



Lima Version 3 Service Definition



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Document Control

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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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1. Lima Version 3 – Forensic Case Management Capability Summary

1.1 Service Overview

Lima is a purpose-built forensic case and exhibit management system designed for policing and forensic environments. It provides a secure, auditable, and configurable platform that supports the full lifecycle of forensic investigations across multiple disciplines, including digital forensics, fingerprints, DNA, scene examinations, and other specialist forensic activities.

At its core, Lima is designed around **chain of custody, evidential integrity, auditability, and operational transparency**, ensuring that all case activity, exhibit handling, decisions, and outcomes are traceable, defensible, and suitable for regulatory scrutiny.

Modular Case Type Architecture

Lima supports a modular case type architecture that allows multiple, distinct forensic disciplines to be managed within a single, centralised system.

Each case type can be independently configured with its own workflows, statuses and sub-statuses, data capture forms, and role-based permission models.

This approach allows different forensic disciplines to operate according to their own processes while maintaining consistency, governance, and oversight at an organisational level. Investigators and non-forensic users can clearly understand the progression and handling of exhibits and cases without restricting forensic practitioners in their specialist work.

Custom Workflows

Lima supports bespoke workflows at both case type and service type level, enabling forensic investigators to conduct investigations without unnecessary restriction and to work across multiple forensic disciplines.

Data Capture Forms

Lima supports configurable data capture forms that can be tailored per case type and forensic discipline. This enables structured, consistent recording of information while remaining flexible to operational needs.

Form design and configuration are bespoke and agreed with the client. Cases cannot be moved between case types; however, cases can be linked across case types, enabling a single investigation to receive multiple forensic services without duplication while maintaining clear separation and traceability.

Exhibit Management

Lima provides robust, end-to-end exhibit lifecycle management, designed to support forensic investigations and maintain a complete, defensible chain of custody from seizure through to court or disposal.



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Key capabilities include:

- **Unique exhibit identifiers** to ensure each exhibit is unambiguously tracked
- **Full chain-of-custody recording**, capturing every interaction from seizure through to court or disposal
- **Location and movement tracking**, including booking exhibits in and out of secure stores, transit between locations, and assignment to analysts or investigators
- **Status and historical status tracking**, allowing visibility of where an exhibit sits within its lifecycle (e.g. storage, analysis, reporting, return, disposal)
- **Logging of handlers and authorisations**, ensuring accountability for every transfer or action

Investigators can record notes, findings, observations, photographs, and supporting material against each exhibit. Forensic testing details—including test type, analyst, dates, results, and justifications—can be recorded to ensure full evidential traceability.

Where supporting procedures or records are held outside Lima (e.g. within an eQMS), **configurable hyperlinks** can be used to maintain traceability without duplicating controlled documentation. While Lima is not an eQMS, this integration approach supports a coherent evidential narrative across systems.

Scene Attendance and Evidence Capture

Lima supports the recording of scene attendance and evidence capture as part of the wider case record.

Within Lima, scene activity, seizures, decisions, and evidence capture can be recorded either live via a secure internet connection or retrospectively, with all entries incorporated into the case log and timeline to preserve a complete chronological record.

Templated notes and checklists can be used to enable forensic units to define discipline-specific questions, steps, or requirements and support consistent adherence to agreed forensic procedures and compliance models (e.g. ISO/IEC 17025, FSR Code), while still allowing professional judgement to be documented.

Lima provides a robust and compliant framework for recording scene attendance, evidence capture, and forensic decision-making, ensuring that the **end-to-end chain of custody and evidential narrative** is maintained without compromise.

Case-Level Access Control

Lima supports case-level access restrictions to manage sensitive investigations, internal reviews, or firearms-related cases. Cases can be locked and access granted only to authorised users with a



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legitimate operational need. Other than administrative accounts and assigned personnel, no users can access a case unless explicitly granted permission.

Audit

Lima provides comprehensive, always-on audit capability, capturing all system and case activity in the background.

Audit records are immutable and cannot be altered or deleted. Access to audit logs is restricted to authorised personnel, enabling oversight, internal investigations, and professional standards activity.

This capability supports compliance with ISO/IEC 27001, ISO/IEC 17025 principles, and the Forensic Science Regulator's Code of Practice by ensuring accountability, traceability, and evidential integrity.

Asset Management

Lima includes a comprehensive asset management capability for managing forensic hardware, software, tools, and specialist equipment used during investigations.

A key strength of Lima's asset management is its ability to link assets directly to **cases and exhibits**.

This provides full traceability of which assets were used in specific forensic examinations and enables retrospective and forward-looking analysis.

