

# MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



**October 2017 Employee E-Mails Inspection Report**

Inspection Report# BI2017-0126

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:**

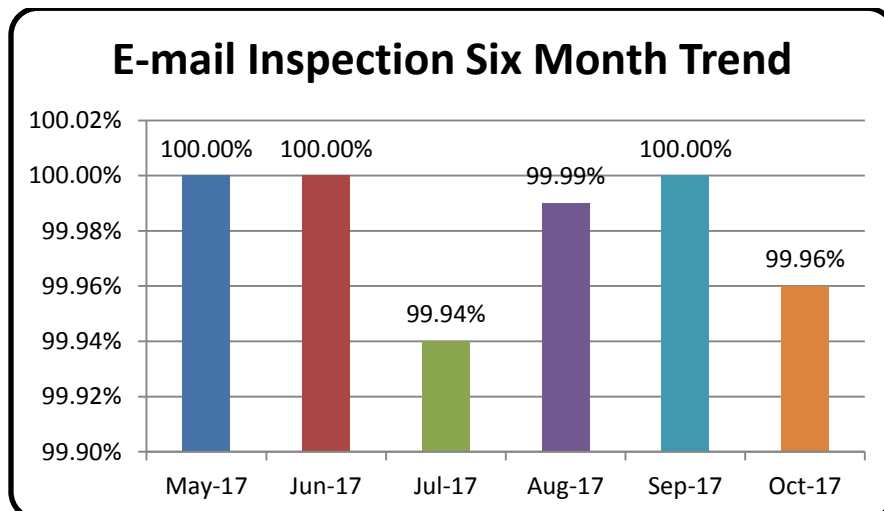
- MCSO Policy CP-2, *Code of Conduct*
- MCSO Policy CP-3, *Workplace Professionalism*
- MCSO Policy CP-8, *Preventing Racial and Other Biased-Based Profiling*
- MCSO Policy GM-1, *Electronic Communications and Voice Mail*

**Conditions:**

The 35 e-mail accounts totaled 11,277 e-mails for this month; however, only 9,508 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 **9,504 or 99.96%, 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 employees were found to have sent, or the Outlook account(s) included, 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
Detective	Captain	5063-Major Crimes Division	Emails may not be in compliance with Office Policy GM-1
Deputy	Captain	5041-District I	Emails may not be in compliance with Office Policy GM-1

- Detective                      Three e-mail included content that may not be in compliance with Policy GM-1: paragraph 2.A.1 which states in part *“Personnel shall refrain from using profane or offensive language or images in any aspect of their electronic communications...”*
  
- Deputy                              One e-mail included obscene and/or offensive language: Policy GM-1, paragraph 2.A.1 states in 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 **99.96%** compliance for *Inspection BI2017-0126*, a total of **2** BIO Action Forms are 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 *BI2017-0126* and contained within IA Pro

Date Inspection Started: November 6, 2017  
Date Completed: November 29, 2017  
Timeframe Inspected: October 1-31, 2017  
Assigned Inspector: 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

11/29/17  
Date

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

11/29/2017  
Date