



2017 User Group Meeting

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JusticeFacts

SUMMER 2017

SIMON SAYS

Milestones

JusticeTrax has had a hot and busy summer this year, just like every year it seems. What sets this summer apart from our recent past is the feeling that we've passed a couple of milestones. As Paul and Jenna's article will cover in more detail, the big news is that LIMS-plus v3.8 is out of beta testing and available for implementation. We've also installed the first live customer with the new Consumables Inventory Management System (CIMS) software, and we're continuing to implement and improve LIMS-plus v5 as described by Melissa in her article about the new barcode printing technology. Less tangibly perhaps, our ISO Management System is starting to yield the results we were looking for when we first started the process. If you're interested, please read my article on our experience with ISO 9001 later in the newsletter.



Simon Key
President
[EMAIL](#)

I'd also encourage you to read the bios on two long time contributors to our company's success: Rod Conner who has developed many of the software features you use every day, and the Miami Valley Regional Crime Laboratory whose longevity and contributions as a customer helped put us where we are today. Finally, we've included details about this year's User Group Meeting. Last year's meeting was a huge success and we hope to see more of you this year so that we can both share our plans and hear your plans for the future.

As always, thank you so much for being our customers and partners. We deeply appreciate the opportunity to serve.

- Simon

Join us for the 2017 User Group Meeting

November 6 - 10



David Epstein

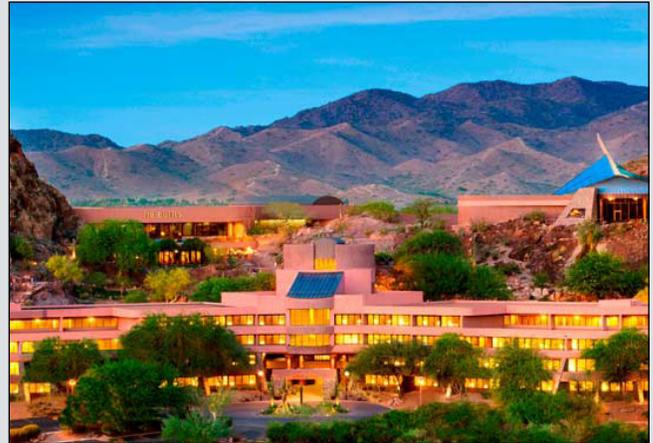
Business Development
Manager

[EMAIL](#)

Please plan to join us and your fellow users for the JusticeTrax User Group Meeting (UGM) this coming November in Tempe, Arizona. The [Phoenix Marriott Tempe at The Buttes](#) will be our venue, where we will be enjoying a wonderful Murder Mystery dinner event. Please see our [website](#) for more information.

As many of you know, the UGM in November 2016 had a great attendance from a wide variety of our customers both old and new. The UGM

offers those who attend an unprecedented learning experience through networking with our staff and other JusticeTrax users and through formal presentations. Our meeting feedback is always positive. Now that the meeting is held in November, it gives attendees the added benefit of enjoying Arizona's spectacular fall weather.



Phoenix Marriott Tempe at The Buttes

As with previous UGM meetings, we surveyed attendees to determine what they wanted to learn about in future meetings. Customer presentations were highly rated and attendees wanted more of them. The technical staff in attendance asked for more IT level presentations. And there was a call for more content supporting LIMS-plus v3, especially as it pertains to v3.8. Taking attendee feedback into account, we hope to make UGM 2017 even better. In the agenda, we have slotted several more customer presentations, talks about leveraging LIMS-plus v3, as well as IT-centric discussions. We have also set aside an entire day for the Open Spaces sessions, which customers have enjoyed for several years. This opportunity to provide input into all aspects of JusticeTrax applications is key for customers and for our team.

For more information, [Email](#) or call Mary Cook at 480-222-8921. 



Market Café Restaurant & Patio

LIMS-plus v3.8 Leaves Beta



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

The LIMS-plus v3.8 application officially graduated from "beta" on July 18, 2017 with the recent release of LIMS-plus v3.8.32.

