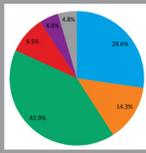




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JusticeFacts

SPRING 2017

SIMON SAYS

From Cultivation to Harvest

Farming traditions often lead us into metaphors that describe spring and summer as the time where we harvest the first blooms and fruit of work that was often done way back in the fall and early winter. Those metaphors feel particularly relevant at JusticeTrax this year. In this issue of JusticeFacts, you'll be able to read about the first results of some sustained and strenuous effort on the part of our entire company and by our software developers in particular. Early this year we released the Beta test version of LIMS-plus 3.8 to a number of laboratories who have been providing us with valuable feedback that has allowed us to refine that product as we prepare it for general release. We've also been hard at work on the Consumables Inventory Management System and that effort shows in the latest release. Once you've read the articles by Paul Tracy and Melissa Bennett, I hope you'll agree that all the hard work has been worthwhile. Our "Ask Customer Care" article is a quick treatment of how to avoid some of the common pitfalls when transferring evidence in LIMS-plus v3 and LIMS-plus v5. Hopefully you find Brittany Cange's advice useful.



Simon Key
President
[EMAIL](#)

While software development is at the core of our company's mission, we've also invested heavily in our Quality Management System. Early this year, we officially upgraded our ISO 9001:2008 registration to the current ISO 9001:2015 standard. We've published the results of the annual customer survey that we perform as part of that quality management system and we'll be making any adjustments necessary in the months to come. You can also read about how Jen Haldaman's efforts are making our media offerings both more comprehensive and easier to use. Jen continues to expand our capabilities in the area of JT Academy and product documentation, all with the goal of making our products more effective in the hands of our customers.

I'm looking forward to delivering the results of all our efforts and to doing it in a way that I hope will demonstrate the benefits of our commitment to continual improvement in our business. I look forward to hearing from all of you about how we're doing.

- Simon

LIMS-plus v3.8



Paul Tracy
LIMS-plus v3.8 Product
Manager
[EMAIL](#)

We officially announced LIMS-plus® v3.8 at our annual Users' Group Meeting in November 2016. Since then, we have made a lot of progress on the product working towards a full commercial release.

As of this writing, we've done 6,323 builds of the application. That's a lot of development time and coding! The software was deployed to beta testers in the first quarter of 2017, and their

feedback is providing for a more polished product. Our goal is to have at least one but hopefully many more labs in full production by Fall of this year.

With the start of the LIMS-plus v3.8 beta roll-out, we also saw the official release of a new JusticeTrax product—LIMS-plus® Health Check. Using a LIMS-plus v3.8 database structure, Health Check allows system administrators to granularly monitor the quality of the information being stored in the LIMS-plus database. Running Health Check is also the first step of the upgrade process to LIMS-plus v3.8.

The goal of the initial code-complete release is to provide the same (or better) functionality as LIMS-plus v3.7 delivered in a browser on a more modern

How will LIMS-plus v3.8 make your life easier?

If you're an admin, you'll love...

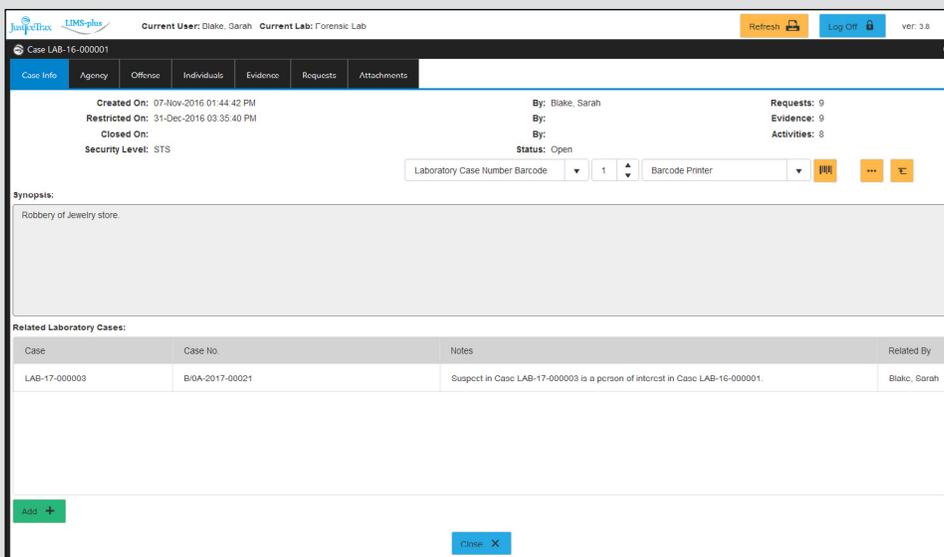
- The browser-based delivery (easy upgrades!)
- Easier data extension from administration (easy maintenance!)
- A more centralized reporting system (more security!)
- An upgrade that requires no new configurations or risky data migrations or conversions

