



Homeland Security

Lessons Learned Program

Information Brief

on the

Lessons Learned Program

for the

Homeland Security Information Network Expansion Initiative

Presented to

Society for Effective Lessons Learned Sharing

Spring 2005 Workshop



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Homeland Security Information Network

The Homeland Security Information Network (HSIN) is the primary conduit for communication, collaboration and information sharing between the Department of Homeland Security (DHS) and key federal, state, tribal, local and private sector partners within the DHS Communities of Interest.



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HSIN Organizational Chart

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Under Secretary for
Information Analysis and Infrastructure Protection

HSOC

A/S IA

A/S IP

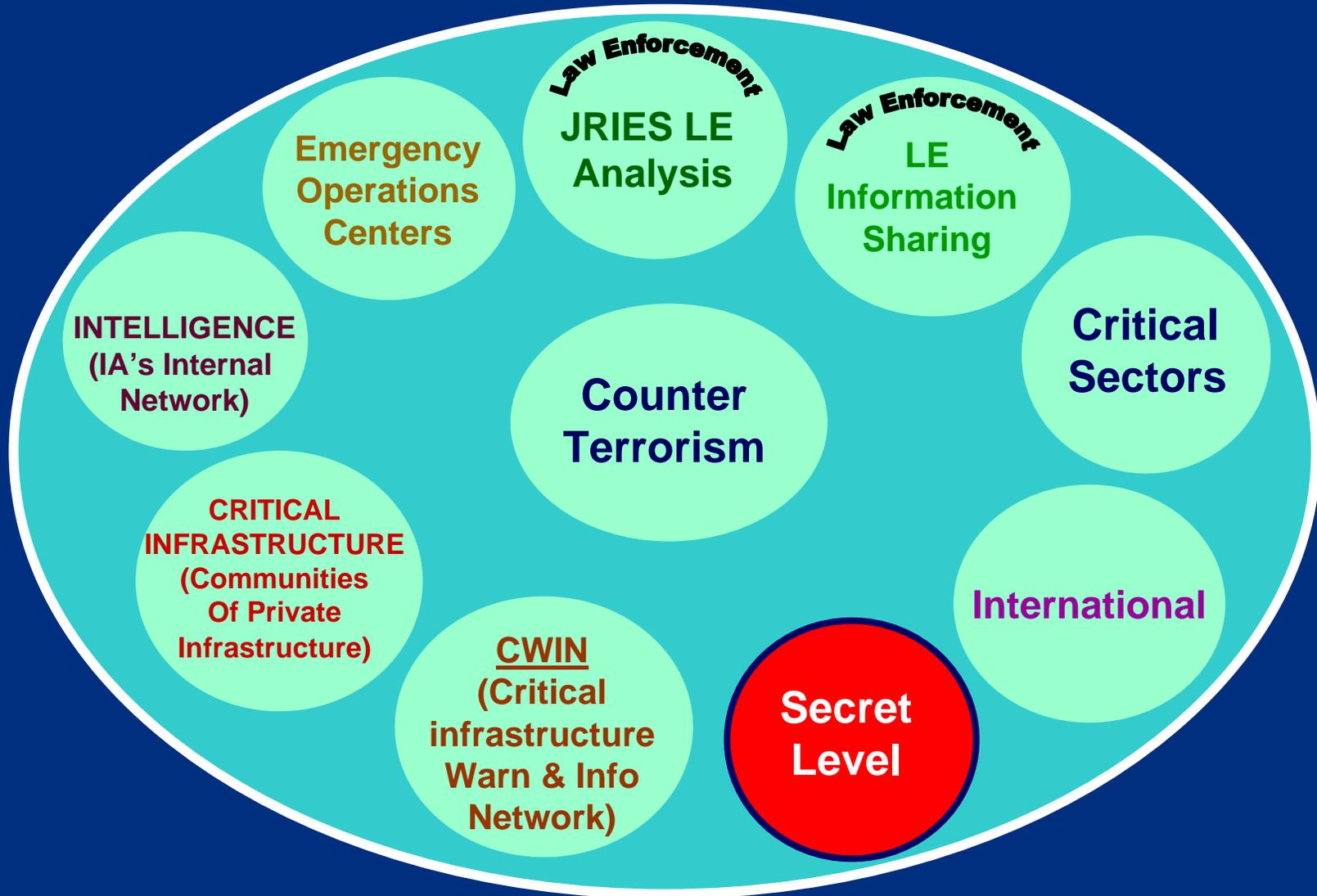
Information Integration Branch

HSIN Expansion
Initiative



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Homeland Security Information Network (HSIN)



Objectives of HSIN Expansion Initiative

- To provide for an instructor cadre that will train the various DHS Communities of Interest (COI) in the DHS collaborative software programs.
 - Grove (LEA only)
 - Portal (all other COI)
- To initiate and execute a robust lessons learned program that covers the entire spectrum of the HSIN Expansion Initiative



Lessons Learned Project for HSIN Expansion Initiative

Mission Statement of Lessons Learned Program for HSIN Expansion Initiative

The mission of the Lessons Learned Program of the Homeland Security Information Network Communications and Training Program Support is to serve as a knowledge and learning cornerstone by collecting and disseminating lessons learned relevant to the HSIN Program.



Lessons Learned Project for HSIN Expansion Initiative

HSIN Expansion Initiative provides for a lessons learned program to be applied across the entire program spectrum

- Instructor Training
- User Training and Support
- Organizational level



Lessons Learned Project for HSIN Expansion Initiative

Instructor Training

- Lessons Learned training during instructor qualification course
- Lessons Learned instruction part of POI to end users
- Continuous “marketing”, reporting and acute awareness of lessons learned



Lessons Learned Project for HSIN Expansion Initiative

User Training and Support

- Training
 - Initial
 - Enhancement
 - Sustainment
- Technology
 - User friendly
 - Mission enhanced



Lessons Learned Project for HSIN Expansion Initiative

User Training and Support

- User Group Interaction
 - Effective communication, exchange of information, procedures
- HSOC Support to User
 - Help Desk
 - Watch Desk
 - COI Desks
- HSIN and HSOC CONOPS
- Training Objectives



Lessons Learned Project for HSIN Expansion Initiative

Organizational Operations

- Capture lessons learned within HSOC
- Capture lessons learned between HSOC and other stakeholders (other than users)
- HSIN and HSOC CONOPS
- Training Objectives



Lessons Learned Project for HSIN Expansion Initiative

Collection Sources

- End Users (Primary Customer)
- Instructors
- Outreach Program
- Organizational



Lessons Learned Project for HSIN Expansion Initiative

Organizational Accomplishments to Date

- Initial charter
- Appointment of HSIN Lessons Learned Working Group (LLWG)
- Initial proposal of Lessons Learned Network outlining roles and responsibilities of LLWG members
- Draft of SOP
- Trained instructors and embedded lessons learned culture in instruction to users
- Coordination with Lessons Learned Information Sharing (LLIS.gov)



Lessons Learned Project for HSIN Expansion Initiative

Organizational Challenges to Date

- Determine/prioritize parameters based upon resources
 - 1 dedicated, full time person to project
 - Additional duty for other LLWG members
- Information management
- Embedding a lessons learned corporate culture at user level
- Promoting “bottoms-up” approach to lessons learned
- Dissemination portal for user level lessons learned



HSIN Lessons Learned Program

QUESTIONS, INQUIRIES AND COMMENTS TO:

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