

G-Cloud 15

CameraForensics Firebreak

Service Definition

The service features and processes described here are accurate at the date of submission (January 2025). Any variations or upgrades will be notified as part of the order acceptance process.

Our Service

CameraForensics Firebreak automates manual work that investigators currently carry out to identify potential high-risk offenders on online platforms. The system takes expert user prompts to automatically find and index profiles and associated media to prioritise users-of-interest. Key information is extracted and preserved in a local database, providing investigators with a secure way to identify and prioritise target accounts for investigation. The system is designed to significantly reduce the time and effort required to analyse online activity and improve the triage, selection and de-confliction of high-risk targets prior to operational deployment.

Service Commitment

Our system is accessible 24/7 with an availability well in excess of 99.9% over the past 3 years. Second-line support is provided via a dedicated email account. Users and/or their first line support are able to raise issues which are responded to by email or telephone during business hours (typically within 2 hours), or if reported out of hours, at the start of the next working day.

Accessing the Service

Our service is accessed using an up to date browser, from any location where local firewall and access control policies permit https connection. No software download or local installation is required.

The CameraForensics Firebreak user interface is efficient and intuitive, thereby minimising training requirements and making the tool suitable for infrequent use.

Further Training and Support

Expert-lead online training sessions are available (2 included in the baseline service costs). Additional Expert or Bespoke online or on-site training can be delivered (at extra cost) to develop expert users and local champions.

Onboarding

On receipt of a purchase order under the G-Cloud 15 Framework an appointed representative from the customer organisation will be approved to issue user account requests for employees, agents and independent contractors in their organisation. These users will have access to the full Service unless the customer representative requests withdrawal of their account, or the licence period lapses.

Security

On request, the system can record user activity, including a timestamp for each of the various events, and details on who was logging in/searching/acting in that event. These data are available to nominated client administrator accounts. If necessary, collection of this data can be disabled to meet user security or privacy requirements. Monthly reporting, including standard metrics on the service performance against the SLA and issues raised and resolved, will be provided. This level of support is included in the baseline service costs.

Support and Availability

Our system is accessible 24/7 with an availability well in excess of 99.9% over the past 3 years. Second-line support will be provided via a dedicated email account. Users and/or their first line support will be able to raise issues which will be responded to by email or telephone during business hours (typically within 2 hours), or if reported out of hours, at the start of the next working day.

Offboarding

At the end of a contract period, the associated user and manager accounts are suspended. API keys are disabled. Account data can be provided and/or deleted at the customer's request. Accounts and keys can be preserved and reactivated under a new contract. Retained information includes user search histories and search parameters included in the standard audit log. The logs for a given user or organisation can be provided on request to appropriate management account holders. Data is typically provided in CSV format.

Additional Services

We offer a range of enhancements and variations to the standard service to suit different application areas and user workflow requirements.

1: CameraForensics Firebreak Customisation

Firebreak can be customised on request. This can include sourcing data from requested sites, application of specific techniques and integration with 3rd-party data sources and systems.

2: Deployments on or Integration With Customer-Specified Systems

Deployment of a CameraForensics system to a specified host environment, including establishing mechanisms for regular data updates and associated support.

3: Expert Training

Develops expert users and/or “train the trainer”. The form of the training is in-person 1 day for 25 users (customer supplies suitable room and facilities in the UK mainland). The approach will be a mix of theoretical and practical elements.

4: Bespoke Training

Development and delivery of a training course (either virtually or in-person) around CameraForensics Firebreak and underlying technologies, specific to customer needs.

5: Specific Support

Support to users around CameraForensics Firebreak and underlying technologies, specific to customer needs. This can include online interactive user support.