



Richmond City Auditor

Office of the Inspector General

Fighting government waste, fraud and abuse.

Umesh Dalal, CPA, CIA, CIG
Richmond City Auditor/Inspector General

INVESTIGATION OF INTERNET USAGE ABUSE GENERAL SERVICES – PRINT SHOP DECEMBER 2007 THROUGH MAY 2008

REPORT IG-2009-01

July 21, 2008



Richmond City Auditor

Office of the Inspector General

Fighting government waste, fraud and abuse.

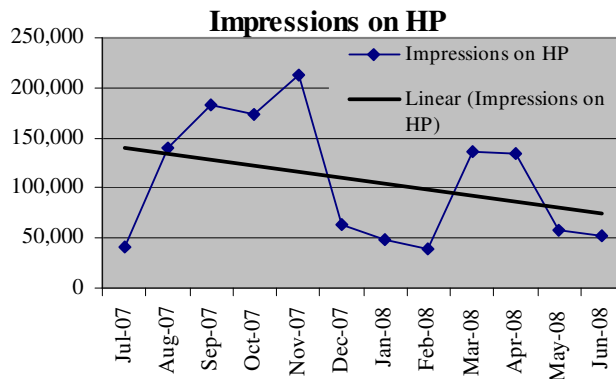
Umesh Dalal, CPA, CIA, CIG
Richmond City Auditor/Inspector General

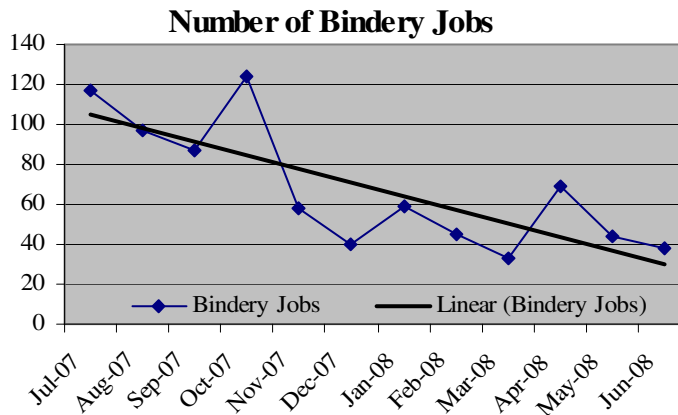
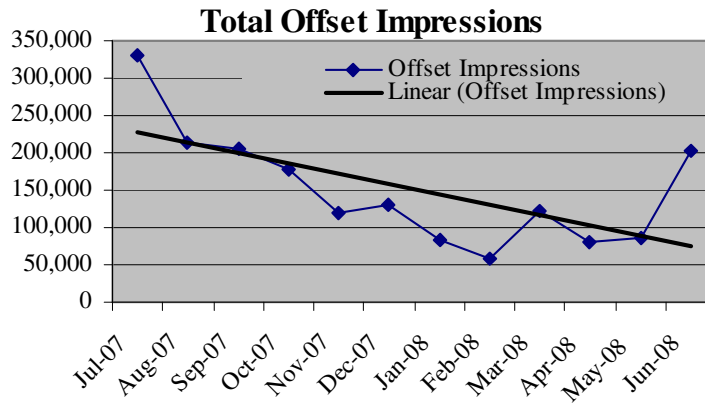
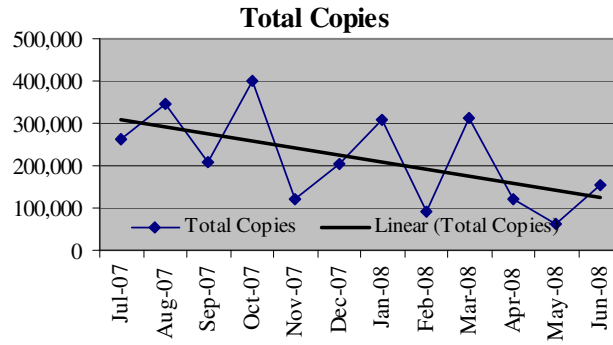
Introduction

The Office of the Inspector General received a complaint alleging that an employee of the Department of Public Work's Print Shop (an Office Support Specialist II) was abusing time on the Internet and that others were assigned to do this employee's scheduled work. The complaint further alleged that the Print Shop supervisor was aware of this employee's activity and allowed it to continue. The investigation was expanded to include other employees in the Print Shop based on additional information obtained during the investigation.