LIMS-plus v3.8 is a complete rewrite of LIMS-plus v3.7. Our goal was to provide the same functions as LIMS-plus v3.7 in a browser delivered application. Prior to a formal release, we gave six agencies of varying size the opportunity to install the application and put it through its paces. Jenna

Oakes-Smith, one of our Implementation Specialists, spearheaded the entire effort managing what equated to a handful of re-implementation projects.

When placing a software product into a beta release, the goal is to get feedback from customers as to whether you hit the mark on requirements and if the product is ready for production use. You expect bugs to be found and things you missed to be noted. To our pleasant surprise, we found our "beta testers" to be more of early adopters. Instead of bug reports, we received feature and enhancement

requests. Because of the agility of our development team and the flexibility of the new platform, we were able to incorporate some of these suggestions before the full product release.

"This process has taught us as a company, and particularly me as an employee, a lot. We learned a great deal as to how customers were using the software, what was important to them, and how ingrained our products are in their daily process. This of course gives us tremendous pride, but it also helped us to realize how high the bar was set for this product. I personally feel that we are meeting, and in some areas, exceeding those expectations. As a former administrator, I am incredibly jealous!" said Jenna Oakes-Smith.

With the full release now available, JusticeTrax Customer Care is aggressively pursuing the scheduling and completion of upgrades so we can have more customers taking advantage of the new platform before the end of the year. To start your upgrade from LIMS-plus v3.7 or older, just send us an email to support@justicetrax.com or create a ticket in our support portal. 

JusticeTrax and ISO 9001:2015



Simon Key
President
[EMAIL](#)

Like many companies, JusticeTrax started out with ISO 9001 for all the wrong reasons. However, we have ultimately reached a place where it has become an integral part of our business. I thought it may be interesting to hear about the company's experiences with our quality management system because it impacts each and every one of you, our customers.

tal United States, but interest from international customers caused us to reconsider this approach. While we were successful in placing several systems outside the USA, it quickly became clear that ISO 9001 registration was a significant concern for our international customers in a way that we had not encountered up until that point. JusticeTrax was a lot smaller and closer to our scrappy startup roots in those days. While we were as deeply committed to providing our customers with the best possible product as we are today, we tended to rely more on the "heroic" efforts of individual employees than focusing on process. The fact is we did not have the resources we needed and did not know there was a different way of doing business.

The Genesis

Until around 2002, the JusticeTrax customer base was almost exclusively limited to the continen-

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JusticeTrax and ISO 9001:2015

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We embarked on the effort to get to ISO 9001 registration with some trepidation. The stories about the difficulty, the amount of effort required, and the length of time we could expect it to take were legion. Like many companies who are just starting out with ISO, we loved the idea of improved quality, but we did not really have a thorough understanding of what it meant in day to day life. There was also this nagging doubt that the rigid and regimented approach that we imagined ISO would impose would crush the creative spirit and enthusiasm that had led us to succeed in the risky endeavor of starting a small business. As a group, we loved our work. We loved the thrill of creating software that actually did something useful and the urgency of the type of work it was doing. The sense of validation we derived from being an integral part of a forensic lab is hard to describe. Were we really prepared to voluntarily crush our own spirits under endless written procedures and regulation? Almost as significantly, did we really want to know how much of our success was in spite of ourselves rather than because of how wonderful we were?

You can imagine then that we embarked on the ISO registration with less than 100% enthusiasm and more than a few preconceived notions about how onerous the process would be. With this as our starting point, it will probably surprise no one to learn that we built exactly the quality management system (QMS) that we were dreading so much. We hired a quality manager with lots of ISO experience with a complex and rigid QMS at a big company because that is what we thought we needed. And then we built a complex and rigid QMS! With a deep sense of foreboding, we scheduled our first audit. At this point, I should digress slightly, and commend the JusticeTrax employees of that era on their perseverance and dedication. We slogged through the long march of procedure creation and training on a QMS manual that took two people to lift onto a conference table and gamely documented our compliance with the minutely detailed procedures.

