



# HP Onsite Media Sanitization Service

## HP Technology Services - Contractual Services

### Service benefits

- May help you address your compliance and recordkeeping requirements
- Designed to sanitize data to help you prevent confidential information from being retrieved from defective or retired disk media
- Simplifies administrative processes with regularly scheduled sanitization activities and an assigned point of contact for coordination of sanitization activities
- Provides an alternative to physical hardware destruction by providing data sanitization activities

### Service feature highlights

- Customized Statement of Work
- Regularly scheduled onsite visits
- Media inventory administration

### Service overview

Safeguarding against security threats that result from unauthorized access to confidential information and meeting strict compliance requirements are major responsibilities for government, healthcare, consumer financial institutions, and social media organizations. This business-critical data is often stored in multiple places, including disk media. HP Onsite Media Sanitization Service is designed to help you reduce security risks and may also help you manage your privacy compliance requirements for your inventory of nonfunctional media.

HP Onsite Media Sanitization Service provides the onsite resources and tools designed to sanitize that data to help prevent it from being reconstructed or retrieved from your nonfunctional disk media\* (Media). As part of this service, HP specialists work with you to create a customized Statement of Work (SOW) based upon your specific data center requirements. The customized SOW also documents details of your Media inventory, the service duration/term, the agreed-upon frequency of onsite visits during the service term, and the number of Media that will be processed during each visit. As part of this service, an HP delivery specialist is assigned to your data center and acts as a single point of contact for coordination of service delivery. Upon completion of Media sanitization activities, the delivery specialist provides you with confirmation of Media that completes the data sanitization process, as provided by the sanitization technology solution utilized by HP.

\*For the purposes of this service, nonfunctional disk media (Media) is defined as SAS, SATA, and Fibre Channel loose media that is:

- Designated as 'out of service' as a result of being replaced during a service event
- Removed from decommissioned systems
- Removed from systems prior to relocation

## Specifications

**Table 1. Service features**

Feature	Delivery specifications
<b>Customized Statement of Work</b>	<p>HP specialists work with the Customer prior to the start of this service engagement in order to create a mutually agreed-upon customized Statement of Work (SOW) that will describe the scope and features of the onsite Media sanitization activities provided by HP. The SOW will document details such as the following:</p> <ul style="list-style-type: none"> <li>• The Customer data center environment and total inventory count of Media to be processed as part of this service</li> <li>• Service duration and scope, which includes:               <ul style="list-style-type: none"> <li>– Sanitization procedures based upon the Customer’s requirements</li> <li>– The provision of an HP-owned sanitization technology solution used by HP in the delivery process</li> <li>– The agreed-upon frequency of onsite visits during the service term and the estimated number of Media that would be processed during each visit</li> </ul> </li> <li>• Any Customer specifications for handling the Media upon completion of the sanitization process</li> <li>• Service limitations, Customer responsibilities, and HP deliverables</li> </ul> <p>The SOW is a mutually agreed-upon document that is executed between HP and the Customer.</p>
<b>Regularly scheduled onsite visits</b>	<p>An HP delivery specialist is assigned to the Customer’s data center and acts as a single point of contact for coordination of this service delivery. The delivery specialist contacts the Customer at the beginning of the service engagement to schedule the onsite visits based on the frequency specified in the SOW.</p>
<b>Media inventory administration</b>	<p>Upon completion of the Media sanitization activities at each visit, the delivery specialist provides the Customer with data sanitization confirmation for Media that completes the sanitization process by serial #, as produced by the HP sanitization technology solution. This service may include documentation on the final disposition of the Media based on the Customer’s requirements, if specified in the SOW.</p>

## Service limitations

- The service scope is restricted to one Customer site/environment, which is the IT environment under the direct day-to-day management of one IT manager and is in one physical data center location.
- If the Customer has multiple data center sites, this service must be ordered for each site individually.
- The Customer will maintain ownership of the Media at all times during the service unless, as specified in the SOW, the Customer has authorized HP to process the return of the successfully sanitized Media from HP-branded products.
- HP will not be responsible for transporting the non-sanitized Media to/from Customer site(s).
- Activities are delivered during HP standard business hours and on standard business days excluding HP holidays, unless special arrangements have been made and documented in the SOW.
- Shipment, installation of the HP sanitization technology solution, and the initial onsite visit for the service delivery will be provided within approximately 30 days of service purchase.
- Media format is limited to SAS, SATA, and Fibre Channel hard disk drives.

- The HP-supplied sanitization technology solution that is utilized for the delivery of this service is the property of HP and will be set up as a standalone device, and will not be connected to the Customer's network. HP will remove this sanitization technology solution at the end of this service engagement.
- Since the sanitization technology solution used by HP is configured based upon the type and volume of products initially scoped, any changes to the SOW during its applicable term may be limited. Any changes to the SOW must be approved through the change management process set forth in the SOW.
- HP Onsite Media Sanitization Service uses currently available tools to sanitize the Media-retentive devices, however, HP does not guarantee those tools will prevent reconstruction of data, as degaussing or similar processes may provide. Therefore, HP assumes no liability if data that previously resided on the Media or any data that may continue to reside on the Media is reconstructed on the Media following the agreed-upon sanitization process.

## Prerequisites

This service requires the proper setup of the HP-owned and supplied sanitization technology solution that will be deployed and installed at the Customer-designated secure area (as outlined in the SOW).

## Customer responsibilities

As outlined in the SOW, the Customer will provide:

- A secure and lockable storage area at the specified Customer site for storing the Customer's Media and the HP sanitization technology solution. The Customer's Media and the HP sanitization technology solution must be co-located at this secure area, which should be suitable for installing and running the HP-provided sanitization technology solution that will be used for the Media sanitization process.
- A suitable area at the same specified Customer site for the HP assigned delivery specialist to perform the agreed-upon delivery tasks, including access to an outside telephone line, power, and any network connections (if required, as specified in the SOW).

The Customer will:

- Assign an authorized designated representative who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service.
- Provide all necessary passwords that might be required to access system data and hard drives, in order to execute data sanitization through the use of the HP sanitization technology solution.
- Ensure the Media is available and accessible to HP for performance of the onsite activities.

At all sites, including unattended sites, Customer is required to designate a secure and lockable storage area and an authorized designated Customer representative who will take possession of the Media and log the receipt of the Media prior to storing it in the designated secure and lockable storage area.

## Ordering information

To purchase HP Onsite Media Sanitization Service, please contact a local HP sales representative and reference the following product number:

- HP Onsite Media Sanitization Service (H7M56AC)

This service may also be purchased as part of an HP Datacenter Care Service agreement. HP Datacenter Care Service is the most flexible and responsive level of support HP provides, with the fastest access to technical experts, customizable proactive and account management services to personalize your interaction with HP, a wide range of reactive support alternatives, and a comprehensive set of optional deliverables to meet specific support requirements. Your local HP sales representative can provide more information about HP Datacenter Care Service.

## For more information

For more information on HP Onsite Media Sanitization Service or other HP Support Services, contact any of our worldwide sales offices or visit our website at:

[www.hp.com/services/support](http://www.hp.com/services/support)

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