If you're a LIMS-plus user, you'll love...

- Itemizing evidence using kits and the ability to exclude items that were not submitted in that kit
- Integrated imaging (attachments) with more information about each image
- That the software is simply easier to use and much easier to read

architecture. We've defined a product roadmap that takes us through 2018 which will provide for the delivery of LIMS-plus v3.9. It will include a number of administrative and end-user enhancements that many of you have been requesting for years. We're also saving plenty of room to accommodate your feedback as you get settled into LIMS-plus v3.8.

With the beta roll-out of v3.8, we also added new courses to JT Academy. These courses focus on upgrading to v3.8, Health Check, and major differences between v3.7 and v3.8. If you do not already have a JT Academy account, you can [register online](#). After registering, beta testers can [Email JT Academy](#) to be enrolled in v3.8 courses. 



The browser-delivered LIMS-plus v3.8 is built on a more modern architecture

Montana Department of Justice Forensic Science Division Laboratory

Barry Fisher

When considering the State of Montana, several things might come to mind. For example, did you know that the 1876 battle of the Little Big Horn - was fought there? Montana is also the home to some of our best known and most strikingly beautiful national parks: Glacier National Park and Yellowstone National Park. Geographically, Montana is the 4th largest state by size and the 44th by population with a little over 1 million people calling the state home. And along with the state's beauty and history, the State's Attorney General operates a crime lab in Missoula and Billings.

The lab's Administrator is Dr. Philip Kinsey, a native of Southern California. Phil attended the University of California, Irvine where he received his B.S. and Ph.D. degrees in biology. During his post-doctoral stint in Eugene, Oregon, he learned about a crime lab opening from a colleague and got his first forensic science job at the Oregon State Police in Portland eventually taking the role of DNA Technical Leader; he worked there from 1998 - 2005. Phil's long time goal was to settle in Montana and in 2005 a position opened up at the Montana State lab for a DNA supervisor and Technical Lead. He was in that position for a relatively short time when in 2013, the Montana Attorney General appointed him to the Lab Administrator position.

The Montana Department of Justice, Forensic Science Division consists of the crime laboratory and the Medical Examiner's office and has a total of 42 employees. Their cases include drugs, DNA, firearms, trace evidence, latent prints and death investigation. The main lab is in Missoula and a satellite lab was opened recently in Billings and conducts drug identification testing. There are three forensic pathologists, two in Missoula and one in Billings. Nearly all of the evidence police agencies submit to the lab is sent to the lab through the U.S. Postal Service.

The Lab was first accredited in 2005 under ASCLD/LAB's Legacy program and in 2011 by ASCLD/LAB under ISO 17025:2005 and the ASCLD/LAB Supplemental Requirements. The laboratory has a goal to eventually become accredited by the National Association of Medical Examiners, NAME, and currently follows many of NAME's standard protocols.

The Montana Forensic Science Division began using LIMS-plus around 2000. Initially, the LIMS system was only used to track cases and evidence. In 2005, the lab hired an examiner from the Phoenix Police Department lab who had the necessary skills to more fully utilize LIMS-plus. By June 2006, the lab was barcoding evidence and issuing reports. The lab now uses the application to track chain of custody documentation, use lab reporting features, and collect performance metrics.

Like many labs across the country, Montana reports an upsurge in DNA cases, most from sexual assault cases. These added case submissions have put a strain on the lab's DNA unit ability to keep current. An additional challenge concerns latent print cases. Recently one of their two examiners left for a position at another agency. Finding qualified fingerprint examiners, as in many forensic science labs, has been a problem for the lab. Eventually, they were lucky enough to hire a candidate who was putting herself through a latent print training program by a private company.

