The Social Security Administration's National Support Center: Progress Report as of April 2016
A-14-16-50101

SOCIAL SECURITY
ADMINISTRATION
OIG

July 2016   **Office of Audit Report Summary**

Objective

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

Background

In Fiscal Year 2009, 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.

In August 2015, we issued our first progress report. While we found no significant issues that threatened the Agency's ability to complete the migration from the NCC to the NSC, we reported that SSA must continue diligently monitoring migration activities and take appropriate action when issues arise that put the project at risk.

Findings

During this evaluation of SSA's efforts to transition its NCC operations to its new NSC, we did not identify any significant issues that would delay the Agency's migration efforts.

However, we noted the Agency had not conducted a comprehensive disaster recovery exercise employing the NSC and the Second Support Center as disaster recovery sites.

SSA must continue monitoring the risks associated with the migration until it is complete.