The Social Security Administration's Information on the Office of Management and Budget's Information Technology Dashboard
A-14-18-50435

Objective

To determine whether the information the Social Security Administration (SSA) reported to the Office of Management and Budget's (OMB) Information Technology (IT) Dashboard was reliable.

Background

On June 1, 2009, OMB launched the IT Dashboard, which allows Federal agencies and the public to view details of Federal IT investments and track their progress. The IT Dashboard displays general information on Federal IT investments, including non-major investments and detailed data for those investments agencies classify as major. Users can also download data from the IT Dashboard.

Agencies' Chief Information Officers regularly evaluate and update the reported data and rate each major IT investment based on his/her best judgment and a set of pre-established criteria.

In May 2019, SSA reported 60 investments (including 7 major investments), totaling $1.9 billion, for Fiscal Year 2019. Additionally, SSA reported it was using 80 percent of its data centers' capacity and had achieved $541 million in cumulative cost savings between 2012 and 2018.

Conclusion

The information SSA reported to the IT Dashboard was reliable. SSA provided documentation to support the information it reported to the IT Dashboard for the investments we sampled. However, SSA over-reported cost savings for the Data Center Optimization Initiative by approximately $100,000. This happened because, in some instances, the Agency calculated the cost savings twice.

We are not making recommendations since the information SSA reported to the IT Dashboard was reliable, and the Agency plans to update the cost savings it over-reported in its upcoming OMB reporting.