JusticeTrax has always been a pretty lucky company, and our lucky streak held in our selection of a registrar and their assignment of our auditor. Of course, we had quite a few findings from our audit



and of course our registration was made contingent on our correcting them, but it was after that that our good fortune became apparent. Instead of dropping the report on our desk and walking out, our auditor met with me and our management team and explained exactly how we had gone wrong and - more importantly - how we could change so that our QMS became a tool instead of a burden.

Now... I would like to report that we made a few changes to our QMS and then went on to live happily ever after in the warm, loving embrace of ISO 9001, but that would not be true. We went through several changes at the Quality Manager position and several iterations of our QMS. The press of business and available resources meant that we were inconsistent in our diligence and focus. The results of our next audit made it clear we were not getting the full benefit of our QMS. It was at this

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JusticeTrax and ISO 9001:2015

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point that we undertook a reimplementa-tion in earnest. We trained in ISO from the very top of the organization on down. The key change for us was embracing the idea of the quality management cycle as the way we run our business. Our goal was the convergence of ISO and our management systems. It was not enough to establish a process, monitor our compliance and review our results, but that we also had to correct for any nonconformities and we had to do that every single time. ISO 9001 is not part of our business, it is HOW we do business. It seems obvious in hindsight, but we were so focused on the mechanics of compliance that we were monitors identifying problems, rather than correcting them. The key to taking this final step is to realize that the processes are there to serve the company and not the other way around. Once we internalized that concept, we recognized that if the process as it was established was impeding our ability to success, we just changed the process! Mind

altering stuff...

While our QMS is now working much better, it is not without its challenges. Employee turnover and the natural tendency to revert to old ways mean that we need to train constantly. Company management has to be consistent and persistent in communicating commitment to the QMS and the reasons for that commitment. We also have to make sure that the Quality Manager does not end up being conflated with the QMS and the associated discomfort that it occasionally requires of us. Once ISO 9001 is enmeshed in daily business life, every non-conformance becomes either one of process applicability or of process execution, and you change whichever one leads you to the ultimate goal of getting better and better every time you do something. Continual improvement is more than a slogan - perfection will always elude us, but improvement is absolutely within our grasp! 

CUSTOMER SPOTLIGHT

Miami Valley Regional Crime Laboratory

Barry Fisher

A 32 year veteran of the lab, Denise Rankin is the Assistant Director who oversees the operation and is the Quality Manager. She was born in Kentucky and received her BS degree in Forensic Science in 1983. Denise began working at the Miami Valley Regional Crime Laboratory in 1985. She is married and has two daughters and two grandchildren. Denise enjoys reading and volunteering at her church.

Ohio - the Buckeye State - is sometimes referred to as the "Mother of Modern Presidents." It was the birthplace of seven presidents: Ulysses S. Grant, Rutherford B. Hayes, James Garfield, Benjamin Harrison, William McKinley, William H. Taft and Warren G. Harding. Ohio is the 34th largest State by area and the 7th most populous State with a population approaching twelve million.

Ohio operates a number of crime laboratories at the state and local level, including the Miami Valley Regional Crime Laboratory (MVRCL) located in Dayton, Ohio.

The Miami Valley Regional Crime Laboratory is part of the Coroner's Office. It provides forensic science laboratory services to approximately 70 member agencies in the Miami Valley region on a fee for service basis. A member agency's service fee is based upon the population of its jurisdiction and laboratory usage. Cases are also accepted from non-member agencies on a fee-per-case basis.

The MVRCL has a staff of 28 persons including 22 scientists. It provides six forensic science laboratory services including fingerprints, firearm and tool marks, and Serology/DNA.

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Miami Valley Regional Crime Laboratory

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The Laboratory was first established in 1969 and was the first laboratory in the state to be accredited by ASCLD/LAB under the legacy accreditation program. Today it is accredited under ISO 17025. In 1997, the MVRCL began using JusticeTrax's LIMS-plus as its information management system.

It hopes to adopt LIMS-plus v3.8 in the future. They also plan to use LIMS-plus on Coroner's cases. Since 2008, the lab has been working towards having a paperless crime lab operation with LIMS-plus at its core. 

