



DIGITAL INVESTIGATION AND INTELLIGENCE

Digital Investigation and Innovation Limited

Service Definition

Digital Vault

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Service Overview

DII's Digital Vault service facilitates reliable, effective and efficient access to and capture of open source information, turning it into evidence with the minimal abstraction of first responder and frontline operational police staff activity, safeguarding information used by problem solving communities of interest.

The service provides a simple, uncomplicated, intuitive and comprehensive solution that is unattributable at OSI levels 2 and 3 and would easily support and transition to level 4 and 5 case work. No changes to existing IT service are foreseen to be required. There is no dependence on any particular hosting environment, and it is easily transferable.

The service features access to hard-to-source, proven subject matter expertise in digital investigation, and reduces investigation costs through speed of deployment and execution using containerisation and state-of-the-art DevOps techniques, reusing a proven existing investigation platform: accordingly, time-to-market costs are minimised. The service improves compliance with disclosure requirements in the legal sphere, accelerates proof-of-concept tooling to the live environment, and secures collaboration across multi-disciplined investigation communities.

On-boarding and Off-boarding

.After initial contact, an order will be raised, fully detailing the service that will be provided. Upon agreement to the order the service will be provisioned. Our target time for the whole process is 2 working days. The standard minimum contract length is one year. After that time if the customer wishes to terminate his service he will provide 1 month's notice, after which further time the service will be suspended. The customer will be liable for any outstanding charges incurred over the term of the contract. There is no termination charge. However, experience has shown the value of prudence in this regard; we allow a 1-week period following the date of service termination during which the customer may request us to reactivate it. Only after this time will all customer data related to the service be purged and destroyed.

Pricing

Please see associated "DII - Digital Vault Pricing Document".

Service Constraints

Scheduled maintenance will be carried out in agreement with the customer, of which notification will be given 14 days in advance. However, in the case of emergency maintenance, the customer will be informed as soon as the issue/problem has been detected.

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Training

No formal training is offered for this particular service. However, engineers are perfectly happy to answer customer queries via e-mail, telephone, or SMS, and guide customers through complex and difficult processes.

Ordering and Invoicing Process

DII bills its services either on a one-off or recurring basis, as agreed with the customer. Invoices are produced against either an order or purchase order, and are delivered electronically on a set date each month. This date is the day preceding the commencement of the service (i.e. if the service commenced on the 20th of the month, the invoice will be sent on the 19th.) Our terms are 14 days.

Termination Process

Customers may terminate their service by giving 30 days' notice after the initial contract term has elapsed. This initial term is always agreed with the customer before signing the order.

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