MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit

Employee E-Mails Inspection Report September 2018

Inspection # BI2018-0115

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*
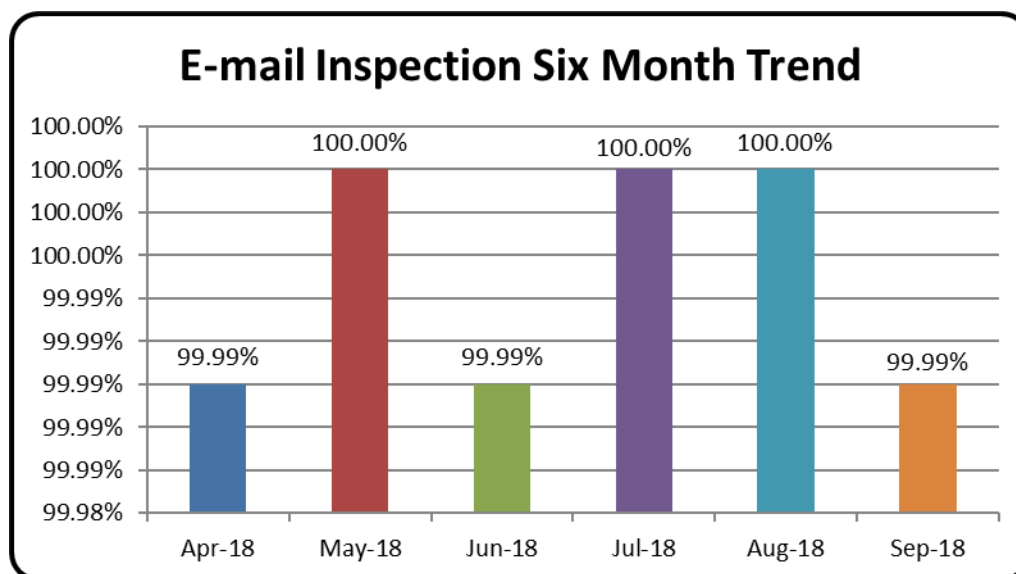MCSO Policy CP-8, *Preventing Racial and Other Biased-Based Profiling*
MCSO Policy GM-1, *Electronic Communications and Voice Mail*

Conditions:

The 35 e-mail accounts totaled **14,588** e-mails for the month of September 2018; however, only **12,984** e-mails were reviewed due to the elimination of routine 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 **12,983, or 99.99%, 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-mail accounts, the below listed employee's Outlook account included an e-mail that may not be in compliance with MCSO Policy GM-1, Electronic Communications and Voice Mail.

Employee Emails Inspected	Division	Division Commander	Perceived Deficiency
Officer	5131-LOWER BUCKEYE JAIL	Captain	Email may not be in compliance with Office Policy GM-1

o   Officer   One e-mail included profanity: Policy GM-1, paragraph 2.A.1 states in pertinent 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%** compliance for *Inspection BI2018-0115*, a total of **1** BIO Action Form is requested from the affected division. **The form shall be completed utilizing Blue Team**.

Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2018-0115* and contained within IA Pro.

Date Inspection Started: October 1, 2018

Date Completed: October 29, 2018

Timeframe Inspected: September 1-30, 2018

Assigned Inspector: Sgt. M. Rodriguez A9047

I have reviewed this inspection report.

Connie J. Phillips   10/31/2018

Connie J. Phillips B3345   Date
Acting Commander, Audits & Inspections Unit
Bureau of Internal Oversight