



Office of Inspector General

Board of Governors of the Federal Reserve System
Consumer Financial Protection Bureau

MEMORANDUM

DATE: March 20, 2024

TO: Chris Chilbert
Chief Information Officer
Consumer Financial Protection Bureau

FROM: Khalid Hasan 
Assistant Inspector General for Information Technology

SUBJECT: OIG Memorandum Report 2024-IT-C-009R: *Results of Security Control Testing of a Videoconferencing Platform Used by the CFPB*

Executive Summary

The Federal Information Security Modernization Act of 2014 (FISMA) requires agencies to develop, document, and implement an information security program. FISMA also requires that inspectors general conduct an annual, independent evaluation to determine the effectiveness of their respective agency's information security program, including testing controls for selected systems. To meet these requirements, we contracted with Cotton & Company Assurance and Advisory, LLC, to review selected information security controls for a videoconferencing platform used by the Consumer Financial Protection Bureau. The videoconferencing platform enables real-time collaboration to connect employees and virtual teams by way of voice and videoconferencing.

Cotton found that the selected security controls it tested for the videoconferencing platform are operating effectively. For example, Cotton found that the CFPB ensured that privileged accounts are provisioned, managed, and reviewed in accordance with the principles of least privilege and separation of duties. In addition, Cotton noted that the CFPB performs quarterly security control assessments of the videoconferencing platform.

This memorandum report includes one item for management consideration related to monitoring of the videoconferencing platform's chat communications. Given the sensitivity of the information in our review, our full memorandum report is restricted.