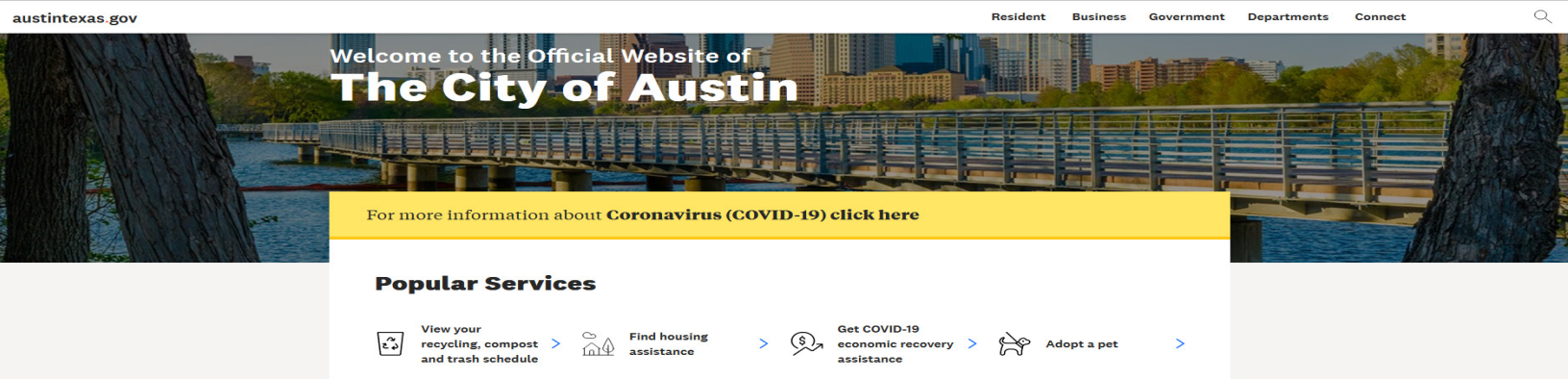# Online Resources Follow-Up

Objective

The objective of this special report was to follow up on the City's actions to implement recommendations from the Online Access to City Services and AustinGO: Website Governance and Management audits.

Background

We conducted two audits related to online resources in 2013 and 2017, focusing on web structure and content management of the City's external website (austintexas.gov), and online access to City services. We issued six recommendations as part of these audits.

We identified several areas of needed improvement in these audits. Some common areas of concern included a need to develop a plan to make sure web content is designed and managed to allow people of all abilities to find and use City services offered online.

What We Learned

We issued six recommendations through the online resources audits from 2013 and 2017. We verified the City implemented three of these recommendations, and three are underway. Although the City has made improvements to services offered online, more work needs to be done to make these services quick to find and easy to use for people of all abilities.

City has implemented three recommendations related to online resources

Source: Auditor analysis of CTM's actions to address prior audit recommendations, April 2022

Looking Ahead

The City has taken many actions to improve online services offered to the public by adopting a strategic plan, creating guidance, and updating online service request forms in response to past audit recommendations. As the City continues to improve services offered online, the implementation of the remaining recommendations is important. The City must ensure that services offered online are quick to find and easy to use for people of all abilities. This will help reduce the number of steps to complete a service offered online and make it easier for people of all abilities to sign up or pay for a City service offered online.

We will continue to follow-up on these important recommendations until they are fully implemented.

Implementation Status of Recommendations

We issued six recommendations from our online resource audits. We verified that the City implemented three of these recommendations and three are underway.

AustinGO: Website Governance and Management, August 2013		
Recommendation 1	The City Manager's Office should develop, document, and implement a strategic framework and an implementation plan, which includes milestones and clear roles and responsibilities, to effectively implement open government as per City Council resolution 20111208-074.	Implemented in January 2018 and verified by auditors in 2020
Recommendation 2	The City Manager's Office should ensure that a complete web governance structure is developed, documented, implemented, and monitored to address current gaps.	Underway with alternative solution

Online Access to City Services, October 2017		
Recommendation 1	To ensure there is a coordinated effort to offer City services online, the Chief Information Officer should work with the City Manager to develop and implement a strategic plan for offering online services.	Implemented
Recommendation 2	To better coordinate the City's resources and improve consistency, the City Manager should work with the Chief Information Officer, the Chief Communications Director, and other key stakeholders to assign responsibility for the City's website content and design to a single individual or group.	Implemented
Recommendation 3	To take advantage of reduced costs of service, the Chief Information Officer (or other designated officer if the second recommendation has been implemented) should work with departments to ensure that the City offers as many City services online as practical by developing an inventory of services that should be offered online. In addition, the City should ensure popular online services are quick and easy for residents to find using the website's search functions.	Underway
Recommendation 4	The Chief Information Officer (or other designated officer if the second recommendation has been implemented) should work with the Chief Communications Director and the ADA Program Manager to develop and implement a detailed plan to ensure that the City's online services are accessible for people of all abilities. This includes webpages that are created for the City by third party consultants and contractors.	Underway