

Congress of the United States
House of Representatives

COMMITTEE ON OVERSIGHT AND ACCOUNTABILITY

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MEMORANDUM

March 24, 2023

To: Members, Subcommittee on Government Operations and the Federal Workforce

From: Subcommittee Staff

Re: Hearing titled “Login.gov Doesn’t Meet the Standard”

On Wednesday, March 29, 2023, at 2:00 PM ET in 2247 Rayburn House Office Building, the Subcommittee will hold a hearing titled “Login.gov Doesn’t Meet the Standard.”

I. BACKGROUND:

Federal law requires agencies to utilize a trusted identity platform to verify the identity of persons seeking to access certain government websites. This can either be Login.gov, an identity verification service developed and operated by the General Services Administration (GSA), or another service provided by a commercial vendor. Agencies’ chosen identity verification platform must adhere to an appropriate security standard defined within the National Institute of Standards and Technology (NIST) Identity Assurance Level (IAL) framework.

II. HEARING PURPOSE:

This hearing will examine the technical and operational capabilities of Login.gov, a sign-on service provided by the GSA’s Technology Transformation Services. The hearing will also delve into issues raised by a recent report from the GSA Office of Inspector General that Login.gov misled customer agencies about services it provided with regard to online identity proofing.

III. WITNESSES:

1. **Ms. Carol Fortine Ochoa**
Inspector General
Office of the Inspector General
General Services Administration

2. **Mr. Sonny Hashmi**
Commissioner
Federal Acquisition Service
General Services Administration

3. **Mr. Jim St. Pierre**
Acting Director
Information Technology Laboratory
National Institute of Standards and Technology