

MARICOPA COUNTY SHERIFF'S OFFICE
Employee E-Mails Inspection



Audits and Inspections Unit
Bureau of Internal Oversight
Inspection Report
September 22, 2016
Inspection BI2016-0101

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
August 2016
Employee E-Mails Inspection BI2016-0101

Date: 9/22/16

The Bureau of Internal Oversight (BIO), Audits and Inspections Unit (AIU) will conduct Employee E-mails inspections on an ongoing basis. The purpose for the inspections 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 11,353 e-mails for August 2016; however, only 7,443 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.

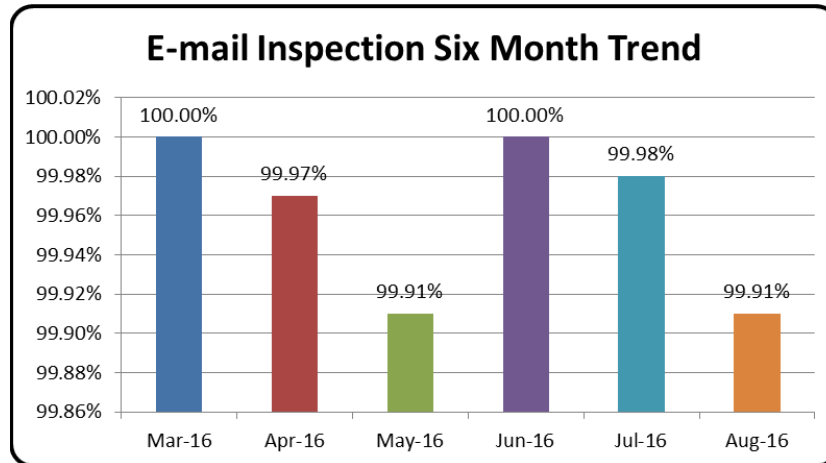
The inspection found that **7,436, or 99.91%, of the inspected e-mails were in compliance** with Office Policies GM-1, *Electronic Communications and Voice Mail*, CP-2, *Code of Conduct*; CP-3, *Workplace Professionalism*; and CP-8, *Preventing Racial and Other Biased-Based Profiling*.

The following issues were noted:

- Detention Sgt. E-mail sent includes a background theme: 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: Policy GM-1, section 3.A. states *“The use of background images and graphics in e-mail is prohibited.”*
- Detention Ofc. E-mail sent includes language that may be deemed offensive: Policy GM-1, Section 2.A.1 states *“Personnel shall refrain from using profane or offensive language or images in any aspect of their electronic communications, including system passwords.”*

- Detention Sgt. E-mails sent include a background theme: Policy GM-1, section 3.A. states *“The use of background images and graphics in e-mail is prohibited.”*
- Detention Ofc. E-mails sent include profane and/or offensive language: Policy GM-1, Section 2.A.1 states *“Personnel shall refrain from using profane or offensive language or images in any aspect of their electronic communications, including system passwords.”*

A historical comparison of the last six months of e-mail inspections indicates that the compliance rate for the use of the e-mail system has been in the 99 percentile, or higher, during the past six months.



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 99.91% compliance, *Inspection BI2016-0101* will require **submittal of five BIO Action Forms.**

Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2016-0101* and contained in IA Pro.

MARICOPA COUNTY SHERIFF'S OFFICE
Audits and Inspections Unit
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BI2016-0101

Inspection focus: Employee E-Mails

Date Inspection Started: September 1, 2016

Date Completed: September 21, 2016

Timeframe Inspected: August 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

9/22/16
Date

 #1011

Deputy Chief Bill Knight
Bureau Commander
Bureau of Internal Oversight

9/22/16
Date
