

# **Report on Smart Cards General Accounting Office**

Michael Cariou  
Director of Business Development

## Objectives of the Report

- Review the federal government's progress in promoting the use of smart cards :
  - ◆ Adoption rates and benefits of smart cards programs
  - ◆ Challenges for implementing smart card programs
  - ◆ Measure the effectiveness of GSA in promotion of smart cards within the Government

## Findings of the Report

- Many Government Smart Card Projects are under way, offering a variety of benefits
  - ◆ 62 smart card projects as of Nov '02 , 21% are completed, 39% Operational or Pilot phase, 21% planning phase, 19% with no status information
  - ◆ DoD's CAC program is the largest with about 1.4MM cards issued as of Nov '02
  - ◆ Dpt of Treasury has launched a pilot measuring PKI capabilities
  - ◆ DoT has 2 major pilot projects for FAA employees and Transportation Worker ID Card (TWIC)

## Findings of the report

- Successful adoption requires :
  - ◆ Executive Level Commitment
  - ◆ Recognizing resource requirements
  - ◆ Integrating Physical and Logical Practices across organizations
  - ◆ Achieving interoperability among smart card systems
  - ◆ Maintaining security and privacy

## Findings of the report

- GSA's effectiveness in facilitating Federal Smart Card adoption has been mixed
  - ◆ GSA focused on coordination and contracting related activities
  - ◆ But GSA was less effective at demonstrating the technology's readiness
- GSA addressed many planned tasks associated with Promoting smart cards
  - ◆ The agency has contributed significantly to making it easier for federal agencies to acquire commercial smart card products....

## Recommendations

- Issuance of a governmentwide policy guidance for smart card adoption for secure access to physical and logical assets
- GSA to develop an internal implementation strategy
- Establish guidelines for federal building security that address the role of smart cards
- Develop a process for conducting ongoing evaluations to ensure that lessons learned and best practices are shared across the government

# Conclusion

The complete report can be downloaded at:

[www.gao.gov/cgi-bin/getrpt?GAO-03-144](http://www.gao.gov/cgi-bin/getrpt?GAO-03-144)