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JusticeFacts

WINTER 2019

Editor: Jen Haldaman

SIMON SAYS

Happy New Year

Welcome to another issue of JusticeFacts. This time of year is when we look back on the year just past as well as forward to the year to come. 2018 was a great year that led to expansion for Justice-Trax. You can read about our new employees, our new customers and the largest attendance at a Justice-Trax User Group Meeting ever! Check out Mary's article about this year's meeting and maybe we can break another attendance record? Some of the investments that we made in 2018 and the years preceding, have also allowed us to expand into new geographical markets; you can expect to hear more about that in the months to come.

While 2019 presents us with many opportunities in the area of business development and product expansion, no opportunity is more important for us to get right than the challenge of upgrading our LIMS-plus 3.7 customers to LIMS-plus 3.8 or



Simon Key

President

[EMAIL](#)

LIMS-plus 5! LIMS-plus 3.7 is a great product - full featured and stable, but if we're to be honest, it's living on borrowed time. The development platform for the software that many of you are using was deprecated by Microsoft almost a decade ago, and we are one major operating system change from having big problems supporting it. We don't know when or even if that will ultimately happen, but it's prudent for all of us to work towards mitigating the risk it poses. If you haven't already, I encourage you

to contact us to plan out how to upgrade to the latest version. Our Customer Care department have offered some valuable advice in this issue that should help us to make serious progress towards that goal.

Thank you all for a great 2018. We're all working hard to make sure that 2019 is even better!

- Simon

Ad Hoc Query in LIMS-plus v3.8



LIMS-plus v3.8 provides several options for exporting or otherwise extracting LIMS-plus data for data analysis. You may already use Crystal Reports to generate print-ready reports, but if you haven't yet used the Ad Hoc Query, you may find it useful for simpler, on-the-fly data searches that do not require a formal report.

Simply put, the Ad Hoc Query Tool allows users to build, execute, and save custom queries that can be run within LIMS-plus. These are typically used to answer one-time questions about data, perform quick data lookups, and create data analysis prototypes. Although the Ad Hoc Query tool does not generate a formal report, the query results can be exported to Excel for further analysis. Additionally, ad hoc queries can be saved to be run later; users can choose to save the ad hoc query for their individual use or for use by both themselves and other users.

We know your data is potentially sensitive, and we understand the need to restrict or limit access in certain cases. Because of this, LIMS-plus requires that Users be granted specific, ad hoc query privileges in order to create, run, and save queries. This allows LIMS-plus users to access but not change system data. Admins can control the information that users can access using Case Security Levels; they can also control the user interface for data access.

If you are interested in using the Ad Hoc Query tool, please reach out to Customer Care! You can also find information on implementing, configuring, and using the Ad Hoc Query tool in the help files included in your LIMS-plus installation. 

Ad Hoc Queries are typically used to answer one-time questions about data, perform quick data lookups, and create data analysis prototypes.

The screenshot shows the 'Adhoc Query' tool interface. On the left, there are 'Entities and Attributes' and 'Saved Queries' panels. The main area is divided into 'Query Columns', 'Query Conditions', and 'Results'.

Query Columns:

Expression	Title	Sorting
Case Number	Case Number	Ascending
Date Case Opened	Date Case Opened	Not sorted
Evidence Type	Evidence Type	Not sorted
Evidence Number	Evidence Number	Not sorted

Query Conditions:

- Select records where **all** of the following apply
 - Cases Case Opened By is equal to Sarah Blake
 - any of the following apply
 - Services Performed Related Evidence Type is equal to Blood
 - Services Performed Related Evidence Type is equal to Knife

Results:

Case Number	Date Case Opened	Evidence Type	Evidence Number
LAB-16-000004	11/8/2016 3:03:30 PM	Knife	002
LAB-16-000004	11/8/2016 3:03:30 PM	Blood	003
LAB-16-000006	11/9/2016 11:57:10 AM	Knife	001
LAB-16-000008	11/11/2016 3:41:58 PM	Blood	004
LAB-16-000008	11/11/2016 3:41:58 PM	Blood	005
LAB-17-000003	3/10/2017 3:00:40 PM	Blood	004

At the bottom of the results table, it says '6 items in 1 pages'. There are also buttons for 'Export to Excel', 'Export to Csv', and 'Run Query'.

