

State of Vermont

DII Digital Media and Hardware Disposal Procedure



Date: 21 December 2009
Approved by: DII Managers

1.0 Purpose

The Purpose of this document is to describe the procedure for removal, discard, or destruction of digital media and hardware in accordance with the Digital Media and Hardware Disposal Policy.

1.1 Scope

The Scope of this Procedure applies to the Department of Information and Innovation (DII) and their customers, within the Agency of Administration.

2.0 Process

When devices need to be picked up at various locations, a Footprints ticket will be created either by the person requesting the pick up or by the technician removing the device from a department within the Agency of Administration served by DII. The ticket will indicate the type of device (laptop, desk top, printer, phone, etc.), if the device contains digital media and, if possible, the need for destruction of the hardware or return to BGS Surplus Property for processing.

2.1 Media Drop Points

All media or devices that contain digital data (ie. hard drives, tapes, USB drives, etc.), that are being decommissioned, will be stored in a locked area as designated below. The hardware that contained the media may be placed in a non-secure area for disposal once the digital media has been removed from the device and inventoried on the spreadsheet provided at the drop point.

There will be two locations within DII for media to be securely stored:

1. The Commissioners office, DII 5th floor, give media devices to Heather.
2. The 133 Data Center if media is a "special case." (see notation below).

The drop points will have a designated container for media to be placed.

- When devices are deposited or delivered, they must be accompanied by a chain of custody form. (Located on the share drive in a folder named Media Destruction, if not already at the drop point.)
- The person leaving the media device will fill out an entry on the spreadsheet located at the drop site, with all the requested information (See section 2.3).

- The media drop locations will also contain a copy of this process for review by the person making the drop to assure that all procedures have been properly followed.

Special Case: Media that contains FTI, HIPPA or other digital data that requires special handling, will be deposited in the 133 State Street Data Center. This media will be overseen by the MDC specifically assigned to this type of media destruction. At this time, that person is Joe Ng.

2.2 Media Destruction Coordinator:

A Media Destruction Coordinator (MDC) and a back up coordinator will handle typical DII media destruction. The primary MDC is Heather Matott, the back up coordinator will be Kris Rowley. The backup Coordinator will take over the duties of the primary Coordinator in the case of illness, vacation, or termination.

A separate MDC will be appointed to handle media that requires special handling. (Joe Ng will have this responsibility unless otherwise assigned.) This type of media includes, but is not limited to, media that contains:

- Federal Tax Information
- HIPPA information
- Mainframe tapes

2.3 Duties of the MDC

The MDC is responsible for processing all media when it is dropped off to assure all paperwork is properly filled out and to deposit media in a secure container.

1. The MDC will make sure there are copies of the Chain of Custody form accompanying all media devices.
2. The MDC is responsible for ensuring that all Footprint tickets relevant to destructible media be updated after the media has been dropped off at the drop point.
3. When the drop points contain more than 65 items, the MDC will arrange a date and time with SecurShred to come and pick up the media for destruction.
4. In the case of media containing FTI, HIPPA, or other media that requires special handling, the MDC responsible for special situations, will make arrangements with the specific department that must witness the destruction and call SecurShred to have the media destroyed. SecurShred will provide documentation of the destruction.
5. SecurShred will provide a barcode report for all destroyed hard drives. The MDC will compare the serial numbers on the drop off sheet against the report provided by SecurShred and follow up on any discrepancies.

6. The Heather will give the forms to the Security Director, Kris Rowley, who will keep the forms for the required amount of time per the Hardware Disposal Policy.
7. Hardware, minus digital media, will be handled as documented in section 3.0 of this document.

2.4 Executive Staff Assistant Duties:

1. The Executive Staff Assistant, Heather, will be responsible for coordinating the disposal of all non-media containing hardware with BGS and SecurShred.
2. Collect all mobile phones for proper disposal.
3. Handle all charge backs for media disposal if equipment came from a department other than DII.

3.0 Hardware Disposal

Title 29: Public Property and Supplies, Chapter 59, § 1552. Authority and duties, states that the department of Building and General Services (BGS) is responsible for the disposal of all State owned property. Equipment such as keyboards, mice, monitors, towers, laptops etc. that are decommissioned (minus the data storage devices such as hard drives) will be sent to BGS unless BGS specifically indicates that the equipment is to be recycled by the agency/department. In the case of recycling, a contracted vendor will pick up the equipment from the agency/department.

Hardware will be placed in the back hallway on the 5th floor of DII. A Chain of Custody form must accompany all hardware.

Special Cases:

- Servers, routers, switches and other hardware that are under warranty should have IP addresses and configuration information scrubbed prior to return to the company. Also, this equipment should be delivered in a fashion that results in a signed verification of receipt by the company.
- Mobile phones will be returned to Heather.