

MARICOPA COUNTY SHERIFF'S OFFICE
Employee E-Mails Inspection



Audits and Inspections Unit
Bureau of Internal Oversight
Inspection Report
December 21, 2016
Inspection BI2016-0137

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
November 2016
Employee E-Mails Inspection BI2016-0137

Date: 12/21/16

The Bureau of Internal Oversight (BIO), Audits and Inspections Unit (AIU) will conduct Employee E-mail inspections on an ongoing basis. The purpose for the inspection is compliance with Office Policies, promote proper supervision, and support compliance with the Melendres Order. 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 and in support of the Melendres Order.

Criteria:

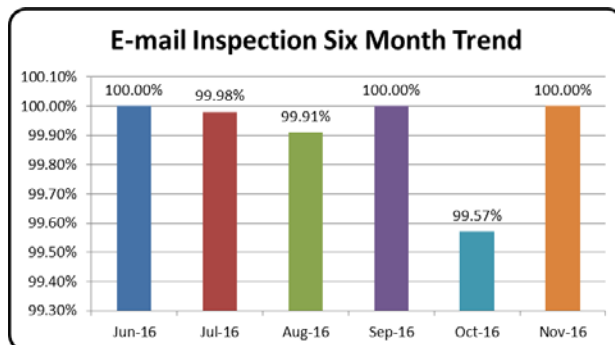
- MCSO Policy CP-2, *Code of Conduct*
- MCSO Policy CP-3, *Workplace Professionalism*
- MCSO Policy CP-8, *Preventing Racial and Other Biased-Based Profiling*
- MCSO Policy GM-1, *Electronic Communications and Voice Mail*
- Melendres Order (Paragraphs 22 and 23)

Conditions:

The 35 e-mail accounts totaled 9,331 e-mails for November 2016; however, only 7,059 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 **7,059, or 100%, 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 of the last six months of e-mail inspections indicates that over the past six months, the compliance rate for the use of the e-mail system continues to be in the 99 percentile, or higher.



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.

Action Required:

With the resulting 100% compliance, *Inspection BI2016-0137* will not require submittal of BIO Action Forms.

Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2016-0137* and contained in IA Pro.

MARICOPA COUNTY SHERIFF'S OFFICE
Audits and Inspections Unit
Bureau of Internal Oversight
BI2016-0137

Inspection focus: Employee E-Mails

Date Inspection Started: December 1, 2016

Date Completed: December 21, 2016

Timeframe Inspected: November 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

12/21/16
Date

 #1011

Deputy Chief Bill Knight
Bureau Commander
Bureau of Internal Oversight

12/21/16
Date