It also enables meaningful **management reporting and KPI analysis**, such as asset utilisation, lifecycle planning, and replacement forecasting.

Firearms Registration and Movement

Firearm functionality includes:

- Central firearm registry (make, model, serial)
- Tracking of modifications, maintenance, and repairs
- Movement workflows with approvals and justification
- Location tracking (e.g. barcode/RFID integration)
- Alerts for unauthorised or unexpected movement
- Full audit logging

Audit, Quality Assurance, and Compliance

Lima embeds quality assurance, peer review, and auditability directly within case workflows.



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QA stages can evolve over time to embed lessons learned and address audit findings. Lima has been used within accredited forensic laboratories and has successfully withstood regulatory audits and assessments.

Lima supports compliance with:

- Forensic Science Regulator's Code of Practice (v2 and future updates)
- Police Information and Records Management Code of Practice (PIRM)
- Management of Police Information (MoPI)

Lima is not an Electronic Quality Management System (eQMS). Lima complements, rather than replaces, formal quality systems by applying quality controls at the case level.

Reporting, Analytics, and Performance Insight

Lima includes native reporting and dashboards that support operational and management oversight, including:

- **Configurable reports and dashboards** for operational and management use
- **Key performance indicators (KPIs)** such as turnaround times, case volumes, workloads, and performance trends
- **Activity frequency and time-and-motion data**, supporting analysis of how time is spent across cases and forensic activities

Reporting use cases include exhibit volumes, staff utilisation, capacity management, trend analysis, and performance forecasting, supporting both operational delivery and strategic planning.

Time Recording and Workforce Insight

Lima provides detailed time recording for forensic activity, including:

- Time spent on cases, workflows, and individual exhibits
- Manual start/stop timers for ad hoc activity
- Categorisation of time entries against specific activities

All system activity is timestamped as part of the audit trail.

Time data supports NPCC reporting and evidence-based resource management.

Training and Competency Management

Lima includes a centralised training and competency record database supporting:

- Individual training and competency records



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- Certificates, accreditations, and assessments
- Unit-level oversight
- Expiry tracking and reporting
- Dashboards for management visibility
- Non-conformance recording and lessons learned

All data is fully auditable. Lima currently allows flexibility within workflows and does not enforce competency restrictions at task level. Workflow-level enforcement is a potential future development option.



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2. Service Benefits

2.1.1 The following key benefits have been proven by the Lima customer base

- Supports ISO 17025:2017 Compliance
- Comprehensive Chain of Custody Recording
- Reduce accreditation overhead with a single accreditation process covering multiple departments
- Enabling Policy Deployment and Standard Operating Procedures within Client Laboratories
- Analysis of team and individual performance
- Ensures staff competencies are compliant and appropriate for every case
- Optimise asset utilisation through tracking and reporting
- Visibility of staff efficiency and productivity
- Improved communication via Browser notifications to Investigators / Police Officers



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3. Scope of Service

This section describes the scope of the activities that can be provided with the service subject to the agreed rate card and highlights those services excluded from the normal scope of service.

3.1 In-scope activities

3.1.1 Chargeable consulting days can be used to deliver the in-scope activities including:

- Technical implementation design
- Configuration workshops
- Configuration implementation
- Administrator and End User training
- On site support

3.2 Out-of-scope activities

3.2.1 Out of scope activities where customer provides hybrid or private cloud infrastructure include:

- Supply of infrastructure on which to run the service
- Operation of the infrastructure on which to run the service
- Support of infrastructure below the application layer
- Implementation of updates to the private cloud environment



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4. Onboarding

- 4.1.1 Describes the onboarding process required to activate the service. This may include contract initiation, points of contact, access requirements, documentation review, and initial workshops.
- 4.1.2 Onboarding ensures the service can be delivered efficiently and in line with agreed scope and expectations.

The Lima Onboarding Process includes the following stages prior to live running.

- Pre Contract Requirements confirmation
- G-Cloud Call-Off Contract
- Completion of technical pre-requisites
- Configuration workshops
- Administrator training
- Testing of configuration
- End user training
- Data migration if applicable
- Final testing
- Training
- Go live



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5. Service Delivery Model

- 5.1.1 Lima is delivered using a proven, structured and flexible approach to enable forensic investigation processes to be implemented in a manner that reflects the customer specific work patterns, staffing and accreditation requirements.

5.2 Engagement Approach

- 5.2.1 Service delivery begins following completion of the onboarding processes. An account manager and a primary support contact are appointed to co-ordinate communication and act as the primary operational points of contact for commercial and technical queries respectively.

