



Report Summary

Social Security Administration
Office of the Inspector General

The Social Security Administration's Disaster Preparedness (Limited Distribution) (A-14-10-20116)

Our objective was to review actions the Social Security Administration (SSA) took to continue operations during an unexpected disruption of power at the National Computer Center (NCC). This evaluation also supports our ongoing efforts to evaluate the Agency's ability to continue operations should a disaster occur before SSA builds a new data center.

SSA responded quickly to continue NCC operations from December 19 through December 22, 2009. However, better coordination and detailed communications between the Offices of Facilities Management and Telecommunications and Systems Operations may have provided a better understanding of the magnitude of the NCC incident and additional time to prepare for an orderly shutdown of the NCC.

A prolonged NCC outage would likely have devastating consequences. Accordingly, it is imperative that SSA act swiftly to address any NCC outage. During the record snowfall, SSA followed its NCC contingency plan and averted the need to shut down the NCC; however, improved coordination and detailed communications were needed. We believe better coordination and detailed communications will help ensure the Agency's disaster responsiveness and timely recovery of critical workloads, if required.

SSA officials stated that they have taken steps to improve communication and coordination among components involved in the Agency's disaster response.

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