

Remote Playback Checklist

Fleet Manager Implementation Pack

backwatch.co.uk

Technical Checklist (10-point)

Complete before going live with remote playback.

- ☐ Device health and firmware up to date.
- ☐ SD card type: high-endurance; reformat schedule configured.
- ☐ Device clock synced to GPS; monitor timestamp drift weekly.
- ☐ Metadata fields verified on 3 sample exports.
- ☐ Upload policy set (event-driven + scheduled).
- ☐ SIM plan and data allowance confirmed.
- ☐ RBAC and MFA enabled for all operator accounts.
- ☐ Audit logs enabled and exportable.
- ☐ Retention and legal-hold schedule configured.
- ☐ Runbook present, documented and tested.

Security Hardening Checklist

- ☐ RBAC with least privilege applied.

- ☐ MFA enabled for all accounts with playback / export rights.
- ☐ Transport encryption: TLS 1.2+ in use (prefer TLS 1.3).
- ☐ Encryption at rest enabled for stored clips.
- ☐ API key rotation schedule and least-privilege API scopes set.
- ☐ SIEM integration for suspicious-activity alerts.
- ☐ Regular access audits scheduled (quarterly minimum).
- ☐ Tamper detection on devices; alerts for unexpected power loss.
- ☐ WORM or write-protected archival configured for legal holds.
- ☐ Export logging: who / when / why + hash recorded for every export.

■ Run access reviews monthly — ex-employees retaining access is a common gap.

Emergency Footage Checklist — Missing or Incomplete Footage

Follow in order when footage is missing for an incident:

Step	Action	Done
1	Document incident time, vehicle ID and last-known GPS.	
2	Check cloud ingestion logs and device status in the management console.	
3	If device offline, retrieve SD card (note chain-of-custody).	
4	If upload partially present, download and hash the export.	
5	Escalate to IT / vendor for raw file recovery from device or carrier.	
6	Log all actions in the export runbook; notify compliance / legal.	

10-Step Implementation Plan

#	Step	Actions	✓
1	Audit current setup	Review existing devices, connectivity and storage. Identify gaps vs. requirements.	

2	Define use-case priorities	Rank: incident investigation, compliance, operational oversight. Focus effort accordingly.	
3	Select playback platform	Evaluate vendors on connectivity options, retention policy, export audit trail and RBAC.	
4	Pilot with 2–3 vehicles	Test upload reliability, clip quality and export workflow under real conditions.	
5	Validate upload pipeline	Confirm event-driven and scheduled uploads complete within SLA. Log and review failures.	
6	Configure RBAC and MFA	Set role permissions (viewer / exporter / admin). Enable MFA before wider rollout.	
7	Establish retention schedule	Define standard (30/60/90-day), legal-hold and DSAR retention tiers with IT / legal.	
8	Write and test the runbook	Document export steps, escalation contacts and hash process. Run a tabletop exercise.	
9	Train fleet and operations staff	Cover: how to request footage, export process, data-handling rules, what not to do.	
10	Monitor, review, improve	Schedule monthly upload-failure reviews. Conduct quarterly access audits. Update runbook.	