AustinGO: Website Governance and Management Audit

Background

- In December 2011, Council passed the open government resolution
- In January 2012, City launched a redesigned website, AustinGO

Objectives

- Evaluate City steps towards implementation of open government, as it relates to open data
- Review AustinGO web content management for compliance with best practices

Scope

- Policies, procedures, and initiatives in place as of July 2013

Office of the City Auditor
Kenneth J. Mory, City Auditor

Presented by Niki Raggi
August 28, 2013

Finding 1: City Management has not adopted a strategic framework for open government, hindering its successful implementation

- Several initiatives related to open government
- Incomplete implementation
  - No strategic framework or action plan
  - Open government directive in draft form

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Implementation of Open Data Requirements

Resolution Requirements	OCA Observations on Implementation
Rules and standards for the implementation of open data	NO - rules and standards for open data not adopted or implemented
A program for setting priorities of data sets	NO - program for identifying data sets for publication not adopted or implemented
Timeline of publication of data sets in each department	NO - timeline for the publication of datasets not adopted or implemented
A design for user-friendly access of datasets	YES - City has launched the Open Data portal which uses a best practice open data platform
Ongoing metrics to assess progress	NO - metrics to evaluate progress not adopted or implemented

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Observation: AustinGO has received several recognitions and has taken a proactive approach to gauge customer satisfaction

- Best Website from the Texas Association of Municipal Information
- Best of the Web from the Center for Digital Government
- Award for Excellence for Government Finance from GFOA
- Also, the City has undertaken various initiatives to gauge customer satisfaction

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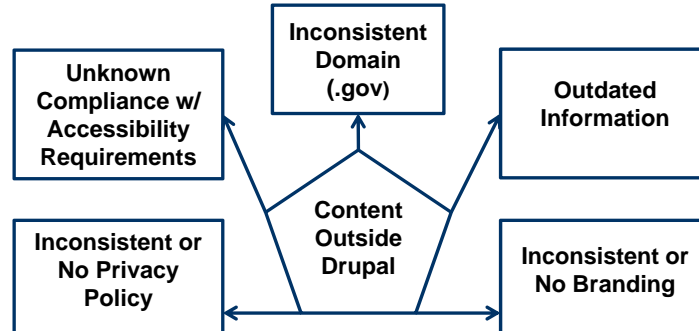Kenneth J. Mory, City Auditor

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Finding 2: Gaps in the website governance may impact quality of information provided to citizens

- Austin utilizes Drupal as its content management system for AustinGO

Inconsistencies for Web Content Managed Outside of Drupal

Recommendations:

1. Adopt a strategic framework and an implementation plan for open government

2. Implement a complete governance structure for management of all City web content

Management Response:

1. Concur

2. Concur