



**OFFICE of INSPECTOR GENERAL**  
NATIONAL RAILROAD PASSENGER CORPORATION

## **INFORMATION TECHNOLOGY:**

Mobile Device Security Needs to Improve to Better Protect  
Company Data from Compromise

**OIG-A-2020-010 (Summary) | May 8, 2020**

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## Memorandum

**To:** Christian Zacariassen  
Executive Vice President / Chief Information Officer

**From:** Jim Morrison   
Assistant Inspector General, Audits

**Date:** May 8, 2020

**Subject:** *Information Technology: Mobile Device Security Needs to Improve to Better Protect Company Data from Compromise (OIG-A-2020-010)*

The Office of Inspector General (OIG) conducted an audit of Amtrak's (the company) efforts to manage its mobile devices and protect the company data from cybersecurity compromise. Our audit objective was to assess the extent to which the company is accurately accounting for and securing mobile devices.

### BACKGROUND

The company has issued employees mobile devices, such as cellular phones and tablets, to support everyday company operations and communications. The company also allows employees to use their personally owned mobile devices for business purposes through its "bring your own device" (BYOD) program. The company estimates that employees use many BYOD devices to access its systems and data, such as business emails. Although convenient, mobile devices pose inherent risks because their small size and portability makes them easy to be lost or stolen. Moreover, these devices are a potential source of cybersecurity breaches because of their constant connection to networks, real-time access to company information, and capability to store large amounts of company data.

We compared the company's policies and processes to account for and secure mobile devices to the information security standards of the National Institute of Standards and Technology.

### SUMMARY OF RESULTS

We identified areas where the company can improve its ability to account for and secure its mobile devices reducing the cybersecurity risk to the company data. The company does not have an accurate and complete inventory of the mobile devices its employees use to access company networks and data. Without a complete inventory,

it cannot comprehensively account for its mobile devices, and it cannot effectively apply its cybersecurity protocols. The company is also at risk of mobile devices being lost or stolen, compromising its data, in part because it does not provide users enough guidance on how they should physically protect their devices. We recommended certain improvements, which are sensitive in nature, to management to help address these and other cybersecurity concerns.

## **MANAGEMENT COMMENTS AND OIG ANALYSIS**

In commenting on a draft of this report, the Executive Vice President / Chief Information Officer agreed with our recommendations and identified actions that the company is taking or plans to take to address our recommendations.

## **SCOPE AND METHODOLOGY**

We performed our audit work from June 2019 through March 2020 in Washington, D.C., New York City, and Philadelphia, Pennsylvania. 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 provides a reasonable basis for our findings and conclusions based on our audit objective. Given the sensitive nature of the report's information, the results have been summarized in this public version of the report.

## **OIG TEAM MEMBERS**

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