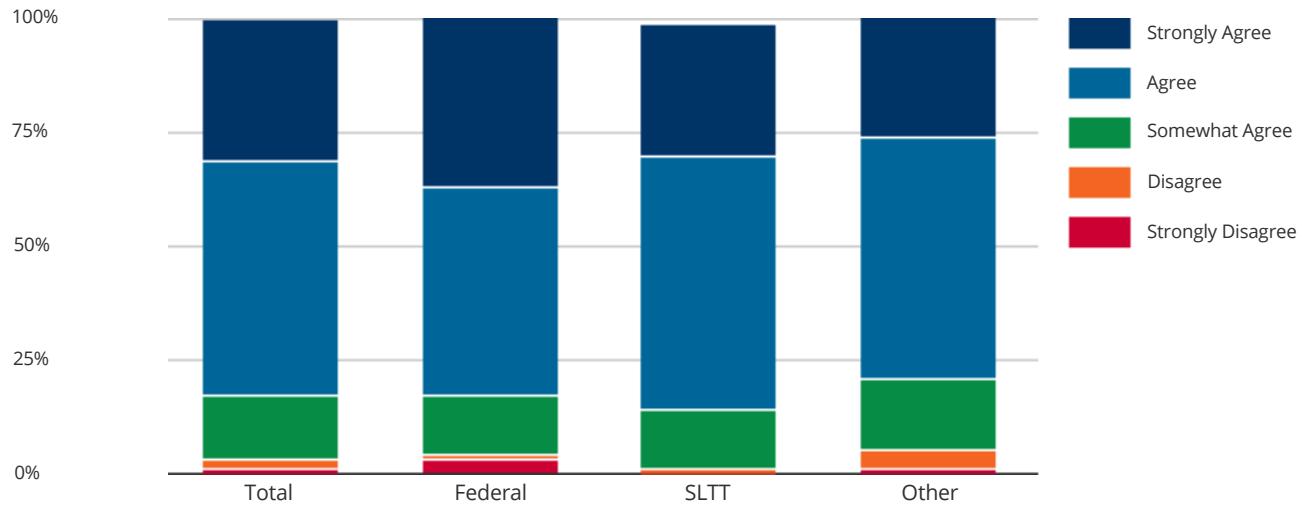
94% of respondents feel that HSIN listens to member feedback.



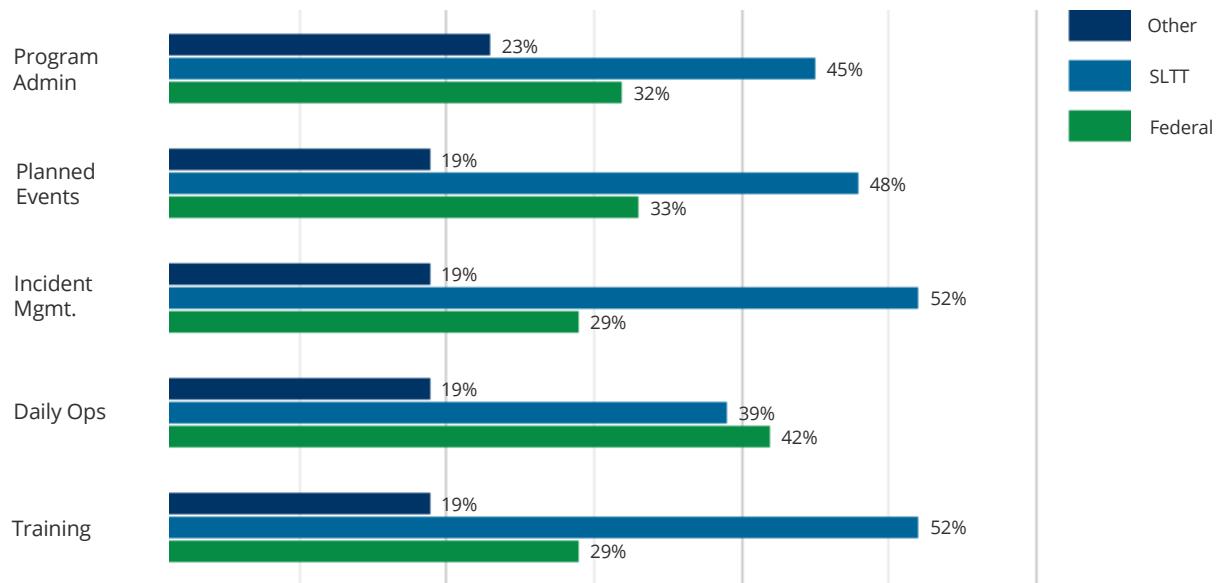
What feature(s) would you like to see added/improved in HSIN?



