## Press Release
**New online portal makes collecting court-compliant digital evidence easy**
*California investigators have a new tool which helps them keep up with changing technology when collecting digital evidence*

Sacramento, CA – April 30, 2020.

*[Summary]* – The California Attorney General's Office, in collaboration with Cal Poly's Digital Transformation Hub powered by Amazon Web Services, has released a new web-based portal that provides investigators a community-driven resource on serving search warrants on for digital information from popular technology companies e.g. ridesharing applications, social media, and other. This website helps investigators serve search warrants for digital information like location data, video footage, geo-fencing, emails, and more. Due to the wide variety of digital platforms and services used by most people today, information that may be key to a criminal investigation is decentralized across a many different locations and technology service proficers. For example, an officer may be aware that location data is collected from smartphone companies like Apple or Google, but may not realize that other key technologies such as Uberor Snapchat may contain key evidence that could make or break a criminal case. The new E-crime Portal changes that by providing a simple, understandable, and a constantly up-to-date web interface for investigators to easily discover and issue legally compliant search warrants accordingly while also learning what has worked and what hasn't worked in the past from their fellow law enforcement community..

*[Opportunity/problem]* – According to the Center for Strategic and International Studies Technology Policy Program, law enforcement officials at all levels encounter difficulties in effectively accessing, analyzing, and utilizing digital evidence in over one-third of their cases that involve it. More specifically, the inability to identify which service providers have access to relevant data was ranked as the number one obstacle in being able to use digital evidence in their cases. This issue is made more complex since law enforcement needs the assistance and compliance of third-party companies to carry out their investigations. According to the CSIS Technology Policy Program report, approximately 130,000 requests were made to tech companies including, but not limited to, Google, Facebook, Microsoft, Twitter, Yahoo, and Apple. The requests covered communications content, metadata (i.e. location information), and names and IP addresses of users and more. With the increasing use of digital technologies by the public, this issue is set to become more complex and critical for investigators to get right in the future in order to solve crimes while maintaining compliance with citizen's Federal and state legal rights. For the state of California, this creates a unique opportunity to develop a statewide data resource that can provide easily consumable, relevant information surrounding digital evidence for investigators across the state.

*[Approach/Solution]* – Collecting digital evidence in a consistent and constitutionally compliant way throughout California's law enforcement community is key to ensuring that investigations are fairly processed through the justice system. With the new E-crime Portal, investigators can now access straightforward, relevant, and key procedural methods to collect data from software companies. The investigator can utilize the search bar to enter a subject of interest like a crime, technology company, or information type and the portal will provide accurate and up-to-date information using visually simplified "bubbles." The larger the bubble, the more relevant information there is. A built-in feature in the portal helps investigators continue in the evidence collection process by allowing officers to discover any existing search warrant in the website's database. Powered by a community of law enforcement users, the portal outputs a list of search warrants across  that are relevant to the investigator's interest. The portal contains the original unedited warrant along with a template based of the original with redacted lines for the user to draft their own warrant tailored to their need. Each resulting search warrant also contains a relevance rating based on how often the search term appears in the warrant compared to how common the term is across all warrants resulted. The higher the rating, the more relevant and beneficial it will be to the user based on the search terms entered. Users also have the freedom to filter warrants by state in order to only see search warrants that abide by their state rules in order to be more effective in the criminal process. The California Department of Justice, Cal Poly, statewide subject matter experts, and private industry members have teamed up to provide content and updates for the portal, providing the law enforcement community with confidence that the portal is up-to-date and the ideal place to go.

*[Leader quote here]*

"The E-Crime Portal directly addresses the issue that our investigators have when they are navigating crime in a modern world of ever changing technology." …Said John Doe, Assistant Attorney General of E-Crime, Department of Justice. It makes it easy for investigators to figure out how to approach evidence discovery and our statewide community of experts can help folks from across the state with best practices and proven approaches to solving crimes using digital evidence.

*[**Customer quote & experience**] "When I heard about the new portal from Officer Fuentes, I didn't think it would be that useful. The next week I had to draft up a search warrant on geo-fencing; one that I've never done before. To my surprise the new e-crime portal guided me through the process of discovering relevant information on geo-fencing and provided me search warrants that had already been used successfully on geo-fencing."* Said Officer Bob Smith of San Bernardino County, *"I'm not that good with technology, but the portal made it easy for me to search quickly and get the information I was interested. It even showed me companies that have geo-fencing data that I would never have guessed. It walked me though each type of information without overwhelming me with too many details, and when I got stuck on how to write up a search warrant, it gave me tips and suggestions from other investigators. This tool helped me do my job better by providing me confidence that the information I collected on the evidence and the search warrants I drafted will be admissible in court, and that I will be able to provide that same level of confidence to the judge and jury."*

To learn more about [E-Crime Portal] and how it can improve your experience go to [INSERT FAQ (or main) WEBSITE].

