



HP Data Sanitization Service

Integration Services

Technical data

The need for data privacy solutions and infrastructure support continues to rise at a very high rate due to changes in government regulations and the business risk mitigation associated with material management and control. When your organization is retiring systems, upgrading storage and servers, returning leased equipment, or redeploying storage devices, it is critical that you take steps to protect the company information they contain. Simply erasing the used disks, however, is not enough to make the data permanently inaccessible.

HP Data Sanitization Service provides the skilled resources and tools to help your organization address this important but often overlooked security risk. Using specialized software techniques, an HP service specialist or authorized service partner will help ensure that data cannot be reconstructed or retrieved from hard disk media in your storage devices.

Service benefits

- Helps prevent your important information on retired hard disk media from being retrieved by unauthorized parties
- Provides an alternative to physical hardware destruction by providing procedures for removing data from disk media
- Provides data removal verification and acceptance testing
- Helps you comply with the data privacy requirement that media containing sensitive data be overwritten or sanitized prior to recycling, reusing, or disposing of the data storage media
- Provides service delivered by an HP service specialist or authorized service partner
- Provides onsite or offsite data destruction through the use of an appliance and software
- Provides a documented report containing the disk drive model and serial number, level of sanitization performed, and pass/fail status of the disk
- Provides support for major OEM brands of IT equipment

Service feature highlights

- Sanitization Confirmation of Acceptance
- Confirmation of Sanitization
- Data removal verification and acceptance testing
- Customer orientation session
- Project management

Service features

Table 1. Service features

Feature	Delivery specifications
Sanitization Confirmation of Acceptance	HP provides the Customer with a document upfront that defines the device to be sanitized and the method of sanitization to be used. The Customer is required to sign this document prior to any work being executed to avoid the possible elimination of valuable data.
Confirmation of Sanitization	At the completion of the sanitization procedures, HP will provide the Customer with a Confirmation of Sanitization indicating that proper data removal procedures were executed.
Data removal verification and acceptance testing	HP will perform the appropriate data validation tests required for this service. Destruction methods such as shredding, punching, degaussing, and recycling of hardware will be used (for Level 3 service only).
Customer orientation session	HP will deliver the Data Sanitization report confirming sanitization to the Customer, and review them with the Customer. The brief customer orientation session helps the Customer to understand the procedures used and validation techniques of the sanitization process.
Project management	HP Data Sanitization Custom Service will be required when the Customer has specific, custom, or complex requirements. An HP project manager will be assigned to manage the project end to end. For Tier 1 and Tier 2 levels of service, management of deliverables will be provided by the onsite HP service specialist.

Service limitations

This service may be delivered by HP storage specialists or authorized service partners in an onsite engagement, remotely, or a combination of these two service delivery methods.

Activities are delivered during HP standard business hours unless additional services have been purchased or special arrangements have been made.

HP will provide the Customer with confirmation of the execution of data sanitization at the completion of this service.

HP assumes no liability for any impact resulting from the availability or reconstruction of the information that previously resided on the hard disk media or for any data that may continue to reside on the disk media following the sanitization process.

Destruction and recycling services are included only with custom Level 3 services.

Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Assign a designated person from the Customer's staff 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 a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow HP personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining the system and software
- Adhere to licensing terms and conditions regarding the use of HP service tools, as applicable
- Be responsible for all data backup and restore operations and powering down all hardware that is to be removed for destruction or recycling
- Ensure that all site preparation, power supply compatibility requirements, network cabling, and other service prerequisites, as listed in the confirmation of service acceptance document, have been met
- Provide all necessary passwords that might be required to access system data and hard drives and to execute data removal

General provisions/Other exclusions

- Any services provided outside of HP standard business hours may be subject to additional charges.
- HP reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.
- Travel charges may apply; please consult your local office.

Prerequisites

- A minimum of one complete backup of the data to be sanitized must be validated prior to the start of this service.
- Service performed on powered and functional systems.

Ordering information

To purchase HP Data Sanitization Service, please contact a local HP sales representative or authorized reseller and order the following product options (multiple quantities can be ordered to accommodate larger needs):

- H4F43A1/AE HP Data Sanitization Tier 1 Service will sanitize a single storage array with the following restrictions:
 - Sanitization using a standard three-pass wipe method
 - Sanitization of up to 160 spindles/hard disk drives (SAS/SATA); solid-state drives (SSD) are not included
 - Service can provide sanitization of multiple smaller disk enclosures such as MSAs*
- H4F44A1/AE HP Data Sanitization Tier 2 Service will sanitize multiple storage arrays with the following restrictions:
 - Sanitization using a standard three-pass wipe method
 - Sanitization of up to 480 spindles/hard disk drives (SAS/SATA); solid-state drives (SSD) are not included
 - Service can provide sanitization of multiple smaller disk enclosures such as MSAs*
 - Service can be performed on non-HP storage products*
- H4F45A1/AE HP Data Sanitization Custom Service can be customized to your business needs and can include:
 - Project management services, as determined by the complexity of the project
 - A quote for a customer-defined sanitization process (three-pass wipe default)
 - Onsite sanitization performed on powered and functional systems
 - A quote for an offsite sanitization process
 - Onsite/offsite destruction and offsite recycling
 - The accommodation of any number of array frames and spindles*
 - Multivendor storage products*

*For more information on devices that can be sanitized using HP Data Sanitization Service, please contact your local HP representative, or visit our website.

For more information

HP offers an extensive portfolio of HP and mixed environment storage-specific consulting and support services to assist with your IT storage needs. For additional information, please contact your local HP representative, or visit our website:

www.hp.com/go/4service

Get connected

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