Ad Hoc Query Result: Evidence of Evidence type Blood OR Knife that was related to a Service in a Case opened by user Sarah Blake.

ISO 27001:2013 Certification



Richard Roy
IT Manager
[EMAIL](#)

Information security has long been a cornerstone of JusticeTrax software and technology, but it was important to both us and our customers that we demonstrate our commitment to incorporate information security into our everyday operations and processes. To this end, in April 2018, we achieved ISO 27001:2013 Certification.

ISO 27001:2013 is a management system that is intended to bring information security under control of management and provides specific requirements. For our certification, we used a NIST Cybersecurity Framework in conjunction with ISO 27001. We chose the NIST Cybersecurity Framework due to its importance to our customers, and we chose the ISO 27001 certification as a natural complement to our current ISO 9001:2015 implementation.

Using our existing Quality Management System, managed with Qualtrax software, we were able to create additional reports and workflows as well as modify some existing ones. With the tools available from Office 365 (such as Microsoft Teams and Planner) we were able to split up tasks, track activity and progress, and stay in sync.

This certification also includes recurrent internal audits, so staff members Bryan Briggs and Phillip Favor were certified to perform our internal audits. With everyone's diligent work, our external audits were completed with only one minor correction. The auditor was impressed with the exceptional results of our initial audit; in particular, he was impressed with our advanced use of the Quality

Management System and our "live fire drill" when we secretly locked the entire building from the inside and cut off the internet to simulate the loss of the entire building.

After 18 months of hard work, we now have the process and controls to continuously improve in the face of an ever-changing digital world. Special thanks to Bryan Briggs, Phillip Favor, and Paul Tracy, without whom this would not have been achieved as smoothly. Additional special thanks to Simon Key for the wisdom to push us to our limits and encourage us to keep moving forward.



ISO 27001:2013 Certificate

2018 User Group Meeting



Simon Key Delivers the Opening Remarks



Developers Maurice Jefferson, Sean Wegele, Robert Grant, and Rod Conner Participate in a Q&A Panel



Attendees Play on a Light Up Ping Pong Table



Giant Jenga at the JusticeTrax Homecoming Games



Sarah Fredricks & Emylynn Sapinoso Present on LIMS-plus DNA Configuration



Matt Murphy and Anne Moody Lead a BYOT Discussion

Upcoming Trade Shows

DATES	TRADE SHOW	VENUE	LOCATION
Feb 20 - 22	American Academy of Forensic Sciences	Baltimore Convention Center	Baltimore, MD
April 9 - 11	Mississippi Division of the IAI	Hampton Inn Meridian	Meridian, MS
April 23 - 25	Bode Cellmark Annual Forensic DNA Conference	Hyatt Regency	Phoenix, AZ
May 19 - 23	American Society of Crime Laboratory Directors	St. Louis Union Station	St. Louis, MO
May 26 - 31	Association of Firearm and Tool Mark Examiners	Gaylord Opryland Resort	Nashville, TN
July 31 - Aug 2	Green Mountain DNA	Doubletree	Burlington, VT
Aug 11 - 17	International Association for Identification	Peppermill Resort	Reno, NV

Join us for the 2019 User Group Meeting

August 26 - 30



Mary Cook
Business Development Specialist
[EMAIL](#)