Q: How is it going to help me do my job better?
A: The E-Portal helps an investigator to quickly and easily take the right procedural steps with the discovery and issuance of admissible search warrants to 3<sup>rd</sup> party technology companies. The portal also provides investigators with an understanding of what type of digital evidence can be collected given the ever changing nature of the technology industry. The portal is powered by your investigator peers in other jurisdictions who have key insights and content on what has worked in the past specific to the crime type and context that you are addressing.

Q: Do I have to take a class on using this technology?
A: No. The platform is designed to be as simple and intuitive as possible so it can be used by any investigator with any level of technology know-how.

Q: Is there a cost to me or my agency?
A: No. This is an open source project. There may be very low costs associated with cloud computing usage but the cost of the software itself is free in its current form.

Q: Are there privacy concerns? Do you track my location?
A: The application is not currently configured to track location though it does require secure login credentials to be issued to users. Logging of usage patterns is entirely dependent on who is running the application which in some cases will be your local IT administration. Please check with them on

Q: Can I use this on my own phone?  Do I have to use the app?
A: This application is not currently formatted to work on mobile devices. Mobile devices (smart phones and tablets) can still access the website in desktop format which limits the user experience.

Q: Does the portal work offline?
A: No. The website works only with access to the internet.

Q: Does this report my evidence collection activity to my manager or a statewide database?
A: This application is not configured to track and report statewide usage patterns. Any content creation by users e.g. warrant uploading, comments, best practice descriptions, etc. is tracked and open to view by other users under your secure username. There is no current configuration that would allow your manager to track your activity on the application.

Q: Do I have to use this? What happens if I don't?
A: Any mandatory usage would be entirely up to your specific department.

Q: What happens if I follow the instructions and the evidence isn't admissible but it was the apps fault not mine?
A: The application is a tool that helps you to find the right information and content as quickly as possible to serve a search warrant efficiently and with the maximum likelihood of acceptance and legal compliance. It leverages the collective expertise of the community of users to help you accomplish this. There is no guarantee that usage of this tool will result in admissible evidence and users need to be comfortable with this before using the application.

Q: Where do I get help? What if I have questions?

A: There is basic documentation on how to use the application. It is recommended that you reach out to other users of the application for questions that aren't covered in the basic documentation.

Q: How often is the app updated?
A: Currently the application content is updated by the community of users. Future feature development and improvements are contingent up the open source development community that chooses to adopt and mature this solution.

Q: What can I do if my search returns no results?
A: Please try again with a more refined search term or experiment with different search term approaches e.g. bike theft vs. theft of personal bicycle.


**Stakeholder FAQ (Management, Staff, Community)**

Q: What do my guys get out of it?
A: Investigators will have a quick and efficient resource for serving search warrants on diverse types of digital evidence that exist today. Almost all crimes now involve some level of digital element and the associated digital evidence. The E-crime portal leverages your community of experts, current and former search warrant language, and the terms and conditions of major technology providers to stitch together a seamless workflow for investigators that used to require extensive knowledge and expertise.

Q: What does it cost?
A: No. This is an open source project. There may be very low costs associated with cloud computing usage but the cost of the software itself is free in its current form.

Q: Who maintains and controls the app?
A: You do. The application can be installed on your AWS account and you can issue secure login credentials to your trusted users. All content uploaded to the system is under the control of the administrative AWS account and the administrator of the application.

Q: Who developed this?
A: The Cal Poly Digital Transformation Hub (powered by AWS), The San Luis Obispo County Central Coast Cyber Forensics (CCCFL) Laboratory, and the California Attorney General's Office of E-Crime collaborated to co-design this solution using open source publishing principles and incorporate input from multiple law enforcement agencies throughout the state of California.


Q: Is the app secure?
A: The application is securely ran in the cloud and access is entirely controlled by the application administrator.

Q: Do I need to train my staff?
A: No. The platform is designed to be as simple and intuitive as possible so it can be used by any investigator with any level of technology know-how.

Q: Where does the content come from?

A: The content is partially created by your community of experts (e.g. best practice advice, search warrant templates, etc.). The Terms and Conditions of technology providers is automatically scraped from their specific website. If users add a new technology company (e.g. the newest social media platform) the application needs to be pointed to the most up to date link to the Terms and Conditions.

Q: How is data stored? Is it CJIS compliant?
A:

Q: Will there be PII collected or stored?
A:


Q: Will it be updated and current?
A: Updates to the content is dependent on the user community. This is an open source project and therefore anyone can contribute new features and elements to the application.

Q: Will this app collect data on evidence?
A: This

Q: Is data collected at all through this app?
A:

Q: Do you collect app usage?
A:

Q: How do I know if your app is being used by investigators? And by who?
A:

Q: How is the app distributed? Is it on public app stores or is it only privately accessed?
A:

Q: Is this app compatible with different types of phones and devices?
A:

Q: How is the app updated and maintained?
A:

Q: Who is going to fund this app?
A: