Information Sharing and Analysis Organization (ISAO)
Standards Organization (SO) Public Meeting
LMI Headquarters
7940 Jones Branch Drive, Tysons, VA 22102
November 9th 2015, 7:30 a.m. – 5:00 p.m.

Read-Out: Meeting the Urgent Need

HEIDI GRAHAM: Alright. Thank you. And next we have the Urgent Need breakout group. Natalie?

NATALIE SJELIN: Well, I'd like to thank you all, also. Our breakout session was not as dynamic as potentially everything else that you had been accomplishing. Which wasn't so great for the first group that was here in the morning, because I'm sure you were thinking "We're sitting and we're writing. This is not fun." But then the very last group was very happy after they'd been on their feet all day to come in and sit and relax and to reflect on all of the things that they had been going through throughout the day and then being able to kind of add to the dynamics of what we were trying to capture in the Urgent Needs. So, thank you all very much for the input. To be perfectly honest, we have a stack of input about this high that we'll be going through and that was all of the great ideas, and thoughts, and efforts that you put down on paper for us—for us to go through. So, yes, thank you, thank you very, very much. I appreciate that.

A couple of things that came out of the session that I just kind of wanted to reiterate (and for some of you, I don't think that the question had been asked or answered). So, in our group, of course, we were gathering information to provide best practices that we would be able to push out as quickly as possible in order to fill the gap and the need of those ISAOs that are actually standing up right now and what do they need to know in terms of how to accomplish this or some of the best practices that would carry across all of the sharing organizations that would be really well-received from a new organization. So that was the intent and the purpose. One of the questions that came out of that was "Well, when do you actually expect to have a product to be pushed out? What was the goal?" So our goal is to provide this as quickly as possible, but not later than the February 2016 timeframe. So, we're looking to provide some sort of initial best practices. It won't be complete. It won't be the end all be all, but it will be an initial start of things that a brand new ISAO can look at to utilize as they stand up.

So having said all of that, just a couple of things that came out of the sessions because we did take an initial recommendation and we had some time to talk about things at the end of the session. To break it up a little bit, just some of the good comments that came out of this in terms of looking at where we can find some of the best practices, what lessons learned we actually need to be addressing and some of the suggestions. So, some of these topics included looking at established organizations (information sharing organizations that are out there) and looking at them as potential models to start our assessments and looking to them for some of their practices to apply to best practices. So that is one of the comments that came out of where we could possibly find some of the best practices that we're hoping to build.

A comment that came out of this was—in order—everyone wants something very, very quickly and we recognize that there's an urgent need for that. However, the comment came that this (actually building an ISAO that will have robust capabilities) may take some time. And so, there's going to be an evolution of capability in those ISAOs and so we want to recognize that yes, we need to do something very quickly.

However, the very robustness, the capability-driven piece of that is probably going to evolve over time.

And another piece of that was that members will potentially play a great role in driving the capabilities of each individual ISAO. So depending on what their members are really looking for, it may shape what an ISAO will look like in some given point in time.

Some other great concepts that came out of this were that we talk about incentivizing folks to share information but also with that there are decentives that can drive people to not share.

So some of those concepts kind of came out and of course data analytics is a critical issue and that continues to pop up. What folks really need to know in terms of the operator level in an ISAO and how does actionable information drive what that person needs to know: what capabilities should they actually have.

And I heard it in another session as well: the criteria. Establishing good criteria in each and every piece of what it is that we're trying to accomplish is going to help us in a number of different efforts, to include guidelines that we're trying to put out (to really make them clear and concise). And also, it's going to help us with a number of our trust issues. So, putting out really good established criteria in terms of what it is we're trying to accomplish is going to address some of those other things that we're having issues with.

And also, some places where we can start looking to put together statistical tools, where we can identify where folks can go for certain tools and utilize those as a best practice.

So, those were just some of the things that came out of the Urgent Needs session. And again, I would thank you all very, very much for contributing and being part of this and I hope your handwriting is <u>really</u> legible because I do have to wear these [indicating her glasses]. No, thank you very much.

[Applause.]