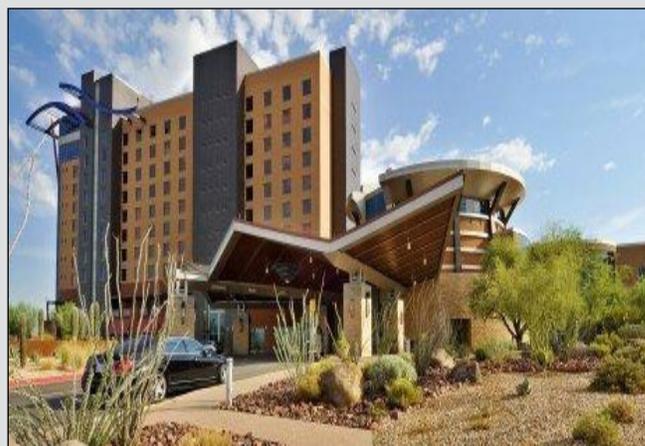
Please plan to join us and your fellow users for the JusticeTrax User Group Meeting (UGM) this coming August in Chandler, Arizona at the [Wild Horse Pass Hotel and Casino](#). Please see our [website](#) for more information.

As many of you know, the UGM in November 2018 had 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.

In both 2017 and 2018, JusticeTrax offered Crystal Reports training classes on the Monday before and the Friday after the UGM. This year, JusticeTrax will offer an Advanced Crystal Reports class on

Monday, August 26, 2019 and an Intermediate Crystal Reports Class on Friday, August 30. Please see our [website](#) for more information on the Crystal Reports classes. You must reserve a spot with [Mary Cook](#) before registering for the class. 



Wild Horse Pass Hotel and Casino

JT Academy: Looking Ahead in 2019



Jen Haldaman
Digital Media Specialist
[EMAIL](#)

JT Academy had a busy year in 2018. In February, we launched a new, improved Dashboard and implemented several new features, including a refreshed registration page, a User Transcript, and a Course Catalog. We added additional courses and content, with more planned for 2019. The majority of the content introduced in 2018 was for LIMS-plus v5; we added five new LIMS-plus v5 courses, all related to the Main Case View and Case entities.

2018 saw an increase in enrollment, too – over 200 new users created accounts for JT Academy, many of them interested in LIMS-plus v3.8 courses.

2019 will be a continuation of the momentum from 2018 – new courses, new content, and continual improvement. A new course on Batches in LIMS-plus v5 will be rolled out in Q1; this course

JT Academy provides online training for Admins and End Users of JusticeTrax products.

Haven't used JT Academy before? Want to learn more? Check it out [online](#) or [register!](#)

will be particularly helpful in explaining and demonstrating the new Sample Batch process. API-related courses will also be a focus this year, with rich courses consisting of more than just videos.

If you aren't already enrolled in JT Academy (or if you haven't logged in recently), we encourage you to check out the [Course Catalog](#). You can also [register](#) on our website quickly and easily.



The screenshot shows the JT Academy website interface. At the top, there is a navigation bar with links for 'JT Academy', 'Products and Services', 'Sales', 'Customer Care', 'Contact Us', and 'In the Press'. Below the navigation bar, a large heading reads 'Welcome to JT Academy!' with the subtitle 'Online Training on Your Schedule.' The main content area features a paragraph about the training provided, followed by two buttons: 'Your Courses' and 'Course Catalogue'. Below this, there is a section for 'LIMS-plus v5' courses, which is highlighted in the image. This section contains three course cards: 'v5 101: Application Overview' (100% complete), 'v5 102: Main Case View' (35% complete), and 'v5 103: Case Evidence' (0% complete). A 'View More' button is also visible.

New LIMS-plus v5 Courses related to Main Case View and Case Entities (not all pictured)

Creating a Test Plan



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

JusticeTrax completes multiple levels of testing before a product reaches you – in Development, Quality Assurance, and Customer Care. It’s not unusual for one bug or enhancement ticket to include dozens – or even hundreds – of test cases. But our tests can’t reproduce your lab’s unique installation. At the 2018 User Group Meeting, Quality Tester Emily Walter and Implementation Specialist Jenna Oakes-Smith explained our test plan methodology and showed how it could be adapted for use in your lab.



Emily Walter
QA Tester
[EMAIL](#)

Why do I need to test if JusticeTrax tests?

Your lab’s implementation includes customized workflows, integrations and reports – all of which are used to make the application work for your lab. Sometimes, customers use the software in unexpected ways, so we

cannot account for it in our testing. Finally, each lab and installation have their own security and infrastructure policies; it would be impossible for us to reproduce all of them.

