

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



Employee E-Mails Inspection Report June 2019

Inspection # BI2019-0086

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*

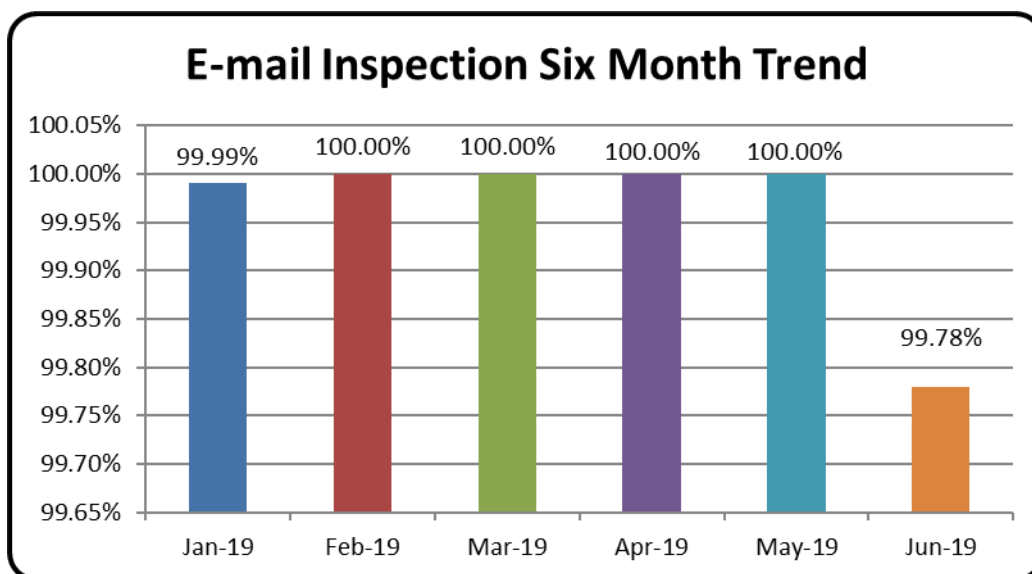
MCSO Policy GD-23, *Employee Access to the Internet*

Conditions:

The 35 E-mail accounts totaled **18,416** E-mails for the month of June 2019; however, only **12,801** 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 **12,773, or 99.78%, 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 included, E-mails 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 | 5121-Estrella Jail | Captain | Sent 2 emails that contained profanity and/or offensive language |
| Related BIO Action Forms: | | | |
| A review of the employee's EIS information indicates that this employee has not been assigned a previous BIO Action Form. | | | |
| Employee Emails Inspected | Division | Division Commander | Perceived Deficiency |
| Officer | 5116-Court Operations | Captain | Linked official MCSO email address to social media account resulting in the receipt of Facebook Alerts (see Additional Notes section). |
| Related BIO Action Forms: | | | |
| A review of the employee's EIS information indicates that this employee has not been assigned a previous BIO Action Form. | | | |
| Employee Emails Inspected | Division | Division Commander | Perceived Deficiency |
| Supervisor | 5073-Training Division | Captain | -Outlook account included 6 emails that contained profanity and/or offensive language. - Linked official MCSO email address to social media resulting in the receipt of Facebook Alerts and received over 1100 emails/alerts/offers notifications from commercial entities during June (see Additional Notes section). |
| Related BIO Action Forms: | | | |
| A review of the employee's EIS information indicates that this employee has not been assigned a previous BIO Action Form for a related deficiency. | | | |

Additional Notes: Policy GM-1, sub-section 3, allows for the limited use of the MCSO email systems for sharing of event driven information and planning of work-related social events where the intent is to enhance employee morale and for other limited uses that are not disruptive, offensive to others, harmful to morale, or solicitous of others for a non-work-related activity. Additionally, other than the limited use exemptions identified in policy, or for official Office purposes, the use of the Office e-mail address to subscribe to commercial vendors or entities, or to receive e-mail notifications from commercial vendors or entities, is prohibited. Additionally, Policy GD-23 prohibits the accessing of social media platforms through MCSO equipment other than for official purposes.

Recommendations:

1. It is recommended that supervisors continue review MCSO Policies CP-2, GM-1, and GD-23, and remind employees that the use of the Office e-mail address to subscribe to commercial vendors or entities, or to receive e-mail notifications from commercial vendors or entities, other than the limited use exemptions identified in policy, is prohibited and that social networking sites are not to be accessed on Office equipment while on duty, unless in the performance of official duties.

Action Required:

With the resulting **99.78%** compliance for *Inspection BI2019-0069*, a total of **3** 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 *BI2019-0069* and contained within IA Pro.

Date Inspection Started: July 1, 2019
Date Completed: August 12, 2019
Timeframe Inspected: June 1-30, 2019
Assigned Inspector: Sgt. M. Rodriguez A9047

I have reviewed this inspection report.

Lt. D. Reaulo S1678

8/12/2019

Lt. D. Reaulo S1678
Commander, Audits and Inspections Unit
Bureau of Internal Oversight

Date