5.3 Delivery phases

The service is typically delivered across the following phases:

5.3.1.1 Commercial completion

The call off contract and commercial pre-requisites are completed to allow resource allocation.

5.3.1.2 Technical Pre-Requisites

The infrastructure design is confirmed and implemented together with the agreed security model.

5.3.1.3 Configuration

Lima configuration defines how the solution operates and whether it matches the operational and accreditation requirements of the client.

5.3.1.4 Data Migration

If a data migration is required this is specified and completed after the configuration is implemented.

5.3.1.5 Training

Administrator, end user and portal user training takes place once the configuration has been thoroughly evaluated and refined

5.3.1.6 Go live

Final testing is completed and the agreed approach to switch over to live is implemented.



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5.4 Typical timelines

- 5.4.1 In most new customer environments the implementation of Lima is approximately 2-3 months depending on data migration, preparedness of the underlying data such as assets, staff records and case structures.



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6. Support Model

6.1.1 The objective of the Support and Maintenance Service is to maintain the Covered Software in good working order, keeping it free from material defects so that the Covered Software shall function properly and in accordance with the accepted level of performance as set forth in the Software License Agreement.

6.1.2 Support Service Availability

Telephone Support

The Support Center operates during United Kingdom business hours, 9am - 5.00pm Monday through Friday, excluding United Kingdom national legal holidays (Normal Business Hours).

UK Support number: +44 2477 717780 - Option 3

US Support number: +1 855 717-7677 - Option 3

6.1.3 Support Portal

The Lima Support Portal is available 24/7 subject to planned maintenance and is accessed via this URL:

<https://limasupport.intaforensics.com>

The support URL may change from time to time but in any event the Licensee will be notified 30 days prior to change of URL..



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7. Service Level Agreements

7.1 Support Incident Classification and Response Response time

- 7.1.1 Upon receipt by Licensor of notice from Licensee through the Support Centre of an error, defect, malfunction or nonconformity in the Covered Software, Licensor shall respond as provided below:

Severity 1: An incident produces an emergency situation in which the Lima is inoperable, produces incorrect results, or fails catastrophically.

RESPONSE: IntaForensics will provide a response by a qualified member of its staff to begin to diagnose and to correct a Severity 1 problem as soon as reasonably possible, but in any event a response via the method through which IntaForensics was notified will be provided within 4 (FOUR) normal business hour(s) measured from receipt of ticket during Normal Business Hours. IntaForensics will continue to provide best efforts to resolve Severity 1 problems in less than 48 (FOURTY EIGHT) normal business hours. The resolution will be delivered to Licensee as a work-around or as an emergency software fix. If IntaForensics delivers an acceptable work-around, the severity classification will drop to a Severity 2.

Severity 2: An incident produces a detrimental situation in which performance (throughput or response) of the Covered Software degrades substantially under reasonable loads, such that there is a severe impact on use; the Covered Software is usable, but materially incomplete; one or more mainline functions or commands is inoperable; or the use is otherwise significantly impacted.

RESPONSE: IntaForensics will provide a response by a qualified member of its staff to begin to diagnose and to correct a Severity 2 problem as soon as reasonably possible, but in any event a response via the method through which IntaForensics was notified will be provided within 4 (FOUR) normal business hours. Licensor will exercise best efforts to resolve Severity 2 problems within 5 (FIVE) working days. The resolution will be delivered as a work-around or as an emergency software fix. If IntaForensics delivers an acceptable work-around for a Severity 2 problem, the severity classification will drop to a Severity 3.

Severity 3: An incident produces an inconvenient situation in which the Covered Software is usable, but does not provide a function in the most convenient or expeditious manner, and the user suffers little or no significant impact.



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RESPONSE: IntaForensics will exercise best efforts to resolve Severity 3 problems in the next maintenance release.

Severity 4: An incident produces a noticeable situation in which the use is affected in some way which is reasonably correctable by a documentation change or by a future, regular release from IntaForensics.

RESPONSE: IntaForensics will provide a fix or fixes for Severity 4 problems in future maintenance releases.

7.2 Maintenance Services

7.2.1 Updates and enhancements provided under the support and maintenance service.

(1) Bug fixes;

(2) Enhancements to keep current with changes in market services or as IntaForensics makes enhancements;

(3) Enhancements to keep current with the current hardware vendor's OS releases, , provided that the current hardware vendor's OS release is both binary and source-compatible with the OS release currently supported; and

(4) Performance enhancements.

(5) Updates do not include:

(a) Platform extensions including product extensions to (i) different hardware platforms; (ii) different windowing system platforms; (iii) different operating system platforms; and

(b) New functions such as (i) new functionality; (ii) new applications; and (iii) new presentation tools.



