



Request for Assistance Form

<b>Client Contact Information</b>	
Client/Company Name: (Last , First)	Client/Company Mailing Address:
Client/Company Phone: (Include area code)	
LCDI Assigned Client Code: (If applicable)	Client/Company Email Address:
Primary Contact (POC) Name: (Last, First)	POC Email Address:
POC Phone: (Include Area Code)	POC Position Title:
<b>Details of Request</b>	
<p>Have any other actions been taken before contacting the Leahy Center for Digital Investigation? (i.e. tried resolving issue yourself, gave it to company IT professional, etc.)</p> <p><input type="checkbox"/>Yes   <input type="checkbox"/>No   If yes, please describe:</p>	
<p><b>Background Information:</b> (If you are requesting a Forensic Data Recovery, please describe, to the best of your knowledge, what occurred to the data, why it may have been lost, and what has happened to the device since data loss.)</p>	
<p><b>Scope of Work:</b> (Describe what information you are looking to obtain.)</p>	

<b>Device Information</b> (Please include the size of the hard drive(s) in gigabytes or terabytes in the "Physical Description" field. If you have less than six devices please leave additional fields blank. If you have more than six devices, please attach an additional "Device Information" page.)			
<b>1) Type of device:</b>		Physical Description of Device:	Exhibit ID:
Item Make:	Item Model:		
Serial Number:			
<b>2) Type of device:</b>		Physical Description of Device:	
Item Make:	Item Model:		
Serial Number:			
<b>3) Type of device:</b>		Physical Description of Device:	
Item Make:	Item Model:		
Serial Number:			
<b>4) Type of device:</b>		Physical Description of Device:	
Item Make:	Item Model:		
Serial Number:			
<b>5) Type of device:</b>		Physical Description of Device:	
Item Make:	Item Model:		
Serial Number:			
<b>6) Type of device:</b>		Physical Description of Device:	
Item Make:	Item Model:		
Serial Number:			
Additional Notes:			

**In consideration of the services to be provided by Champlain College, the Client accepts the attached Terms and Conditions and, by signing below, creates a legally binding agreement between the Client and Champlain College.**

Client's Printed Name: \_\_\_\_\_

Client's Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Terms and Conditions to LCDI Request for Assistance

By signing the attached Request for Assistance the Client agrees to the following Terms and Conditions.

#### Definitions:

“Client” means the person or entity submitting the attached Request for Assistance and entering into this Agreement with the Senator Patrick Leahy Center for Digital Investigation.

“LCDI” means the Patrick Leahy Center for Digital Investigation, which is the Center providing Service under this Agreement on behalf of Champlain College of Burlington, Vermont.

“Service” means the work performed by LCDI for Client under this Agreement.

“Data” means any information not part of the operating system software, applications system software, or related software that is stored on the computer system.

“Computer System” means hardware (CPU enclosure, mouse, keyboard, printer, monitor and associated cables), software (operating system software, applications software (including, but not limited to word processing, spreadsheets, databases, email, and workflows), graphics, audio, video, system drivers and libraries and related software) and any additional physical devices, components, peripherals, storage media and accessories.

#### Terms and Conditions:

1. Client represents it is the owner of the Computer System presented to LCDI, or is legally authorized by the owner to request Service on the Computer System and enter into this Agreement.
2. Client grants to LCDI access security rights and permission to open, view, modify, edit, delete or otherwise manipulate or physically disassemble any and all hardware, software and data comprising Client’s Computer System.
3. Client grants LCDI permission to download and/or install software on Client’s Computer System, including but not limited to, virus scanners, diagnosis and repair utilities, drivers and libraries.
4. Client acknowledges that any and all illegal data found on the Computer System will be reported by LCDI to the proper law enforcement authorities.
5. Client acknowledges that due to the nature of the service being performed by LCDI, there is potential risk of damage or loss to Client’s Computer System, including potential risk of damage, corruption or loss to computer software, applications and data.
6. Client acknowledges that the Services performed by LCDI may void manufacturer warranties on Client’s Computer System, and LCDI does not assume any liability in the event that manufacturer warranties are voided.
7. Client acknowledges that the Patrick Leahy Center for Digital Investigation offer no express or implied warranty or guarantee on the Service performed or parts or software provided under this Agreement, other than manufacturers warranties, if any.
8. Neither Champlain College, nor its trustees, officers, faculty, students or employees shall be liable for any direct, special, consequential, incidental, indirect, punitive or exemplary damages suffered by Client, or by any other person or entity, arising or resulting from the Service performed pursuant to this Agreement.
9. Client hereby agrees to indemnify and hold harmless Champlain College, its trustees, officers, faculty, students and employees, and defend the foregoing from and against any claim, suit, judgment, loss, liability, damage, cost, expense, fine or penalty of any nature whatsoever (including attorney’s fees) based on a claim brought by any party, including Client, arising or resulting from the Service performed pursuant to this Agreement.

Client’s Printed Name: \_\_\_\_\_

Client’s Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_