

**Jennifer R. Franks**

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Jennifer R. Franks is a Director in GAO's Information Technology and Cybersecurity team. She oversees engagements that primarily focus on emerging cybersecurity issues and assessing an agency's ability to protect the confidentiality, integrity, and availability of its sensitive data and computing infrastructure. Ms. Franks also leads the Center for Enhanced Cybersecurity, which provides technical support to GAO's cybersecurity engagements. Her multi-disciplinary teams actively review agencies' computer security vulnerabilities across their enterprise-wide computing environment by assessing program management compliance and technical controls recommended for the agencies to follow in accordance with federal guidance and leading practices. In addition, Ms. Franks leads reviews in the areas of IT management and operations, data protection, privacy, and cybersecurity issues related to the COVID-19 pandemic. Further, at GAO, she also facilitates agency new hire, and Diversity, Equity and Inclusion (DE&I) courses. Ms. Franks earned a master's degree from Carnegie Mellon University in information security policy and management, and a bachelor's degree from Hampton University in computer information systems.