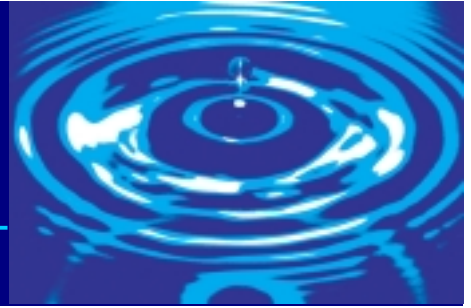# Gould Professional Services, Inc.

Security Realization Services

Security Investigation & Forensics

When critical information systems or infrastructure components malfunction, it is necessary to rapidly restore operational capability *and* to determine whether a security incident or a system or application failure has occurred. It is also incumbent upon organizations to prevent loss or damage to assets and to recover those losses where possible. These goals are not always complementary. Investigation takes time, and few organizations are positioned to conduct the technical investigation that permits rapid recovery while preserving the evidentiary value of information uncovered. We provide that expertise.

The Golden Hour

As in emergency medicine, seconds count − when an incident occurs, action must be taken quickly. Every action, however, has a consequence. While it is important to diagnose the potential damage and stop the progress of damage, great care must be taken to manage these actions and avoid the potential legal and penalty exposures that errors can bring while preserving the ability to prosecute a civil or criminal action.

We provide immediate response to discuss your incident, assess its impact, and recommend appropriate recovery actions. During the *Golden Hour* we provide consultation via telephone with supporting documentation delivered by email, fax, or other means to help establish a recovery infrastructure and guidance for preservation of critical evidence. If an investigation is determined to be necessary during that consultation, an investigator is dispatched and will oversee and coordinate the incident management process with you.

Incident Control and Legal Advice

You make all business decisions regarding your organization and the management of your assets, including whether to prosecute, pursue civil actions, or quietly recover with no disclosure. No disclosure or law enforcement referral will be made without your approval[†]. This approach enables you to apply significant expertise to your early intervention and crisis management activities with a high degree of assurance that the actions taken best position your organization for the desired outcome.

We bring extensive technical, investigative, and legal knowledge to support your decision processes. We do not practice law, however, and only your legal counsel can give legal advice necessary to support your organization, however, we provide legal references, legal information and extensive legal contacts to your counsel to support the process.

Outcomes and Results

If public confidence is important to your successful operation, it may be prudent to consider the impact of public disclosure of an incident on current and future business relationships, investor confidence and other operational considerations. Prosecution, civil recovery actions and law enforcement referrals do not necessarily result in uncontrolled disclosure of information to the public, *however,* disclosures must be actively managed to obtain the appropriate level of protection for your sensitive information. These risks must be accurately weighed against the need to recover financial damages as well as to support public policy through prosecution of crimes. Through our incident management, investigative and forensic services we provide the necessary information, references, and resources to your management and legal teams enabling you to control this process to the greatest degree possible.

We can be reached at 919-967-2955 for investigative and forensic emergencies, 24 hours a day, and can arrange special air transportation on short notice where appropriate. If you have previously engaged Gould Professional Services to perform an incident response assessment and incident response program implementation, these investigative services are more easily delivered and reduced rates are available.

[†] Except as required by law. Currently the State of South Carolina has mandatory law enforcement reporting requirements that apply specifically to incidents of child pornography.