



## Audio, Video & CCTV Forensics Investigation Service Definition



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### Correlation Chart

| Clause                                    | FSR Code of Practice v2 | ISO/IEC 17025:2017 | ILAC-G19 :06/2022 | ISO 9001:2015 | ISO/IEC 27001:2022 |
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# **Audio, Video & CCTV Forensics Investigation Service Definition**

## **1. Audio, Video & CCTV Forensics Investigation Services**

### **1.1 Service Overview**

- 1.1.1 The Audio, Video & CCTV Forensics Investigation Service is delivered by IntaForensics, an accredited digital forensics provider operating under a UKAS-accredited ISO/IEC 17025 quality framework and certified to ISO/IEC 27001 for information security management. The service provides specialist forensic examination, enhancement, and interpretation of audio, video, and CCTV recordings to support investigations, litigation, regulatory enquiries, and incident response.
- 1.1.2 All activities are performed by qualified forensic practitioners using validated tools and documented procedures to ensure evidential integrity, authenticity, and admissibility. The service is designed to meet the expectations of courts, regulators, insurers, and legal professionals.

### **1.2 Service Objectives**

- 1.2.1 The objectives of the Audio, Video & CCTV Forensics Investigation Service are to:
- a) Preserve and analyse audio and visual evidence in a forensically sound manner
  - b) Authenticate recordings and identify potential manipulation or artefacts
  - c) Enhance evidential clarity where technically feasible
  - d) Provide defensible findings and expert interpretation
  - e) Support legal, regulatory, and investigative decision-making



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### **2. Service Features**

2.1.1 Key features of the service include:

- a) **Information Security Assurance** – Evidence handled within ISO/IEC 27001-certified environments
- b) **Forensic Authentication** – Assessment of integrity, provenance, and manipulation indicators
- c) **Controlled Enhancement** – Transparent, reproducible enhancement techniques
- d) **Court-Ready Outputs** – Defensible reports and exhibits suitable for legal scrutiny



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### **3. Service Benefits**

3.1.1 The service delivers the following benefits:

- a) Confidence in authenticity and integrity of audio-visual evidence
- b) Improved evidential clarity where enhancement is feasible
- c) Reduced risk of evidential challenge or exclusion
- d) Clear, defensible findings for courts, regulators, and investigators

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### 4. Scope of Service

- 4.1.1 All work is conducted in line with recognised forensic principles. Outputs are suitable for court proceedings, regulatory enquiries, insurance claims, and internal investigations. Engagements may be coordinated through legal counsel to support privileged handling.

### 4.2 In-scope activities

- 4.2.1 the service includes:

- a) Scoping and assessment of audio, video, and CCTV evidence
- b) Forensic acquisition and preservation of recordings and source media
- c) Validation of file integrity, metadata, and encoding characteristics
- d) Authentication analysis to identify alteration or tampering indicators
- e) Audio and video enhancement (where technically appropriate)
- f) Frame-by-frame analysis
- g) Synchronisation of multiple recordings and sources
- h) Interpretation of technical findings and limitations
- i) Preparation of evidential reports and exhibits
- j) Expert advisory and witness support (subject to agreement)

### 4.3 Out-of-scope activities

- 4.3.1 Unless agreed separately, the following are excluded:

- a) Live monitoring or surveillance activities
- b) Media editing for non-forensic or promotional purposes
- c) Provision of legal advice or representation
- d) Continuous CCTV management services

### 4.4 Assumptions, Dependencies and Constraints

- 4.4.1 Delivery of the Audio, Video & CCTV Forensics Investigation Service is based on the following assumptions:
- a) The client has lawful authority and a valid legal basis to access, acquire, analyse, and retain all in-scope audio, video, and CCTV recordings.
  - b) Wherever possible, original recordings or the best-available source material (e.g. native files, original DVR/NVR systems, memory cards) are provided for examination.



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- c) Recordings and source systems have not been materially altered, edited, transcoded, or overwritten prior to forensic acquisition, except where unavoidable operational processes exist.
- d) Relevant system configuration details, such as recording settings, timestamps, codecs, and retention policies, are available to support interpretation of findings.
- e) The client will provide timely access to systems, devices, custodians, locations, and subject-matter experts required to support acquisition and analysis.
- f) Any legal privilege, disclosure constraints, confidentiality requirements, or sensitivity considerations are identified and communicated at the outset or as they arise.

### **4.4.2 Service delivery is dependent on the following factors:**

- a) Availability and condition of original audio, video, or CCTV recordings, associated metadata, and source media or systems.
- b) Access to CCTV systems, DVRs/NVRs, body-worn cameras, mobile devices, or third-party platforms where recordings are stored or managed.
- c) Cooperation from internal stakeholders, system owners, facilities teams, or external vendors responsible for CCTV or recording systems.
- d) Timely provision of contextual information, including incident timelines, locations, camera layouts, and operational procedures.
- e) Timely input and decisions from client legal, investigative, or regulatory stakeholders, particularly where court or regulatory deadlines apply.
- f) Availability of appropriately forensic practitioners, validated tools, and secure environments in line with ISO/IEC 17025 and ISO/IEC 27001 requirements.

