

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




**Audits and Inspections Unit**  
**Bureau of Internal Oversight**  
**Inspection Report**  
**November 23, 2016**  
**Inspection BI2016-0122**

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# MARICOPA COUNTY SHERIFF'S OFFICE

## Employee E-Mails Inspection

 Joseph M. Arpaio, Sheriff	<b>To:</b> Lt. R. Morris S1014 Audits and Inspections Unit Commander Bureau of Internal Oversight	<b>From:</b> Sgt. M. Rodriguez A9047 Audits and Inspections Unit Bureau of Internal Oversight
	<b>Subject:</b> Summary of Findings Report October 2016 Employee E-Mails Inspection BI2016-0122	<b>Date:</b> 11/23/16

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 8,486 e-mails for October 2016; however, only 6,279 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 **6,535, or 99.57%, 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 selected e-mails accounts, the below listed employees were found to have sent/received e-mails that may not be in compliance with MCSO Policy GM-1, *Electronic Communications and Voice Mail*.

### The following issues were noted:

- Civilian E-mails sent include profane and/or offensive language: Policy GM-1, Paragraph 2.A.1 states that "*Personnel shall refrain from using profane or offensive language or images in any aspect of their electronic communications, including system passwords.*"

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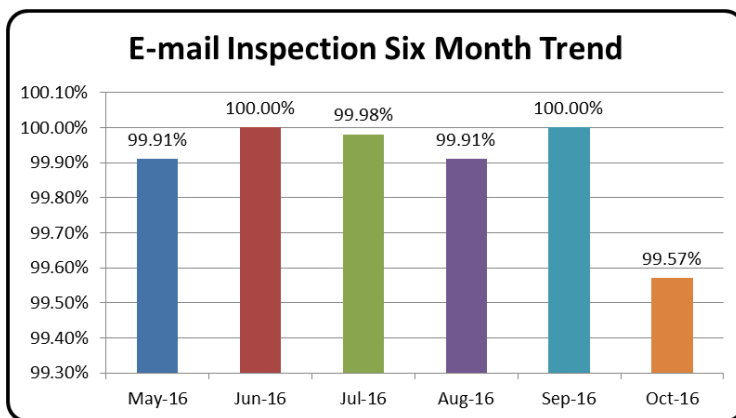
## Employee E-Mails Inspection

E-mails sent included inappropriate content: Policy GM-1, Paragraph 1 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.*”

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- Det. Sgt. E-mail content include profane and/or offensive language: Policy GM-1, Paragraph 2.A.1 states that “*Personnel shall refrain from using profane or offensive language or images in any aspect of their electronic communications, including system passwords.*”

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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
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## Employee E-Mails Inspection

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 99.57% compliance, *Inspection BI2016-0122* will require submittal of Four **BIO Action Forms**.

### **Notes:**

All supporting documentation (working papers) is included in the inspection file number *BI2016-0122* and contained in IA Pro.

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**Inspection focus:** Employee E-Mails

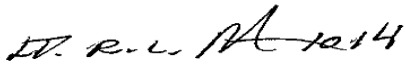
**Date Inspection Started:** November 1, 2016

**Date Completed:** November 23, 2016

**Timeframe Inspected:** October 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

11/23/16  
Date



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Deputy Chief Bill Knight  
Bureau Commander  
Bureau of Internal Oversight

11/23/16  
Date

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