Meet the Staff: Rod Conner



Rod Conner

Lead Software Engineer

[EMAIL](#)

The development of LIMS-plus v3.8 included a detailed, ongoing review of the features, functions, and processes found in v3.7. The developer who performed much of this vital task is Lead Software Engineer Rod Conner, who has worked at JusticeTrax since 2005.

Born in Muncie, Indiana, Rod moved to Texas in 1982. He attended the University of Houston, C.T. Bauer College of Business from 1995 – 1998 and graduated with a Bachelor of Business Administration (B.B.A.) degree in accounting, fulfilling the requirements for a CPA except for work experience. While in college, he enjoyed working as a developer at a small company. A career in accounting was not appealing, and so with the work experience he gained while working during his college years, he gravitated towards a career in software engineering.

Rod held several jobs as a programmer/analyst and software engineer before starting at JusticeTrax in March 2005. At JusticeTrax, he works as a software developer on a team of geographically distributed members to maintain and upgrade multiple versions of LIMS-plus and evidence management tools. Rod has worked on the development of LIMS-plus v3.8 on a team of five members. In addition to his development work on LIMS-plus v3.8, Rod reviewed the business rules in the LIMS-plus v3.7 application to ensure that, where appropriate, they were carried over to LIMS-plus v3.8. Rod feels that as existing customers migrate to v3.8, they will be very happy with it; he predicts that if existing customers or new ones request features for the new software, they can be easily addressed in future releases.

Rod lives in Houston, Texas; he is in regular contact with all the other members of his team by Skype for Business® or telephone. Rod reports that these communication media are seamless and make it just like being at the JusticeTrax home office in Arizona.

Rod is married and has a 17-year-old daughter in high school, who until recently seemed to be interested in a career in forensic science, but for now is uncertain. He and his wife enjoy going to the many events and festivals in Houston.

When asked what he would like to tell customers, Rod considered for a while and then said that he and the rest of the JusticeTrax team endeavor to provide users with the best software they can design.

Barcode Printing via JTHub / JTTray



Melissa Bennett
Product Manager
[EMAIL](#)

Security restrictions within modern browsers prevent direct communication between web pages and client hardware (such as printers, hard drives, scanners, and signature pads) in order to protect the user. In the past, JusticeTrax software was desktop client/server software which did not face such a limitation. As we moved to browser delivered products, we faced a unique problem: precise

barcode printing required directly sending control codes to a barcode printer. Various attempts were made over the years in the industry to circumvent this restriction. These may be summarized as “exploiting loopholes” within browser security. Results were temporarily successful, at best, as browser

manufacturers dutifully closed loopholes responding to new security threats.

We recognized that the safe and proper response was that we should stop trying to make browsers do what they are not supposed to. Any attempt to use the browser to “talk” directly to hardware is contrary to the browser manufacturer’s efforts to minimize security risks. We recognized that we needed to go back to using desktop client/server software in a novel way. Thus, we developed JTHub and JTTray as the solution to this issue. 

Products Supported

- LIMS-plus v3.8x
- CIMS
- ChainLinx
- LIMS-plus DNA

JTTray is a lightweight windows client application that:

- does not require administrative privileges for installation minimizing admin overhead. Users easily install this application on a client PC that has target barcode printers;
- communicates with JTHub using the Microsoft technology called SignalR, leveraging web protocols;
- publishes a list of printers to JTHub that are installed on a client PC. This list includes the machine name and the windows logged in username;
- responds to barcode print requests sent from JTHub sending those raw commands to the barcode printer.

JTHub is a windows web server application that:

- is installed once at the client site and serves as a hub (using Microsoft SignalR technology) between all clients using JusticeTrax web products and JTTray-supported apps;
- responds to JTTrays connection events by asking each time for a list of printers on that machine according to the logged-in windows user which is maintained for later;
- responds to a JusticeTrax web server asking for any printers for a particular windows user;
- responds to a JusticeTrax web server asking for a barcode be sent to a specific printer on a specific machine for a specific windows user via the appropriate JTTray.

LIMS-plus v3.8 Upgrade Prep: Data Check



Jenna Oakes-Smith
Implementation
Specialist
[EMAIL](#)

We are very excited that LIMS-plus v3.8 is all grown up and no longer a beta product. Customer Care has already begun to work with a group of labs that are eager to upgrade to this new version, and we know that we will receive more requests for upgrades now that the release is out of beta.

