On behalf of all of our team members at JusticeTrax, I extend our best wishes for a happy and successful new year in 2020. The weather here in Phoenix has been unusually cold so we’ve been trying to stay warm by keeping busy. One of the projects we’ve completed since the last newsletter is the new version of 3.8 Portal. Paul runs you through the new features and interface you can present to your customers to make serving them easier. For your staff, Jen has explained the current and upcoming features of our video-based training system, JT Academy. We expect that it will help you to make better use of the software by providing both training courses and a new forum to get help from the JusticeTrax community, and we have high hopes for it.

Check out both the Customer focus and employee focus articles. Contra Costa County Sheriff’s office has made great use of JusticeTrax tools in their lab and particularly for their blood alcohol analysis, and they’ve kindly consented to let Brittany share that with you in this issue. Kate Cleaveland is the subject of our Staff profile and has also contributed the troubleshooting article this time around. Please take a minute to get to know Kate and her work a little better.

We’re looking forward to the New Year with hope and we wish all of you the same.

- Simon
Since the early years of LIMS-plus, JusticeTrax has offered two products that allowed our customers to offer their customers the ability to log evidence and retrieve final reports online. These two separate products, iPreLog and iResults, were developed using some of the first development technologies of the Internet and were starting to show their age. With the release of LIMS-plus Portal v3.8, these two products have been merged into one solution.

LIMS-plus Portal has been available for LIMS-plus v5 customers for some time and its functionality has been mimicked for LIMS-plus v3.8 users.

Dashboard

LIMS-plus Portal users initially enter the site and see a dashboard that provides a quick overview of both their recent submission activity and actions taken by the lab to which they made the submission. Users have the option of saving information and returning later to complete the submission process. When a submission has been accepted into LIMS-plus, the status of the requests related to the submission are updated in real time and a copy of the report is provided as soon as it is released by the lab. The release of any given report is configurable by service and result release security settings on the case in LIMS-plus control who can access a copy of the report.

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LIMS-plus Portal v3.8

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Requests

Within a lab case, the Agency Representative can quickly see the status of all requests to which they have viewing permissions. They can review information about the case, download a copy of the report or even send a note back to the lab or ask for the request to be canceled or placed in a pending status.

LIMS-plus Portal v3.8 Courses are available in JT Academy. Email jt.academy@justicetrax.com to request access.

LIMS-plus Portal v3.8 now brings you the best of both worlds from the legacy “i-Products.” For more information about LIMS-plus Portal v3.8, contact JusticeTrax Business Development at sales@justicetrax.com
Richard Bowden has been a Criminalist with The Contra Costa County Office of the Sheriff Forensic Services Division since 2001 and the LIMS administrator since 2005.

The evolution of technology gives crime laboratories an opportunity to improve efficiency and provide faster customer service to law enforcement. The Contra Costa County Office of the Sheriff Forensic Services Division (FSD) has used a version of LIMS-plus v3 since the early 2000s and now uses the advanced configuration available in LIMS-plus v3.8 to increase the efficiency of completing blood alcohol analysis requests.

The FSD employs approximately 50 employees, including over 30 technical staff members and offers forensic analyses in the areas of Drugs, Alcohol, Toxicology, DNA, Firearms, Latent Prints, Crime Scenes, and Digital Evidence to approximately 30 agencies near their two facilities in Martinez, California. The FSD received over 9,000 requests in 2019, alcohol and toxicology account for approximately 40% of all requests.

The FSD began using LIMS-plus v3.7 in the early 2000s for limited case and request tracking. Now, they use LIMS-plus v3.8 for electronic chain of custody, results entry, notes, and final report generation for completely paperless workflows in Drugs, Alcohol, and Toxicology. Most notably, they have developed sample export and result import files for alcohol requests. Richard and his team have developed paperless blood alcohol workflow that follows a general five step process:

1. Within LIMS-plus, itemized evidence is related to requests using the Blood Alcohol Analytical module, where sample properties and characteristics are electronically recorded in Custom Form fields.

2. To eliminate manual batch data entry, an alcohol worklist is created from available samples, and a sequence file is generated from LIMS-plus. The file is then imported onto the Perkin Elmer GC-FID Head Space Instruments. Custom Macros created by Perkin Elmer inserts necessary QC batch information into the LIMS-plus sequence file data, such as blanks and standards. The assembled batch data is then loaded onto the instrument’s software, where the instrument method is run to analyze each vial.