What testing environment do I need?

Before implementing a new version, it’s a good idea to test the newest version in a testing environment that mimics your production environment as closely as possible. The testing environment can be used to test new versions and provide a place for new internal development. When compared to the production environment, the testing environment should have...

- The same operating systems and supporting software
- The same permissions, firewall ports exposed, intranet “rules”

- The same hardware, if possible; if it is not possible, recognize what limitations might be present in testing

It is a good idea to update the test database with production data periodically.

What do I test?

Before implementing a new version, it’s a good idea to test the newest version in a testing environment that mimics your production environment as closely as possible. The testing environment can be used to test new versions and provide a place for new internal development. When compared to the production environment, the testing environment should have...

- **Release Notes:** Use the Release notes as your own acceptance criteria to know how the application should function – then test to see if it does so. The release notes also explain any known limitations, so be sure to check if they will affect you.
- **Regression Testing:** Test the bugs you knew about that are newly fixed; test the bugs that were previously fixed; and test any enhancements that you previously implemented and use.

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Basics to Test

- Create a Case**, one entity per tab including the itemizing of evidence
- Process Requests** with different workflows or reports, at least one per service
- Import Case**, if used
- Transfer Evidence**
- Printing Barcodes and Reports** at different stages

Creating a Test Plan

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- **End User Experience:** Test the critical things, such as Case creation and Chain of Custody. Do a small portion of your daily work. Be sure to include different types of evidence, analyses and results for each unit to get a wide range of application behavior.

How do I test?

First, make a baseline catalog of tests to run with every new release. For each test, have defined steps to follow; this will help all staff follow the same process and will help when submitting tickets to Customer Care if you do find a problem.

It is also helpful to have a dedicated testing team. The testing team should consist of members from each unit or discipline. When you assemble the testing team, have an internal training so that people know what they are doing. You should also outline the expectation of what to test and how long you will test each version.

Most importantly, keep up on releases. Larger gaps in functionality means more that will need to be tested – and more significant changes to the application will have been implemented. 

Meet the Staff: Hannah Wanstreet

Interviewed by Melissa Bennett



Hannah Wanstreet

QA Tester

[EMAIL](#)

If you were at last year's User Group Meeting, you likely will have met one of JusticeTrax newest faces, Hannah Wanstreet. And I have no doubt that you also noticed what a genuine and positive person she is. Hannah joined JusticeTrax in July 2018 as a QA Tester. Though she commenced her career at a small startup in Logistics, when they began the process of adding a QA department, Hannah was a natural fit given her attention to detail, accuracy and timeliness. It was here that she found her calling.

When the startup was acquired by a larger company, Hannah felt like the culture of the organization had changed, which caused her to seek other employment. Her next endeavor was at another large, global organization and it was then that she realized that her heart was leading her to find a place that had a similar startup mentality. A company where her coworkers felt more like family, where she could make a difference to customers, and where she really cared about the products she was working on. Luckily for us, Hannah was encouraged by a former coworker to look at the QA Tester opening at JusticeTrax, since he was married to an employee and heard such great things about the culture.

Born in Florida, she moved around a lot as a young child, having experienced life in California, New Mexico and Arizona, and even lived for 3 years in Ireland where she attended elementary school. There's little doubt that the travel bug was going to remain part of her existence, as she continues to travel whenever she can. Over the recent holidays, Hannah got to spend a week in Cuba though she admits that her favorite place to visit right now is Napa Valley. She's a foodie, and also really enjoys learning about viticulture and wine. When she's at home, you can find her relaxing with her fur family, dogs Dodger and Fifi and cats Pancake and Dex.

When asked about what the best aspects of working at JusticeTrax are, without skipping a beat, Hannah replied, "The people and the fact that learning is encouraged here." She loves being able to learn new technologies and hopes to expand her focus in the future in automated testing as a Test Engineer. We are certainly fortunate to have Hannah and her sunny, positive outlook at JusticeTrax.



