

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



Emails Inspection 1st Quarter 2021

Inspection # BI2021-0042

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 first quarter for 2021, a random sample of 50 office employees per quarter (which equates to a total of 17 for 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. A random sample was generated using the Excel Randomizer to create the sample. The Office Employees' emails were uniformly inspected utilizing the Email Inspection Matrix.

Compliance Objectives:

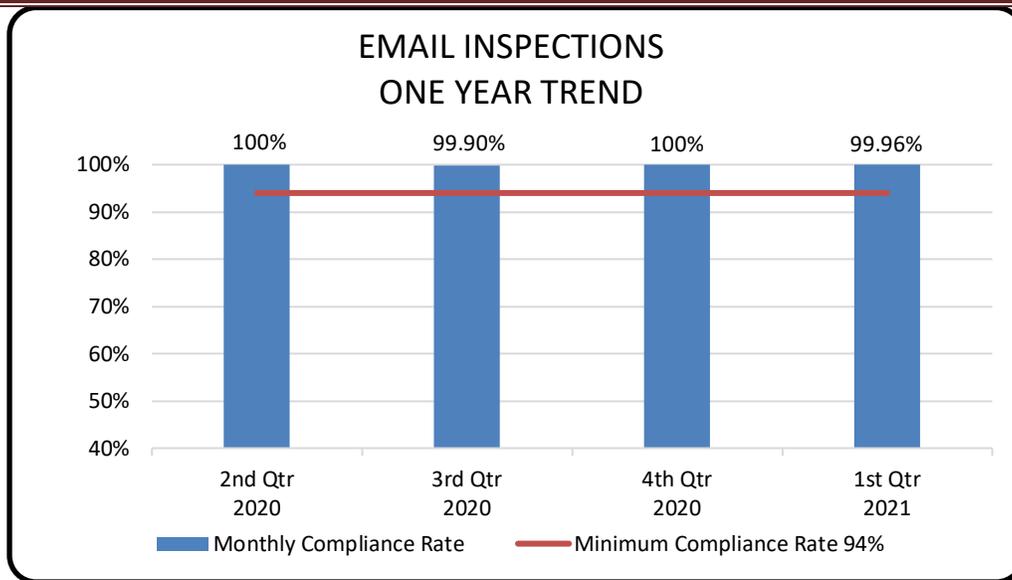
- Emails are professional in content and appearance.
- Emails do not contain background images and/or graphics.
- No chain-mail emails were sent or forwarded.
- Non-office related emails were not offensive to others, harmful to morale, or solicits others for non-work-related activities.
- There were 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*
- MCSO Policy CP-2, *Code of Conduct*
- MCSO Policy CP-3, *Workplace Professionalism*
- MCSO Policy CP-8, *Preventing Racial and Other Biased-Based Profiling*

Conditions:

There was a total of 50 Office employees selected for reviewed with a combined total of **22,748** emails for the first quarter of 2021. After the elimination of normal MCSO business related emails, such as training announcements, Administrative Broadcasts, system generated emails, and unsolicited junk type emails, **13,784** were reviewed. The inspection found that **13,779** or **99.96%** of the inspected emails 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.



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

| Employee | Division | Current Supervisor | Current Division Commander |
|---|--------------|--------------------|----------------------------|
| Officer | Watkins Jail | Sergeant | Captain |
| Deficiency | | | |
| - Sent 4 emails that contained profane and/or offensive language. Policy GM-1 Paragraph 2.A.1. | | | |

| Employee | Division | Current Supervisor | Current Division Commander |
|--|---------------|--------------------|----------------------------|
| Officer | Estrella Jail | Sergeant | Captain |
| Deficiency | | | |
| - Sent 1 email that contained profane and/or offensive language. 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.

Action Required:

With the resulting 99.96% compliance for *Inspection BI2021-0042*, two BIO Action forms are required from the affected divisions.

Notes:

Supporting documentation (working papers) are included in the inspection file number *BI2021-0042* and contained within IA Pro.

Date Inspection Started: January 1, 2021
Date Completed: April 8, 2021
Timeframe Inspected: January, February, and March 2021
Assigned Inspector: Auditor M. Rodriguez A9047

I have reviewed this inspection report.

Lt. Jonathan Halverson S1674

4/26/2021

Lt. J. Halverson S1674
Commander, Audits and Inspections Unit
Bureau of Internal Oversight

Date