3. At the end of the run, different Perkin Elmer Custom Macros create the chromatographic image files and the CSV export files containing result data points.

4. Using the Blood Alcohol Upload feature of LIMS-plus, analysts scan the worklist ID and import the results from the custom CSV file. Analysts then use the separate JusticeTrax application Batch Indexer to import the image files as attachments related to the request.

5. All documentation, including worksheets, Final Reports, and even batch data, are stored electronically in LIMS-plus. This documentation can also be viewed through custom Crystal Reports.

To store the batch information electronically in LIMS-plus, the lab creates a LIMS-plus case per year per instrument and adds requests to document each batch analyzed on that instrument. Using request date as the batch date and attaching image and instrument data as request related attachments, analysts and reviewers use the request milestones to document the batch review process.

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Customer Spotlight: The Contra Costa County Office of the Sheriff, Forensic Services Division

Continued from page 4

Since upgrading to LIMS-plus v3.8 in 2018, Richard really enjoys being on the browser platform as maintenance and upgrades are significantly easier to support. The FSD will be investigating future integration projects using the JusticeTrax Case-Imports API to interface LIMS-plus with other external systems. We look forward to learning about Richard’s future LIMS-plus configuration at an upcoming User Group Meeting!

About Richard Bowden
Richard Bowden has been a Criminalist with The Contra Costa County Office of the Sheriff Forensic Services Division since 2001 and the LIMS administrator since 2005. He received a Bachelor of Science Degree in Biology and a Master of Science Degree in Microbiology from Brigham Young University. Richard is a computer enthusiast, developing programs and coding in his spare time.

JT Academy Badges

During the week of UGM 2019, we announced and released JT Academy badges that can be earned by reaching certain milestones within JT Academy. These badges are immediately visible on the JT Academy homepage once you have earned them.

When JusticeChats is released, you will have the opportunity to earn additional, JusticeChats specific badges and awards, including special JusticeTrax-awarded professor badges.

The more you learn in JT Academy, the more badges you can earn.

JT Academy provides online training for Admins and End Users of JusticeTrax products at no additional cost for existing customers. Haven’t used JT Academy before? Want to learn more? Check it out online or register!
2019 User Group Meeting

Angie Lanemann Presents

"Investigate Your Neighbor" ice breaker the first morning

Ben Swanholm Presents

A Helpful Authentication Method Description

Evening Event with the Mayberry Deputy

Brittany Wulle and Dale Founds Present on Efficiency
We are excited to announce that in January 2020, we will be launching JusticeChats – the online community for JusticeTrax customers and staff. Here you’ll be able to post topics, communicate with other customers, share report templates, and get important news from JusticeTrax.

In order to access the new JusticeChats community, you will need a JT Academy account. Through this account, you will also have access to our online training courses. If you do not have a JT Academy account, you can create one using the Registration Page.

Once you have created your account, email jt.academy@justicetrax.com with your username and the product courses you would like to access.

Through your JT Academy account, you will have access to the entire JusticeChats community when it is launched; the forums that you can post in are dependent on the product courses to which you have access.

Help us make JusticeChats a vibrant, informative community by registering for JT Academy and checking back in January!

Coming Soon: JusticeChats
Quality fills in for Customer Care to write a very special Troubleshooting article.

You’re using an application, you try something, and it doesn’t do what you think it should. First, don’t panic! Then follow these steps to help find a solution or to help us help you.

1. REPRODUCE the issue

- Try the task a second time. Refer to existing internal policies and your own judgement when you are repeating something that might duplicate data or change things in a production environment.

- If you can’t reproduce the issue, make a note of it anyway. Even if you don’t do any more troubleshooting steps, you may find a pattern if the behavior appears again.

2. FIND THE SCOPE of the issue

- Try the action a different way if you know of one (such as itemizing Evidence from the Evidence screen vs. the Results screen in v3.8).

- Try to make the problem occur again to different pieces of your Case or to different data. If you get the expected behavior for most things but something different happens for one, it may be a sign of a data entry error.

- Try a different browser.

- See if the problem happens to other people or on other computers.

3. RESEARCH to see if there is an existing answer

- Check the application Help Files. This is the go-to resource for how the application is expected to work. Help Files are a good place to find info like settings that change the feature you are using, or whether the feature operates differently from the way you might expect.

