



Procedure for the Removal of University Data From Surplus Computer Hard Drives and Electronic Media

VPI-IT-SPDR-001

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Revision 3

1.0 Purpose:

This procedure is designed to implement the requirements of the Virginia Information Technologies Agency (VITA) Information Technology Resource Management Standard COV ITRM SEC2003-02.1 Rev 1 dated March 8, 2004. It defines the process used at Virginia Tech for the removal and/or to ensure the removal of all university data and licensed software from university owned machines handled by the Surplus Property department prior to sale at auction or disposal.

2.0 Scope:

This procedure addresses personal computer equipment that is collected by Virginia Tech's Surplus Property department. Equipment transferred between university departments or outside agencies or donated directly by university departments is not covered by this procedure. PDAs, routers, firewalls, switches, and other specialized computer equipment or memory devices are not covered by this procedure

3.0 Responsibilities:

- 1. VP Information Technology or designee:** Overall responsibility for protection of university data and software licenses.
- 2. Director of Materials or designee:** Overall responsibility that all university data and software licenses are removed from computer equipment processed through the Surplus Property department and covered by this procedure.
- 3. Surplus Property Manager:** Day to day management oversight of implementation of this procedure. Identifying the specific computer systems to be worked on in accordance with this procedure. Initiating requests for additional troubleshooting or repair work to be performed by IT staff technician. Responsibility for disposal of removed hard drives.
- 4. IT Staff Technician:** Performs technical tasks to remove university data from or install OS on specific systems identified by Surplus Property manager. Provides troubleshooting or repair assistance to Surplus Property staff. Certifies that the sticker applied to a specific machine accurately describes the work done or state of the machine.
- 5. Surplus Property Staff Member:** Assists the IT Staff Technician in the removal of university data and/or the removal of hard drives, and is responsible for the destruction of the hard drives. Certifies that the sticker applied to a specific machine accurately describes the work done or state of the machine. Maintains a "destruction log" with the four digit surplus number, date of destruction, and initials of staff member destroying the hard drive, date of auction, and sale number.
- 6. Director of Internal Audit:** Creates and maintains an audit function to randomly test for compliance with Information Technology Resource Management Standard for any computer hard drives or electronic media that are surplus, ready for public action, transferred, traded-in, disposed of, or when the hard drive is being replaced.

4.0 Procedure:

4.1 Personal Computers (PC):

1. IT staff or Surplus Property staff will remove each PC from the shelves and hook it up to a test station consisting of a monitor, mouse and keyboard. IT staff will wipe the hard drives of these systems using KillDisk Pro. (If Surplus staff performs this step, the screen is to be left on the "drive erased" screen so that IT staff can verify that the drive was wiped.)
2. If step 4.1.1 is successful (i.e., the hard drive is wiped), installation of Linux (currently Redhat 8.0) will be attempted.
 - a. If hard drive is successfully wiped, but Linux can NOT be installed, a status sticker is placed on the computer indicating "WIPED".
 - b. If Linux CAN be installed, the status sticker will indicate "OS INSTALLED".
3. If the hard drive cannot be wiped it is removed, labeled with the Surplus 4-digit number, and set aside for destruction by Surplus Property staff. The status sticker in this scenario will reflect "REMOVED". If the hard drive was removed by the surplus department prior to being received by Surplus Property, the status sticker will reflect "REMOVED" and "BY DEPARTMENT".
4. Machines are re-shelved.

4.2 Apple Systems:

1. IT staff or Surplus Property staff will remove each Apple system from the shelves and hook it up to a test station consisting of a monitor, mouse and keyboard. IT staff will wipe the hard drive using SuperScrubber set in DoD standards mode.
2. If step 4.2.1 is successful (i.e., the hard drive is wiped), IT Staff will then boot the system off of a Mac OS disk and use Drive Setup to initialize the drive and then attempt to install a Mac OS.
 - a. If possible, IT staff will install original OS (8.x for regular Macs, 9.x for G3 and higher), verify systems boots, and attach sticker indicating "OS INSTALLED"
 - b. If the OS cannot be installed, a status sticker reflecting "WIPED" is placed on the system.
3. If the hard drive cannot be wiped it is removed, labeled with the Surplus 4-digit number, and set aside for destruction by Surplus Property staff. The status sticker in this scenario will reflect "REMOVED". If the hard drive was removed by the surplus department prior to being received by Surplus Property, the status sticker will reflect "REMOVED" and "BY DEPARTMENT".
4. Machines are re-shelved.

4.3 Nonstandard Systems:

1. On all other non-standard systems (Sun, Next Step, etc.), hard drives will be removed by either Surplus Property staff or IT staff and labeled appropriately. See step 4.2.3.

4.4 Removal of hard drive:

1. Hard drive is removed on systems so designated by Surplus Property staff or, upon request, IT staff, and set aside for future destruction in accordance with COV ITRM Standard SEC 2003-02.1. (See Section 4.5)
2. A "REMOVED" sticker is applied to the system and the four digit surplus number is recorded on a log with the initials of the person removing the drive.
3. The four digit surplus number is recorded on the removed drive.
4. The machines are re-shelved.

4.5 Destruction of hard drives

1. Removed hard drives are stored by Surplus Property staff for future destruction

2. Removed hard drives that are not destroyed will be segregated and properly marked by Surplus Property staff so as to easily identify that they need destruction.
3. Surplus Property staff will periodically destroy hard drives by drilling holes through the drives, ensuring that they drill through the drive platters. Surplus Property staff may use alternative means to render the drives destroyed. Any alternative means must be approved by the VP Information Technology or designee before being employed.
4. Once drilled, the drives will be stored in a clearly marked container or location as having been destroyed. The four digit surplus number, date of destruction, date of auction, sale number, and initials of staff member destroying the drive are recorded in the destruction log.
5. Destroyed drives may be disposed of through normal Surplus Property processes.

5.0 Documentation:

5.1 Logs:

1. IT staff and Surplus Property staff will maintain separate logs of all systems worked on. Data recorded on this log includes:
 - a. Surplus number
 - b. Auction sale number
 - c. VT inventory number (if available) or Serial number
 - d. Type of machine
 - e. Sticker applied (WIPED, OS INSTALLED, etc.)
 - f. Other work done (if applicable)
 - g. Technician's initials
2. IT staff will maintain work log of hours worked for each day worked for each technician.

5.2 Stickers:

1. A sticker will be applied to each system and destroyed hard drives noting the status of the system. The stickers include:
 - a. OS INSTALLED
 - b. WIPED
 - c. REMOVED
2. The technician performing the work initials all logs and/or stickers.

6.0 Costs:

Surplus Property will reimburse Information Technologies for direct labor costs incurred by IT personnel at an agreed upon rate. In order to increase the auction value of some systems and at the request of the Surplus Property manager, IT staff may provide other troubleshooting and repair work. This work will also be reimbursed at the agreed upon rate.

7.0 Audit:

Surplus Property manager is to provide the Director of Internal Audit a schedule of upcoming auctions. All work described in this procedure must be complete at least one week prior to auction to allow for audit function.

8.0 Approvals:

Written by: _____
Judy Lilly – Associate VP

Reviewed by: _____
Doug Sheppard – Surplus Property

Network Infrastructure & Services
Approvals:

Name date title

Name date title