

**MARICOPA COUNTY SHERIFF'S OFFICE**  
**Employee E-Mail Inspection**



**Bureau of Internal Oversight**  
**Inspection Report**  
**Date: June 20, 2016**  
**Inspection #BI2016-0062**

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# MARICOPA COUNTY SHERIFF'S OFFICE

Memorandum



Joseph M. Arpaio, Sheriff

**To:** Lt. R. Morris S1014  
Audits and Inspections Unit Commander  
Bureau of Internal Oversight

**From:** Sgt. M. Rodriguez A9047  
Audits and Inspections Unit  
Bureau of Internal Oversight

**Subject:** Summary of Findings Report  
Inspection #BI2016-0062 with a focus on Employee  
E-mail Accounts – May 2016

**Date:** 6/20/16

## Summary:

Between June 1<sup>st</sup> and June 20<sup>th</sup> of 2016, the Bureau of Internal Oversight (BIO), Audits and Inspections Unit (AIU) conducted an inspection of employee e-mails sent and received during the month of May 2016. The purpose for the inspection was to determine if e-mail accounts were being used in compliance with Office policies and in support of the Melendres Order.

## Authorities:

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*  
Melendres Order (Paragraphs 22 and 23)

## Procedure:

An Excel spreadsheet was initially obtained from the MCSO Human Resources Bureau which contained the names of all the current Office Employees for the month of May 2016. The list had 3,407 names. Utilizing the obtained list, each employee name was individually numbered from one to 3,407.

Utilizing a randomizing program ([www.Randomizer.org](http://www.Randomizer.org)), one percent (1%) of the 3,407 employees were selected as the sample for inspection. A randomized total of 35 employees were identified to have their e-mail accounts inspected. The list of selected employees was forwarded to the Maricopa County Office of Enterprise and Technology (MCOET) to obtain a copy of the e-mail accounts for each selected employee. Once the e-mail accounts for the selected employees were received, the updated “*E-mail Inspection Matrix*” was utilized to ensure consistent inspection of each individual e-mail account.

## This Inspection found:

The 35 e-mail accounts totaled **12,122** e-mails; however, only **7,554** 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 **7,547, or 99.91%, 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*.

**The following issues were noted:**

- Detention Sergeant An e-mail in this employee’s account included an attached document that was named using profane language: Policy GM-1, section 2.A.1 states in part “*Personnel shall refrain from using profane or offensive language or images in any aspect of their electronic communications...*” **The Bureau of Internal Oversight is forwarding a Memorandum of Concern through the respective Chain of Command to be addressed in accordance with MCSO Policy and Procedure.**
- Detention Officer An e-mail in this employee’s account included an attached document that included profane 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...*” **The Bureau of Internal Oversight is forwarding a Memorandum of Concern through the respective Chain of Command to be addressed in accordance with MCSO Policy and Procedure.**

**Additional Inspection Findings**

During the review of the originally selected 35 employee e-mail accounts, the additional below listed employees were found to have sent e-mails that may not be in compliance with MCSO Policy GM-1, *Electronic Communications and Voice Mail* and/or MCSO Policy CP-2, *Code of Conduct*.

