

ISE Performance Management

The Program Manager for the Information Sharing Environment (ISE) manages the progress and performance of the ISE and its mission partners' information sharing efforts through the ISE Performance Framework. This involves tracking how well we share and safeguard critical information as well as that information's impact on homeland security and counterterrorism.

The ISE Performance Framework

The ISE Performance Framework outlines the steps that agencies and mission partners must take for a successful Information Sharing Environment:

- Identify initiatives that will help achieve strategic ISE goals or provide necessary information sharing capabilities.
- Identify gaps in these initiatives.
- Fill the gaps and implement ISE best practices.
- Develop measures to track information sharing progress and its impacts.
- Implement a roadmap with milestones to track progress and impact.

The ISE Performance Framework is composed of four stages that illustrate how the overall information sharing and safeguarding strategy is implemented through specific target capabilities:

- **Strategic:** The strategic goals outline the steps agencies and mission partners must take for a successful ISE.
- **Initiative:** Successful organizational change or business transformation in information sharing and safeguarding requires an integrated approach to the ISE community, processes, and technology. This section outlines the specific programs or initiatives that are aligned to these three investment categories:
 - **Community:** engagement with state, local, federal, tribal and international partners
 - **Process:** common methodologies and practices that enable joint operational accomplishments
 - **Technology:** technical solutions that automate shared agreements and make solutions interoperable between ISE partners
- **Roadmap:** Outlines the schedule and milestones for priority initiatives.
- **Measure:** Details the impacts of improved information sharing capabilities.

Test Scenarios

Each of the strategic goals is illustrated by test scenarios that represent an improved information sharing and safeguarding capability. The explanatory test scenarios are used to take a more abstract strategic capability (e.g. get the right information to the right people at the right time) and apply it to a realistic situation where, as a result of working towards responsible information sharing, ISE partners can see an improvement in their ability to accomplish their mission.

The test case scenarios also serve as a foundation for performance metrics that define the success of the ISE mission in each of the three investment categories (community, process, and technology). A performance metric is a measurable data element that allows an agency to determine how well a process is performing relative to the goal. Even though a majority of test scenario metrics are mission or agency specific, they map to one or more national ISE strategic goals.

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