The lab has an excellent way of keeping track of customer satisfaction. They attach a Survey Monkey® questionnaire to emails to client agencies and receive useful information about their service along with questions and comments about the lab. They incorporate some of this information into training they provide to police and prosecutors.

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Customer Spotlight

Continued from page 3

Phil reports that the Montana Lab has been very happy with the services JusticeTrax provides to them. The lab is looking forward to moving forward to LIMS-plus v3.8. A future goal of the lab is having the Medical Examiner functions incorporated within LIMS-plus, but for now funding is an issue.

Phil also stated that he just could not imagine what life in a crime lab was like before LIMS software. It must have been a large amount of paper work and a lot slower than now. LIMS systems provide managers with the information necessary to provide better service to customers. 

Upcoming Trade Shows

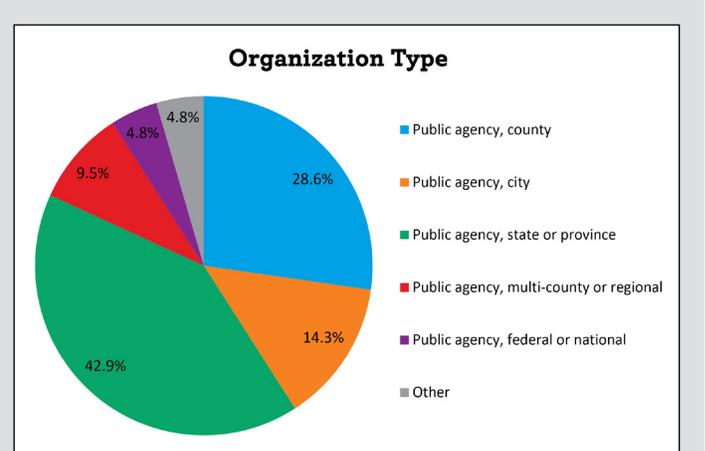
DATES	TRADE SHOW	VENUE	LOCATION
May 10 – 12	California Association of Criminalists	Hotel Kabuki	San Francisco, CA
May 14 – 19	Association of Firearms & Tool Mark Examiners	Grand Hyatt	Denver, CO
June 26 – July 1	Texas International Association for Identification	Hilton, Fort Worth	Fort Worth, TX
July 26 – 26	Green Mountain DNA	Burlington Sheraton	Burlington, VT
August 6 – 7	International Association of Identification	Omni Atlanta Hotel at CNN Center	Atlanta, GA
August 23 – 25	International Association of Forensic Sciences	Sheraton Centre, Toronto Hotel	Toronto, Canada
Sept 11 – 14	SOFT/TIAFT	Waldorf Astoria Resort	Boca Raton, FL
Sept 20 – 22	MAFS/SAFS/ASTEE	Westin, Cincinnati	Cincinnati, OH
October 2 – 5	PROMEGA	Sheraton Seattle Hotel	Seattle, WA
October 10 – 12	Association of Forensic Quality Assurance Managers	Chaparral Embassy Suites Hotel	Scottsdale, AZ
October 13 – 17	National Association of Medical Examiners	Doubletree Resort by Hilton Paradise Valley	Scottsdale, AZ
October 22 – 26	Florida Division of the IAI	Edgewater Resort, Panama City	Panama City, FL

Customer Satisfaction Survey 2016

As in previous years, our annual Customer Satisfaction Survey this year yielded useful results. We use this information to improve our applications, processes, training, and communication.

This year, responses were collected from January 3 to January 31. All responding organizations have been using JusticeTrax products for more than 3 years with more than half using JusticeTrax products for over ten years. More than 90% of respondents identified themselves as experienced or expert users. As with last year, the majority of respondents use LIMS-plus v3.

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The majority of respondents were from public agencies. None identified as being from a private agency.