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Updates will be provided in machine-readable format. All such deliveries shall be made by a single communication to a designated distribution contact.

If requested, IntaForensics can provide on-site assistance for update installation or troubleshooting, chargeable on a time-and-materials basis plus pre-approved travel expenses. All such activities will be scheduled and approved in writing by the Customer in advance.

Support services will be provided for previous software releases for a minimum of six (6) months following the general availability of a new release.

Extended support for older versions may be offered by separate agreement. Customers are encouraged to remain on the latest supported version to ensure continued security and compatibility.

No responsibility is assumed for the correctness of, performance of, or any resulting incompatibilities with, current or future releases of the Covered Software if the Licensee has made changes to the system hardware/software configuration or modifications to any supplied source code which changes affect the performance of the Covered Software and were made without prior notification and written approval by IntaForensics. No responsibility is assumed for the operation or performance of any Licensee-written or third-party application.

7.3 Services Not Included

7.3.1 Maintenance Services do not include any of the following:

- (1) custom programming services;
- (2) on-site support, including installation of hardware or software;
- (3) support of any software that is not Covered Software;
- (4) training;
- (5) out-of-pocket and reasonable expenses, including hardware and related supplies.



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8. Technical Requirements

8.1.1 The technical requirements for the implementation of Lima are evolving and regular updates of the minimum hardware and software specifications documents are made. The technical requirements for private cloud, hybrid cloud or on-premise implementations are made available as part of the pre-requisite discussions. These discussions ensure the call off contract accurately reflects:

- the technical requirements placed on the customer
- the technical requirements placed on the supplier and
- the operational requirements of the forensic practitioners



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9. Constraints and Dependencies

Delivery of the Lima Service is subject to the following assumptions, constraints, and dependencies, which influence scope, timelines, and outcomes.

9.1.1 Client Authority and Access

It is assumed that the client has authority to grant access to in-scope systems, networks and data where supervised technical assistance is required.

9.1.2 Accuracy of Information

The sizing of the server and database infrastructure depends on the accuracy, and availability of information, concerning case throughput, exhibit volumes and asset catalogue.

9.1.3 Timely Client Engagement

Progress and timelines depend on timely engagement from nominated client contacts, including system owners, subject matter experts, and decision-makers.

9.1.4 Third-Party Dependencies

Integration with third party services or third party applications is dependent on availability of API's, documentation and supporting environments to facilitate development and testing where applicable.



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10. Exit and Offboarding

The offboarding process typically focuses on the preservation of historic case data and support data migration of key data elements such as the asset register. This section confirms the data and contract positions.

10.1.1 Data

At end of contract, buyers retain access to their data as it is stored within their own on-premises Microsoft SQL Server database (and associated file store) in the buyer's environment. If the Lima licence term expires, users may no longer have access to the Lima user interface; however, the buyer can still extract data directly from the SQL database and file store at any time. While the licence is active, users can also export selected overview data from within the application (for example cases, exhibits, assets, tasks and dispatch records) in formats such as CSV/XML, subject to configured filters. IntaForensics can provide extraction support on a chargeable basis if required.

10.1.2 Contract

At the end of the contract, the buyer's Lima licence and support term expires unless renewed. Where the licence is not renewed, access to the Lima user interface may end, however the buyer retains access to all data stored within their own environment (Microsoft SQL database and associated file store). The buyer can extract their data directly at any time, and IntaForensics can provide assistance with data extraction if required. Additional costs may apply for Offboarding support, data migration, consultancy, (including travel and subsistence where applicable).

10.1.3 Hardware

Hardware is typically the responsibility of the customer and therefore it is a client responsibility to dispose of hardware that has become end of life.



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11. Roles and Responsibilities

The following roles and responsibilities are defined to ensure effective governance, delivery and collaboration throughout the Lima project.

11.1.1 Account Manager

Acts as the primary commercial and engagement contact for the organisation. Responsible for contract management, service coordination, and strategic escalation. Ensures the service is delivered in line with agreed scope and expectations. Has responsibility for reporting service performance and managing regular service review meetings

11.1.2 Operational Customer Success Consultant

Technically focused, the operational consultant is engaged from pre-requisite reviews to configuration workshops and end user training. They are the primary technical contact for continuous improvement and ongoing development of the service

11.1.3 Support Primary Contact

The primary support contact is nominated within the technical team in order to ensure familiarity with the customer environment and operating model such that they can provide the best possible response to any support tickets or queries raised.



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12. Supporting Documents

SUPPORTING DOCUMENTATION	

*****END OF DOCUMENT*****