



Ken Burke, CPA

CLERK OF THE CIRCUIT COURT AND COMPTROLLER
PINELLAS COUNTY, FLORIDA

Clerk of the County Court
Recorder of Deeds
Clerk and Accountant of the Board of County Commissioners
Custodian of County Funds
County Auditor

Division of Inspector General

510 Bay Avenue
Clearwater, FL 33756
Telephone: (727) 464-8371
Fax: (727) 464-8386
Fraud Hotline: (727) 45FRAUD (453-7283)
Clerk's website: www.mypinellasclerk.org

REPORT NO. 2017-27

TO: Jeff Rohrs, Interim Executive Director, Business Technology Services
Mark Woodard, Pinellas County Administrator

FROM: Hector Collazo Jr., Inspector General/Chief Audit Executive
Division of Inspector General

DIST: Ken Burke, CPA, Clerk of the Circuit Court and Comptroller
Ken Welch, Chair, Business Technology Services Board
Holly Schoenherr, Director, Human Resources Department

SUBJECT: Investigation of Email Access

DATE: November 27, 2017

The Division of Inspector General's Public Integrity Unit (PIU) received an allegation of Fraud, Waste, and Abuse. We investigated the following allegations related to a County appointing authority being granted access to a former employee's new appointing authority email account.

The complainant alleges the following:

- County Administration has access to the complainant's email associated with another appointing authority, Human Resources (HR).
- Business Technology Services (BTS) acted on behalf of the County Administrator to grant access to the complainant's email without any paperwork or job ticket.

The complainant did provide documentation to assist with the investigation.

To determine whether the allegation was substantiated, we reviewed policies, procedures, and any other records deemed appropriate. We also conducted interviews of staff and other parties, as needed. Our investigation was performed according to the *Principles and Standards for Offices of Inspector General* and *The Florida Inspectors General Standards Manual* from The Commission for Florida Law Enforcement Accreditation.



An Accredited Office of
Inspectors General

The Division of Inspector General's investigation of the allegations has determined that both allegations noted above are *substantiated*.

We conclude a County Administration employee was granted access to the complainant's HR mailbox without supporting documentation. Although BTS incorrectly established this access, it was removed upon the complainant's discovery and removal request. A BTS inquiry revealed no evidence the County Administration employee connected to the mailbox or accessed the complainant's email. Both County Administration and BTS cited a practice of monitoring the email of departing upper-level employees for business continuity; however, in this case, the access was granted without support and to the complainant's new agency mailbox.

We want to thank Business Technology Services and County Administration staff and Management for their assistance and cooperation during this investigation.