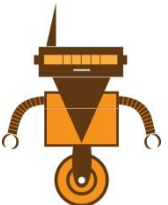Community Technology and Telecommunications Commission
10/9/2013

Audit Report: AustinGO

- Audit and Finance Committee report delivered on Aug. 28

- Staff reviewed and concurred with audit findings and recommendations

- Staff highlighted distinction between Open Government Initiative and AustinGO

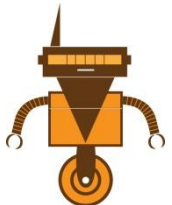- Staff has responded with the following strategies for implementation

Recommendation 1: Open Government

Implement an Open Government strategic framework/plan that includes milestones and clear roles and responsibilities to effectively meet requirements of City Council resolution 20111208-074.

- Executive team to release a draft of the City of Austin Open Government Directive that outlines the implementation plan for an open government framework (Completed 8/26/2013)

- Implement governing body to oversee open government*

  - Add budget for support of open government initiatives

  - Create additional guidelines and policies, as needed, to support and promote open government strategies
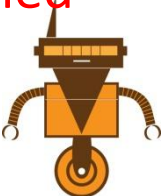
  * To begin Fall 2013 with the hiring of Chief Innovation Officer
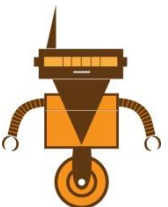
Recommendation 2: AustinGO

The City Manager's Office should ensure that a complete web governance structure is developed, documented, implemented, and monitored to address current gaps.

- The web team will develop a comprehensive list of best practices for City of Austin websites related to branding, content standards, regulatory compliance, domain management, performance, data retention, accessibility and 3rd party contracts. (Draft completed 9/30/13)

- The City Manager will promote an Administrative Bulletin to set in place standing controls for websites implemented for City business. Non-compliant websites will be either brought into compliance or replaced by an AustinGO site supported by the web team. (Planned for 12/16/2013 completion.)
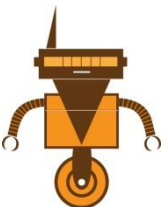
AustinTexas.gov

- Won Best of Web for City Portals by Center for Digital Government
- Nearly complete with stage 2 of usability review by 3rd party
  - Heuristic review: complete
  - Random site survey: Survey complete, analysis and final report in progress
  - Focus group review: To follow survey, expected start in the next 2-3 weeks
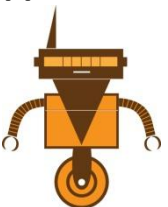
AustinTexas.gov

- Audit Response
  - Administrative Bulletin draft: complete
  - Various policy documents: in progress
- Development Sprints
  - Current list: Asset Server clean up, Data Portal automation, FAQ module, photo gallery options, calendar upgrades, various form enhancements
- CTM and PIO participating in Code for America Summit

Open Data

- Hire of Data Architect FY14 to oversee Business Intelligence and Data Management—expected benefit to Open Data

- CTM meeting with regional government agencies to explore data sharing opportunities and events

- CTM and Open Austin to present ideas on open data and hackathons at upcoming GovTech CIO Academy panel

- Working on releasing additional GIS data with new Socrata capabilities

- Department directors participated in hacking event

- Department directors providing list of top 5 datasets to CTM

Online Initiatives

- Planning to revisit the "In My Neighborhood" application
- Continue development of cloud hosting environment for Civic applications – Rackspace and Heroku
- 311 data on data portal & mobile application on schedule
- Visioning AustinTexas.gov 2.0 in progress
  - 3rd party assessment
  - Community feedback
  - Drupal User Group