

## CIRRUS RESEARCH BRIEF

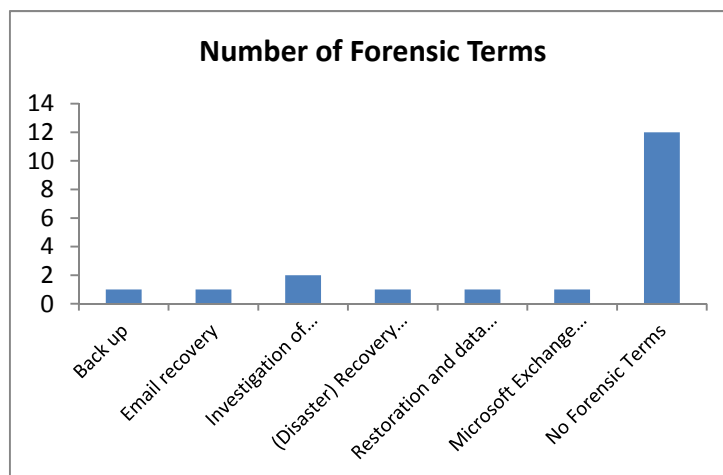
3 September 2013

In the framework of the CIRRUS project, Grant Thornton Forensic & Investigation Services B.V. conducted a brief survey of forensic provisions in Cloud Service Providers (CSPs) Service Level Agreements (SLAs). We selected the top 30 CSPs from the Talkin' Cloud top 100 CSP's in the world<sup>1</sup> and obtained the SLAs or Terms from 19 CSPs. The others did not react to our request or refused to provide a copy.

Subsequently we analysed the SLA's and Terms on the subjects covered. The most covered subjects are:

Subject	Number of companies that handle the subject in their SLA or Terms	Percentage
Definitions	8	42%
Up-/downtime definitions	12	63%
Service Credits (refund)	12	63%
Payment Procedures	7	37%
Exclusions	17	89%

No explicit terms in relation to Cloud Forensics were encountered in any of the SLAs. Therefore we looked for any subjects that could have some relevance for Cloud Forensics. We found such potentially relevant subjects in 7 of the 19 obtained SLA's and terms (37%). The found subjects are: 'back up', 'email recovery (max 30 days old)', 'investigation of violations', '(disaster) recovery options', 'restoration and data retention while account is active', and 'Microsoft Exchange data retention while account is active'.



The SLAs and Terms we were able to review did not contain specific provisions for forensic access / subjects to Cloud environments, such as direct access to logs, log retention period, time stamp synchronisation, VM snapshots, etc. Nonetheless, as some of the CSPs did mention that 'violations will be investigated', they thus appear to have (some) forensic capabilities in relation to their Cloud Services even though they may not offer these services to their clients.

Grant Thornton will, within the CIRRUS project framework, continue to research Cloud Forensic issues, including a more extended survey of CSPs' SLAs and Terms on which we will publish shortly.

<sup>1</sup> <http://talkincloud.com/tc100>.