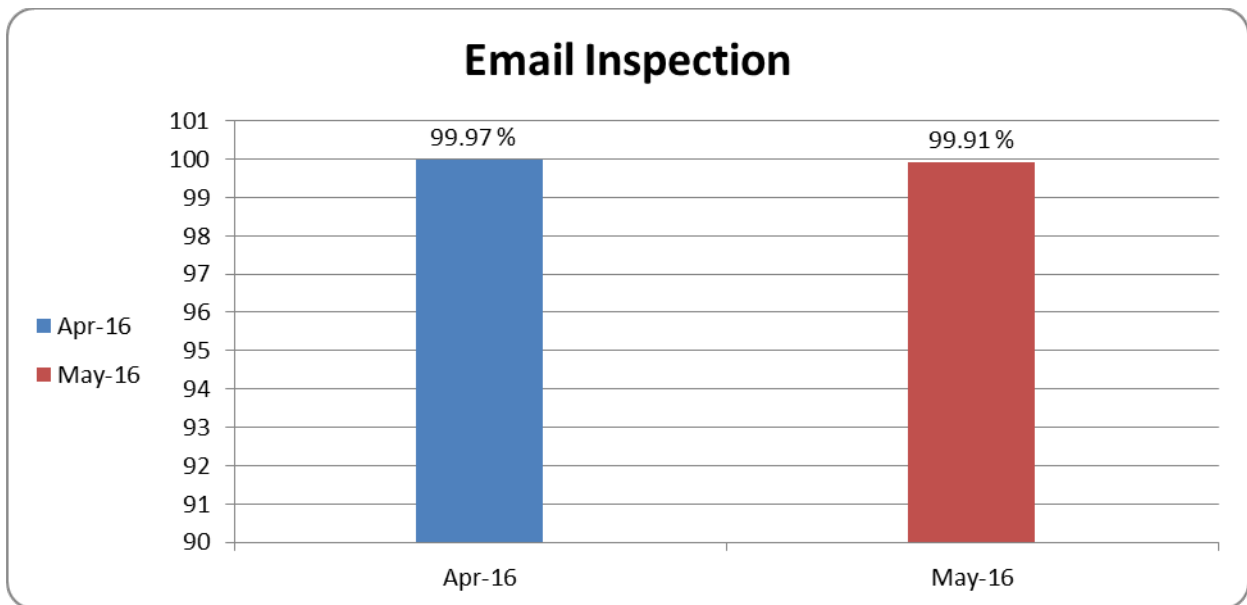
**The following issues were noted:**

- Detention Sergeant E-mail sent includes a background theme: The employee’s e-mail included the selected background theme “Industrial.” Policy GM-1, section 3.A. states “*The use of background images and graphics in e-mail is prohibited.*”
- Deputy E-mail sent includes a background theme: The employee’s e-mail included the selected background theme “Echo.” Policy GM-1, section 3.A. states “*The use of background images and graphics in e-mail is prohibited.*”
- Detention Officer E-mail sent includes a background theme: The employee’s e-mail included the selected background theme “Notebook (Stationary).” Policy GM-1, section 3.A. states “*The use of background images and graphics in e-mail is prohibited.*”

**Action Required:**

**With the resulting 99.91% compliance, *Inspection #BI2016-0062* will require submittal of five BIO Action Forms, one from the Patrol Bureau and four from the Detention Bureau.**

- The Action Forms will be assigned a return date of 30 days after this inspection is published to Sheriff’s Office personnel.
- The MCSO Bureau of Internal Oversight will conduct future inspections of employee e-mail accounts within the next thirty days.



**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 e-mail, 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. Continue to encourage and reinforce the need for employees to report any violations of Policies CP-2, CP-3, or CP-8 immediately to a supervisor
  
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 emails and emptying "Deleted Items" and "Junk E-mail" folders.

**Notes:**

All supporting documentation (working papers) is included in the inspection file number **BI2016-0062** and contained in IA Pro.

**MARICOPA COUNTY SHERIFF'S OFFICE**  
**Bureau of Internal Oversight**  
**Audits and Inspections**  
**#BI2016-0062**

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**Inspection focus:** Employee E-Mails

**Date Inspection Started:** June 1, 2016

**Date Completed:** June 20, 2016

**Timeframe Inspected:** May 2016

**Assigned Inspectors:** Sgt. M. Rodriguez A9047

I have reviewed this inspection report.



\_\_\_\_\_  
Lieutenant Rick Morris  
Audits and Inspections Unit Commander  
Bureau of Internal Oversight

6/20/16  
Date



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Deputy Chief Bill Knight  
Bureau Commander  
Bureau of Internal Oversight

6/20/16  
Date

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