



Executive Committee

Action Item III-A

January 11, 2024

Acceptance of Inspector General's Report

Washington Metropolitan Area Transit Authority

Board Action/Information Summary

☒ Action ☐ Information

Document
Number:
205685

Resolution:
☐ Yes ☒ No

Presentation Name:

Acceptance of OIG's Report

Project Manager:

Yamani Dole

Project Department:

OIG

Purpose/Key Highlights:

The Executive Committee's acceptance of OIG's report entitled: *Evaluation of WMATA's Contractor Offboarding Program*

The objective of this evaluation was to determine the effectiveness of WMATA's contractor offboarding program. This evaluation stems from concerns raised by an event where a contractor maintained logical access to WMATA accounts after the contract expired.

Acceptance of the final report constitutes the Board's authorization to post it on the WMATA OIG website provided the Inspector General has conferred with the General Counsel and confirmed that any private or confidential information has been redacted in accordance with applicable law and WMATA policy.

Interested Parties:

None

Background:

Situation: Offboarding is the process of disengaging a contractor from an organization in a systematic and organized manner. WMATA has over 9,400 active contractors and has offboarded over 8,900 contractors since January 2022.

Impact: When fully implemented, a contractor offboarding program would:

- improve the security of sensitive information and data;
- prevent facilities from being wrongfully accessed;
- ensure the proper collection of WMATA-owned equipment;
- ensure the effective transfer of knowledge; and
- reduce the cybersecurity risks of data breaches arising from insider threats.

Discussion:

OIG's review of contractor offboarding concluded the following:

- WMATA implemented controls over contractor offboarding, including automating some processes – such as the IT network and badge controls and conducting contract closeout training. However, opportunities exist to implement a more comprehensive contractor offboarding program across the enterprise.
- Without a comprehensive program, contractor offboarding was occurring in varying degrees without the benefits of standardized procedures or active WMATA oversight.

These conditions occurred because a single accountability owner was not assigned over the contractor offboarding program.

OIG made 3 recommendations for corrective action. There were no conflicts between the IG's findings and recommendations listed in this report and management's response.

The work highlighted in this report demonstrates OIG's commitment to promoting accountability, efficiency, and effectiveness in WMATA's programs and operations and keeping the Board of Directors fully and currently informed about deficiencies in WMATA's activities, as well as the necessity for and progress of corrective actions.

Funding Impact:

There is no impact on funding.

Previous Actions:

There were no previous actions.

Next Steps:

Management Solution: WMATA agreed to implement a more comprehensive contractor offboarding program by June 12, 2024

Recommendation:

Approval to: post the report on the WMATA OIG website