DEFENSE CYBER CRIME CENTER

DCFL

Defense Computer Forensics Laboratory

DC3 Superior Digital Forensics

DIGITAL MEDIA RECOVERY LABORATORY REQUEST

	INVESTIGATOR	SENIOR TRIAL COUNSEL
Name		
Agency Name		
Physical Mailing Address		
Email Address		
Commercial Phone Number		
DSN Number		
Mobile Number		
Fax Number		

Requesting Agency's Case Number or Case ID:

DCFL case number: Classification level of case:

Name of **SUBJECT** (LAST, FIRST):

Current Case Agent's Name: Contact number:

Email address:

Who will be performing the examination of the recovered data? ☐ DCFL ☐ Requestor ☐ Other

If "Other" please provide contact information:

What is the extent of the damage? What is prompting the submission of the device for Digital Media Recovery?

When were the damages or the anomalies discovered?

☐ Upon seizure ☐ During inventory by our Evidence Room ☐ During imaging by DCFL Examiner

☐ Upon imaging by Case Agent ☐ During inventory by DCFL Examiner

If the damages were discovered before it was sent to DCFL, how was the damage discovered?

If the damages were discovered during processing, what sounds and visuals was the media exhibiting?

Has anyone else attempted any kind of recovery or repair on the device? ☐ **Yes** ☐ **No**

If 'Yes', what did they do?

Do you have access to a functioning device(s) matching the specifications of the one you are submitting for recovery, which the DCFL can use for donor parts?

☐ Not at this time, and one cannot be obtained

☐ Not at this time, but suitable device(s) can be ordered and provided to DCFL

☐ Yes

Is there a specific file(s) or directory(ies) of most value or interest? If possible, an attempt will be made to recover these items first in case only a few items can be recovered before the device becomes too unstable or completely inoperable.

If "YES", please provide as much information as possible regarding the Name(s) and locations.

Is there a date you would like the DCFL to stop all recovery attempts and return the Media/Evidence, regardless of where the DCFL is in the recovery process?

If "YES", indicate that date.

MEDIA SUBMITTED FOR EXAMINATION/ANALYSIS

Tag #	Description	Quantity	Security Classification

IMPORTANT INFORMATION

THE DCFL DOES NOT ACCEPT BIOHAZARDOUS MATERIALS.

This laboratory request should be as complete as possible. If your information is not complete or accurate, your request may be delayed. If applicable, please include the following:

- Evidence Custody Documents,
- Consent to Search,
- Search Authority and
  DoD Banner (DoD owned Computers, Blackberries, cell phones, etc.).

Evidence can be delivered via, Registered mail, FedEx, UPS, Defense Courier Service (Classified) or Agency Drop Off. Should you have questions, please contact us.

ADDITIONAL INFORMATION RELEVANT TO THE CASE EXAMINATION

Printed Name	Date	Signature

1. ACCEPTANCE OF TERMS

The Defense Computer Forensic Laboratory (DCFL) provides its services (defined below) to you ("the Customer") subject to the following Terms of Service (TOS), which may be updated by us, from time to time without notice to you. The most current version of the TOS will be attached to the DCFL Form 1D - Digital Media Recovery Laboratory Request. By filling out and signing this form you accept and agree to be bound by the terms and provision of the TOS. In addition, materials and information you submit to DCFL (such as evidence or victim information) are subject to DCFL policy guidelines and procedures applicable to such items. Policy guidelines and procedures are hereby incorporated into the TOS.

2. DESCRIPTION OF DCFL SERVICES

The DCFL works to ensure customers receive the maximum benefit from examination results and other DCFL products and services. This effort is conducted using a rich collection of resources including various forensic and support tools, procedures, protocols, and methods that conform to accepted and standard practices in the forensic community.

The DCFL will conduct a full or limited examination of the evidence submitted to DCFL, bounded by the terms outlined by the customer on the DCFL Form 1D and in accordance to DCFL standard operating procedures and instructions.

When a case submission requires equipment to be ordered for processing, the remainder of work on the case will be processed separately. Should the required equipment be unavailable, this fact will be communicated to the customer and the media will be returned to the customer unexamined.

3. GENERAL PRACTICES REGARDING CASE PROCESSING

DCFL may deviate from its standard processes in order to use the most efficient and practicable solution to serve the customer.

4. CUSTOMER RESPONSIBILITIES

When requesting a case to be processed by the DCFL, the Customer must complete a DCFL Form 1D in order to outline the services requested, media submitted, and key background information relevant to the investigation. This will assist DCFL analysts in pinpointing useful data, depth of examination requested, and other pertinent information regarding the request. Customers will also ensure classification markings of individual items and overall collections are quickly and readily identifiable.

The following items must be included (where applicable) with submitted evidence for DCFL to perform an examination:

- Completed and signed DCFL Form 1D - Digital Media Recovery Laboratory Request
- Search authority documentation
- Evidence listing
- Chain of custody document(s)
- Customer reference numbers for evidence, as required by customer regulations
- Witness statements and/or discussions
- Subject statements
- Copy of charge sheet(s)
- Notes detailing any prior analysis conducted by someone outside DCFL (if applicable)
- Notes on DCFL Form 1D regarding media that has been damaged prior to shipment to DCFL
- Notes on DCFL Form 1D indicating which person each piece of evidence is associated with, if known (e.g. subject's thumb drive, victim's laptop, etc.)
- Passwords to files/devices (e.g. from a Post-It note of passwords located near the device at a crime scene, or ones given up by subjects during interviews)
- Any other related equipment or information that would increase probability of full access to case-relevant data

5. FORENSIC DATA EXTRACTION SUBMISSIONS

This is a triage process only and requires legal coordination for a follow-on, full examination.

Hard drives sent to customers are the property of DCFL and required to be returned to DCFL on case resolution.

6. MISSING OR ADDITIONAL INFORMATION

You agree that DCFL may contact you at any time to request missing or additional information in order to perform an examination on a case. You agree that if this information is not provided, or if after a reasonable period of three business days such requests for information are not met, DCFL has the right to return materials.

7. GENERAL PRACTICES REGARDING EVIDENCE AND CASE INFORMATION

Strict evidence handling and storage procedures are in place for the protection and confidentiality of customer information, regardless of how it is obtained or the media in which the information is conveyed (e.g., printed, electronic files, email, or verbal conversation). Information will not be disseminated by DCFL without prior approval from the customer.

DCFL takes exacting care in ensuring its processes do not damage or destroy evidence. However, should this event occur, the customer will be notified as soon as the alteration is recognized.

Discrepancies in evidence will be verified according to DCFL procedures, and once the discrepancy is verified, the customer will be contacted for resolution. The actions taken in the resolution of evidence discrepancies will be documented and recorded in the case file.

8. COMMUNICATION

The DCFL will cooperate with the customer or its representatives in clarifying the customer's request and in monitoring DCFL's performance in relation to the work performed, while ensuring confidentiality for the customer and all other customers.

As soon as practical after receiving a case, DCFL will complete and send a DCFL Case Receipt Acknowledgement e-mail. A DCFL section chief, the deputy laboratory director, and the case agent's Computer Crime Operations Chief will be copied on the acknowledgement e-mail.

Further case correspondence, whether by e-mail, fax, mail, or notes/voice recordings of telephone conversations, will be noted and recorded to be included for record in the case file.

9. NOTICE

You agree that DCFL's use of the ASCLD/LAB name and symbol are trademarks and the property of ASCLD/LAB. Without ASCLD/LAB's explicit prior permission, you agree not to display or use in any manner the ASCLD/LAB name or symbol.