Welcome to JusticeTrax!

Since January 2017, the following have joined in using our applications:

CUSTOMER	LOCATION	CUSTOMER PRODUCTS	
Baltimore City Police Department Crime Laboratory	Baltimore, MD	LIMS-plus DNA	
Glendale Police Department Forensic Science Unit	Glendale, AZ	LIMS-plus	
ITSI Biosciences for Lagos State DNA Forensic Center	Lagos, Nigeria	LIMS-plus DNA	
Long Beach Police Department Crime Laboratory	Long Beach, CA	LIMS-plus	
Manatee County Sheriff's Office Crime Laboratory	Bradenton, FL	LIMS-plus	
Phoenix Laboratories, LLC	Indianapolis, IN	LIMS-plus	
Seattle Police Department Latent Print Unit	Seattle, WA	LIMS-plus CIMS	
St. Louis University Toxicology Laboratory	Berkeley, MO	LIMS-plus CIMS	
St. Tammany Parish Sheriff's Office Crime Laboratory	Slidell, LA	LIMS-plus CIMS	LIMS-plus Portal

Staff Changes since 2017

EMPLOYEE	POSITION	CHANGE
Kate Cleaveland	QA Tester	New Hire
Manuel Costa	Customer Care IT Support Specialist	New Hire
Phillip Favor	Data Specialist	New Position
Maurice Jefferson	Software Developer	New Hire
Hannah Wanstreet	QA Tester	New Hire

Interfacing LIMS-plus v3.8 with FORESIGHT



David Epstein

Business
Development
Manager

[EMAIL](#)

In 2017 and 2018, the American Society of Crime Laboratory Directors (ASCLD) used funds received in a grant from the Laura and John Arnold Foundation to develop software to interface LIMS data to FORESIGHT. The project - called Foresight 20/20 - yielded a module in an existing dashboard product to easily upload business-relevant information from a LIMS to the FORESIGHT system, hosted at West Virginia University.

During the Foresight 20/20 project, four forensic science laboratories using JusticeTrax LIMS-plus v3 successfully implemented the software solution. They were the Arkansas State Crime Laboratory, the Georgia Bureau of Investigation Laboratory System, the Phoenix Police Department Laboratory Services Bureau, and the West Virginia State Police Forensic Laboratory.

"FORESIGHT is a business-guided self-evaluation of forensic science laboratories across North America. The participating laboratories represent local, regional, state, and federal agencies. Faculty from the WVU College of Business and Economics provided assistance, guidance, and analysis. Standardized definitions for metrics evaluate work processes, linking financial information to work tasks and functions. Laboratory managers can use these functions to assess resource allocations, efficiencies, and value of services—the mission is to measure, preserve what works, and change what does not."

from *Welcome to FORESIGHT and the Laboratory Reporting and Analysis Tool (LabRAT)*

The screenshot shows the Django administration interface for mapping LIMS-plus services to Foresight service names. The page title is "Django administration" and the breadcrumb trail is "Home > Warehouse > Foresight services > Fingerprints". The main heading is "Change foresight services". There are three input fields: "Foresight name:" with the value "Fingerprints", "Column name:" with the value "FING", and "Description:" with the value "Fingerprints". Below these is a section titled "FORESIGHT SERVICE MAPPINGS" with a table:

LIMS SERVICE	COLUMN NAME	LIMS NAME	DELETE
Latent Print Comparison	FING	Latent Print Comparison	
Latent Print Analysis	FING	Latent Print Analysis	

At the bottom of the table, there is a link "+ Add another Foresight service mapping". Below the table are three buttons: "Delete", "Save and add another", and "Save and continue editing".

Administrative Dashboard for mapping LIMS-plus services to Foresight service names

Since the grant funded project ended, two other laboratories have implemented the solution on a fee-for-service basis. Any LIMS-plus v3 user wishing to pursue the interface to Foresight can contact Reza Safarnejad with 2nd Logic, LLC at (240) 252-3048 or reza@2ndlogic.com. Although 2nd Logic has not yet attempted to interface with LIMS-plus v5, they would be willing to explore such a deployment.

