



MEMORANDUM

Date: July 25, 2016

To: The Honorable Chair and Members
Pima County Board of Supervisors

From: C.H. Huckelberry
County Administrator

A handwritten signature in black ink, appearing to read "CHH", is written over the printed name "C.H. Huckelberry".

Re: **Supervisor Ally Miller Public Records Requests**

As you know, Supervisor Ally Miller has made a number of public records requests for information and public records associated with the work of your offices. This information will come from a variety of devices. The Director of Information Technology has summarized the actual requests and how this information will be gathered in his attached July 22, 2016 memorandum.

I have approved his proceeding with the data gathering for the respective public records requests of Supervisor Miller.

If you have any questions regarding this matter, please contact me or the Clerk of the Board of Supervisors.

CHH/anc

Attachment

c: Tom Burke, Deputy County Administrator for Administration
Robin Brigode, Clerk of the Board of Supervisors
Jesse Rodriguez, Director, Information Technology

Date: July 22, 2016

To: Chuck Huckelberry
County Administrator

From:  Jesse Rodriguez
Chief Information Officer

Re: Supervisor Miller's Public Records Request

In order to complete public records request numbers: 2016-143, 2016-144, 2016-145, 2016-146, 2016-147, and 2016-152, ITD staff will need to gather data from variety of digital assets to include ShoreTel phones, cellular phones, computers, tablets, and Apple devices along with information culled from emails gathered from Exchange and Outlook Calendar.

To do that, the following process will be taken by ITD to obtain the information:

- For computers, ITD Client Services needs permission to access the computer of each individual named in the PRR's remotely. ITD Client Services will enable the remote administrative share and scan each computer utilizing designated parameters from Clerk of the Board. The information gathered from each computer will be saved in three ways – all data pulled from the device, the filtered data, and the filter query to ensure no question of tampering with the process. The Clerk of the Board will receive the data to their Shared Folder via a Tabbed Spreadsheet. The average time to complete this task on each computer will take @ 15 minutes.
- For email, calendars, and instant messages thru Skype for Business, ITD Infrastructure Services will gather all the requested information with little to no impact to the affected users.
- For ShoreTel Phones and Voice Mail, ITD Infrastructure Services will follow the recommendation of the Pima County Attorney's Office (Tom Weaver) and work with affected staff to have them forward their voice messages to a common collection extension. The instructions are as follows:

Users should log into their voice mail box as normal and access each message in their box. While listening to **each** individual message the digit "4" (Forward Message) should be selected. You will be prompted to record an optional prefacing remark. After the "beep" press ##.

Next you will be prompted to enter the extension number to forward the message to. Enter "48007" then "##".

- For SMS and MMS messages, the cell phone provider will need to provide the information. To retrieve SMS and MMS messages that may have been deleted from a staff members cellular phone, the County will need to follow each phone carrier's rules. Generally, carriers only keep a few days' worth of SMS's before they delete them from

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their systems. As well, there is generally a charge to provide this service. The requirements are as follows:

- AT&T: Subpoena.
- Sprint: Notarized Consent Form.
- Verizon: Warrant.

JR/mk

Your approval is recommended.

APPROVED:

 7/24/16

C.H. Huckelberry, County Administrator (Date)

Copy: Tom Burke, Deputy County Administrator for Administration
David Fernandez, ITD Deputy Director
Anthony Casella, ITD Deputy Director