

It is important, in order to preserve evidence integrity that certain fundamental steps be adopted in securing computer and mobile phone devices before they are packaged and sent for laboratory analysis.

- No action must be taken that affects the content of the device once it becomes a fact in issue.
- If possible don't turn off the suspected computer – Speak to us first
- If you must turn off the computer pull the power plug from the computer unit
- Any action taken must be documented and explained
- The item must be properly identified and labeled before shipment - See how to package below.

Packing

Computers and mobile phone devices are advanced and sensitive instruments with marginal tolerance limits. Rough treatment during transportation may inflict damage. Pack the unit thoroughly – preferably in the original packaging. If you don't have the original packaging, then the unit can be packed in a box surrounded by air bubble foam or other shock absorbing components.

For mobile phones they should where possible be sent with their power and data cables. It is advisable for the mobile phones to be protected from radio signals by being placed in a protective bag or where the proper precautions have been taken remove the battery from the phone and bag separately (if in doubt request a site visit or speak to one of our consultants) .

How is the case handled?

To enable iTevidence carry out an effective data investigation and analysis, we need as much information from our client as possible. A range of tactical, legal and technical assessment must be made. If you are a law firm or prosecuting attorney it will be helpful to have, in addition a summary of your case theory. iTevidence can make the technical assessments, but for this we need information, which can be obtained by the client and sent to us. Alternatively, we can travel to the relevant site in order to extract, document and ship evidence for laboratory analysis.

Exhibit details

Download our job submission form for the relevant device to be shipped. The form will require some of the details below and any other relevant information.

- Description of computer: manufacture name, model and serial number
- Number, type and size of hard disk(s).
- What operating system is installed?
- Network connections
- Encryption, passwords, etc.
- Internet provider, e-mail account.
- When was the machine last used?
- Has backup been taken of the hard disk?
- Historical facts. Who has used the machine and for what purpose?
- Who has the technical responsibility for the computer -- IT manager?
- What type of data should we be looking for? Mail, documents, photos, Internet use, etc.
- Are there particular words to search for? Name of person, company, mail address, etc.

Any queries? Please contact us via the web or our phone numbers indicated below.