



CITY OF MADISON POLICE DEPARTMENT  
STANDARD OPERATING PROCEDURE



**Digital Evidence Management System**

Eff. Date 03/16/2026

## Purpose

This standard operating procedure (SOP) addresses the collection and management of digital evidence from external sources into a centralized Digital Evidence Management System (DEMS), eliminating the need to save files on CDs, DVDs, flash drives, etc. Example types of external digital files include, but are not limited to, the following: home security cameras (Blink, Ring, SimpliSafe, etc.), Metro Bus / Bus Stop video, jail video, business and apartment building security camera video, screenshots, digital pictures, etc., and exceptions for unmanned aerial systems (UAS), Forensic Services Unit (FSU) crime scene video, SuperHailer files, etc. Sensitive files (e.g. Child Sexual Abuse Material (CSAM)) should not be uploaded into DEMS and should remain as physical items processed into the Madison Police Property System. This new process replaces select portions of the Video Evidence Retrieval SOP. All remaining SOP guidance continues to apply and should be followed where appropriate.

This SOP does not apply to video evidence collected from in-car, body worn, district interview rooms, Digital Forensics Unit (DFU) investigations, or from city owned and operated cameras. City camera videos are maintained by the City, and the preservation of these files is facilitated through the completion of the lab request form. If any digital files should be considered attachments to cases in the Law Enforcement Records Management System (LERMS), please email a copy to [pdcaseprocessing@cityofmadison.com](mailto:pdcaseprocessing@cityofmadison.com).

## Procedure

### Upload/Ingestion of Digital Evidence into Genetec DEMS

The upload/ingestion of digital evidence into DEMS can be accomplished through the Clearance Seen smartphone application or from a workstation or squad computer browser window. Digital evidence can be added to cases simultaneously from multiple workstations and phones. Uploading files into DEMS establishes the chain of custody for digital evidence files, enforces security, and ensures files are immediately accessible. After digital evidence has been ingested and verified that it is uploaded into DEMS, physical media may be placed in the designated media drop locker at respective district property processing rooms for disposal or flash drives can be reformatted for reuse. With real-time, always-on access to digital evidence files in DEMS, working copies should be no longer necessary.

### Clearance Seen

Prior to uploading files via Clearance Seen, you need to complete a LERMS Quick Property Entry to generate a property tag number. Select DEMS as Facility and the Storage Location on the Quick Property Entry screen and complete the remaining fields as applicable. The property receipt should then be sent to Property.

After you have your property tag number, sign into the Clearance Seen smartphone application (Domain: US Government, UserID: email address, Password: network password, and multi-factor authentication (MFA) as applicable). Digital evidence can be captured by selecting the Video, Photo, and/or Audio options. Evidence can also be selected from the phone's local storage/library. Once the evidence has been collected for that session, select [UPLOAD] and:

[Create A New Case] and complete the New Case form.

- i. Title = Case Number must match the two-digit, six-digit LERMS case number [space] LERMS property tag number, for example, 25-123456 789101
- ii. Department  Madison Police Department

- iii. Location = select the location of the collected evidence [if at that location you can click User Your Current Position] or move the location indicator to the desired location i.e. incident location, where the evidence originated from (Kwik Trip, Target, etc.).
- iv. Category (tags)  Evidence
- v. Description = Enter the same information here as what is listed in the Quick Property Entry description, for example, Fatality Crash Stoughton Rd and E Broadway
- vi. Tags = option to add other key factors i.e. Crash, OWI, etc.
- vii. Select [UPLOAD] to complete the file transfer; after processing is complete, the Clearance Seen smartphone application does not retain any evidence.
  - a. [Done] returns you to the application's home screen.
- viii. If updates or corrections are needed, staff with permissions can make applicable changes or route required updates back to the submitter of the files/record into DEMS. Updates/corrections to DEMS records are tracked in a detailed audit trail and can be documented in a LERMS Case Activity record.

## **Clearance Browser**

Complete a LERMS Quick Property Entry to generate a property tag number. Select DEMS as Facility and the Storage Location and complete the remaining fields as applicable. The property receipt should then be sent to Property.

Open a browser window and log into Genetec Clearance: <https://usgov.clearance.network/madisonpdwi/>

Create a new case from the Search screen. Case Number must match the two-digit, six-digit LERMS case number [space] LERMS property tag number, for example, 25-123456 789101

Select the plus (+) button in the Files and select Add files from computer, then browse to the location or drive where the files are temporarily stored. Hold down the control key [CTRL] and left click to select one or more files. Click open which will upload the files directly into the case.

- i. File names for videos, images, pictures, etc. should not be changed.
  - a. Selecting View Details provides the ability to add additional information to the:
    - i. Description field
    - ii. Start time and End time
    - iii. Category
    - iv. Associated cases
    - v. Tags
    - vi. Location information
- ii. If updates or corrections are needed, staff with permissions can make applicable changes or route required updates back to the submitter of the files/record into DEMS. Updates/corrections to DEMS records are tracked in a detailed audit trail and can be documented in a LERMS Case Activity record.
- iii. If needed, subfolders can be created to further manage files.
- iv. Files can be linked to multiple cases.
- v. File Requests – External Subjects (victims, witnesses, etc.)
  - a. Requests for digital evidence can be securely requested from external sources through a system generated link or QR code.
- vi. Registration – External Camera Registration
  - a. Businesses and individuals can register cameras- location, field of view, retention period of video, etc.
  - b. Video can be requested from businesses and individuals with registered cameras.

## **Digital Evidence Stored on Physical Media in the Property Room**

When digital evidence is requested through a Lab Request Form for evidence stored on physical media (CDs, DVDs, flash drives, etc.) in the Property Room, the processing of this request will include the upload transferring the contents from the physical media into the applicable case number(s) in DEMS. The property tag will not be changed, and the existing property record will be updated to reflect DEMS as the Facility and Storage locations. With the digital evidence securely housed in DEMS, the physical media can then be disposed/destroyed by Property Room staff.

## **Digital Evidence Management**

- i. Digital evidence maintained in DEMS is accessible, with applicable security, through the Search functions of the DEMS browser application.
- ii. Individual files can be viewed singly and files in Cases can be viewed singly, or simultaneously in a 4 or 6 tile windows. If a GPS location is available for the file(s), the applicable Map Location information can be displayed alongside the file.
- iii. The accessibility provided by DEMS eliminates the need for working copies. DEMS securely maintains digital evidence and audit logs until the case has been adjudicated and/or in accordance with existing MPD policies and procedures and records retention schedule for the handling and disposition of evidence. Digital evidence may not be duplicated without supervisory authorization.
- iv. Digital evidence may be placed on an administrative hold, preventing their disposal by:
  - a. The Chief of Police or designee.
  - b. Professional Standards and Internal Affairs Lieutenant.
  - c. A Command Officer.
- v. Any later removal of this hold must be submitted in writing to FSU and approved by the Records Manager.
- vi. Designated members of the Forensic Services Unit (FSU) and Information Management and Technology (IMAT) will be responsible for system administration of DEMS.

When problems with DEMS are identified, MPD personnel should report the issue to IMAT by calling the IMAT support line Monday-Friday 8:00am-4:30pm at 608-261-9655 or by sending an email with a description of the problem to [imat@cityofmadison.com](mailto:imat@cityofmadison.com).