

Congress of the United States

House of Representatives

COMMITTEE ON OVERSIGHT AND ACCOUNTABILITY

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June 21, 2023

The Honorable Robin Carnahan
Administrator
General Services Administration
1800 F Street, N.W.
Washington, D.C. 20405

Dear Administrator Carnahan:

The Committee on Oversight and Accountability Subcommittee on Government Operations and the Federal Workforce is continuing its oversight of the Login.gov program. A recent report by the General Services Administration (GSA) Office of Inspector General (OIG) found that, starting in 2018, certain representatives of GSA—which developed and maintains Login.gov—knowingly misled agencies about the platform’s compliance with certain security standards.¹ The report precipitated a hearing last month, in which Federal Acquisition Service commissioner Sonny Hashmi and GSA Inspector General Carol Fortune Ochoa testified before the Subcommittee.² While GSA took action to address this concerning matter and has accepted responsibility for the conduct of its employees, important questions remain unanswered. To assist with answering these questions, we request related documents and communications, as well as a staff-level briefing.³

According to Mr. Hashmi’s written testimony for the Subcommittee hearing in March, GSA acknowledges that:

Login.gov was not compliant with the IAL2 level of assurance. Unfortunately, the problem went beyond one of noncompliance and into knowing misrepresentation. Specifically, GSA leadership learned there was a significant possibility that certain individuals within the Login.gov program, despite knowing that the product did not meet IAL2, misinformed customers by claiming that the product did, in fact, comply with IAL2. This misrepresentation included false statements in

¹ U.S. GEN. SERV. ADMIN., JE23-003, *GSA Misled Customers on Login.gov’s Compliance with Digital Identity Standards* (Mar. 7, 2023).

² *Login.gov Doesn’t Meet the Standard: Hearing Before H. Comm. on Oversight & Accountability Subcomm. on Gov’t Operations and the Fed. Workforce*, 118th Cong. (Mar. 29, 2023).

³ *Id.*

interagency agreements dating back to 2020 and, as the IG's findings indicate, the issue went back even further - to at least 2018.⁴

Mr. Hashmi's testimony further noted that, upon learning of Login.gov's noncompliance with the NIST standard, GSA "launched an internal review," "initiated disciplinary proceedings," implemented "structural reforms," and took action to ensure "greater transparency with Login.gov partners."⁵

It is important for the Subcommittee to ensure appropriate steps were taken by GSA to respond to the false and misleading statements made about Login.gov's compliance with NIST standards. To assist the Subcommittee with its oversight, we request a staff-level briefing as soon as possible, but no later than July 10, 2023. The briefing should provide complete details about the following actions described in Mr. Hashmi's written testimony:

1. The "internal review,"⁶ including how and by whom it was—or is being—conducted, when it was completed (if applicable), the scope of the review, and conclusions reached, including whether GSA has considered refunding agencies any or all money for services charged but not provided;
2. The "disciplinary proceedings,"⁷ including how and by who they were—or are being—conducted, when they were completed (if applicable), who was disciplined, and what disciplinary measures were taken;
3. The "structural reforms,"⁸ including who is leading the effort to implement the reforms, what measures will be included in these reforms, and why GSA expects these reforms will be successful; and
4. Actions to ensure "greater transparency,"⁹ including what transparency measures GSA incorporated or will incorporate, and what assurances GSA can provide that these actions will be successful.

Further, the briefing should provide an update on how, or whether, Login.gov intends to become compliant with NIST IAL2 standards, as well as an explanation of the active Request for Information on Next Generation Identity Proofing for GSA/Technology Transformation Services (TTS) Login.gov.¹⁰ This update should include, at a minimum, an initial overview of the

⁴ *Login.gov Doesn't Meet the Standard: Hearing Before H. Comm. on Oversight & Accountability Subcomm. on Gov't Operations and the Fed. Workforce*, 118th Cong. 4 (March 29, 2023) (statement of Sonny Hashmi, Commissioner, Fed. Acquisition Serv., U.S. Gen. Serv. Admin.).

⁵ *Id.*

⁶ *Id.*

⁷ *Id.*

⁸ *Id.*

⁹ *Id.*

¹⁰ GSA, TTS/Login.gov GSA, TTS/LOGIN.GOV REQUEST FOR INFORMATION., NOTICE ID 47QPCAR0001, REQUEST FOR INFORMATION – NEXT GENERATION PROOFING FOR GSA/TTS LOGIN.GOV

feedback received regarding the draft requirements and preliminary acquisition strategy for the “procurement of Login.gov’s Next Generation Identity Proofing Solutions.”¹¹

In addition, provide all documents and communications related to the above four actions. These should include:

1. All audits and assessments of Login.gov performed by the Kantara Initiative;
2. All documents prepared by or for individuals named in the GSA OIG report regarding Login.gov or related technologies;
3. All communications from and to individuals named in the GSA OIG report regarding Login.gov or related technologies and their security levels of assurance, compliance with NIST standards, and/or their ability to meet the security needs of the agencies procuring the service;
4. All documents shared between Login.gov employees, TTS employees, and GSA leadership regarding the IAL2 compliance of Login.gov or Login.gov’s compliance with NIST standards; and
5. All communications between Login.gov employees, TTS employees, and GSA leadership regarding Login.gov’s security level of assurance, compliance with NIST standards, and/or the product’s ability to meet the security needs of the agencies procuring the service.

Finally, please provide the Subcommittee with Login.gov’s Technology Modernization Fund application, for which it was awarded approximately \$187 million for the years 2022 through 2025.¹² Please arrange to deliver these documents prior to the staff-level briefing, but no later than July 6, 2023.

To schedule the briefing, arrange for the delivery of responsive documents or ask any related follow-up questions, please contact Committee on Oversight and Accountability Majority Staff at (202) 225-5074. Attached are instructions for producing the documents and information to the Committee.

The Committee on Oversight and Accountability is the principal oversight committee of the U.S. House of Representatives and has broad authority to investigate “any matter” at “any time” under House Rule X. Thank you in advance for your cooperation with this inquiry.

¹¹ *Id.*

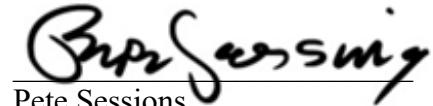
¹² *Supra*, n.1.

Administrator Carnahan

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Sincerely,



Pete Sessions

Chairman

Subcommittee on Government Operations
and the Federal Workforce



Kweisi Mfume

Ranking Member

Subcommittee on Government Operations
and the Federal Workforce