



Quality Division Use Only

Quality Tracking #:	2022-062	Classification:	Incident
Non-Conformance Level:	N/A	Section:	Multimedia
Date of Discovery:	12/01/22	Date of Incident:	11/14/22

Forensic Case Number(s), if applicable:	Agency Case Number(s), if applicable:
N/A	N/A

Description of Non-conformance:

While reviewing the Magnet Outrider version 3.2 and Axon Investigate version 3.1.0 performance verifications and the Premium SaaS 1, 2, and 3 version 7.58 validations a Quality Specialist noted that the analysts that conducted the validations and performance verifications did not have documented authorization allowing them to perform validations and/or performance verifications. A subsequent review of all Multimedia analysts' authorization memos showed that the analysts hired after January 2020 did not have documented authorization allowing them to perform validations and/or performance verifications. When reviewing all validations completed after January 2020, it was observed that the performance verification for Magnet Axiom version 6.0 was completed by an analyst who did not have documented authorization.

Additional Information/Follow-Up:

Because of the analysts' training, certifications and/or previous authorizations to conduct mobile and/or computer casework, section management believed that they were qualified to complete these validations and performance verifications, missing clauses 7.2.2.1 and 6.2.6 of the Quality Manual that stated the need for documented authorization to perform this task.

The analysts that completed the Axon Investigate, Magnet Axiom performance verifications, and Premium SaaS validations, were all authorized to perform casework using the hardware/software they conducted the validation and/or performance verification for. The validations and performance verifications were technically reviewed by an authorized analyst therefore the section management does not have any concerns for this validations and performance verifications.

The analyst that conducted the Magnet Outrider performance verification was not authorized to perform computer casework and did not have documented authorization to perform validations and performance verifications. However, the analyst completed this performance verification under the supervision of an authorized analyst. As part of his training for computer casework this analyst had obtained the Certified Forensic Computer Examiner certification from the International Association of Computer Investigative Specialists. To obtain this certification, the analyst must complete four practical problems mentored by a coach, and two additional tests



that are completed independently over a period of six months. This performance verification was also technically reviewed by an authorized analyst that agreed with the results obtained. Therefore, section management does not have concerns with this performance verification.

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

Actions Taken:

Multimedia section management created a memo on December 2, 2022, to authorize analysts to perform validations based on their training and/or competency tests in the section. The memo was signed by the Quality Division on December 12, 2022. The analyst that completed the Magnet Axiom performance verification is no longer employed by HFSC, therefore was not included on the Validation Authorization Memo.

Section Manager: Rachel Lang _____

Date: 12/20/22 _____

Division Director: Amy Castillo _____

Date: 12/27/22 _____



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

Technical Leader: N/A

Date: N/A

CODIS Administrator: N/A

Date: N/A

Quality Director: Erika Ziemak

Date Closed: 12/27/22