

## 2014-131 AUDIT SCOPE AND OBJECTIVES

### California Government Operations Agency—Electronic and Information Technology

The audit by the California State Auditor will provide independently developed and verified information related to electronic and information technology (EIT) provided by state agencies and will include, but not be limited to, the following:

1. Review and evaluate the laws, rules, and regulations significant to the audit objectives.
2. Determine the roles and responsibilities within state government for ensuring compliance with EIT accessibility requirements by determining the roles and responsibilities that a selection of departments have for ensuring compliance with Section 508 standards and related laws, regulations, policies, and best practices when EIT is developed or procured.
3. Review and assess the effectiveness of any guidance, policies, or protocols the State uses to ensure, monitor, and enforce compliance with EIT accessibility requirements. Determine whether such guidance, policies, or protocols are consistent with best practices, if any, at the federal, state, or local level for providing accessible EIT.
4. Determine whether the State provides personnel involved in procuring or developing EIT adequate training and if the State has a process for investigating complaints related to noncompliance with Section 508.
5. Identify EIT products (web pages and web-based services) administered by a selection of state agencies and select a number of EIT products to review. To the extent possible, the products selected should include both EIT developed, hosted, and/or administered by third-party contractors as well as EIT developed and/or hosted by state agencies; EIT developed or procured within the last two years as well as those from prior years; and EIT offered by both large and small state agencies. For each of the EIT products selected, determine if:
  - (a) The product complies with Section 508 standards and any other relevant state guidance, such as the *State Administrative Manual* or the *Statewide Information Management Manual*, or related laws, regulations, policies, and best practices.
  - (b) The product's accessibility options are clearly identified and readily available for persons with disabilities.
  - (c) The administering entity complied with appropriate procurement laws and processes applicable to Section 508 standards if it contracted with a vendor to develop or procure the EIT product. In addition, determine whether the contracts incorporate specific Section 508 requirements.
  - (d) The administering entity appropriately tested the EIT product while the product was being developed, as it was implemented, and throughout the life of the product to ensure compliance with Section 508 standards and requirements.

- (e) The administering entity properly oversees and/or enforces compliance with the accessibility requirements and ensures corrective action is taken quickly when noncompliance is noted.
  - (f) The administering entities of the EIT products selected have a process in place to receive and investigate complaints of alleged barriers to access, and evaluate the timeliness in investigating such complaints and the effectiveness of the process.
6. Review and assess any other issues that are significant to the audit.