



OFFICE *of* INSPECTOR GENERAL  
NATIONAL RAILROAD PASSENGER CORPORATION

## **Technology:**

Results of Audit Assessing the Company's Disaster Recovery Practices for Its Operational Technology Systems


OIG-A-2025-003 (Summary) | January 31, 2025

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## Memorandum

**To:** Christian Zacariassen  
Executive Vice President for Digital Technology and Innovation

**From:** J.J. Marzullo   
Assistant Inspector General, Audits

**Date:** January 31, 2025

**Subject:** *Technology: Results of Audit Assessing the Company's Disaster Recovery Practices for Its Operational Technology Systems (OIG-A-2025-003)*

Amtrak (the company) uses operational technology (OT) systems to manage equipment that controls train operations, such as communications and dispatching. Disruptions to these systems resulting from a disaster—whether caused by human or technical error, natural disasters, cybersecurity attacks, or physical attacks—could cause train delays and cancellations, revenue losses, and safety risks. Accordingly, our objective was to assess the company's disaster recovery practices for its OT systems. Given the sensitive nature of the report's information, we are summarizing the results in this public version of the report.

### SUMMARY OF RESULTS

Our assessment of the company's disaster recovery practices for its OT systems resulted in three recommendations. In commenting on a draft of this report, company executives agreed with our recommendations and described ongoing and planned actions to address them.

### SCOPE AND METHODOLOGY

We performed our audit work from January 2024 through October 2024. During this time, we interviewed company officials, reviewed company documents, and assessed controls to mitigate the risk of disruptions to OT systems. 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 objective. We believe that the evidence obtained

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provides a reasonable basis for our findings and conclusions based on our audit objective.

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