

# Congress of the United States

## House of Representatives

COMMITTEE ON OVERSIGHT AND ACCOUNTABILITY

2157 RAYBURN HOUSE OFFICE BUILDING

WASHINGTON, DC 20515-6143

MAJORITY (202) 225-5074  
MINORITY (202) 225-5051

<https://oversight.house.gov>

June 21, 2023

The Honorable Gene L. Dodaro  
Comptroller General of the United States  
Government Accountability Office  
441 G Street, N.W.  
Washington, D.C. 20548

Dear Comptroller General Dodaro:

I write to request that the Government Accountability Office (GAO) conduct a review to evaluate various aspects of Login.gov. A recent report by the General Services Administration (GSA) Office of Inspector General (OIG) found that representatives within GSA, which developed and maintains Login.gov, knowingly misled agencies about the platform's compliance with certain National Institute of Standards and Technology (NIST) standards.<sup>1</sup>

According to the GSA OIG report, GSA sold agencies millions of dollars in Login.gov contracts claiming that the platform satisfied the NIST Identity Assurance Level 2 (IAL2) standard.<sup>2</sup> However, Login.gov did not meet the criteria required to comply with this standard.<sup>3</sup>

While GSA took action to address this concerning matter and has accepted responsibility for the conduct of its employees, important questions remain unanswered. With this request, we ask that GAO assess the impact of Login.gov's misrepresentations. Specifically, we ask that GAO conduct an evaluation and complete a report that addresses the following questions:

1. How well does Login.gov accomplish its mission of providing access to government services?
2. If Login.gov is widely used by federal agencies, what are the expected or potential public benefits?
3. Were there instances of fraud that can be attributed to Login.gov's non-compliance with the IAL2 standard? Did Login.gov track or otherwise measure its ability to prevent fraud?

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

<sup>2</sup> John Hewitt Jones, *GSA misled customer agencies over Login.gov privacy standard compliance, watchdog alleges*, FEDSCOOP (Mar. 7, 2023).

<sup>3</sup> *Supra*, n.1. at 4.

It is also important to understand how the data collected by Login.gov is stored, utilized or shared. We therefore ask that your report also answer the following questions related to data practices:

1. What data sources does Login.gov use to operate its service?
  - a. What data does Login.gov receive from commercial vendors? Of this data, what data is managed by the commercial vendor and what data is managed by Login.gov?
  - b. What data does Login.gov require agencies to share? Of this data, what data is managed by the agency and what data is managed by Login.gov?
  - c. How is the data managed by Login.gov collected, stored, and secured?
2. Is the data managed by Login.gov shared or otherwise provided to any other entity, to include Federal agencies, State agencies, commercial companies, or organizations? If so, for what purposes? If so, how is that data stored and protected by such agencies, companies or organizations?

Finally, it is important to understand how well Login.gov, a government-built and operated system, compares to private sector options. Please also answer the following questions related to Login.gov's competitiveness with private sector products:

1. What identity verification solutions are commercially available? Which of these solutions meet NIST IAL2 standards?
2. How do these solutions compare to Login.gov in terms of costs, capabilities, performance, and benefits to the public?
3. How do these private sector solutions compare to Login.gov in terms of data sources and data management? Do any of these solutions share or sell data with another entity? If so, for what purposes? And how is that data stored and protected by such agencies, companies, or organizations? Do these private sector solutions offer options for customers to avoid sharing biometric data because of privacy, equity, or civil liberty concerns?

This request aligns in some respects with ongoing work former Chairwoman Carolyn B. Maloney initiated in a December 7, 2022 letter by former Chairwoman Carolyn B. Maloney to GAO. Ranking Member Jamie Raskin subsequently assumed the requesting role this Congress. Where appropriate and efficient, ongoing work and new work associated with this request may be merged. This request should not delay any portion of GAO's ongoing work on this topic.

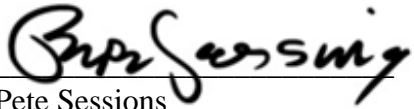
Thank you for your attention to this request. Please contact Committee on Oversight and Accountability Staff at (202) 225-5074 with any questions or concerns.

The Honorable Gene L. Dodaro

June 21, 2023

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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