



Quality Division Use Only

Quality Tracking #	2018-PAR1	Date Quality Division Notified:	6/6/2018
Date Submitted to Management for Review:	7/2/2018	Date Submitted to Quality for Review:	7/2/2018

Division:	Crime Scene/Digital and Multimedia Division	Section:	Digital Forensics
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Forensic Case Number(s), if applicable:	Agency Case Number(s), if applicable:
2018-05002	032678618

Identified Through: Other

If other, state source: Blind QC

Description of proposed preventive action:

On March 30, 2018, the Quality Division submitted a blind QC case to the Digital Forensics Laboratory (DFL) with a request to provide all communications from a particular phone number. The item was a flip cellphone that was not supported by the extraction software so the requested information had to be extracted manually. The procedure for manual extraction is explained in the Mobile Device Data Extraction Procedure as: 12.5.8.1. If the evidence device cannot be successfully connected to an examination machine, but the device contents are accessible by visual examination, the requested evidence may be extracted manually by photographing the content of individual screens. 12.5.8.2. If evidence is visually observed on the device, but automated software extraction does not support the specific task to extract that visual evidence, then those specific screens may be photographed to supplement the automated extraction report. In order to view the entire text message on this cellphone, specifically text messages with more than a few words, the text message must be clicked on to expand the view on the screen. During review of the blind QC reported results and derivative data, the Quality Division discovered that the text messages were not expanded in the photographs and therefore all of the content in every text message was not visible. The Mobile Device Data Extraction Procedure should be revised to include a more detailed description of the manual extraction and photographing process to ensure that all available data is visible in the photographs, if applicable, as well as a statement that the section will fulfill the stakeholder's request to the best of their ability. If this situation happened on real casework, the stakeholder would resubmit the cellphone and the examiner would be able to re-examine the phone and provide photographs of the entire text messages. However, revision of the SOP will ensure that HFSC fulfills the request of the stakeholders initially and will prevent rework.



Documents and/or Procedures Requiring Update (if applicable):

The Mobile Device Data Extraction Procedure was revised with the following wording: 12.5.8.3. Manual examination will be used when a data connection cannot be established with the device or the electronic extraction does not retrieve information that is visible by interacting with the evidence manually. In these instances, examiners shall work in consultation with the requesting agency to photograph or video requested data that can be seen on the device through manual examination. An effort will be made by the examiner to document the requested data as completely as possible with the understanding that some data, due to limitations of the phone's operating system or physical condition of the device, may not be completely documented.

Staff Member: Justin Galindo

Date: 6/14/2018

Immediate Supervisor: Justin Galindo

Date: 7/2/2018

Division Director: Jerry Pena

Date: 7/3/2018

Quality Director: Lori Wilson

Date Closed: 7/3/2018