



## PRESS RELEASE

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### **Long Beach City Auditor Doud Presents Digital & E-Government Best Practices Report at National Conference *Speaks at 21<sup>st</sup> Biennial Forum of Government Auditors***

Long Beach, CA – Today, Long Beach City Auditor Laura Doud participated in the 21<sup>st</sup> Biennial Forum of Government Auditor’s “Smart Cities and Public Engagement” panel sharing information from the Office’s Digital & E-Government Best Practices Report.

Audit executives at the federal, state, and local levels of government gathered in Kansas City, Missouri at the two-day conference sponsored by the U.S. Government Accountability Office to listen to distinguished speakers present new approaches for accountability given today’s changing environment.

“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,” said City Auditor Laura Doud. “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 Garcia’s passionate advocacy of innovation, the City is fast becoming a model for leveraging technology to increase civic engagement.”

City Auditor Doud spoke to over 130 attendees about how technology can be better used to engage and serve constituents. Her remarks included recognition that e-government online services such as payment, account access, and program registration have become standard practice in most cities. City Auditor Doud further noted cities must now incorporate four new pillars – social, mobile, analytics and cloud computing technology, collectively known as SMAC – as Long Beach is doing, to remain innovative. The convergence of SMAC technologies positively impacts government efficiency, services and capabilities, ultimately improving quality of life services for constituents.

City Auditor Doud also shared how the Office has implemented digital communication modes to enhance transparency by allowing for two-way dialogue with the public. The City Auditor’s Office launched new social media channels, [Twitter](#), [Facebook](#) and Nextdoor, which the public can follow to stay informed on how the Office is working for them and to share their comments. The Office also introduced its new MyAuditor App, the first of its kind among California municipal audit offices, which provides quick access to Office updates and allows users to easily report suspected fraud against the City. In addition, the Office’s website, [CityAuditorLauraDoud.com](#), was updated with a mobile responsive interface, so that the public can easily access reports, see news items and report fraud tips. All of these channels allow the public to provide direct feedback to the Office.

The complete Digital & E-Government Best Practices Report can be viewed [here](#).

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