



FEMA

Terrorism Prevention Exercise Program

Information Sharing and Dissemination: Using Shared, Centralized E-mail Accounts at Fusion Centers

SUMMARY

Fusion Centers and entities with similar responsibilities should use a single, centralized e-mail account to receive and process information. Information received through centralized e-mail accounts can be monitored more frequently and allows for other users to see if information has been disseminated or if other action has been taken regarding the information.

DESCRIPTION

The State of Georgia, including local jurisdictions, participated in a multi-state, Full-Scale Exercise with Red Team that tested a broad spectrum of terrorism prevention capabilities. The exercise lasted approximately three weeks and emphasized intelligence analysis, information sharing, and recognition of indicators and warnings within and among participating jurisdictions. One of Georgia's key objectives for the Southern Focus Exercise was to evaluate the analytical capabilities of the Georgia Information Sharing Analysis Center (GISAC), and its ability to recognize potential acts of terrorism from information received from Federal, State, and local entities, as well as the private sector.

GISAC's use of a centralized e-mail account to receive and process a variety of incoming bulletins and other information proved to be an effective and efficient practice of receiving information from multiple sources during the exercise. Injects received through incoming e-mail were generally disseminated efficiently, the e-mail system was regularly monitored, and the standard operating procedure appeared to be a well-established routine. A duty analyst is assigned, on a rotational basis, to review the incoming information, which contains bulletins, assessments, and other documents from various entities around the country, on a daily basis. The analyst then prepares a summary report on all information relevant to Georgia and disseminates the information throughout the GISAC. The use of a centralized e-mail account also demonstrated that the GISAC was not overly reliant on a single analyst to receive and process information. Rather, the e-mail account could be checked by any analyst, and at any time of day as necessary.

Utilizing a centralized e-mail account at a Fusion Center could prevent issues that may arise if one or two analysts are responsible for specific types of information. For instance, if the analyst responsible for critical infrastructure issues is unavailable, the critical infrastructure reports may be inaccessible to other analysts. Fusion Centers should ensure that the shared e-mail account is checked regularly, and a process is in place to indicate what, if

any, action has been taken on items in the inbox. Utilizing a shared, centralized e-mail system at a fusion center is an effective method of receiving and processing information.

CITATION

- U.S. Department of Homeland Security Terrorism Prevention Exercise Program. Georgia, Southern Focus Full-Scale Exercise After Action Report / Improvement Plan, August 2007.

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