Meet the Staff: Jen Haldaman



Jen Haldaman

Digital Media Specialist
[EMAIL](#)

Have you ever wondered how all the seemingly little things get done at JusticeTrax? It's quite simple: a dedicated professional staff. Jen Haldaman is one of those JusticeTrax employees with whom most users never interact directly, and yet she is key to the success of JusticeTrax programs. Jen is the Digital Media Specialist, whose responsibilities include writing application documentation and managing JT Academy, including course design, training video productions, and online quizzes. She also creates the Justice Facts newsletter, looks after the website, and assists with preparing materials for the annual User Group Meetings.

Jen will have been at JusticeTrax for three years in July. She grew up in Tennessee and Georgia and attended Furman University in South Carolina. She received her B.A. degree in History in 2006 and her M. Ed. degree in Learning and Technology in 2010 from Western Governors University. Jen moved to Arizona with her husband and son in early 2013. Prior to working at JusticeTrax, she worked at a cyber security company and Furman University.

Jen enjoys working with her JusticeTrax colleagues. She combines the material she's learned from subject matter experts at JusticeTrax with her background in education and on-line learning to develop online training materials. The majority of customer feedback Jen receives is through Customer Care Specialists who interact directly with JusticeTrax users. This information is especially helpful for her to develop training material for users.

Presently, Jen is spending the majority of her time creating customer support materials for LIMS-plus v3.8, including new help files and new courses in JT Academy. She is also updating existing product documentation and JT Academy courses.

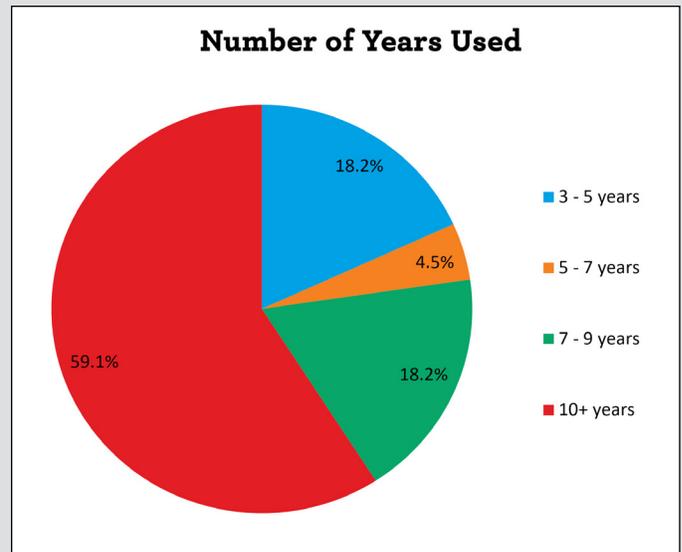
Jen has been married for 11 years, has a 5-year-old son, and enjoys spending time with her family and two dogs when not at work. She also likes to draw, read, and build models.

Customer Satisfaction Survey 2016

Continued from page 5

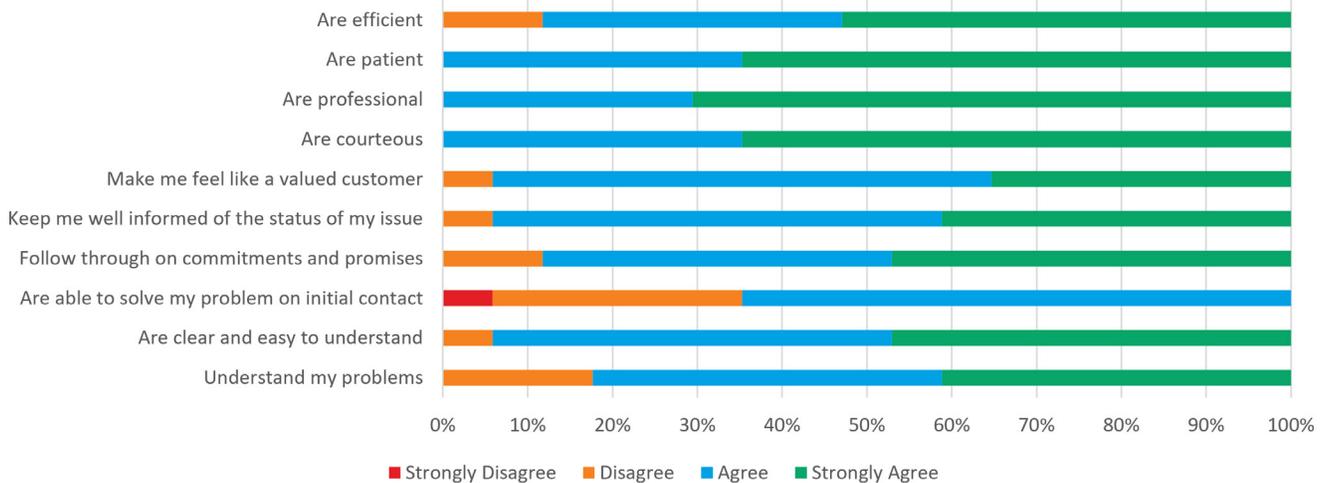
A number of questions were added that focused solely on Customer Care to help us identify those areas in which we excel and those areas that warrant improvement. We use the survey to identify the areas that we need to make better, but the survey also provides us with feedback about customer expectations of where we need to go with our customer service. Overall, the majority of respondents were satisfied with the level of service they have received, but a few feel we did not meet their expectations. Specifically, respondents expressed that JusticeTrax staff could improve Customer Support by addressing and resolving customer problems more quickly.

