

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



3rd Quarter 2023 Emails Inspection

Inspection # BI2023-0145

The Bureau of Internal Oversight's (BIO) Audits and Inspections Unit (AIU) will conduct Email inspections quarterly. The purpose of the inspection is to ensure compliance with office policies and to promote proper supervision. To achieve this, inspectors will randomly select a total of 50 employees and inspect a single month of their emails as follows:

- Month 1: AIU will randomly select 17 employees and inspect one month of their emails.
- Month 2: AIU will randomly select a new set of 17 employees and inspect one month of their emails.
- Month 3: AIU will randomly select a new set of 16 employees and inspect one month of their emails.

To ensure the inspectors' consistency, the *Email Inspection Matrix* that was developed by the AIU will be utilized.

During the third quarter 2023, a random sample consisting of a total of 50 Office employees (which equates to a total of 17 for the first two months and 16 for the third month) were selected for inspection utilizing rosters provided to the AIU by the MCSO Payroll Department in an Excel spreadsheet. The random sample was generated using the Excel randomizer feature. The selected Employees' Outlook accounts were uniformly inspected utilizing the Email Inspection Matrix.

Compliance Objectives:

- Emails are professional in content and appearance.
- Emails do not contain background images and/or graphics.
- No chain-mail emails were sent or forwarded.
- Non-office related emails were not offensive to others, harmful to morale, or solicits others for non-work-related activities.
- There were no emails, either sent or forwarded, that were offensive or that discriminated or denigrated anyone based on race, color, or national origin, age, religious beliefs, gender, culture, sexual orientation, veteran status, or disability.
- Emails did not contain profane or offensive language.
- Email signatures at the end of the emails provide contact information and do not contain non-business-related information such as quotes, embedded images, or any other information that may be deemed inappropriate.

Criteria:

- MCSO Policy GM-1, *Electronic Communications and Voice Mail*

Conditions:

There was a total of 50 Office employees selected for inspection with a combined total of **18,629** emails for the third quarter of 2023. After the elimination of normal MCSO business related emails, such as training announcements, Administrative Broadcasts, system generated emails, and unsolicited junk type emails, **10,176** emails were reviewed. The inspection found that **10,174** or **99.98%** of the inspected emails were in compliance with Office Policies GM-1, *Electronic Communications and Voice Mail*.

During the review of the selected Outlook accounts, the below listed employees were found to have sent, or the Outlook account included emails that were not in compliance with MCSO Policy GM-1, *Electronic Communications and Voice Mail*.

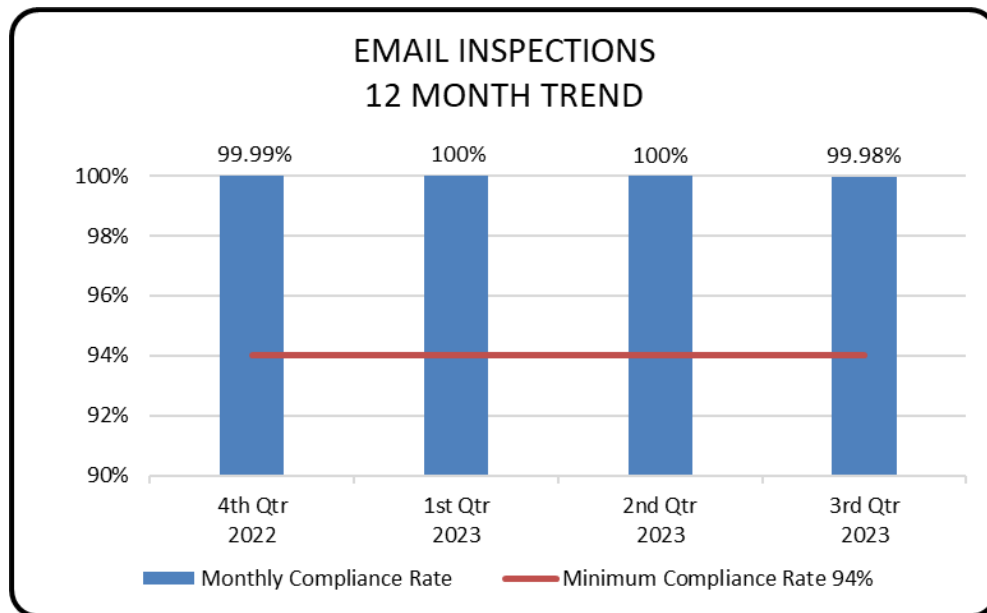
4th Avenue Jail (2 BIO Action Forms):

Compliance Deficiency

Division	Responsible Employee	Current Supervisor	Current Commander
4th Avenue Jail	Sergeant	Lieutenant	Captain
Deficiency			
1. Employee sent 1 email with profane language. Reference: MCSO Policy GM-1, Paragraph 2.A.1			
Division	Responsible Employee	Current Supervisor	Current Commander
4th Avenue Jail	Officer	Sergeant	Captain
Deficiency			
1. Employee sent 1 email with profane language. Reference: MCSO Policy GM-1, Paragraph 2.A.1			

Unless noted above in the deficiency table, there were no prior BIO Action Forms similar in nature or supervisor notes addressing the deficiencies.

Below is the historical comparison of compliance for Emails inspected:



Action Required:

With the resulting 99.98% compliance for *Inspection BI2023-0145*, **two** BIO Action forms are requested from the affected divisions.

Notes:

Supporting documentation (working papers) is included in the inspection file number *BI2023-0145* and contained within IA Pro.

Date Inspection Started: October 1, 2023
Date Completed: October 11, 2023
Timeframe Inspected: July, August, September 2023
Assigned Inspector: Sr. Auditor M. Rodriguez A9047

I have reviewed this inspection report.

Lt. Brian Arthur S1806

11/8/23

Lt. T. Brian Arthur S1806
Commander, Audits and Inspections Unit
Bureau of Internal Oversight

Date