Data Sanitization / Disposal of Electronic Equipment Policy  
Appendix A

COLUMBIA UNIVERSITY  
IN THE CITY OF NEW YORK

Department: Student and Administrative Services  
Subject: Copier Hard Drive Disposal Process and Procedure

Subject No: SSITPS-01  
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Purpose:

To ensure the proper procedure is followed for collecting and destroying copier hard drives (HD) located throughout Columbia Campuses.

Process:

As copiers, which are not outfitted with DOSS, are disposed of or are being replaced at end of lease term, copier HD collection and disposal must be handled prior to copiers leaving any and all Columbia campuses and satellite locations. The removal, collection and destruction process will be monitored by Print Services and CUIT in conjunction with Columbia’s contracted vendors for copiers and hard drive disposal. The following procedures are to be followed whenever collections are performed.

Procedure:

A. Copier Disposal or Replacement:

- **Disposal:** Departments requesting disposal of a copier (without DOSS) that will not be replaced can email Print Services at copiers@columbia.edu or call (212)854-3233. Print Services will coordinate disposal and hard drive removal process and bill department upon successful destruction.
- **Replacement:** Departments requesting replacement of an end of lease term or owned copier (without DOSS) can email Print Services at copiers@columbia.edu or call (212)854-3233. Departments can also contact IKON (Columbia’s sole source vendor) directly at (212)854-3919 to initiate quote/consultation process.
- **Note:** Departments disposing or replacing copiers that were not acquisitioned through Print Services will coordinate HD removal with their respective copier vendor and send an email to the CUIT Helpdesk Support via askcuit@columbia.edu to relay the request for printer hard drive disposal to the responsible CUIT group.

B. HD Removal and Collection Process (IKON and Print Services):

HD removal is initiated upon delivery of new replacement copier or when copier is being picked up for disposal.

1. IKON tech removes HD prior to removing copier from the premises.
2. IKON tech notes the copier serial # on the HD and submits to IKON Fleet Manager for tracking.
3. IKON Fleet Manager logs HD information and submits to Print Services.
4. Print Services logs HD and copier serial number information into copier database and stores HD in locked cabinet.

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5. Print Services holds collected HD’s in a secured location until CUIT advises of upcoming destruction date.
6. Print Services (or department if copier not managed by PS) turns over HD’s to CUIT and obtains signature reflecting HD’s submitted for destruction.

C. HD Destruction Process (CUIT):

CUIT collects HD’s for secure destruction in a locked room inside the data center. CUIT will advise Print Services of upcoming HD destruction date.

1. CUIT will initiate HD destruction process once a critical number of drives has been collected (e.g., approximately 500).
2. CUIT will place an on-site HD destruction request from a specialized third party vendor.
3. The third party vendor will securely destroy HD’s using a process similar to paper shredding.
4. The third party vendor will issue a certificate of destruction to CUIT detailing all HD serial numbers destroyed.

- **Note:** Departments disposing of HD’s for copiers that were **not acquisitioned through Print Services** will coordinate HD removal with their respective copier vendor and send an email to the CUIT Helpdesk Support via askcuit@columbia.edu to relay the request for printer hard drive disposal to the responsible CUIT group.