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Interfacing LIMS-plus v3.8 with FORESIGHT

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The interface, which is the FORESIGHT Module of 2nd Logic's Forensic Dashboard, is integrated with JusticeTrax LIMS-plus data. The product is a browser-based system that runs internally on a customer's network. All current users are running the system on Windows Server platforms and various versions of SQL Server. It can run on any platform (Windows, Linux) and supports all SQL based databases.

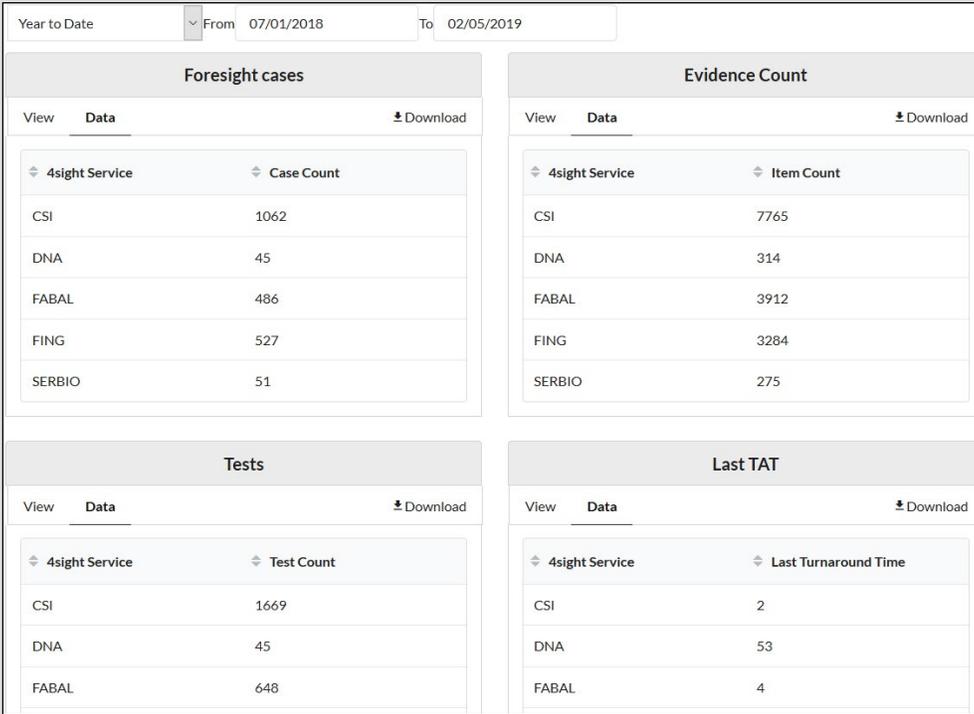
The FORESIGHT module imports the data it needs to calculate FORESIGHT statistics from LIMS-plus into its own database that resides within the network. The module outputs calculated data on the internal website in Excel format that fits the FORESIGHT "LabRAT" output format. This saves laboratory staff the time needed to gather and enter the non-budgetary detailed figures into the LabRAT Excel workbook and simply calculates the end-numbers such as turnaround time, count of items, services requested and completed, etc. After verifying the numbers, users paste the calculated

data into the LabRAT Workbook and send it to the FORESIGHT team.

For a fee of \$4,999, 2nd Logic will:

- Remotely install the Forensics Dashboard software on your network;
- Configure and integrate it with the LIMS-plus database;
- Customize your turnaround time based on service request milestones;
- Verify the data; and
- Hold WebEx training,

The deployment process usually takes approximately four hours spread over two to three days. 2nd Logic will continue to work with customers if data verifications or technical issues impede the deployment process. 



The screenshot displays a web interface with a date range filter set to "From 07/01/2018 To 02/05/2019". It contains four data tables, each with a "View" and "Data" tab and a "Download" button.

