

MARICOPA COUNTY SHERIFF'S OFFICE
Employee E-Mail Inspection



Bureau of Internal Oversight
Audits/Inspections Report
Date: May 26, 2016
Audit/Inspection #BI2016-0054

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 #BI2016-0054 with a focus on Employee
E-mail Accounts – April 2016

Date: 5/26/16

Summary:

Between May 2nd and May 26th 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 April 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 April 2016. The list had 3,429 names. Utilizing the obtained list, each employee name was individually numbered from one to 3,429.

Utilizing a randomizing program (www.Randomizer.org), one percent (1%) of the 3,429 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 12,114 e-mails; however, only 7,459 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 **99.97%, 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*.

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*.

The following issues were noted:

- Deputy 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.*”

- Detention Officer E-mail sent was not professional in content: Policy GM-1, section 2 states in part “*All electronic communications shall be professional in content and shall not be used in a 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.*” **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.**

Action Required:

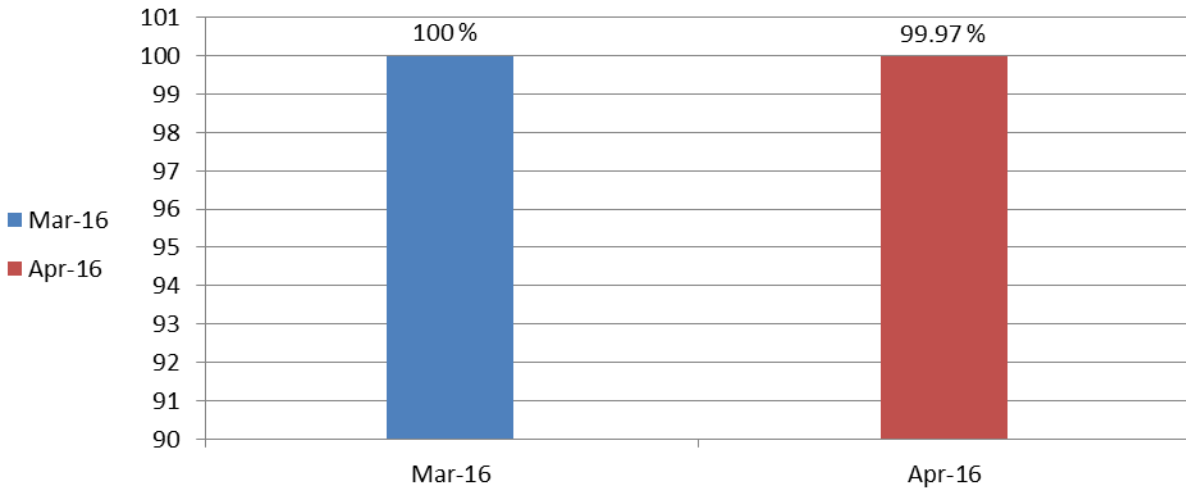
With the resulting **99.97%** compliance, *Inspection #BI2016-0054* will require submittal of **two BIO Action Forms**, one from the Patrol Bureau and one from the Detention Bureau.

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.

E-mail Inspection Compliance

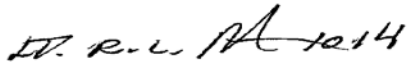


Notes:

All supporting documentation (working papers) is included in the inspection file number **BI2016-0054** and contained in IA Pro.

Inspection focus: Employee E-Mails
Date Inspection Started: May 2, 2016
Date Completed: May 26, 2016
Timeframe Inspected: April 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

5/31/16
Date



Deputy Chief Bill Knight
Bureau Commander
Bureau of Internal Oversight

5/31/16
Date