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EXECUTIVE SUMMARY

Corporate Data Center Operations (CDCO) , Austin TX – Veteran eBenefits Problem – PSETS 99240

On January 15, 2014, around 10PM, approximately twenty Veterans (Vet A) called a VA Help Desk and reported they were able to see another Veteran's (Vet B) information when they logged on to eBenefits. At this time it is known that Veteran's B name and mailing address were visible. Veteran A was able to access any of the information available in eBenefits for Veteran B, but it is unknown if Veteran A moved past the initial welcome page. VA IT Specialists are investigating whether or not logs can be pulled showing which pages were accessed. Approximately 10,000 users logged in to eBenefits on January 15th so IT Specialists are investigating in attempt to narrow the time frame of when the incident began and ended. This ticket will be updated as information is received. NSOC opened a separate Remedy ticket to address the security issues. They did not create a PSETS ticket which is why this PO created this ticket. The NSOC ticket is VANSOC0601263.

This ticket remains open and is still under investigation and has been submitted for the January 17, 2014 Daily Brief.

ACTION REQUIRED: None, for informational purposes only.

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