

July 2014

Office of Audit Report Summary

Objective

Our objectives were to (1) determine whether the Social Security Administration (SSA) received the goods and services for which it contracted and (2) review the services provided by Hughes Network Systems, LLC (Hughes) and the related costs charged to SSA for adherence to the negotiated contract terms and applicable regulations.

Background

SSA issued a task order against the General Services Administration's Satellite Communications contract for its Interactive Video Tele-training Network. The task order service period was from September 1, 2008 to January 31, 2014. In total, SSA obligated about \$27 million.

The Federal Acquisition Regulation requires that contract modifications be documented.

SSA's asset management policy requires that Agency property—including satellite equipment—be recorded in an inventory system.

The *Federal Information Security Management Act of 2002* requires that contractors receive security awareness training.

Our Findings

We determined that SSA received the goods and services for which it contracted and was generally satisfied with equipment and services Hughes provided. However, we found that SSA did not

- document modifications to the SOW;
- follow its asset management policies; and
- comply with Federal regulations with regard to security awareness training.

Our Recommendations

We believe SSA should consider the issues we identified in our audit when entering into, or managing, future contracts. We recommend that SSA ensure:

1. Modifications to the SOW are properly documented and maintained.
2. Staff complies with the Agency's asset management policies.
3. Contractors are given security awareness training.

SSA agreed with our recommendations.