

**U.S. Department of Labor
Office of Inspector General
Office of Audit**

BRIEFLY...

Highlights of Report Number: **03-06-007-01-001**, a report to the Assistant Secretary for Public Affairs

WHY READ THE REPORT

The U.S. Department of Labor (DOL), Office of Inspector General (OIG), conducted an audit of the Enterprise Communications Initiative (ECI) of DOL websites. We initiated the audit at the suggestion of the Deputy Secretary of Labor. In July 2004, the Secretary of Labor announced the ECI, to better manage DOL's dispersed public Internet and Intranet websites, communications centers and translation services. The prime purpose of the ECI is to make more effective use of DOL assets by eliminating wasteful duplication and reconciling inconsistencies across the Department's communication channels that may confuse or mislead the public. The Secretary of Labor delegated authority and assigned responsibility to the Assistant Secretary for Public Affairs for implementing and managing the ECI.

WHY OIG CONDUCTED THE AUDIT

The OIG conducted the audit to answer the following:

1. What is the universe of DOL Internet websites?
2. Do DOL Internet websites comply with the "common look and feel" standards and the "dot-gov" suffix requirements?
3. Are DOL agencies accurately accounting for the purchases, staff, and contracting resources dedicated to developing and maintaining their websites?

READ THE FULL REPORT

To view the report, including the scope, methodology, and full agency response, go to

<http://www.oig.dol.gov/public/reports/oa/2006/03-06-007-01-001.pdf>

SEPTEMBER 2006

Audit of Spending and Management Control of the Department of Labor Websites

WHAT OIG FOUND

There are 35 DOL Internet websites and 7 DOL partnered or sponsored websites. We found the 35 DOL websites complied with the "common look and feel" standards and the "dot-gov" suffix requirements. The "common look and feel" standards and the "dot-gov" requirements did not apply to the seven DOL partnered or sponsored websites.

DOL agencies did not accurately account for the costs of purchases, staff, and contracting services dedicated to developing and maintaining their websites. Specifically, we found that:

- written policies requiring the use of the WEB accounting code for reporting the cost of developing and maintaining websites as website costs were ineffective;
- DOL's accounting system was not capable of allocating the cost of staff who spend part of their time on website activities; and
- there was inadequate monitoring to ensure that costs that were intended to be reported as website costs were reported correctly in DOLAR\$.

As a result of these deficiencies, DOL does not have the ability to measure accurately the costs or savings benefits of ECI as it relates to DOL Internet and Intranet activities.

WHAT OIG RECOMMENDED

We recommended that the Assistant Secretary for Public Affairs:

1. Develop and implement specific policies and procedures requiring DOL agencies to report website related costs in DOLAR\$.
2. Require agency management to monitor the use of the WEB accounting code.
3. Work with the OCFO to develop procedures for allocating the costs of agency staff who work part-time on website related activities.

The Deputy Assistant Secretary for Public Affairs agreed with the findings and recommendations.