

While HRM effectively managed many aspects of its website replacement project, the new website was launched before important issues affecting functionality were addressed, Auditor General, Evangeline Colman-Sadd, said in her report released today, January 21<sup>st</sup>.

The audit found on-line parking ticket payment processes were not adequately tested before the website went live, and other issues such as broken links and missing documents remained outstanding. The project sponsor, a senior HRM executive, made the decision to go live. “Management told us launching the site was necessary to get public feedback. However, we expected the website project steering committee to authorize the launch, having made other key decisions during the project,” the auditor general said.

The audit found HRM did a good job of project planning at the outset, and the website vendor was selected in a fair manner, consistent with HRM policies. Although there were issues at launch, project committees regularly monitored project’s progress during implementation.

The audit has one recommendation which management agreed to implement. The report is available on the auditor general’s website at <https://hrmauditorgeneral.ca/published-reports>.

---

FOR BROADCAST USE:

In her report released today, Auditor General Evangeline Colman-Sadd said many aspects of HRM’s website replacement project were effectively managed. However, the website was launched with issues that impacted functionality.

The audit has one recommendation which management agreed to implement. The report is available on the auditor general’s website at <https://hrmauditorgeneral.ca/published-reports>.

-30-

Media Contact: Katie Chaulk  
902-490-8407  
Email: [chaulkk@halifax.ca](mailto:chaulkk@halifax.ca)