We also asked how respondents interact with JusticeTrax. A higher percentage of customers interact with JusticeTrax via Email, followed by telephone and justicetrax.com. As compared to the 2015 survey, there has been a significant increase in the perceived value of the newsletter and JusticeTrax.com. 



All responding organizations have been using JusticeTrax products for more than 3 years with more than half using JusticeTrax products for over ten years.

Customer Care Representatives...



Several questions this year focused solely on Customer Care

Consumables Inventory Management System



Melissa Bennett
Product Manager
[EMAIL](#)

In Q3 of 2016, JusticeTrax released v1 of Consumables Inventory Management System (or CIMS), our newest browser-delivered product. We've been hard at work since that first release, adding new features designed to enhance both the user experience and improve quality processes in the lab. We started with the addition of barcode printing and registration functions on Raw and Prepared Materials to

simplify tracking their usage. Labs can take advantage of both 1D and 2D barcodes for labeling ma-

terials, ensuring that even small containers can be barcoded.

Next we added the ability to assign Orders, the creation of Prepared Materials, and the assignment of QC Procedures on Materials to pre-configured Groups of staff, instead of just individuals. This allows flexibility in assigning responsibility for critical reagents or functions, so there is no delay if a resource becomes unavailable and staff cannot perform their assigned tasks. Also, with respect to Critical Reagents, from a quality and accreditation perspective labs can now identify these materials and capture the specific lab equipment used to prepare and/or QC them.

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Group Management

Groups Details

* Marked fields are required

Active Status: ON

Group Name:

Description:

Available Staff:

- Blake Sarah
- Charlemagne Sarah
- Jones Jacob
- System Administrator

Selected Staff:

- Adams Paul
- Brown Kelly

Update Group Cancel

Groups of Staff Members can now be created in CIMS

Consumables Inventory Management

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And finally, we have now introduced both Recurring QC Procedure configuration and Ad Hoc QC Testing! Any QC Procedure can be labeled as Recurring, and the schedule can be set to virtually any duration – from daily, to specific days each week,

to weekly, bi-weekly, semi-monthly, annually and more. Users are also able to record that a QC Procedure was done outside of the schedule, Ad Hoc, with no impact to the future schedule. 

Quality Control Procedure

Quality Control Procedure Details

** Marked fields are required*

QC Procedure Name: * QC Procedure Code: Active Status: ON

Directions:

Require user to identify equipment used

Recurring

Daily Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Weekly Monthly Yearly

The QC procedure will be required to be completed on or before the selected days every week. Failure to complete the procedure on time will inactivate the reagent.

Auto-Assign Recurrence To: *

Quality Control Procedures can now be set to be recurring.

Oh where, oh where did my evidence go?

