

**PHILADELPHIA REGIONAL COMPUTER FORENSICS LAB  
SERVICE REQUEST GUIDE**

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

It is the responsibility of the submitting Agency to submit the following documents, which are REQUIRED, with the Service Request form before the case can be ACCEPTED by the PHRCFL.

- 1) Service Request Form
- 2) Legal Authority – i.e.: Search Warrant, Court Order, Consent

The following will describe how to properly complete a Service Request Form:

**Case Information Section:**

This section contains the case information that is needed so that we may begin the documentation and tracking of your case. Once the case is assigned to an Examiner, the Examiner will contact you at the telephone number provided, to review your request. Please also provide us with a cell phone number or an email address; this will assist us in contacting you.

**Seizure / Evidence Type:**

This section contains seizure / evidence type information that would help us in the handling of your evidence and case. This includes all evidence and where it was retrieved from. The types of computers and operating systems (if known) will also help in preparation for the examination. If the digital evidence was viewed or accessed, list who viewed or accessed the item(s).

All evidence submitted at the PHRCFL is treated as “LAW ENFORCEMENT SENSITIVE”.

**Jurisdiction Info:**

This section contains jurisdiction information that will help us know if the evidence / examination results are need for trial preparation or by the assigned Prosecutor.

**PHRCFL Consulted in Prep:**

The PHRCFL Examiners are highly trained and experienced personnel that may provide you with assistance in the submission of your Service Request or information that may be needed for your Search Warrant.

**Service Requested:**

This section is where the Case Agent specifies the items being submitted and what information is being sought from the digital evidence. To further assist the Case Agent with completing this section, please review the following Helpful Tips which may assist the Case Agent in understanding what information to request. If further assistance is needed with completing this section, please feel free to contact the PHRCFL, 610-975-3691, to speak with an Examiner.

## Helpful Tips to Remember

- ✓ If PHRCFL personnel are needed to assist with a field search, on-site imaging or evidence handling, please indicate that in the “Service Requested” box. Please include the anticipated date and time of the search and any other special instructions.
- ✓ Provide the PHRCFL with a copy of your Legal Authority to include the affidavit; it is tremendously helpful to the Examiner to understand the case. If you don’t have an affidavit, please provide us with a written summary of your case. The more we understand what your case is about, the better we will be able to assist you.
- ✓ Provide us with the name of the victim(s) and suspect(s), to including nicknames, screen names, and chat handles. If known, provide us with the suspects “user” profile(s) (“logons”), email account(s) and any password used. Please be specific with the spelling, character case and please be legible.
- ✓ Is there a specific date range relevant to your investigation? Is the examination limited to certain date(s) by the Legal Authority?
- ✓ We generally cannot absolutely prove who was “at the keyboard.” We can provide you with supporting details, such as which user profile or account was in use. It will always fall to the Case Agent to establish dominion and control over the computer, and to establish who was “at the keyboard” when certain events took place.
- ✓ If submitting multiple pieces of evidence, tell us which item you think has the highest probability of finding what you are looking for on it. If we find your evidence on the first item, it may eliminate the need to conduct examinations on the remaining systems and/or media.
- ✓ Do you really need to ask for “all Internet History?” On a recent case, this resulted in over 2,500 pages of Internet History. Focus your request based upon your investigation. For example, do you need History for a specific date range? Do you need History related to a specific website? Do you only need History from a specific user profile? Are you looking for evidence that a specific file was downloaded?
- ✓ Do you really need “all email addresses?” A typical computer system contains hundreds, if not thousands, of email addresses, most of which are unrelated to your investigation. Many of these addresses are in help and support files. Spam can account for hundreds of more addresses.
- ✓ The Examiner will call you to discuss your needs and refine your request once the Examiner has had the opportunity to review your Service Request. The more information you provide on your Request, the better we will be able to screen, prioritize, and assign your case for examination.
- ✓ Remember your PHRCFL case number. Every agency we serve uses a different format for their case number; we must rely on our case number to look up your case.
- ✓ Due to the examination process of digital evidence, the completion times varies on a case by case basis. The expected processing time is usually thirty days (30). Be patient.

If you have any questions about your Service Request, please feel free to contact the PHRCFL prior to submitting your request.

