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 100 CSPs from the Talkin'Cloud top 100 CSP's in the world[1] (2013) and first obtained the SLAs or Terms from 19 CSPs out of the top 30. Now we have expanded our data collection and in the data below the findings on the SLAs 52 CSP out of the top 100 are included. The other CSPs did not react to our request of refused to provide a copy.

Overall the analyses of the additional 33 SLAs and Terms not result in significant different findings: none of the SLAs and Terms contained any specific reference to 'forensics' or 'forensic capabilities' of the CSP (staff).   The most covered subjects are:

Subject	Number of companies that handle the subject in their SLA	Percentage
Definitions	15	29%
Up-/downtime definitions	19	37%
Service Credits (refund)	17	33%
Payment Procedures	12	23%
Exclusions	49	94%

When looking for subjects that (could) have some relevance for Cloud Forensics we found such subjects in 7 of the 52 obtained SLA's and terms (13%). The found subjects are: 'back up', 'email recovery', 'investigation of violations' and 'recovery options'.

None of the SLAs and Terms mentioned any cloud specific subjects such as, for example, log retention, direct client access to logs, log retention period, time stamp synchronisation, VM snapshots, etc. On the other hand – as concluded before - some of the CSPs did mention that 'violations will be investigated', and thus appear to have (some) forensic capabilities in relation to their Cloud Services even though they may not offer these services to their clients.

The results of this brief research will form input for the CIRRUS final Green Paper which will be published in September 2014.

6 December 2013

---

[1] http://talkincloud.com/tc100.