



Report Summary

Social Security Administration
Office of the Inspector General

Congressional Response Report: The Social Security Administration's Disaster Recovery Capabilities (Limited Distribution) (A-14-11-21138)

Our objective was to provide information on the Social Security Administration's (SSA) disaster recovery capabilities to meet its processing requirements should the National Computer Center (NCC), Second Support Center (SSC), or both become unavailable.

SSA has taken steps to improve its disaster recovery capabilities. The Agency has determined that the SSC has the mainframe hardware capacity to recover the NCC mission-critical systems; however, it does not possess the equipment needed to recover a small portion of the applications for the disability systems operating at the NCC. The Agency stated that it will have the ability to recover remaining disability applications by the end of October 2010. With the exceptions of the following gaps, SSA should be able to restore the Agency's mission-critical systems should the NCC or SSC become unavailable. These gaps are as follows.

- The SSC cannot recover a small portion of the Agency's disability workload.
- Internet capacity at the SSC is less than the NCC. In the event of a disaster at the NCC, SSA plans to restrict the Agency's access to non-critical Internet sites.
- SSC has the capability to print the Agency's SSN card workload, but the Agency has only tested a sample of cards at the SSC. Moreover, should the SSC printer become unavailable, no backup printer is available at the SSC to continue to print SSN cards.

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