How Evidence Can Appear to be "Lost" during Transfer



Brittany Cange
Implementation Specialist
[EMAIL](#)

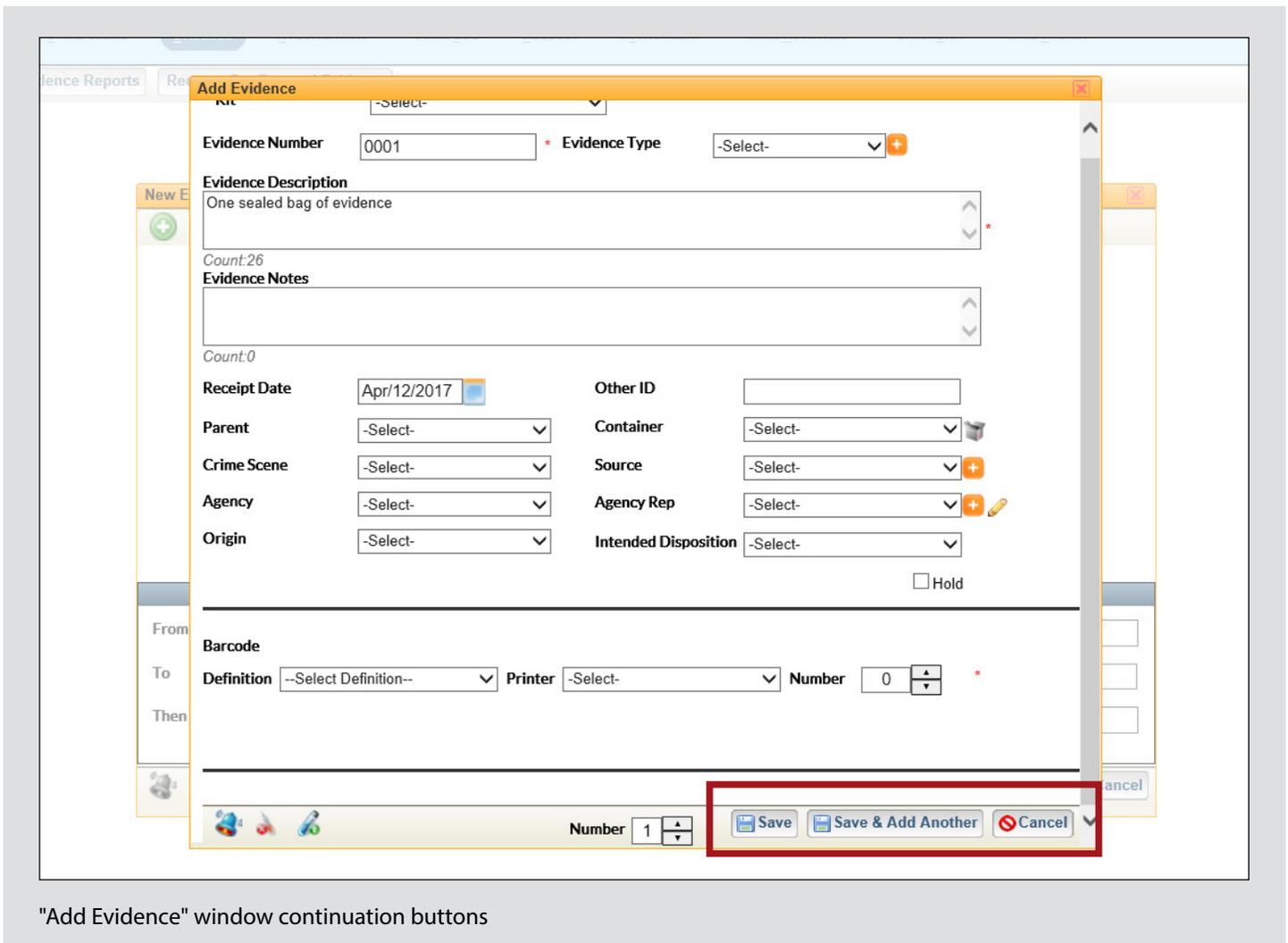
Within LIMS-plus v5, there are many roads that lead to the same location. For example, a user may open an existing case from the dashboard in three different ways: via Case - Open Case menu, selecting a Case from the Recent Cases list, and selecting the Open Case icon in the lower left corner of the screen. However, when it comes to adding and transferring evidence, all buttons within the Add/Transfer windows do

not function equally. This article highlights some of the ways that evidence can be "lost" during the transfer process in both v5 and v3.