The first step in the upgrade process is data verification using our LIMS-plus Health Check software. As this is such a critical step, we wanted to

share more information about the application and answer many of the common questions we receive.

What exactly is LIMS-plus Health Check and why do I need it?

Health Check is an application that analyzes a customer's database to identify any potential structure problems or cases that violate the new LIMS-plus v3.8 business rules. If a case has a business rule violation, the case will be read-only in LIMS-plus v3.8 until the violations are corrected. Health Check will also tell administrators if they have any database issues that can prevent LIMS-plus v3.8 from working correctly. Health Check helps you find potential errors before you have them!

How does it work?

The application scans a LIMS-plus v3.7x database after it has been updated with LIMS-plus v3.8 upgrade scripts and connections have been made.

The first scan you run is a structure scan that ensures there are no database issues, such as a changed column character limit, an added column, or a missing table. These types of errors can prevent LIMS-plus v3.8 from working at all, so

they must be corrected first.

The second scan you run is the Case Health scan, the core purpose of the LIMS-plus Health Check. This scan evaluates each case and all of its pieces (Agencies, Offences, Requests, Exhibits, etc.) against the new LIMS-plus v3.8 business layer. If there are any rule violations, the administrator will need to decide if the case needs to be corrected or ignored. It might not be worth the effort to correct the case if a case is old, is not expected to be used in the future, or the official case record is housed somewhere other than LIMS (such as a physical case file). As previously mentioned, the case will still be available in LIMS-plus v3.8, but it will be read-only and cannot be edited until the problem has been corrected.

If you have a large database, you do not need to scan everything at once. The application has filters to limit your scan to a particular case mask, date opened range, or even a single case. You can also delay the start of your scan so that it can be completed after hours or scheduled to run over a weekend. Our goal was to make this application as useful and as easy to use as we could.

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The screenshot shows the 'About Health Check' window with the 'Config/Setup' tab selected. It displays connection strings for LIMS-plus and Results, and fields for LIMS-plus UserID (admin) and Password (masked). Below these are status messages: 'Logged into MSSQLSERVER4 / SQLLims as ADMINISTRATOR, LIMS' and 'Results connected To (local) / TempDB'. A 'Please start a scan' message is also present. Two main buttons are visible: 'Run Structure Scan' and 'Run Case Health Scan', with the latter highlighted by a red box. Below the buttons are instructions for the 'Pre-Login Structure Check' and 'Case Health Scan'. At the bottom, there is a status bar showing 'Start Time: 2017-07-03 09:04:55 AM', 'Elapsed Time: 00:04:16', and 'Completed: 0/0 Cases'. There are also buttons for 'Result Grid Options', 'Cleanup and Exit', 'Print', and 'Export To Excel'.