### \*\*\*\*\*NOTICE\*\*\*\*\*

**OUR POLICY DICTATES THAT WE CAN NOT PROVIDE YOU WITH ANY DATA THAT YOU DID NOT SPECIFICALLY ASKED FOR. THEREFORE, IN YOUR REQUEST YOU NEED TO SPECIFY EXACTLY WHAT YOU ARE REQUESTING, FOR EXAMPLE: DOCUMENTS, SPREADSHEETS, EMAILS, SYSTEM INFORMATION, CHAT LOGS, CVIP SEARCH, GRAPHIC FILES, ETC.**



# Philadelphia Regional Computer Forensics Laboratory

## SERVICE REQUEST FORM

PHRCFL  
201 KING OF PRUSSIA RD  
STE 300  
RADNOR, PA 19087  
(610) 975-3691

### CASE INFORMATION

DATE:	AGENCY CASE NUMBER:	REQUEST TYPE: <input type="checkbox"/> First Request <input type="checkbox"/> Follow-Up Request	SERVICE TYPE: <input type="checkbox"/> Lab <input type="checkbox"/> Field	RCFL CASE #:
SUBMITTING PERSON:		SUBMITTING AGENCY / ADDRESS:		AGENCY PHONE:
CASE AGENT:	<input type="checkbox"/> SAME AS ABOVE	CASE AGENT PHONE:	SQUAD / UNIT: <input type="checkbox"/> N / A	SQUAD / UNIT SUPERVISOR:
CASE AGENT EMAIL:				

### SEIZURE / EVIDENCE TYPE

<input type="checkbox"/> SEARCH WARRANT	<input type="checkbox"/> ADMIN SUBPOENA	<input type="checkbox"/> GRAND JURY	<input type="checkbox"/> CONSENT	<input type="checkbox"/> PROBATION	<input type="checkbox"/> PAROLE
<input type="checkbox"/> OTHER (EXPLAIN):					
CLASSIFIED: <input type="checkbox"/> YES <input type="checkbox"/> NO		CLASSIFIED LEVEL: <input type="checkbox"/> UNCLASSIFIED <input type="checkbox"/> CONFIDENTIAL <input type="checkbox"/> SECRET <input type="checkbox"/> TOP SECRET			
NAME / CASE TITLE:		CASE / CRIME TYPE:		SEIZURE DATE:	
LOCATION(S):					
OPERATING SYSTEMS: <input type="checkbox"/> WINDOWS <input type="checkbox"/> APPLE / MAC <input type="checkbox"/> UNIX / LINUX <input type="checkbox"/> UNK <input type="checkbox"/> OTHER			OTHER ITEMS: <input type="checkbox"/> NONE <input type="checkbox"/> PALM / PDA <input type="checkbox"/> CELL PHONE <input type="checkbox"/> UNK <input type="checkbox"/> OTHER		
VIEWED / ACCESSED: <input type="checkbox"/> YES <input type="checkbox"/> NO		LIST NAME(S):			

### JURISDICTION INFORMATION

PROSECUTOR ASSIGNED: <input type="checkbox"/> YES <input type="checkbox"/> NO		PROSECUTOR NAME / NUMBER:		TRIAL PREP: <input type="checkbox"/> YES <input type="checkbox"/> NO	
PENDING COURT: <input type="checkbox"/> YES <input type="checkbox"/> NO		COURT DATES:		JURISDICTION: <input type="checkbox"/> LOCAL <input type="checkbox"/> STATE <input type="checkbox"/> FEDERAL <input type="checkbox"/> MILITARY	
PRIVILEGED INFO: <input type="checkbox"/> YES <input type="checkbox"/> NO		SPECIAL HANDLING: <input type="checkbox"/> YES <input type="checkbox"/> NO		EXPLAIN:	

### RCFL CONSULTED IN PREPARATION

RCFL CONSULTED: <input type="checkbox"/> YES <input type="checkbox"/> NO		LIST NAME(S):			
DATE SERVICE REQUESTED:		ESTIMATED NUMBER OF COMPUTERS:		PROCESS ON CAIR: <input type="checkbox"/> YES <input type="checkbox"/> NO	

**SERVICE REQUESTED:** Please list each item(s) of digital evidence submitted to include all serial numbers. Describe in detail what examinations are needed and list any keywords that you would like to be used. If there are special handling requirements, please describe them. If you have any reports, statements, or other documentation that may assist in the examination, please attach them to this request. If additional space is needed to complete this section, please use the "Additional Items Search" page.

PLEASE MAIL OR FAX WITH LEGAL AUTHORITY TO (610) 975-5103

<b>RCFL USE ONLY</b>	DATE RECEIVED:		LEAD ASSIGNED:		EXAMINER ASSIGNED:
	CASE PRIORITY:		LEAD CLOSED IN DB:		
	LEAD OPENED IN DB:		LEAD COMPLETED:		

## Additional Items Search

**SERVICE REQUESTED:** Please list each computer item submitted including all serial numbers. Describe in detail what examinations are needed and list any keywords that you would like to be used in the examination. If there are special handling requirements, please describe. Use the additional sheets provided as needed. If you have any reports, statements or other documentation that may assist in the examination, please attach request.