



# New England Regional Computer Forensics Laboratory

## SERVICE REQUEST FORM

NERCFL  
201 MAPLE STREET  
CHELSEA, MA 02105  
(857) 386-2000

### REQUESTOR INFORMATION

DATE:	AGENCY CASE NUMBER:	REQUEST TYPE: <input type="checkbox"/> First Request <input type="checkbox"/> Follow-Up Request	SERVICE TYPE: <input type="checkbox"/> Lab Exam <input type="checkbox"/> On-Site Search
CASE AGENT:	SUBMITTING AGENCY: Participating Agencies: _____ Other - Non-Participating Agency: _____		
CASE AGENT EMAIL:			
CASE AGENT CELL PHONE:			

### CASE INFORMATION

NAME / CASE TITLE:	CASE / CRIME TYPE:
LEGAL AUTHORITY (MUST ATTACH): <input type="checkbox"/> Search Warrant <input type="checkbox"/> Subpoena <input type="checkbox"/> Consent <input type="checkbox"/> Other - Explain:	
CLASSIFICATION: <input type="checkbox"/> Unclassified <input type="checkbox"/> Secret	
PROSECUTOR ASSIGNED: <input type="checkbox"/> Yes <input type="checkbox"/> No	PROSECUTOR NAME/NUMBER:
JURISDICTION: <input type="checkbox"/> Local <input type="checkbox"/> State <input type="checkbox"/> Federal	

### RCFL CONSULTED IN PREPARATION

RCFL CONSULTED: <input type="checkbox"/> Yes <input type="checkbox"/> No	EXAMINER NAME:
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### SERVICE REQUEST

ON-SITE SEARCH LOCATION / ADDRESS(S): (GIVE AT LEAST 2 BUSINESS DAYS NOTICE)	DATE OF REQUESTED SEARCH:
EVIDENCE TYPE(S): <input type="checkbox"/> Workstation <input type="checkbox"/> Laptop/Netbook <input type="checkbox"/> Cell Phone <input type="checkbox"/> Other	OPERATING SYSTEM(S): <input type="checkbox"/> Windows <input type="checkbox"/> Apple / Mac <input type="checkbox"/> Linux / Unix <input type="checkbox"/> Android <input type="checkbox"/> Unknown
EVIDENCE VIEWED / ACCESSED: <input type="checkbox"/> Yes <input type="checkbox"/> No	LIST NAME(S):
EVIDENCE CONTAINS PRIVILEGED INFO: <input type="checkbox"/> Yes <input type="checkbox"/> No	EXPLAIN:
EVIDENCE REQUIRES SPECIAL HANDLING: <input type="checkbox"/> Yes (Hazardous / Bio Hazard, etc.) <input type="checkbox"/> No	EXPLAIN:
REQUESTED SERVICE:	PROCESS ON CAIR: <input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Please list each item(s) of digital evidence submitted to include all serial numbers. Describe IN DETAIL what information is requested, see page 2 for helpful hints. If you have supplemental documents that may assist in the examination, attach them to this service request.</p> <p>If SEARCH WARRANT ASSISTANCE is needed, then describe the following details: (1) Please provide below any details of number of computers, operating systems, network systems, and date/time/location of search.</p>	

**PLEASE HAND-CARRY OR FAX WITH LEGAL AUTHORITY TO (857) 386-2928**

RCFL USE ONLY	PROCESS	NAME	DATE	PROCESS	NAME	DATE
	Received By			LA Review by Examiner		
	DB Entry By			Initial Contact w/Case Agent		
	LA Ops Review By			Admin. Review		
	Assigned By			Technical Review		
	Priority			Notify for Pick up		
	Lead Examiner			Reports Distributed		
	Reassigned By			Evidence Returned		
	Reassigned To			CART DB Closed By		



# SERVICE REQUEST GUIDE

*Please take the time to read this document as it will explain the process of filling out a Service Request Form.*

It is the responsibility of the submitting Agency to provide a Service Request Form and Legal Authority before the case can be accepted by the NERCFL.

