

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



July 2017 Employee E-Mails Inspection Report

Inspection Report# BI2017-0089

The Bureau of Internal Oversight (BIO), Audits and Inspections Unit (AIU) will conduct employee e-mail inspections on an ongoing basis. The purpose of the inspection is to ensure compliance with Office Policies and to promote proper supervision. To achieve this, inspectors will select for review the e-mail accounts of 35 randomly selected Office employees for the month being inspected. To ensure consistent inspections, the *E-mail Inspection Matrix* developed by the AIU will be utilized

Matrix Procedure:

Utilize the *E-mail Inspection Matrix* to ensure that the content of each randomly selected employee e-mail account is in compliance with Office Policies.

Criteria:

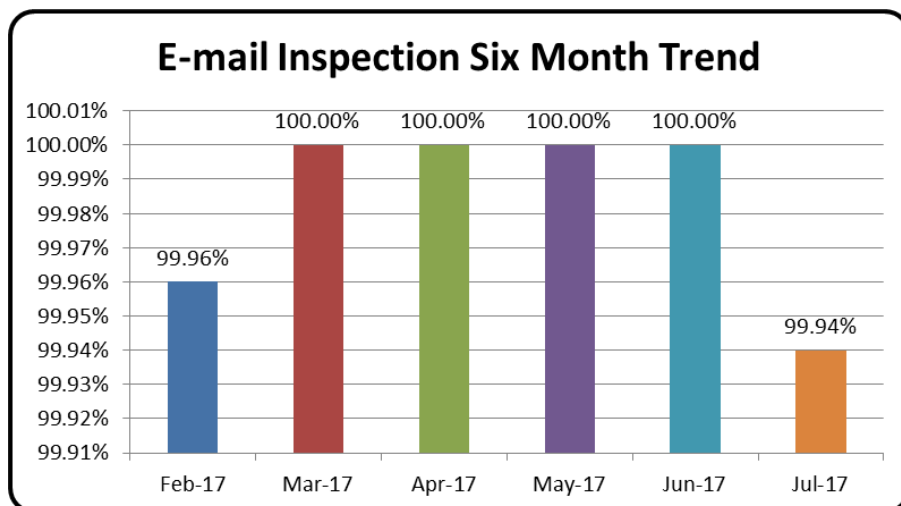
- MCSO Policy CP-2, *Code of Conduct*
- MCSO Policy CP-3, *Workplace Professionalism*
- MCSO Policy CP-8, *Preventing Racial and Other Biased-Based Profiling*
- MCSO Policy GM-1, *Electronic Communications and Voice Mail*

Conditions:

The 35 e-mail accounts totaled 7,554 e-mails for this month; however, only 6,775 e-mails were reviewed due to the elimination of normal MCSO business related e-mails such as; training announcements, administrative broadcasts, system generated e-mails, and unsolicited junk type e-mails.

The inspection found that **6,771 or 99.94%, of the inspected e-mails were in compliance** with Office Policies GM-1, *Electronic Communications and Voice Mail*; CP-2, *Code of Conduct*; CP-3, *Workplace Professionalism*; and CP-8, *Preventing Racial and Other Biased-Based Profiling*.

A historical comparison on inspection results indicates compliance with applicable policies in the 99 percentile or higher during the last six months of e-mail inspections.



During the review of the selected e-mails accounts, the below listed employees were found to have sent e-mails that may not be in compliance with MCSO Policy GM-1, *Electronic Communications and Voice Mail*.

Employee Emails Inspected	Division Commander	Division	Deficiency Noted
Deputy	Captain	5043-District III	Emails reviewed may not be in compliance with Policy GM-1
Officer	N/A	Retired	Emails reviewed may not be in compliance with Policy GM-1

- Deputy **Two E-mails** sent included a background theme: Policy GM-1, paragraph 3.A states *“The use of background images and graphics in e-mail is prohibited.”*
- Officer **Two E-mails** received included unprofessional content: Policy GM-1, paragraph 2 states *“All electronic communications shall be professional in content and shall not be used in a manner that discriminates or denigrates anyone on the basis of race, color, national origin, age, religious beliefs, gender, culture, sexual orientation, veteran status, or disability.”*

Additional information: The two questionable e-mails were sent, *from an account external to the Office*, to the employee’s e-mail account on July 6, 2017 and July 12, 2017. This employee retired during June 2017. The inspection found no indication that the employee solicited, sent, or forwarded these e-mails. Because employees cannot control spam or the content of e-mails from external sources, simply receiving an e-mail containing questionable or inappropriate content is not, by itself, a violation of policy. Based on this information there will be **no additional action required**.

Recommendations:

1. It is recommended that supervisors continue to provide mentoring to employees and review MCSO Policies CP-2, CP-3, and CP-8, specifically emphasizing the prohibition of employees from using county property, such as the E-mail system, in any manner that discriminates or denigrates anyone on the basis of race, color, national origin, age, religious beliefs, gender, culture, sexual orientation, veteran status, or disability.
2. It is recommended that supervisors continue to provide mentoring to employees and review MCSO Policy GM-1, specifically emphasizing the authorized/unauthorized contents of e-mails and provide informal Microsoft Outlook program instruction to employees so that they better manage their Microsoft Outlook e-mail accounts, specifically in the areas of archiving/saving e-mails and emptying “Deleted Items” and “Junk E-mail” folders.

Action Required:

With the resulting **99.4%** compliance for Inspection BI2017-0091, a total of **1** BIO Action Form is requested from the affected division. As documented earlier on this report, no additional action will be required for the deficiency associated with the second employee. **The requested BIO Action Form shall be completed utilizing Blue Team.**

Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2017-0091* and contained within IA Pro

Date Inspection Started: August 1, 2017
Date Completed: September 12, 2017
Timeframe Inspected: July 1-31, 2017
Assigned Inspector(s): Sgt. M. Rodriguez A9047

I have reviewed this inspection report.

CAPT. B. Roska #878

Captain Barry Roska S0878
Commander
Bureau of Internal Oversight

September 18, 2017

Date

T. Skinner #898

Chief Russ Skinner S0898
Bureau Chief
Compliance Bureau

September 18, 2017

Date