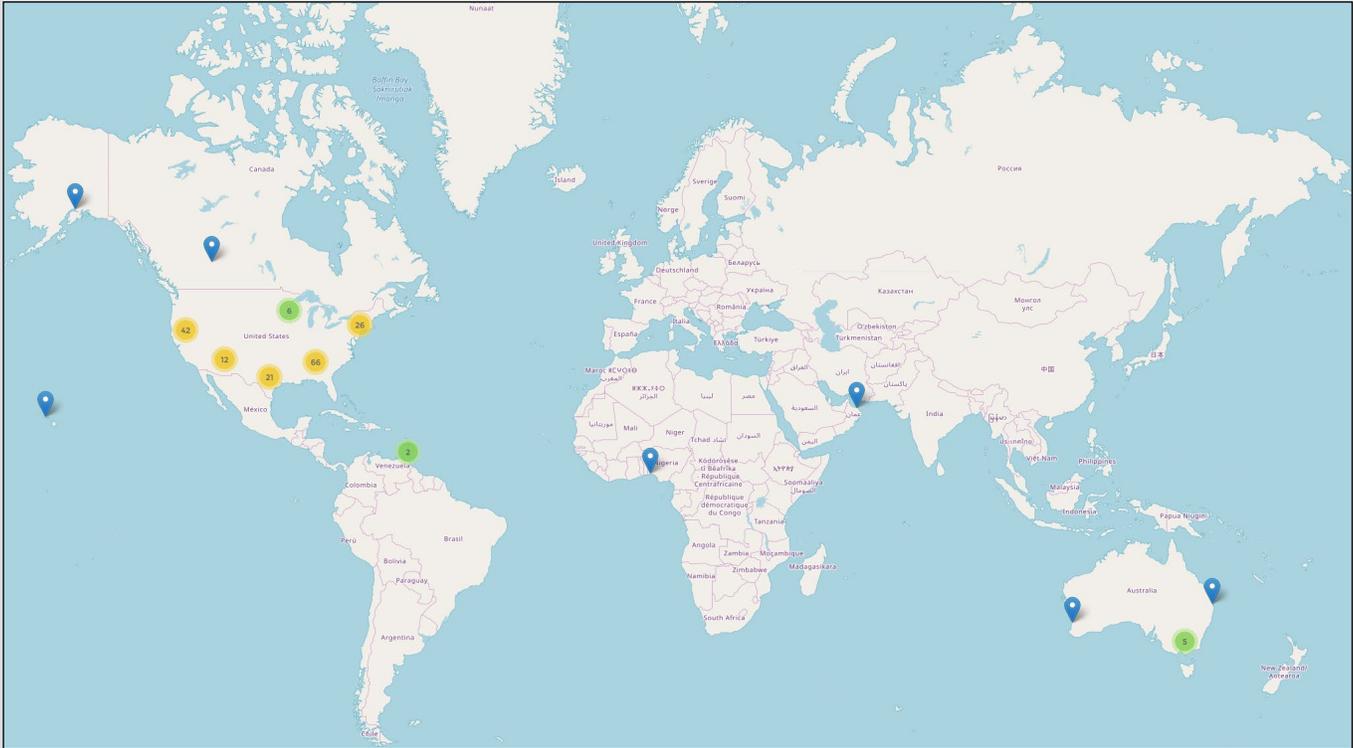
Foresight cases	
4sight Service	Case Count
CSI	1062
DNA	45
FABAL	486
FING	527
SERBIO	51

Evidence Count	
4sight Service	Item Count
CSI	7765
DNA	314
FABAL	3912
FING	3284
SERBIO	275

Tests	
4sight Service	Test Count
CSI	1669
DNA	45
FABAL	648

Last TAT	
4sight Service	Last Turnaround Time
CSI	2
DNA	53
FABAL	4

Date range and high-level details of statistics



Our software is truly global: 180 labs and organizations spread over three different continents use JusticeTrax applications. We have a total of 110 customers that have been with us an average of nearly 11 years – some as long as 22 years and counting!

The location markers aren't as exact as we would like, so check out the [interactive version](#) on our website!

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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