



Mind-Alliance

White Paper

Information Sharing Planning (ISP)

for System Integrators

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Executive Summary

Information Sharing Planning (ISP) is a software-enabled business process that all organizations that need to share information effectively, can use to focus system integration on the most critical capability gaps.

This white paper provides a brief introduction to the need for information sharing planning. It then describes the opportunity for system integrators to help customers develop information sharing plans and procedures and prioritize their needs for system integration. Finally, it briefly describes the “Channels” software solution that Mind-Alliance Systems, LLC licenses to system integrators that want to help their customers reap the benefits of a systematic ISP process.

The Need for Information Sharing Plans

In order to manage risk, organizations and their partners need to share information. The flow of information between organizations needs to be:

- Fast/ Timely
- Policy Compliant
- Secure
- Reliable
- Classified Appropriately
- Relevant to Recipient and Situation

In some contexts, information sharing is governed by complex policies and regulations relating to:

- Security Classification
- Legal Protections
- Privacy and Health Information
- Systems & Records

- Foreign Intelligence Surveillance Act (FISA) and 28 CFR restrictions
- Freedom of Information Act (FOIA)

Having the information sharing tools and networks needed to transmit and receive information is vital. Even with these systems, in place information doesn't spontaneously flow as needed between people and/or technologies. To achieve the required information sharing, the flow of information needs to be planned ahead of a critical incident, and analyzed in order to reduce the risk of a communication breakdown. create and adequate information sharing plan, organizations need a framework for:

- Analyzing information needs associated with mission-critical tasks
- Evaluating internal communication protocols
- Determining the information needs of stakeholders
- Assessing the planned flow of information for compliance with procedures, directives and policies
- Evaluating the consequences of failing to receive or share information

Most organizations lack well-documented information sharing procedures with sufficient detail to guide actions and DM. The output from enterprise architecture tools such as VISIO, Metris or System Architecture undermine the accountability for effective information sharing.

The Opportunity for System Integrators

System integrators are well-positioned to help their clients implement a systematic information sharing planning process.

Integrators can help clients analyze information requirements and craft information sharing procedures, analyze issues, incorporate them into training and exercises, and identify needs for system integration and new systems.

A Better Process for Developing Actionable Information Sharing Plans

Information Sharing Planning (ISP) is a structured process developed by Mind-Alliance Systems, for building information sharing plans and communication procedures. ISP combines principles of strategic and scenario planning with capabilities-based planning, risk management and performance assessment.

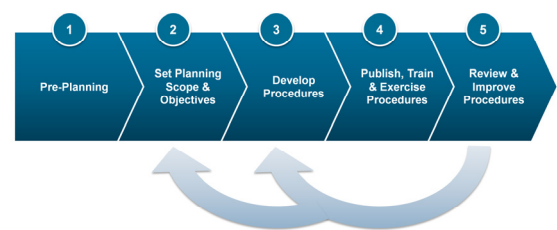
ISP builds awareness between organizations and people that have inter-related missions. If anticipated events occur (or are suspected to have occurred), people know how to share information effectively. ISP provides a practical framework for improving the flow of information (internally and with partners) and reducing the likelihood of communication failure that could magnify the impact of adverse events.

ISP Planners ensure that their organizations have identified tasks that need to be executed in order to mitigate risk (or capture opportunities) and assign these tasks to qualified members of their organizations. The “agents” who execute these tasks sometimes have assigned roles in a relevant jurisdiction. In order to execute their tasks and assess situations people often need very specific and essential elements of information. Information sharing procedures specify what information people need to send and receive when they execute their assigned tasks.

ISP Planners identify the tasks that produce the needed information (“source tasks”) and the tasks that need to receive and consume the information (“target tasks”), and procedurally link them via appropriate information sharing flows. The information flows need to take place via approved communication channels (means of transmission and endpoints, such as telephone numbers, email addresses, etc.) and in a manner compliant with policies that either require or prohibit information sharing.

ISP is complementary to Business Process Management (BPM) processes and EA tools that help an (extended) enterprise maximize value creation and minimize operating costs via business processes. ISP focuses on helping (decentralized) ecosystem of organizations better manage systemic risks and seize opportunities via information sharing procedures, regardless of whether communication can be automated.

ISP is implemented with the help of a software application called CHANNELS. This web application enables organizations to apply the ISP process collaboratively. It helps planners organize the information collected in interviews and group planning sessions and construct an information sharing plan. The software automatically analyzes the plan to identify improperly defined elements, uncover gaps, and points out weaknesses. It extracts actionable and up-to-date ISP procedures for each organization, role or individual.



The CHANNELS web application:

- Generates visualizations and analytics to make even complex plans comprehensible and supports mission integration
- Presents current information sharing procedures to decision makers
- Automatically detects a wide variety of potential information sharing problems
- Identifies the cascading consequences of failing to share information according to plan
- Illustrates where shared elements of information originate and move through the organization

The procedures created in Channels can be appended to plans and training material and integrated into other applications.

Benefits to Customers and System Integrators

Mind-Alliance Channels enables integrators to deliver the value of a proven systematic process and management system for finding and fixing information flow issues that would otherwise put safety, operational performance and compliance at risk. The solution enables system integrators to help government customers make the flow of vital information faster, policy-compliant, and more resilient.

Information Sharing Issue Reports help focus limited budgets on the most critical system integration and training. Developing information sharing plans enables interconnected organizations to better understand each other's needs and capabilities, internal processes and external dependencies so steps can be taken to enhance communication.

System integrators can leverage ISP with Channels to:

- Identify customer needs for systems integration
- Build new relationships with a customer's information sharing partners
- Support the design of situational awareness solutions
- Prioritize system integration services offered to customers based on mission-driven needs and capability gaps.

Information Sharing Planning with Channels software is now an important part of a system integrator's business and solution development tool chest.

To learn more about how **Mind Alliance** can help your region develop robust information sharing plans visit www.mind-alliance.com or call **1-888-731-6018**.