Adding New Evidence Items in LIMS-plus v5

When adding evidence to a case within the Add Evidence Window, users can enter one or more items of evidence. Selecting "Save" after evidence information is entered will save a single item and close the window. Selecting "Save & Add Another" keeps the window open, allowing a user to enter as many items as necessary.

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"Add Evidence" window continuation buttons

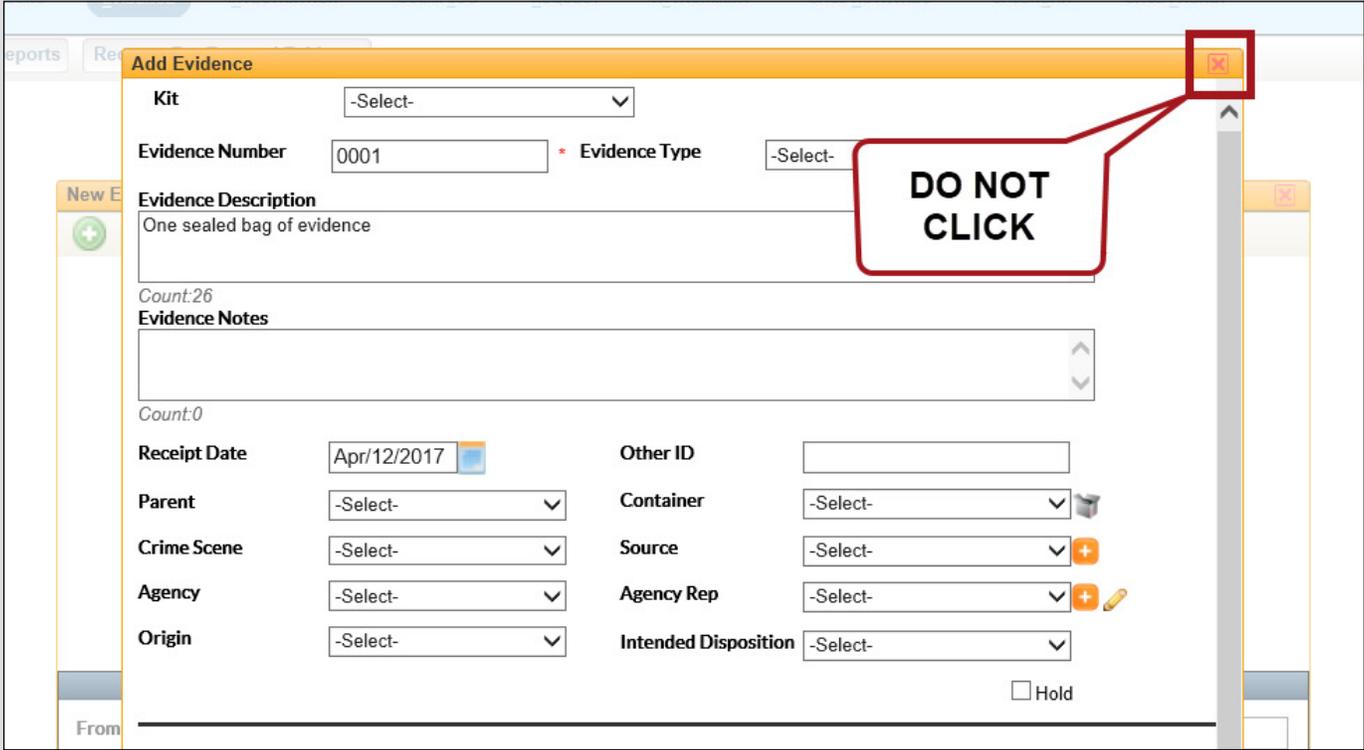
Ask Customer Care

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If a user accidentally selects “Save & Add Another” upon adding the last item to the case, the user should select “Cancel”. This will close the window and advance to the next screen, the New Evidence Entry window.

If a user selects the red X to close the screen instead of using the Cancel button, the items of evidence never populate in the New Evidence Entry window and they become “stuck” in the new evi-

dence queue. Thus, the items will never display on the evidence tab, even though they are saved to the database – they become “invisible” to the user. This is because the database column “IsInQueue” within the evidence table does not get updated correctly if the Red X is used to close out of the Add Evidence window. The only way to resolve this issue is through a database script to manually update the database. Once updated, the “missing” evidence items will re-appear under the evidence tab.



