Tier 1 Control Standards (State-Wide)

Social Security Administration Incident Notification

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Policy
16.0 Communications (RS.CO)
   16.2 RS.CO-2
   16.2.1 Incident Response Communication

Purpose
The Social Security Administration (SSA) has requirements for notification of security incidents, this Standard defines them.

Scope
IOT Supported Entities

Statement
Below are the requirements related to PII Breaches:

If the Indiana Office of Technology for the State of Indiana experiences or suspects a breach or loss of PII or a security incident which includes SSA-provided data, then it is required that the State of Indiana notify the United States Computer Emergency Readiness Team (US-CERT) within one hour of discovering the incident. The State of Indiana will also notify the SSA Systems Security contact named in the agreement. If within 1 hour the State of Indiana has been unable to make contact with that person, the State of Indiana is required to call SSA’s National Network Service Center (NNSC) toll free at 877-697-4889 (select “Security and PII Reporting” from the options list). The State of Indiana will provide updates as they become available to SSA contact, as appropriate. Refer to the worksheet provided in the agreement to facilitate gathering and organizing information about an incident.

The State of Indiana must agree that if SSA determines that the risk presented by the breach or security incident requires the notification of the individuals whose information is involved and/or remedial action, the State of Indiana will perform those actions without cost to SSA.

Roles
Agency Executive Management
IOT Personnel

Responsibilities
Agencies shall respond to incidents in conjunctions with SSA requirements. IOT shall notify the agency impacted and coordinate with them with appropriate notification procedures to SSA.
Management Commitment
Management is responsible for understanding the content of this Standard and the resulting notification requirements.

Coordination Among Organizational Entities
Agencies shall coordinate with IOT where necessary to determine a breach and therefore communicate to the appropriate parties.

Compliance
Acknowledgment of this Standard may be requested by IOT to confirm agency understanding of requirements.

Exceptions
No exceptions.