Findings

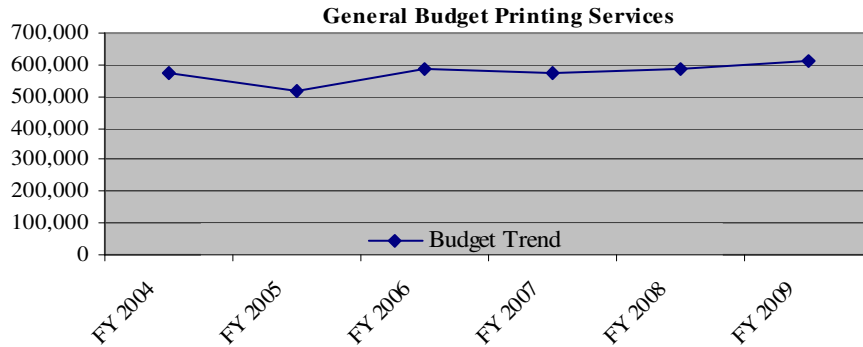
1. The workload of the Print Shop has been declining. Based on the available records, from July 2007 to June 2008, the total number of projects has declined. The following graphs depict the dramatic decline of the workload in major categories:





2. The declining workload made available substantial unoccupied time to the employees. The Business Manager was aware of the declining workload due to outsourcing by the user agencies. However, no action was taken to streamline the operation and reduce costs. The number of employees in the Print Shop has remained unchanged over this period.

3. A review of the Print Shop’s budget shows little change from fiscal year 2004 through fiscal year 2009, even though the work load and productivity has decreased. The following chart depicts the trend of the Print Shop’s budget:



Allocating the same amount of resources to a poorly performing operation with a decreasing workload represents lack of proper oversight. As of July 1, 2008, the Print Shop operates under General Services. The Director of General Services must evaluate the Print Shop’s performance prior to approving their budget.

4. In October 2007, several Print Shop employees received written reprimands for Internet usage abuse. The Business Manager was aware of previous written reprimands to Print Shop employees for inappropriate Internet surfing. Two of these employees did not stop using their computers for non-City business related purposes. Both of these employees justified personal use of City computers assigned to them based on the fact that they have observed the supervisory staff using computers for non-City business related purposes. The investigation found that both the Shop Floor Supervisor and the Business Manager have been using their City computers in violation of the City’s Internet use policy. The following table depicts the summary of computer use by four Print Shop employees investigated:

Individual	# of Reported Internet Hits	# of Days Recorded	Average Per Day
<i>Administrative Project Analyst</i>	23,310	86	271
<i>Senior Service Coordinator</i>	74,054	87	851
<i>Business Manager, Output Services</i>	84,034	74	1,136
<i>Office Support Specialist II</i>	349,170	73	4,783

Conclusion

Based on the above observations, there is an apparent lack of accountability over staff time and lack of proper management in the Print Shop. Although only four employees, including supervisory staff, were found to be abusing the use of the computer, there is no assurance that remaining staff have appropriate workloads to justify their positions. This represents a significant waste of resources. A detailed study on appropriateness of staffing must be conducted which was beyond the scope of this investigation. In addition, the cost effectiveness of the work outsourced by some of the user agencies must be evaluated to make decisions about keeping the work in-house or outsourcing the entire workload.

The Business Manager, Output Services and the Administrative Project Analyst (Shop Floor Supervisor) must be disciplined for lack of discharging of their duty to manage the operation and non-compliance with the City's Internet policies. The other two employees must be disciplined for non-compliance with the City's Internet use policy.

Detailed Report

Background

The Office of the Inspector General reviewed the Office Support Specialist II's personnel folder which revealed that:

- On March 22, 2006, this employee signed the Electronic Media Administrative Regulation (Internet/Intranet), which states that the employee had received a copy and was fully aware of the City of Richmond's policy concerning usage of Electronic Media Systems (Internet/Intranet). This regulation prohibits the following Internet activity: transmission of unacceptable content which includes material which is pornographic, racist, sexist, or contain inappropriate language; personal entertainment use such as listening to Internet radio, viewing TV, movies, connecting with other broadcast media (streaming); or any activity deemed non-work related use.
- On October 4, 2007 an email was sent to all city employees from Gene Doody, the Chief Information Officer and Director of IT, reminding all employees of the Internet policy and informing them that DIT had been tracking Internet use between July 7, 2007 and September 10, 2007 which revealed a high rate of activity to non-work related sites. Subsequently, DIT immediately began blocking all sites that had been classified as adult sex and adult content.
- On October 12, 2007 this employee received and signed a written reprimand regarding the Internet sites visited and the excessive length of time that was spent on the Internet. In addition, the employee was mandated to attend an ethics training which was provided by the Department of Human Resources.

Methodology

- The Office of The Inspector General (OIG) requested the Internet usage of all employees of the Print Shop.
- Selected employees that appeared to use Internet excessively were interviewed.
- The workload of the Print Shop was analyzed.

The software used by the Department of Information Technology counts the number of Internet “hits” associated with a user ID. “Hits” are described as all Internet traffic including websites deliberately visited by the user and website links interactively appearing on a web page visited (i.e. “pop-ups”).

