

*Approved by Director: Dr. Guy Vallaro*

**A. Purpose:** Multimedia and Image Enhancement Section provides technical support and services for the State of Connecticut, Connecticut State Police and the Connecticut law enforcement community in the areas of digital imaging, video and audio analysis and forensic imaging.

**B. Responsibility:** The organization of the Multimedia and Image Enhancement Section is detailed in the Forensic Science Laboratory's Quality Manual, GL-1:3 (Organizational Chart).

**C. Procedure:**

**1 Goals, Objectives and Performance Measures**

The goals of the Multimedia and Image Enhancement Section follows the requirements as set forth in Section 29-7b of the Connecticut General Statutes by providing forensic services that meet our specifications and comply with the ASCLD-Lab International and ISO 17025 requirements while meeting or exceeding the expectations of the criminal justice community. (SOP GL-1 Section 4.1.2 / Appendix 4)

**2 Personnel Responsibilities**

All personnel assigned to the Multimedia Section will follow all applicable Federal, State and local laws and department policies. The personnel assigned to this section will perform their duties free from any internal or external inappropriate influence/pressure as detailed in SOP GL-05 "Ethics".

Responsibilities will include the following:

1. Assist in photography for Department of Emergency Services and Public Protection's special events
2. Digital Image support
3. Video duplication for State and Local Law Enforcement Agencies and the Federal/State Attorney's Office
4. Forensic Video Imaging and Audio reproductions and enhancement
5. Audio Duplication for the State and Local Law Enforcement Agencies and the Federal/State Attorney's Office
6. Storing and maintaining analog, digital and other media files
7. Providing analog, digital media and video analysis training to department personnel
8. Participate in the Division's quality assurance program
9. Assist law enforcement agencies in the acquisition of video and audio evidence

### **3 Training, Development and Proficiency Testing**

The Multimedia and Image Enhancement Section will follow training and proficiency testing guidelines as set forth in the Department of Emergency Services and Public Protection, Division of Scientific Services Forensic Laboratory's Quality Manual SOP GL-14 "General Training", SOP GL-16 "Proficiency Testing" and SOP-MMIE-26.

### **4 ASCLAD-LAB Inspection/Internal Audits**

The Multimedia and Image Enhancement Section will cooperate with the inspections from the American Society of Crime Lab Director's – Laboratory Accreditation Board ISO 17025, when they perform a Laboratory Inspection for accreditation.

The Multimedia and Image Enhancement Section will cooperate with the internal audit inspections as set forth in SOP GL-1 Section 4.14. The Section will comply with changes or correction of findings as addressed in the QAR.

### **5 Quality Assurance**

The Multimedia and Image Enhancement Section will comply with the Department of Emergency Services and Public Protection's Division of Scientific Services' Forensic Laboratory's Quality Assurance Program as specified in the Quality Manual SOP GL-1 Section 5.4. It is the goal of the quality assurance program to provide a system that ensures reliable and accurate results and objective interpretations of data; it also encourages regular evaluation and reviewing of the policies and procedures of the section.

### **6 Records, Management and Special Reporting**

The Multimedia and Image Enhancement Section will follow the guidelines as set forth in the Department of Emergency Services and Public Protection's Division of Scientific Services Forensic Laboratory's Quality Manual SOP GL-18 (Case Review System) and SOP GL-9 (Quality Action Reports) and Department of Emergency Services and Public Protection's A&O Manual.

**D. Sources of Error:** Not applicable

### **E. References:**

Quality Manual – General Laboratory Standard Operating Procedures

Connecticut Department of Emergency Services and Public Protection Administrative and Operations Manual.