

# MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



**February 2018 Employee E-Mails Inspection Report**

Inspection Report# BI2018-0025

The Bureau of Internal Oversight’s (BIO), Audits and Inspections Unit (AIU) will conduct employee E-mail inspections on a monthly 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:**

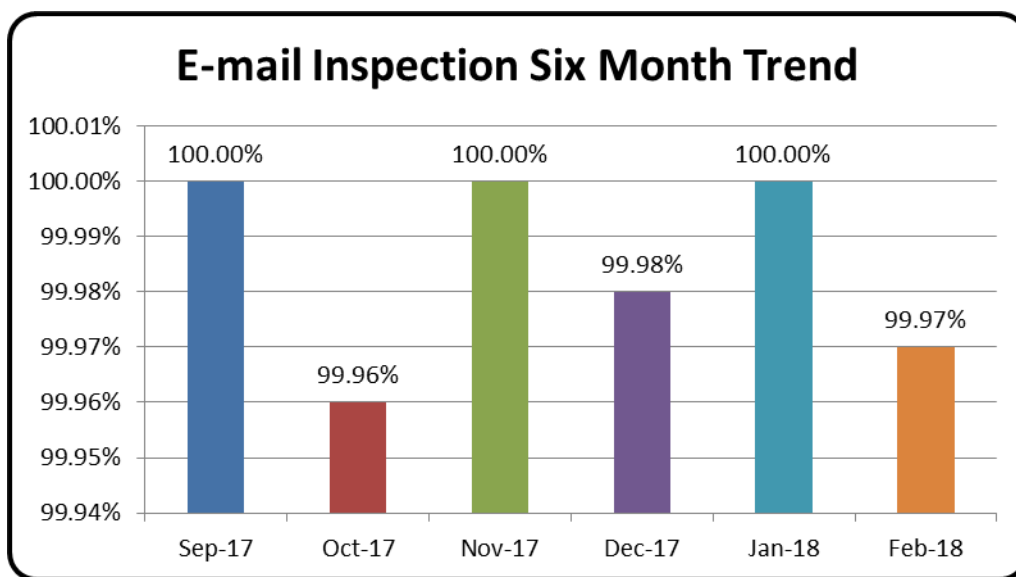
- MCSO Policy CP-2, *Code of Conduct*
- MCSO Policy CP-3, *Workplace Professionalism*
- MCSO Policy CP-8, *Preventing Racial and Other Biased-Based Profiling*
- MCSO Policy GM-1, *Electronic Communications and Voice Mail*

**Conditions:**

The 35 E-mail accounts totaled **8,380** E-mails for the month of February 2018; however, only **7,673** 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 **7,671 or 99.97%, 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* as it relates to electronic communications.

Below is the six month historical comparison of compliance for E-mail inspections.



During the review of the selected E-mails accounts, the below listed employees were found to have sent, or the Outlook account(s) included, E-mail(s) that may not be in compliance with MCSO Policy GM-1, Electronic Communications and Voice Mail.

Employee Emails Inspected	Division Commander	Division	Deficiency Noted
Officer	Captain	5111-Central Intake	Emails may not be in compliance with Office Policy GM-1
Sergeant	Captain	5121-Estrella Jail	Emails may not be in compliance with Office Policy GM-1

- Officer                    One e-mail included inappropriate language: Policy GM-1: paragraph 2.A.1 which states in part “*Personnel shall refrain from using profane or offensive language or images in any aspect of their electronic communications...*”
- Sergeant                   One e-mail included profanity: Policy GM-1, paragraph 2.A.1 states in part “*Personnel shall refrain from using profane or offensive language or images in any aspect of their electronic communications...*”

#### 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 **99.97%** compliance for *Inspection BI2018-0025*, a total of **2** BIO Action Forms are requested from the affected divisions. **The forms shall be completed utilizing Blue Team.**

#### Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2018-0025* and contained within IA Pro

Date Inspection Started: March 1, 2018  
Date Completed: March 12, 2018  
Timeframe Inspected: February 1-28, 2018  
Assigned Inspector: Sgt. M. Rodriguez A9047

I have reviewed this inspection report.

Larry Kratzer S1520  
Lieutenant Larry Kratzer S1520  
Commander, Audits & Inspections Unit  
Bureau of Internal Oversight

03/12/2018  
Date