

Information Paper

SSN Removal Communications Plan

The Defense Manpower Data Center (DMDC) is the Department of Defense (DoD) enterprise human resource information source that provides secure solutions for the issuance and use of identity credentials to support the Department's mission. It supports over 1,500 Real-time Automated Personnel Identification System (RAPIDS) sites with over 2,250 workstations worldwide that issue identification cards.

In response to an increasing awareness of the growing need to protect the safety of Service members and their families' identity information, DoD is eliminating the Social Security Numbers (SSN) from DoD ID cards. As detailed below, these changes will go into effect in three phases, each of which will be implemented, as ID cards are issued or renewed.

The following key messages and themes will be part of all communications efforts related to SSN Reduction:

1. The SSN will no longer be visible on the cards and should not be relied on for individual authentication;
2. These changes are being made by the Department to protect the identity information of cardholders; and
3. The removal of SSNs will occur in three phases, all of which will be implemented as part of the normal card lifecycle process:
 - Phase One, already in progress, will remove the printed dependent SSN from Dependent Identification and Privilege cards (DD Forms 1173 and 1173-1) and replace it with "XXX-XX-XXXX." At this point, the sponsor's SSN will remain visible on the card.
 - Phase Two will remove printed SSNs from all DoD ID cards. The SSN will be replaced by a "DoD Identification Number" which will appear on all DoD ID cards. Additionally, a "DoD Benefits Number" will be printed only on those ID cards that convey benefits. This phase will begin by the end of May 2011.
 - Phase Three will remove SSNs from barcodes on all cards and is scheduled to begin during calendar year 2012.

DMDC has developed an SSN Removal Communications Plan that will deliver uniform and consistent information to raise awareness and provide stakeholders with key messages. These messages will allow stakeholders to address potential impacts of these changes to their systems and/or processes. In an effort to minimize the circulation of misleading, fragmented, or incomplete information, the communication plan captures key messages and provides the process for informing stakeholders of pending changes to their card and/or business processes.

The scope of the SSN Removal Communication Plan is limited to providing uniform and consistent awareness of the removal of the SSN from identification and benefits and privilege cards. Stakeholders affected by this change have been targeted and notified of the upcoming change and have been asked to disseminate the message down to its lowest levels. The plan does not provide instructions or methodology on how stakeholders will adapt to or incorporate the changes in their systems and/or processes.

Questions about the plan should be emailed to CACsupport@osd.pentagon.mil.