
INVESTIGATIVE MEMORANDUM ON MANAGEMENT ISSUES

July 18, 2001

To: Jack Katz
Susan Wyderko

From: Walter Stachnik

Re: Division and Office Websites (G-332)

In a recent investigation (OIG-332), we found that an office website on the Commission's Intranet (The Insider) contained links to websites that were unrelated to official Commission duties and were not appropriate for a Government website. During our investigation, we learned that no one above the office web site manager had reviewed the individual links included on the site.

Our investigation revealed a need for improvement in management controls and guidance over the content of division and office websites. Divisions and offices should be made aware that they (rather than the Office of Information Technology (OIT)) are responsible for the content of their sites and should ensure that all site content is related to official Commission duties. In addition, no written guidance currently exists concerning division and office website content.

We understand that management has determined that the Web Advisory Panel would be responsible for issuing appropriate guidance. Each office and division generally provides a Liaison to the Panel, which works out content and other issues on a website-wide basis. In the past, the Panel focused most of its efforts on the Commission's external website. It does not yet have a formal charter.

Our recommendations to address these issues follow.

Recommendation A

The Web Advisory Panel should require all divisions and offices to review the content on their Intranet websites to ensure that it is related to official Commission business and otherwise appropriate. A senior manager (not the person who originally posted the material) should perform the review. If the content of the site is acceptable, the division or office should so notify the Panel. Similarly, a division or office senior manager should review and approve any future changes to the site before they are sent to the Panel.

Recommendation B

The Web Advisory Panel should prepare guidance on division and office website content. At a minimum, the guidance should provide that divisions and offices (not OIT) are responsible for website content and that the content must be related to official Commission duties. The Panel could also consider other possible improvements to division and office website content and structure (*e.g.*, centralizing Commission links at one location to improve efficiency and oversight).

Recommendation C

In consultation with the Office of Information Technology, the Office of the Executive Director, and the Office of the Chairman, the Web Advisory Panel should develop a charter for its activities.

cc: Deborah Balducchi
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