

# MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



**Emails Inspection Fourth Quarter 2019**

Inspection # BI2019-0187

The Bureau of Internal Oversight's (BIO) Audits and Inspections Unit (AIU) will conduct Email inspections on a quarterly basis. The purpose of the inspection is to ensure compliance with Office policies and to promote proper supervision. To achieve this, inspectors will select for review the Email accounts of 17 randomly selected Office employees for the month for the quarter being inspected. To ensure consistent inspections, the *Email Inspection Matrix* developed by the AIU will be utilized.

During the fourth quarter for 2019, a random sample of 50 office employees per quarter (which equates to a total of 17 for two months and 16 for the third month). The roster was provided to the AIU by the MCSO Payroll Department in an Excel spreadsheet. A random sample was generated using the Excel Randomizer to create the sample. The Email office employees were uniformly inspected utilizing the Email Inspection Matrix.

#### Compliance Objectives:

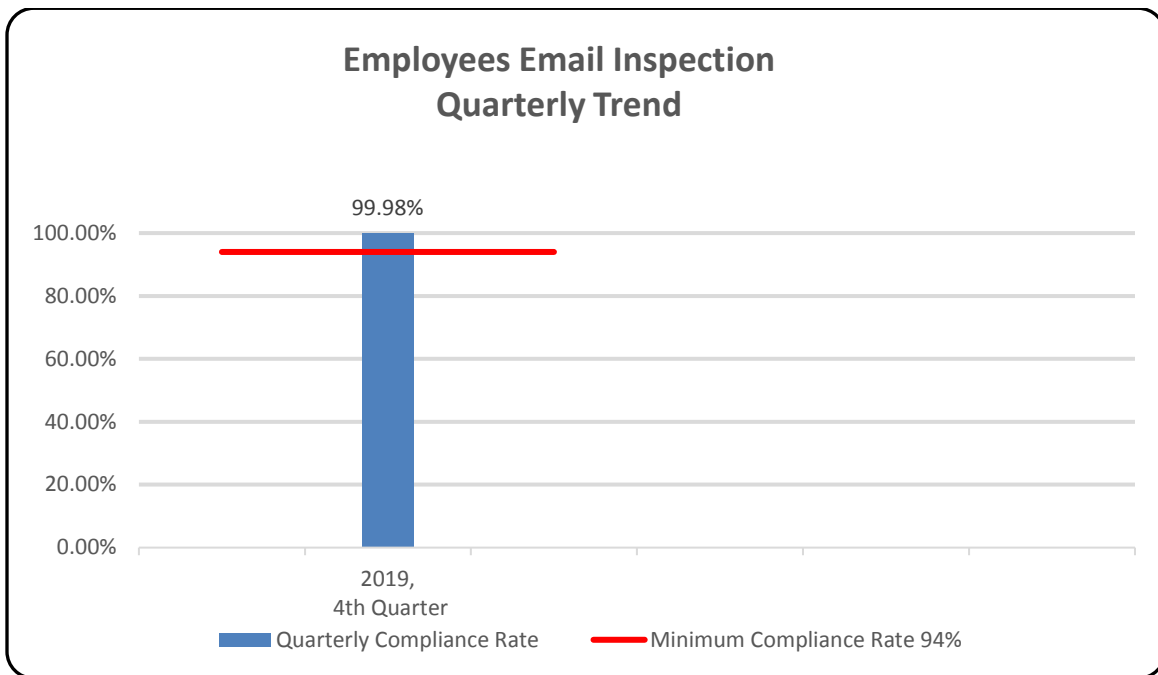
- Emails are professional in content and appearance.
- Emails do not contain background images and/or graphics.
- No chain-mail emails were sent or forwarded.
- Non-office related emails were not offensive to others, harmful to morale, or solicits others for non-work-related activities.
- There were no emails, either sent or forwarded, that were offensive or that discriminated or denigrated anyone based on race, color, or national origin, age, religious beliefs, gender, culture, sexual orientation, veteran status, or disability.
- Emails did not contain profane or offensive language.
- Email signatures at the end of the emails provide contact information and do not contain non-business related information such as quotes, embedded images, or any other information that may be deemed inappropriate.

#### Criteria:

- MCSO Policy GM-1, *Electronic Communications and Voice Mail*
- MCSO Policy CP-2, *Code of Conduct*
- MCSO Policy CP-3, *Workplace Professionalism*
- MCSO Policy CP-8, *Preventing Racial and Other Biased-Based Profiling*

#### Conditions:

There was a total of 50 Office employees reviewed which totaled to **18,314** Emails for the 2019 Fourth Quarter. The inspection found that **18,311, or 99.98%, of the inspected Emails 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* as it relates to electronic communications.



\*The 4<sup>th</sup> Quarter of 2019 was the first quarter for the new quarterly Email Inspection, a twelve-month trend of compliance will be included as the data becomes available.

### Towers Jail (1 BIO Action Form):

Division	Employee Notes Inspected	Current Supervisor	Current Commander
Towers Jail	Officer	Sergeant	Captain
<b>Deficiency</b>			
-Email signature contained non-business related information. Policy GM-1.5			

### Central Intake (1 BIO Action Form):

Division	Employee Notes Inspected	Current Supervisor	Current Commander
Central Intake	Sergeant	Lieutenant	Captain
<b>Deficiency</b>			
-Email signature contained non-business related information. Policy GM-1.5			

### Fourth Ave Jail (1 BIO Action Form):

Division	Employee Notes Inspected	Current Supervisor	Current Commander
Fourth Ave Jail	Officer	Sergeant	Captain
<b>Deficiency</b>			
-Email signature contained background image. Policy GM-1.3A			

Unless noted above in the deficiency table, there were no prior BIO Action Form similar in nature or supervisor note addressing the deficiencies.

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**Action Required:**

With the resulting **99.98%** compliance for *Inspection BI2019-0187*, a total of **3** BIO Action Forms are required from the affected divisions. **The forms shall be completed utilizing Blue Team.**

**Recommendations:**

It is recommended that supervisors continue to provide mentoring to employees in:

- MCSO Policy GM-1, *Electronic Communications and Voice Mail*
- MCSO Policy CP-2, *Code of Conduct*, CP-3, *Workplace Professionalism: Discrimination and Harassment*, CP-8, *Preventing Racial and Other Biased-Based profiling as they relate to electronic communications.*
- Continued efforts should be made by supervisory staff to remind employees to use discretion and good judgment when sending electronic communication in compliance with MCSO Office Policy.

**Notes:**

All supporting documentation (working papers) is included in the inspection file number *BI2019-0187* and contained within IA Pro.

Date Inspection Started: November 15, 2019  
Date Completed: January 23, 2020  
Timeframe Inspected: Fourth Quarter 2019  
Assigned Inspector: Maria De La Cruz B4608

I have reviewed this inspection report.

*Lt. D. Reaulo S1678*

2/10/2020

Lt. D. Reaulo S1678  
Commander, Audits and Inspections Unit  
Bureau of Internal Oversight

Date