

From:
To:
Date: 10/7/2008 10:08:37 AM
Subject:

Dear Chief Administrators:

As you are probably already aware, SSA experienced several outages yesterday that impacted your jurisdiction's ability to verify Social Security Numbers through Social Security On-Line Verification (SSOLV) and Help America Vote Verification (HAVV) applications. These issues were related to system problems at the SSA data center and not in AAMVA's network. Our staff remained in contact with SSA's staff during each of the outages to ensure that proper attention was given to these matters.

I want to assure you that we will keep working with SSA to obtain a complete Root Cause Analysis for the outages, and will forward further information to you when we have it.

On a related but separate issue, we have also been working with SSA's personnel regarding their planned outage for the upcoming Columbus Day weekend. Many of you contacted us to see if this maintenance could be rescheduled since it impacts election officials from proceeding with voting registration processes. AAMVA, the National Association of State Election Directors and National Association of Secretaries of State have also spoken with congressional leaders about the planned outage. With the elections only a few weeks away, this has a serious impact on many states. Despite our insistence, however, we were not successful in getting SSA to change their plan (they informed us that this yearly maintenance takes months to plan and could not be rescheduled).

In order to mitigate the impact of SSA maintenance on the states, we are actively working with SSA and AAMVA jurisdictions to plan production activities for the Monday (October 13) following the weekend maintenance. We are taking every precaution to minimize the risk that the system will be flooded when jurisdictions resume processing after the long weekend.

Should you have any questions regarding this process please feel free to contact Tom Kubala, Director of Operations at 703-908-8269 or tkubala@aamva.org.
Best regards,

Neil

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