of users rate HSIN Mission Advocate performance as satisfactory or higher.



High confidence that HSIN uses sound principles in making changes and upgrades to the system.



Breakdown of HSIN Usage: Training, Daily Operations, Incident Management, Planned Events, Program Administration.

# The HSIN User Experience Team: Aligning HSIN Tools

HSIN's user research verifies that released products address user needs, identifies pre-release product improvements to increase ease of use, and informs the product improvement strategy.

## Research Activities Conducted to Gather Data from HSIN Users:



Performed one-on-one interviews



Completed collaborative workshops with users, stakeholders, and leadership



Conducted solution brainstorming sessions



Validated early designs with users



Tested features with users before release



Used surveys to conduct remote feedback gathering

## Research Participants:



Over 200 HSIN users



Federal, state, and local government partners



Across 50+ agencies, organizations, and municipalities

## User Feedback:

### HSIN Platform Upgrade



Feedback from interviews revealed that the current registration and login processes are too long and confusing.



Upcoming changes to HSIN will include streamlined registration and login processes that use PIV (for DHS users) and login.gov (for non-DHS users).

### HSIN Intel Mobile App



During user testing sessions, documents were difficult to read for low-vision users and users with smaller devices.



The user interface was improved for a better viewing experience, including landscape view.

## User Feedback:

### HSIN Platform Upgrade



People rely on HSIN for a variety of missions and information needs. As a result, customizable content is crucial for a smooth experience.



Future versions of HSIN will include more customizable options, such as landing page layouts, alert settings, and profile details.

### HSIN Intel Mobile App



As the user base for HSIN Intel Mobile grew, so did the need for advanced search options.



App users can now search by author, category, region, and date.

**The HSIN user community is enthusiastic about changes and new features on HSIN as long as training and support are provided.**



Training and support will be planned for all upcoming changes and releases for HSIN.



This was implemented on HSIN Intel Mobile with the new Mobile App Introduction Tool.

### HSIN Intel App: Installations Since Release



iOS: 2,252 installations since May



Android: 208 installations since September



131 unique users (9.3% of all Intel community members) used the app in December 2022

### HSIN Mobile Research Participants



"Oh, I would probably use this even when I was in the office because of how easy it is to use and search."



"Accessibility is really important. If it takes 30 minutes to login and use two factor authentication, it's not useful."



"I'll use it and I look forward to the rollout. I'm just glad this is actually coming to fruition here."

HSIN Mobile Research Participant

Fusion Center Analyst

Intel Officer (on HSIN Mobile App)



Want to get involved? Visit <https://hsin.dhs.gov/HSIN-Engage>

# Planning for FY23

As DHS's trusted platform for sharing Sensitive But Unclassified (SBU) information, HSIN aligns program goals to meet users' requirements. HSIN's achievements in FY22 provided the building blocks for FY23 objectives. Some of HSIN's key objectives include those listed below.

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## Enhance the HSIN Platform:

- Implement an improved Identity, Credential and Access Management (ICAM) solution for users.
- Implement a new content management prototype to allow for greater access to information.
- Finalize a user and migration transition plan.
- Establish a communications plan to support transition of users.

## Enhance HSIN Mobile Solution:

- Test new content management prototype with mobile solution.
- Test advanced search and alert capabilities in new content management solution.
- Test mobile capabilities with at least one new large HSIN community.

## Identify and Test New Content Management System:

- Assess whether commercial content management systems meet user requirements.
- Conduct test employing potential solutions.
- Validate testing outcomes with users.





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