

**MMIE SOP-03 Image Enhancement Quality Assurance &
Reporting of Results**

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Approved by Director: Dr. Guy Vallaro

A. Purpose:

All personnel will adhere to the quality assurance standards as set forth in Division of Scientific Service's (DSS) Quality Manual. The following are the guidelines for Multimedia and Image Enhancement Section quality assurance program.

B. Procedure

1. Technical and Administrative Reviews

Technical reviews will be conducted on all reports generated in which case analysis was performed. The technical reviewer will be denoted by the signature on the right side of the final report. The technical reviewer will date and initial the milestone sticker and technical/administrative review checklist (QR: MMIE Checklist). After completion of the technical review, the case jacket will be forwarded to a third party for the Administrative review. The Administrative Reviewer will check for spelling, grammatical or numerical errors or any other discrepancies as necessary. The administrative reviewer will date and initial the milestone sticker and complete their portion of the review checklist (QR: MMIE Checklist).

Reports are generally not issued in video duplication, audio duplication and video retrievals service requests unless additional enhancement/editing type analysis was performed to duplicate the evidence submitted. A technical review is conducted, but there will not be an Administrative review unless a report is issued.

2. Lab Case Folders

Lab Case folders shall be maintained when an item of evidence is submitted for analysis. Case folders shall include case notes, request for examination forms and evidence receipts, reports or any other documentation at the discretion of the person completing the report.

3. Report Writing

Reports generated will be written according to the guidelines set forth in the DSS Quality Manual SOP GL-11. All reports will be issued on letterhead and they will contain the following:

- Laboratory Case Number
- Submitting Agency
- Submitting Agency Address
- Submitting Agency Case Number
- Date of Request of Examination
- Date of Completed Report

**State of Connecticut Department of Emergency Services and Public Protection
Division of Scientific Services**

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- Name of person or commanding officer requesting testing
- Evidence examined by examiner (may include additional evidence not tested)
- Methodology of testing
- Results of Examinations
- Conclusion of testing if applicable

4. Supplemental Reports

Additional evidence and forensic analysis requested for the same Laboratory Case will be reported on a report titled "Supplemental Report". A numerical designation will be added to the report title to indicate the chronological sequence of the additional supplemental reports.

5. Amendments to Reports

If a report must be amended to provide revised/corrected information, the amended report shall be titled with the wording "REVISED REPORT". Included with this report shall be a cover letter detailing the area(s) of revision. This "REVISED REPORT" shall be addressed to the customer and all other interested parties (State's Attorney, Public Defenders, etc).