



OFFICE of INSPECTOR GENERAL
NATIONAL RAILROAD PASSENGER CORPORATION

INFORMATION TECHNOLOGY:


Improving Security of Publicly Accessible Websites Could Help
Limit Cyber Risk

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Memorandum

To: Christian Zacariassen
Chief Information Officer

From: Stephen Lord 
Assistant Inspector General, Audits

Date: October 23, 2017

Subject: *Information Technology: Improving Security of Publicly Accessible Websites
Could Help Limit Cyber Risk (OIG-A-2018-001)*

The Office of Inspector General (OIG) conducted an audit of Amtrak's (the company) website security program. Our audit objective was to assess whether current controls provide reasonable assurance that the company's publicly accessible websites are secure.

BACKGROUND

The company uses numerous information technology (IT) applications accessible to the public via the Internet. Given the company's reliance on publicly accessible websites, we compared its practices for IT website security to leading practices from the private and public sectors, including those of the National Institute of Standards and Technology.

SUMMARY OF RESULTS

We identified areas where the company's website security practices could be improved, and recommended specific security improvements to management.

MANAGEMENT COMMENTS AND OIG ANALYSIS

In commenting on a draft of this report, the company's Executive Vice President for Planning, Technology, and Public Affairs agreed with our recommendations and described planned corrective actions that, if fully implemented, will address our recommendations.

SCOPE AND METHODOLOGY

We conducted our audit work from November 2015 through July 2017 in Washington D.C. We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. Given the sensitive nature of the report's information, the results have been summarized in this public version of the report.

OIG Team Members

Vipul Doshi, Senior Director Audits, Lead

Gary Mountjoy, Senior Audit Manager

Ashish Tendulkar, Audit Manager

Sheila Holmes, Senior Auditor, Lead

OIG MISSION AND CONTACT INFORMATION

Mission

The Amtrak OIG's mission is to provide independent, objective oversight of Amtrak's programs and operations through audits and investigations focused on recommending improvements to Amtrak's economy, efficiency, and effectiveness; preventing and detecting fraud, waste, and abuse; and providing Congress, Amtrak management, and Amtrak's Board of Directors with timely information about problems and deficiencies relating to Amtrak's programs and operations.

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