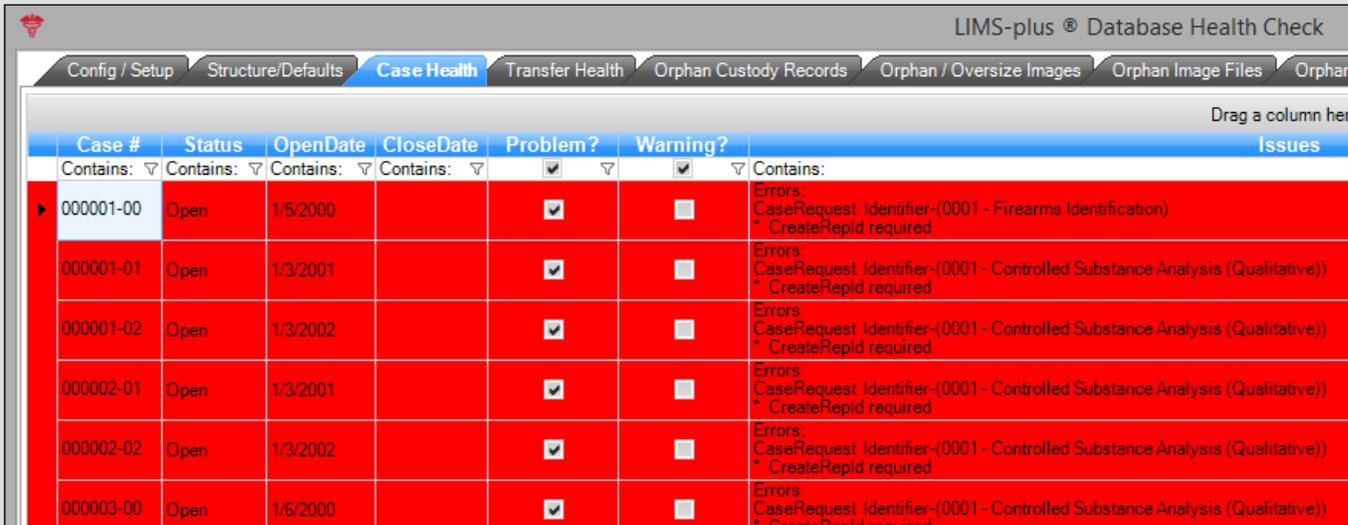
LIMS-plus v3.8 Upgrade Prep: Data Check

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How does it work?

Depending on how old your data is and the policy changes your organization has had over the years, you may have many problems in the Health Check scan results. Do not become overwhelmed! Often, numerous records can be fixed with a single database script or simple modification in the LIMS-plus 3.7 application. With Health Check, more errors do not necessarily mean more work.

integrity of their data. Optional/Advanced Scan Options can be used to give you a more complete view of your data. Any issues found using these optional scans will not affect how cases are displayed in LIMS-plus v3.8, but they can help you to feel better about your information. But beware, these can also find problems that you never knew you had. You always want to be careful asking a question if you are not sure of the answer up front!



Case #	Status	OpenDate	CloseDate	Problem?	Warning?	Issues
000001-00	Open	1/5/2000		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Errors: CaseRequest Identifier-(0001 - Firearms Identification) * CreateRepld required
000001-01	Open	1/3/2001		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Errors: CaseRequest Identifier-(0001 - Controlled Substance Analysis (Qualitative)) * CreateRepld required
000001-02	Open	1/3/2002		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Errors: CaseRequest Identifier-(0001 - Controlled Substance Analysis (Qualitative)) * CreateRepld required
000002-01	Open	1/3/2001		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Errors: CaseRequest Identifier-(0001 - Controlled Substance Analysis (Qualitative)) * CreateRepld required
000002-02	Open	1/3/2002		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Errors: CaseRequest Identifier-(0001 - Controlled Substance Analysis (Qualitative)) * CreateRepld required
000003-00	Open	1/6/2000		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Errors: CaseRequest Identifier-(0001 - Controlled Substance Analysis (Qualitative)) * CreateRepld required

Case Health Scan Results

The most common violations that we have seen can be attributed to a handful of root causes: changes to lab options, orphan records caused by deletes, and data transfer from integrations or migrations. It is important to note that many of these results are not truly incorrect and were probably created by a valid method or lab policy. What was valid at the time, however, will not necessarily work now so they need to be addressed.

The result grids can be sorted, grouped, filtered, and exported to excel or printed. This makes it easy to send your results to us at Customer Care. Do not hesitate to ask for help!

While Case Health scan is the core purpose of the LIMS-plus Health Check, we realize that administrators might want to review the overall health and

How do I get it?

Health Check is available to all our LIMS-plus v3 customers. If you are interested in running Health Check, [submit a support ticket](#) to Customer Care and we will get you what you need. We will ask you if you are interested in just Health Check for now or if you have the resources and the desire to begin a full LIMS-plus v3.8 implementation so we know how to best support you.

We look forward to hearing from you and helping you to take this first step in an upgrade to v3.8. 



Upcoming Trade Shows

DATES	TRADE SHOW	VENUE	LOCATION
August 21 - 25	International Association of Forensic Science	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

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

Photos in the article "Join us at the 2017 User Group Meeting" from the [Phoenix Marriott Tempe at The Buttes's website](#).



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