

MARICOPA COUNTY SHERIFF'S OFFICE
Employee E-Mails Inspection



Audits and Inspections Unit
Bureau of Internal Oversight
Inspection Report
March 22, 2017
Inspection BI2017-0024

MARICOPA COUNTY SHERIFF'S OFFICE

Memorandum



To: Lt. R. Morris S1014
Audits and Inspections Unit Commander
Bureau of Internal Oversight

From: Sgt. M. Rodriguez A9047
Audits and Inspections Unit
Bureau of Internal Oversight

Subject: Summary of Findings Report
February 2017
Employee E-Mails Inspection BI2017-0024

Date: 03/22/17

The Bureau of Internal Oversight (BIO), Audits and Inspections Unit (AIU) will conduct Employee E-mail inspections on an ongoing basis. The purpose for the inspection is 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 7,575 e-mails for February 2017; however, only 6,965 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 **6,962 or 99.96%, 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*.

During the review of the selected e-mail 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*.

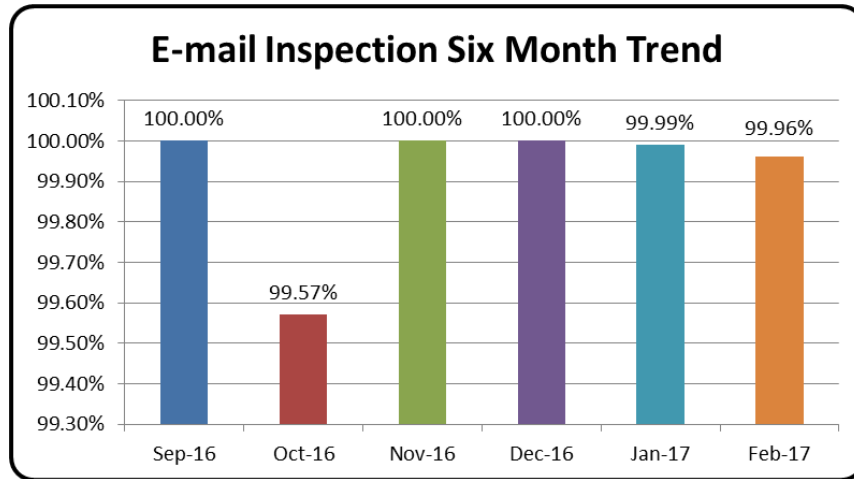
Employee Emails Inspected	Division Commander	Division
Detention Officer	Det Officer Captain	5122-Tents Jail
Detention Officer	Det Officer Captain	5114-4Th Avenue Jail

The following potential deficiencies were noted:

- Det. Officer E-mail sent included inappropriate content: Policy GM-1, Paragraph 2.A states in part "...Personnel shall refrain from using profane or offensive language or images in any aspect of their electronic communications..."

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A historical comparison of the last six months of e-mail inspections indicates 100% compliance in three of the last six months.



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 e-mail, 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. Continue to encourage and reinforce the need for employees to report any violations of Policies CP-2, CP-3, or CP-8 immediately to a supervisor
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 emails and emptying “Deleted Items” and “Junk E-mail” folders.

Action Required:

With the resulting 99.96% compliance for *Inspection BI207-0024*, a total of 2 BIO Action Form is requested from the affected division addressing the potential deficiency. Please email the completed BIO Action Forms to BIO@mcs.maricopa.gov within 30 days from the date this report is published.

Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2017-0024* and contained in IA Pro.

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Audits and Inspections Unit
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BI2017-0024

Inspection focus: Employee E-Mails

Date Inspection Started: March 1, 2017

Date Completed: March 21, 2017

Timeframe Inspected: February 2017

Assigned Inspectors: Sgt. M. Rodriguez A9047

I have reviewed this inspection report.



Lieutenant Rick Morris
Audits and Inspections Unit Commander
Bureau of Internal Oversight

03/22/17
Date



Deputy Chief Bill Knight
Bureau Commander
Bureau of Internal Oversight

03/22/17
Date