## Requestor Information

This section contains required information that is needed so that we may begin the documentation and tracking of your case.

## Case Information

This section contains information that will assist us in the handling of your case.

## RCFL Consulted in Preparation

The RCFL Examiners can provide you with assistance in the submission of your Service Request or information that may be needed for your warrant. This also includes any guidance or assistance that may be needed in a field search, on-site imaging or evidence handling where electronic evidence is suspected of being used.

## Service Request

This section contains additional information that the case agent would provide to the examiner as to what is being sought or searched for on the digital evidence. Please be specific when completing the Requested Service area.

## Helpful Tips to Remember

- ✓ The Examiner will contact the Case Agent prior to starting the examination and discuss the requested information once the Examiner has had the opportunity to review the Service Request and Legal Authority.
- ✓ Supply the name of the victim(s) and suspect(s), including nicknames, email addresses, and online user IDs.
- ✓ Are there any searchable terms/words that may assist to provide you results for specific items of interest?
- ✓ Complete the service request in its entirety. The more information you supply will assist in the examination process.
- ✓ Do not request "any/all information" on the evidence as the amount of results can be very large and thus not specifically useful to you. Please be detailed and specific when requesting: Documents, Spreadsheets, Emails, User/System Information, Internet History, Chat logs, CVIP search, graphic files, etc.

**General Note:** *This service request should be limited to your "most relevant items", which may have a higher probability of containing data relevant to the investigation. If more than five evidence items need to be examined, please call the NERCFL for prior approval.*

**If SEARCH WARRANT ASSISTANCE is needed, then describe the following details:** (1) *Please provide below any details of number of computers, operating systems, network systems, and date/time/location of search.*

**All evidence submitted at the RCFL IS treated as "LAW ENFORCEMENT SENSITIVE."**



## New England RCFL Intake Policy

The New England RCFL accepts digital evidence from the FBI, state, and local law enforcement agencies for felony cases with these guidelines. No more than 5 evidence items will be accepted per request without prior approval from the NERCFL Director.

### Participating Agencies

The NERCFL will accept all digital evidence from participating agencies. To submit, bring the NERCFL Request Form, legal authority (including receipts of property seized for search of location listing evidence items), and the digital evidence to the NERCFL during evidence intake hours.

- **Cellular Phones:** Participating agencies are strongly encouraged, but not mandated, to use the Cell Phone Kiosk instead of submitting these items to the NERCFL.
- **Loose Media:** all loose media (DVDs, CDs, Floppy Disks) will not be accepted without prior approval from the Director of the NERCFL. These should be processed using the Kiosk.
- **Locked Devices:** Participating agencies may submit locked devices to the NERCFL. If the NERCFL is unable to unlock, these devices will be submitted to CART headquarter labs for further analysis. All JTAG service requests must acknowledge that the phone may be damaged.

### Non-Participating Agencies

The NERCFL will accept digital evidence from non-participating agencies at the sole discretion of the Director of the NERCFL. To submit, bring the NERCFL Request Form, legal authority (including receipts of property seized for search of location listing evidence items), Non-Participating Agency Letter, and the digital evidence to the NERCFL during evidence intake hours.

- **Cellular Phones:** All non-participating agencies must process their cell phone requests through the Cell Phone Kiosk before making a request to the NERCFL for a laboratory examination of a cell phone.
- **Loose Media:** all loose media (DVDs, CDs, Floppy Disks) must be processed using the Loose Media Kiosk.
- **Audio-Visual Enhancements:** No requests will be accepted for any audio/visual enhancement work.
- **Locked Devices:** No requests will be accepted for any locked devices including JTAG services.

*All work done for non-participating agencies is at the sole discretion of the Director of the NERCFL based on the specifics of the individual case.*

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The customer will request what results/services they would like to be performed; the RCFL staff will determine the methods for achieving these results/services.