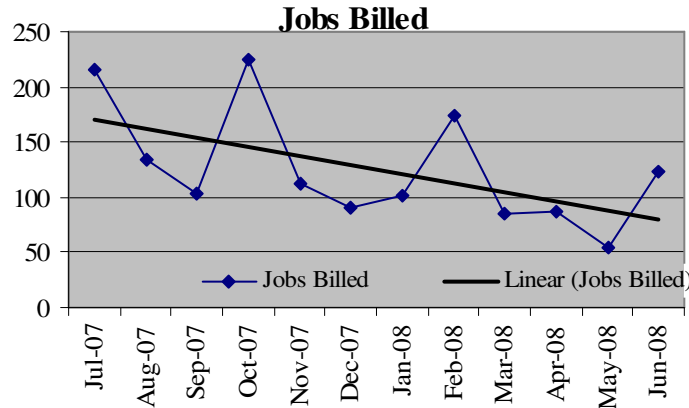
The Investigator was therefore unable to differentiate between web page visits and hits from linked sites when analyzing the data, so all hits are reported.

Findings

Office Support Specialist II

- The Department of Information Technology provided the OIG with the Office Support Specialist II’s Internet activity from December 17, 2007 through April 23, 2008. In the 73 days recorded, this employee’s computer logged 349,170 hits to Internet sites which is an average of 4,783 hits per day or about 598 hits an hour.
- Between January 3, 2008 and April 28, 2008, a DIT listing showed this person had over 600 attempted hits to websites deemed unacceptable and blocked by the City’s Internet security filters. Examples of such sites are: profilemods, blingcheese, doyoulike, blackplanet, tattoos, wealthyemen, webdate, pornotube, and rap-wallpapers.
- During the interview, the employee admitted that almost all of the sites that were visited did not relate to this employee’s work.
- This employee’s visits to MySpace, from January 1, 2008 through February 29, 2008, created 9,271 hits. MySpace is a personal website in which people create a profile, view other people’s profile, and contact people of interest through the web site.
- The employee revealed that her function in the Print Shop is to process bills. This person’s workload has been declining and consumes only up to an hour a day,

with the rest of day spent surfing the Internet. The trend of this employee's workload is depicted in the following graph:



- During the interview, the employee stated that use of the Internet for purposes unrelated to work is very common in the Print Shop.

Administrative Project Analyst (Shop Floor Supervisor)

- The Department of Information Technology provided this employee's Internet activity from January 3, 2008 through May 12, 2008; in 86 days this person's Internet usage log showed activity on 23,310 sites which is an average of 271 website hits per day or about 34 per hour.
- During the interview, this employee stated that the number of sites he visited is excessive.
- The employee stated that he can start a print job and while it is printing use the Internet, so it doesn't interfere with his work.
- This employee, who supervises the Office Support Specialist II, stated that the Office Support Specialist II doesn't have enough work to fill a workday and that fact had been conveyed to the Business Manager, City Output Services. Yet, no action was taken to increase the Office Support Specialist II's workload.

Senior Service Coordinator

- The Department of Information Technology provided the Internet activity of this person from January 28, 2008 through May 27, 2008; in 87 days the employee's log showed activity on 74,054 sites which is an average of 851 sites accessed per day or about 106 hits an hour.
- During the interview, the interviewee admitted personal use of the City computer but also stated that most employees in the Print Shop, including supervisors, are on the Internet during their work day.

Business Manager, Output Services

- The Department of Information Technology provided this employee's Internet activity from January 28, 2008 through May 28, 2008; in 74 days, 84,034 sites showed activity, which is an average of 1,136 hits per day or about 142 per hour.
- During the interview, the employee stated that the Print Shop workload had been dropping and that is attributed to the amount of work that departments outsource.
- The interviewee stated that he was unaware of the amount of Internet usage by the Office Support Specialist II. He indicated that the Office Support Specialist II's immediate supervisor, the Administrative Project Analyst, is responsible for monitoring productivity.
- This person stated that he does go on the Internet from time to time to keep up with the presidential election.
- This employee's computer log, between January 28, 2008 and March 31, 2008, showed hits to Barack Obama sites 2,660 times.

Summary

It is apparent that the supervisor and manager interviewed above have excessive Internet usage for non-City business. They do not appear to supervise employees or set a proper example for them. Even after the Office Support Specialist II's written reprimand, they did not monitor this employee's work and Internet usage.

The other two employees interviewed are in non-compliance with the City's Internet use policy by their excessive Internet usage for non-City business.

A brief review of the Print Shop's productivity revealed that the volume of work in the Print Shop has steadily declined during the last year. According to the Business Manager, the primary reason for the declining workload was the increased outsourcing of print jobs by the user agencies. He believed the reason the agencies outsourced was that they experienced a longer turnaround time by the Print Shop compared to outside vendors. It appears that preventing wasted time in the Print Shop could cut down on the completion time for print jobs and may reduce outsourcing, assuming the cost and quality of the job is comparable to the jobs performed by the vendors.

A handwritten signature in cursive script, appearing to read "Umesh Dalal".

Umesh Dalal, CPA, CIA, CIG
Inspector General
City of Richmond, Virginia