

# Department of Revenue

## Incident Information and Reporting System

("Ethics Link")

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# Department of Revenue

- ▶ Over 5,000 Employees
- ▶ 55 Facilities
- ▶ 7 Out-of-State Facilities
  - ▶ California
  - ▶ Georgia
  - ▶ Illinois
  - ▶ New Jersey
  - ▶ Pennsylvania
  - ▶ Texas (2)

# Background and History

- ▶ October 2008: Dept. of Revenue's - Ethics Link launched with vendor-based Intercede Services, Inc.
- ▶ November 2008 - June 2010: 1,340 reports received for issues such as inappropriate behavior, employee performance, safety, etc.
- ▶ Dept. split with Intercede in June 2011, but owned the Ethics Link name.
- ▶ Structure and question tree application were retained by Intercede.

# Transition to Current System

- ▶ Initially vendor-based structure and question tree application.
- ▶ Stakeholders requested easy and accessible reporting with “new” Ethics Link.
- ▶ Modifications using hyperlinks, drop-down options, and in-house forms.
- ▶ Currently SharePoint Platform with Info Form Based.

# Features

- ▶ Department-wide
- ▶ Multiple programs and specific individuals
- ▶ Specific routing based on type of report

# Ethics Link Home Page


SharePoint

BROWSE PAGE

Shirley Combass

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Search...



## Ethics Link

Select this link to report your concern

**An Ethical Culture**  
The Department of Revenue is committed to an ethical workplace. Our success depends on employees who openly discuss concerns and raise workplace issues. It also depends on handling those concerns and issues fairly and consistently. **The Department of Revenue has zero tolerance for any direct or indirect retaliation against anyone who, in good faith, reports a workplace concern or issue.**

**Ethics Link**  
You can use Ethics Link to report a concern online for yourself, a direct report, or a coworker. Ethics Link is an additional option for reporting concerns - it does not replace already existing methods.

**Reported Information**  
Revenue is committed to safeguarding the sensitive information reported through Ethics Link. Although Revenue must comply with Florida Public Records Law, every effort within the law will be made to keep the information you provide confidential during the review and investigation process.

**Use Ethics Link to:**


- Report observations of inappropriate workplace behavior
- Report issues about employee performance
- Report concerns about safety and security
- Seek guidance for other work-related issues

[Learn more about What to Report](#)

**Keep your Report ID**  
You can use it as a [reference to your report](#).

**Ethics Link does not accept anonymous reports**

**Whistle Blower's Hotline**



[Click to read brochure](#)

If you think you have a whistle-blower issue, contact the Governor's Whistle-blower hotline at 1-800-543-5353.

# Usage

- ▶ Information Services Program
- ▶ Workforce Management
- ▶ Inspector General
- ▶ General Counsel
- ▶ Employee Relations
- ▶ Employees - Individual reports or reporting on someone else's behalf

# Incidents and Categories

BROWSE

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## Report Your Concern

Search...

Select the corresponding link in the 'File a Report' column to begin the reporting process.

Find an item

Incident	Category	Process	Definition	File a Report
✓ Absenteeism	Attendance	Employee Relations, Human Resources	Employees shall demonstrate reliable work attendance. Employees shall not go into leave without pay status without approval from their supervisor.	<a href="#">File a Report - Attendance</a>
Tardiness/Leave Early	Attendance	Employee Relations, Human Resources	Employees shall report to work and return to work after lunch and break periods in accordance with their approved work, lunch and break schedules. Employees shall leave work at their scheduled time unless they obtain prior authorization from their supervisor.	<a href="#">File a Report - Attendance</a>
Negligence	Carelessness	Employee Relations, Human Resources	Employees shall be attentive and careful in the performance of their assigned duties and responsibilities. Any omission of duties or responsibilities that results in a violation or nonobservance of a work rule, policy, procedure, law, or assigned duty may subject an employee to corrective action for negligence. Negligence implies lack of care, caution, attention, diligence, or discretion.	<a href="#">File a Report - Carelessness</a>
Computer Security Incident or Breach	Computer Security Incident or Breach	Confidential Incident Response & Disclosure Office, Office of the General Counsel	Any real or suspected adverse event affecting the security of the hardware, software or data contained in computer systems or computer networks. The act of violating a security policy that potentially threatens the security of computer systems is also considered a computer security incident or breach. Examples of incidents: attempts (either failed or successful) to gain unauthorized access to a system or its data; unwanted disruption or denial of service; the unauthorized use of a system for the processing or storage of data; changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent.	<a href="#">File a Report - Computer Security Incident/Breach</a>
Driver's License Suspension or Revocation	Conduct off the job	Employee Relations, Human Resources	Employees who operate a motor vehicle to perform essential job functions must notify their supervisor in writing by the next business day after learning their license has been suspended or revoked.	<a href="#">File a Report - Driver's License Suspension</a>
Misconduct off the Job	Conduct off the job	Investigations, Office of Inspector General	Employees should not engage in any conduct off the job that significantly diminishes the employee's effectiveness on the job or, if such conduct were made known, could harm the reputation or credibility of the Department.	<a href="#">File a Report - Misconduct off the Job</a>
Notification of Domestic Violence Injunction Petitioned by Another Department Employee	Conduct off the job	Special Projects, Office of Inspector General	Employees who are named as the respondent in an Injunction for Protection Against Domestic Violence, or any similar temporary or permanent injunction, where the petitioner is another Department employee, shall notify the Office of the Inspector General in writing within four (4) business days of the notice of the injunction being served.	<a href="#">File a Report - Notification of Domestic Violence Injunction</a>
Prompt Reporting of Arrest, Charge, or Notice to Appear for Felony, First Degree Misdemeanor or Equivalent Violation of Law	Conduct off the job	Special Projects, Office of Inspector General	An employee arrested, charged, or issued a Notice to Appear for a violation of any criminal law which is punishable by imprisonment for more than 60 days, and/or fines of more than \$500, shall provide a written report describing the charges to the Inspector General within four business days of the date of arrest or charges filed.	<a href="http://dorwebprd/apps/ethics/Lists/EACNOTA/NewForm.aspx">http://dorwebprd/apps/ethics/Lists/EACNOTA/NewForm.aspx</a>
Prompt Reporting of Final Order or Other Disposition for Felony, First Degree Misdemeanor or Equivalent Violation of Law	Conduct off the job	Special Projects, Office of Inspector General	An employee arrested or charged with a violation of any criminal law which is punishable by imprisonment for more than 60 days, and/or fines of more than \$500, shall notify the Inspector General in writing of the outcome of the case within 10 business days of the date of the final order or other disposition of such case.	<a href="http://dorwebprd/apps/ethics/Lists/FinalDisposition/NewForm.aspx">http://dorwebprd/apps/ethics/Lists/FinalDisposition/NewForm.aspx</a>



# Advantages

- ▶ Assigns a unique Report Identification Number
- ▶ Exporting information/data
- ▶ SharePoint for backup purposes/"Cloud"
- ▶ Speed
- ▶ Tracking, monitoring, and reporting
- ▶ Allows additional documentation to be uploaded, (e.g., police reports for automobile accidents, documentation of damaged property, medical reports)
- ▶ Facilities - General Liability
- ▶ Safety
- ▶ Workers' Compensation

Questions?

Thank You