



Quality Division Use Only

Quality Tracking # 2022-PAR18 Date Quality Division Notified: 5/3/2022

Division: Comparative & Analytical Division Section: Latent Print Section

Identified Through: Other

If other, state source: Speaking with a manager of another section

Description of Original Process:
 The Latent Print section uses several shared documents created and shared by individuals from their OneDrives. Since these documents are frequently used by everyone in the section, management wanted to ensure that these documents could be accessed and edited by others even if the individual who created it departed from HFSC. There have been instances where the shared link was no longer accessible if the creator of the document left HFSC. In addition, management wanted a central location to store staff electronic training records since historically these documents were stored only in the staff member's OneDrive.

Description of Improved Process:
 Latent Print management met with IT to create a SharePoint site to house these documents. All pertinent documents were uploaded to the site and shared with the section. Now the frequently used documents are housed in one location and can be accessed by everyone and are no longer owned by the creator of the document. Training records are now stored on this site and can only be accessed by management and the training coordinator. This will ensure that training records can be accessed in the future if a staff member departs from HFSC.

Staff Member: Tracy Lipskoch

Date: 5/23/2023

Immediate Supervisor: Tracy Lipskoch, Jeniffer Molina,
Brenda Georgi

Date: 5/24/2023

Division Director: Amy Castillo

Date: 2/20/2024

Quality Director: Jackeline Moral

Date Closed: 5/16/2024