



Quality Division Use Only

Quality Tracking #:	<input type="text" value="2018-103"/>	Classification:	<input type="text" value="Incident"/>
Non-Conformance Level:	<input type="text" value="N/A"/>	Section:	<input type="text" value="Firearms"/>
Date of Discovery:	<input type="text" value="10/01/18"/>	Date of Incident:	<input type="text" value="10/01/18"/>

Forensic Case Number(s), if applicable:	Agency Case Number(s), if applicable:
2017-13782 2018-13888 2017-16690 2018-14980	090299017 117156318 114226917 119453018

Description of Non-conformance:
Two companion notifications (IBNE) to NIBIN Lead Notifications (IBHT) were released without documenting the technical reviews in LIMS.

Actions Taken:
On July 11, 2018, the section manager submitted an IT ticket requesting that administrative and technical reviews be required for IBNE and IBHT reports. The request was properly completed for IBHT reports but not for IBNE reports. The section manager submitted another IT ticket on July 24 for the IBNE reports and received acknowledgement this was completed by IT on the same day. However, the necessary changes were not made by IT and Firearms section management did not verify that IT had completed the request, leading to this incident. After this incident was discovered, the Section Manager submitted another IT ticket on October 4, 2018. On October 8, section management verified and confirmed that IBNE reports now require administrative and technical reviews in LIMS. On October 8, a LIMS query was run to verify there were no other IBNE reports issued between July 24 and October 8 that did not have a documented technical review. On October 25, the IBNE notifications for 2017-13782 and 2017-16690 were amended to document completion of the technical reviews. In addition, the Quality Division verified with IT to ensure that the LIMS settings were correct for these report types.

Summary of Root Cause Analysis:
Note: Incidents are documented for tracking purposes and trend analysis. Root Cause Analysis is not required for incidents.



N/A

Additional Information/Follow-Up:

Lead Notifications are reported when potential associations between two or more items/cases are linked in NIBIN. One case from the association gets an IBHT (IBIS Hit) notification report issued in LIMS. This notification report is sent to stakeholders. All other associated cases get an IBNE notification report issued in LIMS. The IBNE notification reports contain a duplication of the information contained in the IBHT notification report. The IBNE notification reports are used so metrics associated with IBIS Hits in the Firearms section are not counted more than once. IBNE notification reports are not sent out to stakeholders directly, but they are available via LIMS web prelog or upon request. On September 20, an IBHT Notification report was issued for FCN 2018-13888 after the case was technically and administratively reviewed. The administrative reviewer did not notice that the IBNE notification for FCN 2017-13782 had not been signed by the technical reviewer in LIMS. The analyst conducting the administrative review was able to issue the IBNE notification report for 2017-13782 without LIMS requiring a technical review. The administrative reviewer notified the Section Manager immediately after this occurred on September 20. On October 1, an IBHT Notification report was issued for FCN 2018-14980 after it was technically and administratively reviewed. The technical reviewer accidentally clicked the administrative review instead of the technical review button for the companion IBNE notification for FCN 2017-16690. The IBNE notification was issued in LIMS after the administrative review was completed. The technical reviewer notified the Section Manager immediately after this occurred on October 1.

Section Manager: Donna Eudaley

Date: 11/26/18

Division Director: Amy Castillo

Date: 12/10/18

Incidents or Corrective Actions that involve the Biology/DNA section are reviewed by the Technical Leader and CODIS Administrator.

Technical Leader: N/A

Date: _____

CODIS Administrator: N/A

Date: _____

Quality Director: Lori Wilson

Date Closed: 12/10/18



Houston Forensic Science Center
Incident/Corrective Action Report
Quality Division