- Check the recent release notes. This is where you can find any known limitations, along with suggested workarounds or plans to address them in a future release.

4. CONTACT our Customer Care Department

- Visit the JusticeTrax help desk at justicetrax.zendesk.com

- Specific information helps us find the best solutions for your problems. You can find a detailed description of the Zendesk ticket form and the content to enter in the article “Anatomy of a Zendesk Ticket” in the December 2017 JusticeFacts Newsletter.
Meet the Staff: Kate Cleaveland

Kate Cleaveland, whose surname is pronounced like the city but spelled the correct way (just ask her!), is an integral part of our outstanding team of QA Testers. Any JusticeTrax staffer that has been through at least one JusticeTrax User Group Meeting has earned the removal of the “newbie” tag. The fact that Kate has now been through two UGMs and was also a solo presenter at this year’s meeting means that she’s firmly entrenched in her role here. And we couldn’t be more pleased to have her as a coworker!

Not to be confused with Audrey Hepburn, the celebrity she is most often told she resembles, Kate is definitely not your typical developer-turned-QA person - even though her most recent experience might have you believe that. Her background includes stints as a Ballet Teacher and a Jewelry Designer; she has also studied Animation and Video Game art. Even though her career path to this point was not conventional, when it comes to lucky numbers, she is a little more apt for tradition. So, to get to know her better, we present:

7 Questions with Kate

1. What 3 words would describe you to someone who doesn’t know you?
   Stubborn, Creative, and Observant.

2. Would you consider yourself more messy or more organized?
   Looking at my space, I’d say ‘messy’. But to me, it’s an organized mess where all of the important things are in my line of sight. However, when it comes to tasks and events, I’m usually the planner and organizer to make sure all goes smoothly.

3. What is your favorite travel spot?
   Hands-down, New York City. The high energy level of the city resonates with me, and there are so many things to do that are accessible by means other than a car. It’s exciting, lively and is a lot safer than many people would have you believe.

4. What would people be surprised at, when they find out about you?
   That I’ve been studying Krav Maga (a form of self-defense and fight-training derived from techniques from boxing, wrestling, aikido, judo and karate) for the last 8+ years, and I love it!

5. What is one thing you can’t live without?
   TEA. Especially oolong, but really, any kind will do. Wherever I am, the selection of teas tends to grow over time.

6. What would you do for a career, if you weren’t doing QA Testing?
   Welding. I love working with my hands to create things and can draw, knit, crochet, make jewelry and work with metal. But I’d really like to learn how to weld.

7. If you were to become famous, what would you like to be famous for?
   For being a storyteller. Whether the form was writing, as an author, or telling stories visually through comics and animation, I’d be happy to leave that as my legacy.
# Upcoming Trade Shows

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<tr>
<td>February 19 - 21</td>
<td>American Academy of Forensic Science</td>
<td>Anaheim, CA</td>
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<tr>
<td>March 3 - 6</td>
<td>Wisconsin International Association for Identification</td>
<td>Sheboygan, WI</td>
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<td>March 30 - April 1</td>
<td>American Society of Crime Laboratory Directors</td>
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<td>April 13 - 17</td>
<td>Bode Technologies</td>
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<td>April 19 - 24</td>
<td>International Association for Chemical Testing</td>
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<td>May 11 - 14</td>
<td>North Carolina International Associate for Identification</td>
<td>Wrightsville Beach, NC</td>
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<tr>
<td>May 18 - 22</td>
<td>California International Associate for Identification</td>
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<td>May 25 - 28</td>
<td>Association of Firearm and Tool Mark Examiners</td>
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## TELL US WHAT YOU THINK!

JusticeFacts is our periodic newsletter with news and information for your benefit.

To make each issue more interesting and valuable, we need your feedback. This feedback will enable us to tailor JusticeFacts to your information needs and interests. JusticeFacts is your newsletter, so help us make it a valuable resource that you’ll look forward to receiving and reading, issue after issue.

By all means, send us your recommendations as to what content you want more of, but also can do without. Do you want more photos, screen captures, other graphics? What kind of information will help you in your work?

Please send your comments to:

[ david.epstein@justicetrax.com ]

Meanwhile, enjoy JusticeFacts, and we’ll be on the lookout for your suggestions.

David Epstein, Business Development Manager