Do not use the red X to close the window.

Transferring in LIMS-plus v3

Within LIMS-plus v3, when users perform evidence transfers of existing items, there is a small piece of information located on the Evidence Transfer window that is often overlooked. Just below the Then To, the following statement appears:

Changes made to the Transfer Information above will apply only to newly selected evidence.

This was added to the LIMS-plus v3 transfer screen to warn users that once an item of evidence is selected and added to the transfer queue, edits made to the transfer information above will not apply to those selected items.

The following examples show Items 001 and 002 were added to the queue with the initial transfer information of: LIMS ADMINISTRATOR to Evidence Intake Room:

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Ask Customer Care

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Lab Case No.	Container	Sub. #	Description	From	Time	Via	Note	To	Time	Via
LAB-2017-00020		002	One sealed bag of evidence	ADMINISTRATC	04/07/17 09:15:12 AM			Evidence Intake Room	04/07/17 09:15:	
LAB-2017-00020		001	One sealed bag of evidence	ADMINISTRATC	04/07/17 09:15:12 AM			Evidence Intake Room	04/07/17 09:15:	

Transfer information for LIMS ADMINISTRATOR to Evidence Intake Room

Before selecting “Apply”, if TO is edited to read Evidence Vault/Property Room, the original TO location is still visible within the evidence grid.

Upon selecting Apply and viewing the Case Chain of Custody Report, the originally entered TO (Evidence Intake Room) remains in the transfer. If a user is unaware of this functionality, they may look to the edited TO location to find their items and

believe they are “missing”.

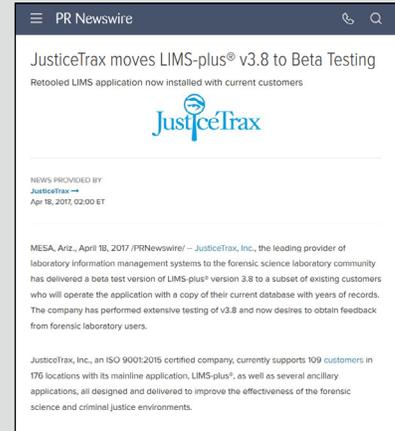
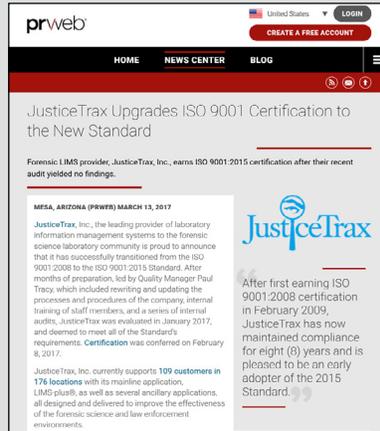
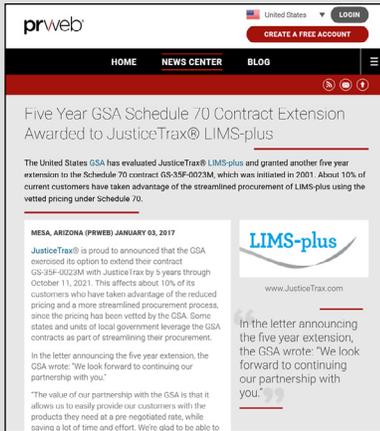
If any changes to the transfer information must occur after the items are selected in the transfer queue, remove all items by using the Red X icon, update the transfer information, then re-select those evidence items to ensure the most up to date transfer configuration. 

Lab Case No.	Container	Sub. #	Description	From	Time	Via	Note	To	Time	Via
LAB-2017-00020		002	One sealed bag of evidence	ADMINISTRATC	04/07/17 09:15:12 AM			Evidence Intake Room	04/07/17 09:15:	
LAB-2017-00020		001	One sealed bag of evidence	ADMINISTRATC	04/07/17 09:15:12 AM			Evidence Intake Room	04/07/17 09:15:	

Before selecting “Apply”, if TO is edited to read Evidence Vault/Property Room, the original TO location is still visible within the evidence grid.

JusticeTrax in the Press

[DIRECT ACCESS](#)



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



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