



# City of Albuquerque

## Office of Internal Audit

FOLLOW-UP OF THE  
WEBSITE ACCURACY & COMPLETENESS AUDIT  
CITYWIDE

Report #20-15-112F

February 27, 2020

### **INTRODUCTION**

The Office of Internal Audit (OIA) performed a follow-up of Audit No. 15-112F, Website Accuracy & Completeness during fiscal year (FY) 2019. The purpose of this follow-up is to report on the progress made by the Technology & Innovation Department in addressing the audit's findings and recommendations. Our follow-up procedures rely on the department providing the status of the recommendations.

A follow-up is substantially less in scope than an audit. The objective is to report on the status of corrective action regarding the audit's findings and recommendations.

We limited our scope to actions taken to address our audit recommendations from the final audit report dated February 24, 2016 through the submission of actions on December 12, 2019.

### **BACKGROUND**

Providing public information is a basic function of municipal government. The City's website has been providing an ever-expanding selection of content since 1994 to citizens and to ABQ311, the City's 311 Call Center. The City's website contains approximately 2,500 individual pages of information and provides access to numerous documents, reports, and open source data.

The City has strong Information Technology Policies and Standards based on best practices for website management, and has knowledgeable and responsive in-house technical support.

The City has a decentralized model for website content management. Nearly 150 departmental subject matter experts maintain responsibility for managing content on their departments' pages. However, this model creates challenges because serving as a website contributor is a small part of their duties. As a result, information that has changed may not be taken down or revised in a timely manner. By taking additional steps to reduce instances of inaccurate and outdated content, quality control will be improved, and the City will have greater assurance that citizens, ABQ311, and other website visitors will obtain timely and accurate information when visiting the City's website.

### **SUMMARY**

Of the 2 recommendations addressed in the original audit report, 1 has been fully implemented, and 1 is in process.

The status of the recommendations is identified by the symbols in the following legend:



Fully  
Implemented



Resolved



In  
Process



Not  
Implemented

**Recommendation #1**

The CAO should:

- Periodically remind department directors of their responsibility to ensure that website content is accurate and current; and
- Encourage departments to establish schedules for review of their web pages. An appropriate review frequency should be selected for each department to ensure that departmental content is reviewed “as often as is necessary” to comply with the City’s Website Content Standard.

RESPONSE FROM THE CAO

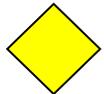
*“The CAO agrees and will work with the Department of Technology and Innovation to regularly provide reminder messaging for department directors.”*

ESTIMATED COMPLETION DATE

*“This will be completed by February 28, 2016.”*

**Status Reported by DTI:**

DTI Director and Digital Engagement Manager is notifying departments and relevant parties on a semi-annual basis.



**In Process**

The Director’s meeting at 10:00 a.m. 1/13/2020, in addition to reading the recommendations verbatim, CAO Sarita Nair, instructed the directors to review the departments’ website content for accuracy and completeness and to have a periodic schedule on an ongoing basis. Although, in the meeting Directors were instructed to review their departments website for content and accuracy no schedules for review was placed.

**Recommendation #2**

DTI should ensure that access to the content management system is promptly deactivated when web contributors terminate, retire, or transfer to another department by incorporating the following into the department’s procedures:

- Copy the Web Team via email on all termination, retirement, and transfer requests processed by the Service Desk;
- Periodically query department directors on whether access for each web contributor is still needed; and

- Consider automatic lockout of web contributor accounts after a period of inactivity (for example: 90 days).

RESPONSE FROM DTI

*“DTI agrees and has added the Digital Engagement Manager to the Terminated Employees Report distribution. Additionally, the Digital Engagement Manager will take a more proactive role and query departments regarding access for each web contributor.”*

ESTIMATED COMPLETION DATE

*“This was completed in December 2015.”*

**Status Reported by DTI:**

The Digital Engagement Manager addresses this when notified of a change, transfer, or termination. Please see attached example of a termination report.



**Fully Implemented**

The Digital Engagement Manager addresses this when notified of a change, transfer, or termination. Please see attached example of a termination report in 2019.

Follow-Up  
Website Accuracy & Completeness  
Citywide  
Date February 27, 2020

#20-15-112F

SUBMITTED:

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APPROVED FOR PUBLICATION:

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