Progress Report on the Social Security Administration's National Support Center
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SOCIAL SECURITY
ADMINISTRATION

OIG

August 2015 **Office of Audit Report Summary**

Objective

To evaluate the Social Security Administration's (SSA) efforts to transition its National Computer Center (NCC) operations to the Agency's new National Support Center (NSC).

Background

SSA runs its nation-wide computer operations from its NCC in Baltimore, Maryland. The NCC's systems maintain demographic, wage, and benefit information for almost every American. The data housed at the NCC are essential to providing service to the millions of individuals who count on SSA each day.

In Fiscal Year 2009, under the *American Recovery and Reinvestment Act*, Congress provided SSA $500 million to construct and partially equip a new data center. SSA designed the new NSC to be a modern, efficient facility that is expected to meet the Agency's information technology needs for at least 20 years.

The General Services Administration managed construction of the NSC, which was completed in September 2014. The Agency plans to finish migrating its systems from the existing NCC to the new NSC by August 2016.

Findings

We independently evaluated SSA's plans for, and progress in, migrating NCC operations to the NSC. We reviewed SSA's Risk Management Plan for the NSC project and found the Agency had identified key risks and taken appropriate steps to mitigate those risks.

We toured the NSC and found that SSA did not have physical security plans for the NSC or its inner core. In addition, 184 individuals had access to the inner core even though they did not require such access to perform their duties.

In response to our review, SSA completed a comprehensive physical security plan in July 2015. In addition, the Agency reviewed the list of individuals who had access to the inner core and removed those who no longer required access.

Conclusions

We did not identify any significant issues that threatened the Agency's ability to complete the migration as planned. However, SSA must continue diligently monitoring migration activities and take appropriate action when issues arise that put the project at risk. We also believe SSA should inform stakeholders if the Agency determines that key milestones will not be met. We will continue monitoring SSA's progress in migrating to the NSC and plan to issue another report in Fiscal Year 2016.