A. Purpose:

To unify the maintenance and indexing process for hardware and software used for the examination of digital evidence.

B. Responsibility:

Technical lead and forensic examiners

C. Definitions/Abbreviations:

Refer to CC-SOP-26 - Definitions and Abbreviations.

D. Procedure:

1. All hardware and software purchased by the CCEEU is commercially available and industry standard. A quality control check and performance check is conducted on the hardware and software as described below.
2. Quality control check existing hardware and software based on the intervals specified in the appropriate protocol:
   a. CC-SOP -19 - QC Protocol - Forensic Computer
   b. CC-SOP -20 - QC Protocol - Software used to Analyze Digital Media
   c. CC-SOP -21 - QC Protocol - Write Blocks
   d. CC-SOP -36 - QC Protocol - Non-Standard Methods - Software
3. Approved software is catalogued in "Approved Software" (QR-CC-49) . A hardware list will be maintained on the unit server (currently "iso folder" shared directory).
4. When possible, approved software setup files are maintained in a central location (currently "iso folder" shared directory) that is accessible by the forensic examiners, the technical lead and supervisors. Software setup files can also be downloaded by the examiner from the vendor's internet sites and hash checked upon completion of the download.
5. Electronic copies of the manufacturer's reference material (e.g. user guides, training manuals) will be made available in a central location (currently "iso folder" shared directory) when possible. When electronic copies of the manufacturer's reference material are unavailable, hard copies will be available in the CCEEU's library and/or with the individual forensic examiners and supervisors.
6. Approved virus protection software shall be maintained on all forensic computers based on the manufacturers specifications. Virus software shall be updated according to protocol established in CC-SOP-19.
7. When updating any software on a forensic computer, ensure that no case work files are opened prior to the update by closing all open forensic applications.
8. When repairs/updates are necessary to a forensic computer (e.g. hard drive crash, software updates, addition and/or removal of hardware), the computer should be taken out of service and not be used for digital evidence analysis until a quality control check has been performed to verify that the forensic computer is working properly. Refer to CC SOP-19.

9. A maintenance log book will be provided to each forensic examiner to record the following types of maintenance:
   a. Hardware installations and removals
   b. Software installations and updates
   c. Repairs (e.g. replacing a crashed hard drive)

   The dates of the maintenance shall be recorded within this log.

E. References:
   1. Manufacturer's reference material (e.g. user guides, training manuals)