



Social Media Policy

Content

Office of the City Auditor (OCA) staff currently manages **Twitter** and **Facebook** accounts on behalf of OCA in an effort to be as accessible and transparent as possible.

OCA is committed to managing our social media accounts in a professional manner and we will not engage in activities that are inconsistent with the professional standards we are required to follow, including any activities that can or may appear to compromise our independence.

If you follow our accounts, you can expect tweets and posts on the following (but not limited to):

- Completed audit and special request reports
- Summary information related to audit investigation activities
- Job postings
- Updates related to our involvement in professional organizations such as ALGA, IIA, and ACFE
- Educational and informational programs presented by OCA staff
- Other audit-related news and communications

Following

OCA social media accounts will only follow accounts of verified entities and organizations. Being followed by us does not imply endorsement of any kind.

Availability

OCA staff will update and monitor our social media accounts during office hours, Monday to Friday; and during OCA sponsored events and activities related to professional organizations.

There may be occasions when social media applications are not available. We do not accept responsibility for service interruptions due to application downtime.

Replies & Direct Messages

OCA welcomes feedback and ideas from all of our stakeholders and followers; however, we are not able to reply individually to all messages received on our social media accounts. If you wish to contact our office, please e-mail us at austinauditor@austintexas.gov or visit our website at <http://www.austintexas.gov/department/auditor> for additional contact information.