

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



September 2017 Employee E-Mails Inspection Report

Inspection Report# BI2017-0113

The Bureau of Internal Oversight (BIO), Audits and Inspections Unit (AIU) will conduct employee e-mail inspections on an ongoing 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:

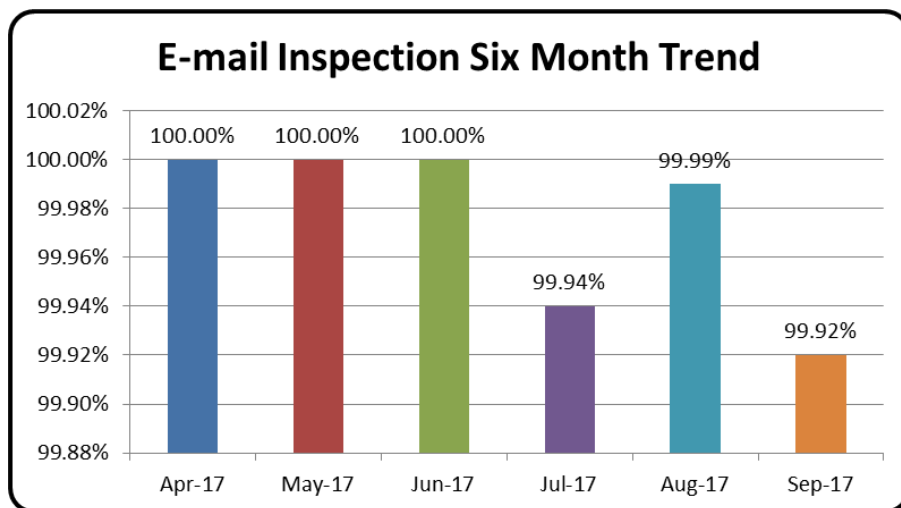
- MCSO Policy CP-2, *Code of Conduct*
- MCSO Policy CP-3, *Workplace Professionalism*
- MCSO Policy CP-8, *Preventing Racial and Other Biased-Based Profiling*
- MCSO Policy GM-1, *Electronic Communications and Voice Mail*

Conditions:

The 35 e-mail accounts totaled 7,844 e-mails for this month; however, only 6,505 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 **6,500 or 99.92%, 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*.

A historical comparison on inspection results indicates compliance with applicable policies in the 99 percentile or higher during the last six months of e-mail inspections.



During the review of the selected e-mails accounts, the below listed employee was found to have sent/received e-mails that may not be in compliance with MCSO Policy GM-1, *Electronic Communications and Voice Mail*.

Employee Emails Inspected	Division Commander	Division	Deficiency Noted
Civ. Employee	Director	5034-Mainframe Ops and Tech Support	Emails may not be in compliance with Office Policy GM-1

- Civilian Employee Five e-mails sent/received included web-links to unprofessional content: Policy GM-1, section 2 states in part “*All electronic communications shall be professional in content...*”

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 **99.92%** compliance for *Inspection BI2017-0113*, 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 *BI2017-0113* and contained within IA Pro

Date Inspection Started: October 1, 2017
Date Completed: November 27, 2017
Timeframe Inspected: September 1-30, 2017
Assigned Inspector(s): 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

11/27/17
Date

Captain G. Lugo #1480
Captain Greg Lugo S1480
Commander
Bureau of Internal Oversight

11/27/2017
Date