

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: Forensic Science Examiners assigned to Unit or conducting analysis in Unit

C. Procedure:

1 Goals, Objectives and Performance Measures

The goals of the Multimedia and Image Enhancement Unit 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 ISO 17025:2017 & ANAB requirements while meeting or exceeding the expectations of the criminal justice community.

2 Personnel Responsibilities

All personnel assigned to the Multimedia Unit 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. Digital Image support
2. Video duplication for State and Local Law Enforcement Agencies and the Federal/State Attorney's Office
3. Forensic Video Imaging and Audio reproductions and enhancement
4. Audio Duplication for the State and Local Law Enforcement Agencies and the Federal/State Attorney's Office
5. Storing and maintaining analog, digital and other media files
6. Providing analog, digital media and video analysis assistance to department personnel
7. Participate in the Division's quality assurance program
8. 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 External/Internal Audits

The Multimedia and Image Enhancement Section will cooperate with inspections to ISO 17025:2017 & ANAB standards, when conducted 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 Unit 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. 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 Unit 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), SOP GL-11 (Control of Records) 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.