RON WYDEN
OREGON

CHAIRMAN OF COMMITTEE ON
FINANCE

221 DIRKSEN SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-5244

United States Senate
WASHINGTON, DC 20510-3703

COMMITTEES:

COMMITTEE ON FINANCE
COMMITTEE ON THE BUDGET
COMMITTEE ON ENERGY AND NATURAL RESOURCES
SELECT COMMITTEE ON INTELLIGENCE
JOINT COMMITTEE ON TAXATION

May 12, 2021

Katy Kale
Acting Administrator
General Services Administration
1800 F St., NW
Washington, DC 20405

Dear Acting Administrator Kale:

To learn more about the effectiveness of security audits for software approved for government use, I write to request a copy of the "security package" for Zoom, detailing the security assessment of this popular video conferencing service. It is extremely concerning that after Zoom was cleared for government use by the General Services Administration (GSA) in April 2019, security researchers discovered multiple serious vulnerabilities in the year that followed.

GSA operates the Federal Risk and Authorization Management (FedRAMP) program, which seeks to reduce unnecessary red tape for federal agencies using commercial cloud technologies. In particular, FedRAMP enables federal agencies to use commercial cloud services that have already been evaluated by other government agencies without having to re-evaluate the security of those services.

According to information provided to my office by GSA, U.S. Customs and Border Protection (CBP) was the first agency to issue an Authorization to Operate for Zoom for Government in February 2019. As part of this process, a third-party auditor was hired to conduct an assessment of Zoom's service for government agencies, which included Zoom's desktop and mobile software. These are the same for government users and consumers. After receiving the results of this security audit, CBP gave Zoom's software the green light. Two months later, GSA granted Zoom for Government approval in the FedRAMP program, enabling other government agencies to use the company's product without conducting their own security assessment.

In July 2019, a security researcher revealed a major flaw in Zoom's software for Mac computers, which malicious websites could exploit to forcibly join a victim to a Zoom call, with their video camera activated, without their permission. The vulnerability revealed by the researcher was so bad that Apple pushed out its own emergency update to all users, removing the vulnerable Zoom software, rather than waiting for Zoom to do so. This was not the only vulnerability discovered in Zoom's software after GSA approved Zoom for federal use. In the spring of 2020, as the impact of the COVID-19 pandemic forced a rapid migration to work-from-home and tens of

911 NE 11TH AVENUE
SUITE 630
PORTLAND, OR 97232
(503) 326-7525

405 EAST 8TH AVE
SUITE 2020
EUGENE, OR 97401
(541) 431-0229

SAC ANNEX BUILDING
105 FIR ST
SUITE 201
LA GRANDE, OR 97850
(541) 962-7691

U.S. COURTHOUSE
310 WEST 6TH ST
ROOM 118
MEDFORD, OR 97501
(541) 858-5122

THE JAMISON BUILDING
131 NW HAWTHORNE AVE
SUITE 107
BEND, OR 97701
(541) 330-9142

707 13TH ST, SE
SUITE 285
SALEM, OR 97301
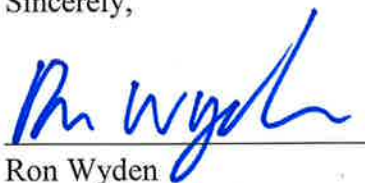(503) 589-4555

HTTPS://WYDEN.SENATE.GOV
PRINTED ON RECYCLED PAPER

millions of people began regularly using Zoom, researchers discovered and disclosed several other serious vulnerabilities in Zoom's desktop and mobile software.

That researchers were able to discover so many serious security flaws in Zoom's software after that software had been audited as part of the certification process for government use raised serious questions about the quality of FedRAMP's audits. That is why in June 2020, I requested a copy of the security package provided by GSA to government agencies documenting the results of the audit and other relevant information regarding the steps taken to evaluate Zoom's software. GSA refused my request. As there is now a new administration, and I now serve as Chairman of the Senate Committee on Finance, I am renewing the request.

If you have any questions about this request, please contact Chris Soghoian in my office.

Sincerely,

Ron Wyden
United States Senator