

# Report Summary

Social Security Administration Office of the Inspector General

June 2012



## Objective

To assess the Social Security Administration's (SSA) contractor process to safeguard Homeland Security Presidential Directive 12 (HSPD-12) credentials and the personally identifiable information (PII) contained in them.

## Background

HSPD-12 requires the development and implementation of a mandatory, Government-wide standard for secure and reliable forms of identification issued by the Government to its employees and contractors for physical and logical access to federally controlled facilities or information systems. SSA worked with the General Services Administration (GSA) to contract with a company to create the HSPD-12 credentials. Federal agencies must ensure their contractors comply with Federal security requirements.

To view the full report, visit <http://oig.ssa.gov/audits-and-investigations/audit-reports/A-14-11-11106>.

## *Contractor Security of the Social Security Administration's Homeland Security Presidential Directive 12 Credentials (A-14-11-11106)*

### Our Findings

Our interviews and observations found nothing to indicate the contractor's HSPD-12 credential manufacturing and personalization process had any security control vulnerabilities used to protect the HSPD-12 credentials and the PII contained in them. However, we did identify two contractor oversight concerns and two contract management issues.

- Contractor Oversight
  - SSA did not ensure the contractor personnel received appropriate training to safeguard Agency PII.
  - The contractor's information systems were not certified and accredited, as required by Federal guidance.
- Contract Management
  - SSA's GSA contract did not contain all the appropriate security clauses.
  - The contractor did not have a back-up facility in the United States, as required by the contract.

We discussed the contract management issues with SSA management and GSA's contracting officer. Based on our discussions, it is unclear which party is responsible for resolving these issues.

### Our Recommendations

- Ensure contractor personnel receive appropriate training on Agency's policies and procedures for safeguarding PII.
- Request documentation from GSA that the contractor's information systems are certified and accredited as required by Federal requirements. However, if GSA did not perform a Certification and Accreditation review of the contractor's information systems, SSA should seek guidance from the Office of Management and Budget to determine which agency is responsible for conducting this review on the contractor's information systems.

The Agency agreed with our recommendations.