

DEPARTMENT OF HOMELAND SECURITY
Office of the Chief Information Officer
Homeland Security information Network

STATEMENT OF OBJECTIVES (SOO)
HSIN PROJECT PHOENIX: PLATFORM REPLACEMENT

PURPOSE. The Department of Homeland Security (DHS), Office of the Chief Information Officer (OCIO), oversees delivery of the Homeland Security Information Network (HSIN) a comprehensive information and communication technology (ICT) based platform for information sharing with all homeland security partners. DHS aims to procure design, development, implementation, and migration services to build a modern platform and suite of intuitive tools that enable efficient discovery, sharing, and analysis of Sensitive But Unclassified (SBU) information by federal, state, local, territorial, tribal, international, and private sector decision-makers and first responders. The project will be titled Phoenix and may or may not result in a rebranding of the HSIN name.

MISSION. The mission of DHS is to safeguard the American people, our homeland, and our values. The DHS OCIO delivers world-class Information Technology (IT) to enhance and support the DHS mission by delivering secure, efficient, and effective capabilities; assuring resilient communications; providing trusted information; and optimizing IT investments through innovative IT solutions. HSIN enables stakeholders across the Homeland Security Enterprise to have secure access to timely and relevant information and collaborative tools for decision-making, coordination, and situational awareness.

BACKGROUND. HSIN, as the designated information-sharing portal for DHS, is the principal platform for consolidation and/or interoperability with other DHS information sharing portals. Also, 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 homeland security missions. By using the HSIN platform, these diverse communities work together to perform investigations, identify terrorist activities, respond to areas affected by natural disasters, and provide coordination during recovery operations. The capabilities offered in HSIN are critical to both day-to-day operational decision-making and successful execution of large-scale emergency operations.

However, the current platform is complex, costly, and not optimized for cloud-based and mobile features. To better support end-users and rapidly address threats to homeland security, DHS looks to redefine information accessibility and build a modern, comprehensive information sharing platform using cloud-based technologies to increase speed, mobility, and access to unclassified information.

The current system components include but are not limited to Adobe Connect, SharePoint 2016, Matter Most, Bamboo, and Lightning Conductor. The products that comprise the current HSIN system will not be considered a baseline for the future system.

PERFORMANCE OBJECTIVES, GOALS, AND OUTCOMES.

Overall Objectives: The objective of this work is to design, develop, prototype, and implement a modern platform and suite of intuitive tools for users. HSIN will offer an enhanced user experience through a cloud-optimized environment with extended as-a-service features. The

platform will push structured SBU information to users based on credentials; improve availability, security, and functionality for users; and enable streamlined management of services by DHS.

The scope of the work requires leveraging established enterprise shared services to the extent possible.

Overall Objectives:

- Conduct user research; assess high-level requirements; plan for prototypes of their proposed solutions; build, test, and iterate the prototypes to include user feedback and usability sessions.
- Collect feedback from the generic prototypes, prioritize functionality gaps, and assess level of effort required to design and configure solutions to meet program and user requirements.
- Develop a scalable product roadmap from the Minimum Viable Product (MVP) through full solution using continuous design and Agile processes that allow for incremental delivery.
- Migration of data, users, and communities to the solution as determined by the federal government's prioritized backlog.
- Develop and implement the platform delivery, transition support, and sunset plans for the new solutions to appropriate operations team(s).
- Ensure all system documentation, user stories, acceptance criteria and test scripts have final versions.

Technical Objectives:

- Build a cloud-optimized platform capable of scaling to demand.
- Use shared services from across DHS and incorporate trusted as-a-service components, where feasible.
- Implement human-centered design best practices for user interface and mobile-first design.
- Implement a Zero Trust Architecture (ZTA) by following principals, policy, and guidance from Office of Management and Budget (OMB), National Institute of Standards and Technology (NIST), and Cybersecurity and Infrastructure Security Agency (CISA).
- Develop and implement identity and access management solution.
- Leverage SecDevOps best practices.
- Use Agile development methodologies.
- Any proposed new tools must meet DHS security standards and software licensing, when applicable.

Solutions Architecture Framework and Standards:

- Secure Identity and Access Management: Harden cybersecurity for shared data by applying concepts for access management, federations, identity management (digital identity), attribute management, single sign on, and audit management.
- An Integrated Collaboration Suite: Deliver capabilities that include real time and asynchronous collaboration for daily operations, event and incident management; host virtual meetings and trainings; request, exchange, and post information, news, and announcements; individual and group messaging and chatting, voice and video.

- **Content Management:** Organize, manage, label, and share documents with appropriate users. Provide searchable document repositories, templates, and tools that support advanced analytics for ground truth and actionable intelligence.
- **User-Centered Capabilities:** Present users the right information at the right time; push information and notification to users based on credentials and attributes.
- **Design:** Utilize established user experience methodologies, plain language, U.S. Web Design System (UWDS), and accessibility standards (section 508). Establish design and content style guides to be used consistently throughout the platform.
- **Optimized Analytics:** Host data analytics and geospatial tools for users to conduct trend analysis, create visualizations, and derive insights.
- **Learning Management Capabilities:** Offer richer and vivid participation through Learning Paths, Training Collections, and Training Compliance tracking.
- **Flexible, responsive design, architecture, and technology:** HSIN will be designed to work on all current information communication technology (ICT) platforms (operating systems for mobile (smartphone and tablet), and notebook computers). The modular architecture shall enable future platforms, content management systems and services to integrate via Application Program Interfaces (APIs)

OPERATING CONSTRAINTS.

The Government requires contractors experienced with delivering the services and capabilities for the new secure cloud platform outlined in this SOO. The current HSIN platform solution will need to remain operational, in full or in part, during development and implementation of the modernized platform and services. The contractors shall work with federal and contractor team members from other DHS Components, the Office of the Chief Information Officer (OCIO), and the Solutions Development Directorate (SDD).