



Why Collaborative Systems Are Essential

On December 25th 2009 Umar Farouk Abdulmutallab boarded Northwest Airlines Flight 253 en route to Detroit, Michigan. Prior to the plane making its final descent Abdulmutallab went to the bathroom to assemble an explosive designed to destroy the Airbus A330 in midair. Abdulmutallab returned to his seat determined to detonate the explosive. Jasper Schuringa, a passenger on Flight 253, witnessed Abdulmutallab holding a burning object between his legs. Recognizing the imminent, Schuringa tackled Abdulmutallab and tried to extinguish the burning object. Fortunately, disaster was escaped through the heroics of passengers such as Schuringa.

Shortly after the attack questions were raised. How did this happen? Why didn't we prevent it? President Obama stated, "A systemic failure has occurred and I consider that totally unacceptable. There was a mix of human and systemic failure that contributed to this potential catastrophic breach of security." As members of the Intelligence Community, we must all ask, where did we fail and how can we better collaborate to prevent the next attack?

BTI is intensely focused in *Advancing Collaboration* through the Intelligence Community. Yes – human collaboration is important. People, teams, organizations, and agencies must collaborate to protect our country. But what is the key enabler to provide a foundation for human collaboration?

COLLABORATIVE SYSTEMS!

At BTI, we believe systems must be collaborative. Breaking down barriers for systems to communicate is essential. Intelligence officers need the ability to seamlessly disseminate, analyze, and collaborate on actionable intelligence in real-time. That's why we have developed the **silos2services** methodology.

silos2services: The BTI way of transforming disconnected applications into collaborative systems.

Our clients in the Intelligence Community have recognized our success of delivering systems through our **silos2services** methodology as best practices in the following areas:

- **Knowledge Management:** Delivered folder and tagging capabilities to multiple applications through browser-based widgets and web services. Officers now manage their data in one central knowledge management capability, rather than in each individual system.
- **Machine Translation:** Integrated language translators into the applications intelligence professionals use for daily analysis. Facilitates the ability to discern actionable intelligence from foreign dialects through a browser-based interface and web service.
- **OpenSearch:** Implementing an OpenSearch-compliant federated search service that serves as a single access point for querying multiple repositories.
- **Directory Services:** Provided web service that allows scores of applications to securely query organizational directories for personnel and group data.
- **Authorization Service:** Delivered browser-based interface and web service to validate user permissions throughout the entire intelligence community; allowing access collaboration between agencies.

Transforming systems from **silos2services** is foundational to providing a means for agencies to collaborate and thwart threats that our country faces against extremist.