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City Auditor Shares Her Best Practices

Long Beach City Auditor Laura Doud recently participated in the 21st Biennial Forum of Government Auditor's Smart Cities and Public Engagement panel, sharing information from her office's Digital and E-Government Best Practices Report.

"I am pleased that the U.S. Government Accountability Office recognized our report that focuses on technology best practices to improve efficiency of services and better meet constituents needs," Doud said in a release. "I am honored to represent the city of Long Beach at a national level and share what is working well for us. Led by Mayor (Robert) Garcia's passionate advocacy of innovation, the city is fast becoming a model for leveraging

technology to increase civic engagement."

Doud spoke to more than 130 attendees about how technology can be better used to engage and serve residents. Her remarks included recognition that e-government online services such as payment, account access and program registration have become standard practice in cities.

Doud noted that cities must now incorporate three pillars — social media, mobile analytics and cloud computing technology or SMAC — to remain innovative. These technologies impact government efficiency and improving quality of life services for constituents.

For more, visit cityauditorlauradoud.com.