### **4.4.3 The following constraints may impact the scope, timelines, certainty, or outcomes of forensic analysis:**

- a) Recording quality limitations, including low resolution, frame rate, compression, lighting conditions, or environmental noise, may restrict analysis or enhancement outcomes.
- b) Proprietary file formats, encryption, or vendor-specific systems may limit access or require specialist tooling or vendor cooperation.
- c) Overwritten, partially recorded, corrupted, or incomplete footage may reduce the ability to reconstruct events.
- d) Forensic enhancement techniques cannot create information that does not exist in the original recording and are limited to improving clarity of existing data.
- e) Timestamp inaccuracies, system clock drift, or configuration issues may affect temporal interpretation unless corroborated by additional evidence.



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- f) Findings represent a point-in-time assessment based on the evidence available at examination and may not capture subsequent changes.
- g) Forensic practice prioritises integrity, transparency, and repeatability over speed, which may affect delivery timelines.
- h) Service delivery is subject to specialist availability, technical feasibility, and agreed commercial terms.



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### 5. Service Delivery Model

- 5.1.1 The service is delivered using a structured, auditable delivery model aligned to IntaForensics' ISO/IEC 17025 and ISO/IEC 27001 accredited operating frameworks.
- 5.1.2 We provide a tiered support model designed to align with client needs, service criticality, and engagement complexity.
- a) **Standard Support** is available during business hours and covers service coordination, issue resolution, and routine technical queries, and is typically included within agreed service fees.
  - b) **Enhanced Support** offers extended-hours availability with prioritised response times for time-critical matters such as investigations or regulatory deadlines and may be provided under an agreed uplift or retainer.
  - c) **Critical or On-Demand Support** is available for urgent or high-risk situations, including out-of-hours and weekend support, and is delivered on a time-and-materials or pre-agreed premium basis.
- 5.1.3 Support levels, response times, and escalation paths are agreed during engagement scoping and documented within the statement of work. Pricing is transparent and confirmed in advance to ensure clarity and cost control.

### 5.2 Engagement Initiation and Scoping

- 5.2.1 Each engagement begins with confirmation of objectives, lawful authority, scope, formats, and evidential requirements. Source material, timelines, and reporting needs are agreed, along with any legal privilege or disclosure considerations.

### 5.3 Evidence Acquisition and Preservation

- 5.3.1 Audio, video, and CCTV material is forensically acquired from original media or systems where available. Integrity is verified using cryptographic hashing, and full chain-of-custody records are maintained.

### 5.4 Forensic Examination and Analysis

- 5.4.1 Practitioners perform structured analysis to assess authenticity, continuity, and technical characteristics. Enhancement is applied only where appropriate and is fully documented to ensure repeatability and transparency.

### 5.5 Interpretation and Validation

- 5.5.1 Findings are reviewed, validated, and contextualised. Limitations, assumptions, and confidence levels are clearly documented to support defensibility.



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### **5.6 Reporting and Closure**

- 5.6.1 Formal forensic reports and exhibits are produced. Where required, findings are presented to legal teams, investigators, or regulators. Evidence is securely retained, transferred, or destroyed in line with agreed instructions.

### **5.7 Reporting and Deliverables**

- 5.7.1 Deliverables may include:

- a) Forensic analysis reports
- b) Integrity and authenticity assessments
- c) Enhanced audio or video exhibits (where applicable)
- d) Methodology and limitation statements
- e) Expert witness statements (subject to agreement)



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### **6. Exit and Offboarding**

- 6.1.1 Upon completion, evidence is securely returned, retained, or destroyed in accordance with agreed instructions and IntaForensics' accredited procedures. Access is revoked and formal closure confirmed.



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### **7. Roles and Responsibilities**

#### **7.1 IntaForensics Responsibilities**

- 7.1.1 IntaForensics is responsible for delivering the service in accordance with agreed scope, applicable legal requirements, and its ISO/IEC 27001 accredited frameworks. This includes forensic acquisition, analysis, enhancement, documentation, secure evidence handling, and the production of defensible reports. All methods, limitations, and deviations are fully documented, and risks to evidential integrity are escalated promptly.

#### **7.2 Client Responsibilities**

- 7.2.1 The client is responsible for confirming lawful authority to access and analyse audio-visual material, providing accurate context, and facilitating access to original recordings and systems. The client retains responsibility for legal decisions, disclosure, and communications with external parties.

#### **7.3 Legal Counsel Responsibilities (Where Applicable)**

- 7.3.1 Legal counsel advises on privilege, admissibility, disclosure, and regulatory obligations and may instruct or oversee forensic activities.

#### **7.4 Joint Responsibilities**

- 7.4.1 Both parties are responsible for timely communication, decision-making, confidentiality, and escalation of issues impacting scope, timelines, or evidential integrity.

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