



Why This Matters

The Homeland Security Information Network (HSIN) is a secure, unclassified Internet portal that enables information sharing and collaboration across the homeland security enterprise. HSIN is the only Federal portal that provides information sharing among DHS and its Federal, State, local, territorial, tribal, international, and private sector partners across the full spectrum of the homeland security mission. In 2006 and 2008, we reported on challenges that the Department faced to define the system's role, meet user requirements, provide user support, and increase system use.

DHS Response

The Director of Operations Coordination and Planning (OPS) concurred with our recommendations and provided details on steps being taken to address specific findings and recommendations in the report.

For Further Information:

Contact our Office of Public Affairs at (202)254-4100, or email us at DHS-OIG.OfficePublicAffairs@oig.dhs.gov

Homeland Security Information Network Improvements and Challenges

What We Determined

The Department of Homeland Security (DHS) has made progress in addressing the planning and governance issues we identified in our prior reports. Specifically, system program management performed an analysis of alternatives, re-validated stakeholder requirements, and developed other strategies to realign the program to address system challenges and concerns. Formalized governance processes established and supported by a new policy office contributed to these accomplishments. However, the following areas need attention to improve the program:

- 1) System program management has faced challenges implementing the new system release on schedule. Migration from the legacy system to the new platform has been delayed because of contracting and technical challenges.
- 2) Although certain communities were using the system to share information successfully, the system was not routinely or widely used to share information throughout the homeland security enterprise.

What We Recommend

We recommend that the Director of OPS work with the Information Sharing and Safeguarding Governance Board and affiliated components to:

- 1) Develop and implement a plan to increase DHS components' adoption of HSIN as their Sensitive but Unclassified information sharing portal.
- 2) Identify and develop a plan to meet user requirements for effective content organization, reliable search functionality, and efficient organization of Communities of Interest in HSIN Release 3.

We recommend that the Director of OPS work with the Undersecretary of Intelligence and Analysis to:

- 3) Develop and implement a plan to improve communication and collaboration with State and local stakeholders to expand exposure to HSIN and the capabilities the system can provide.