



# MEDIA AND IT ASSET DISPOSITION

YOUR GUIDE TO SELECTING A VENDOR



## CONTENTS

- 03/ EXECUTIVE SUMMARY
- 04/ MEDIA AND HARD DRIVE DESTRUCTION
- 06/ E-WASTE RECYCLING
- 07/ IT ASSET REMARKETING
- 08/ WHAT TO LOOK FOR IN A VENDOR
- 09/ WE'RE HERE TO HELP
- 10/ APPENDIX: MEDIA AND IT ASSET DISPOSITION SOLUTION CHECKLIST

# EXECUTIVE SUMMARY

The combination of an increasingly mobile workforce and rapid technology improvements means organizations must work harder than ever to keep their employees equipped with the newest hardware and devices. This situation leads to a near-constant upgrade cycle – and, perhaps even more troubling, forces companies to contend with a large surplus of old and outdated equipment.

Commonly referred to as electronic waste (e-waste), these unneeded laptops, servers, smartphones, storage media and other items illustrate the importance of a comprehensive media and IT asset disposition program. However, to be effective, these programs must consider far more than the simple disposal of unwanted IT equipment. They must include three components: security, visibility and environmental sustainability.

Hard drives and other electronic media must be sanitised prior to disposal. If it's not, you can't be certain that your data is not susceptible to theft or accidental disclosure. And in order to comply with government regulations and corporate sustainability initiatives, final disposition must be performed with the environment in mind. A lapse in either area could lead to fines, penalties and damage to your organization's reputation.

It is for these reasons that companies turn to external providers to help them dispose of ageing, obsolete or decommissioned IT equipment in a secure, environmentally conscious way.

Use this Buyer's Guide and accompanying checklist to assess your requirements and evaluate your current and potential new vendors. Determine where your vendors sit in terms of the three core aspects of a comprehensive media and IT asset disposition program:

- > media and hard drive destruction
  - > e-waste recycling
  - > IT asset remarketing

# MEDIA AND HARD DRIVE DESTRUCTION

Tapes that are no longer needed. Smartphones that have reached end-of-life. Obsolete storage devices. Laptops that are being replaced. Copiers that are exchanged for newer technologies. These old IT assets have one thing in common: they all contain confidential data that must be protected during destruction and remarketing processes. And they're taking up space in your facilities right now.

Organizations need a consistent, well-defined process—complemented by proven, secure procedures—for destroying outdated or unwanted IT equipment. Businesses could find themselves at risk of an inadvertent disclosure of secure information. Such a disclosure could lead to resulting fines, sanctions or a damaged reputation if they choose an untrustworthy provider.



## 3.5

THE AVERAGE NUMBER OF DEVICES FORTUNE 500 COMPANIES ASSIGN EMPLOYEES<sup>1</sup>

<sup>1</sup> FORBES





# CURRENT AND POTENTIAL IT ASSET DISPOSITION VENDORS

CONSIDER ASKING THEM THE FOLLOWING QUESTIONS:

- › In addition to typical IT equipment, can you destroy a wide range of media, including CDs, employee badges, thumb drives and more?
- › Can you create an inventory of materials designated for destruction and track them as they move offsite and throughout the disposition or remarketing process?
- › Will you use a secure and auditable workflow to transport my items offsite?
- › Does your transportation process include a fully documented chain-of-custody?
- › Will my media and IT assets be destroyed by fully-vetted, in-house employees?
- › Do you offer data erasure and degaussing services with current international regulations, including the e-Stewards Standard?
- › I have some items that I can't move offsite due to compliance concerns. Can you destroy these at my facility?
- › Will I receive documented proof that my assets were securely destroyed or remarketed at the end of the process?

# E-WASTE RECYCLING

The best media and IT asset disposition programs should go beyond the simple destruction of anything that is no longer needed. They must also address, and go to great lengths to mitigate, the impact of the destruction process on the environment.

Driven by government regulations and internal initiatives, organizations are sharpening their focus around how they manage e-waste. They realize that sustainable disposal practices play an increasingly critical role in their ability to support environmental stewardship and uphold compliance obligations.

It's important to work with a media and IT asset disposition vendor that makes security and the environment top priorities. Be sure to ask potential providers the following about their environmental practices:

- > Will you destroy the data on my assets prior to recycling them?
- > Can you de-manufacture my e-waste into its component parts and recycle each piece in the proper manner?
- > Are you able to confirm for me that my e-waste will never be exported, incinerated or sent to a landfill?
- > Do the same security and chain-of-custody measures you employ during the media and IT asset destruction process extend to e-waste recycling?
- > Does your recycling program comply with the e-Stewards Standard?



IN 2016, THE GLOBAL VOLUME OF E-WASTE GENERATED IS EXPECTED TO HAVE REACHED

**93.5  
MILLION  
TONS<sup>2</sup>**

2 MARKETSANDMARKETS

# IT ASSET REMARKETING



**9.4M  
TONS**

THE AMOUNT OF E-WASTE  
THE UNITED STATES  
PRODUCES ANNUALLY—  
MORE THAN ANY  
OTHER COUNTRY

Retiring an IT asset doesn't necessarily mean it is worthless. In fact, what one organization deems unneeded may be desirable to another. Given this fact, businesses should not be spending to have decommissioned equipment removed when they could be reclaiming its remaining value instead.

However, simply selling an unwanted laptop or server to the highest bidder is a risky proposition. Since these assets likely include confidential data or other proprietary information, organizations must make sure they are wiped clean and restored to factory default status before being resold.

To ensure you receive the best value for your redundant IT equipment – without risking an inadvertent disclosure of information – ask potential vendors the following:

- Can you assign a fair market value to my unneeded IT assets?
- Will you erase data-bearing devices, and remove any other identifying information, prior to remarketing?
- Do your services cover shut down/power down, deinstallation, removal and processing?
- Will you destroy or recycle any hardware with little or no market value?
- Do the same security and chain of custody measures utilized during destruction and e-waste recycling apply to the remarketing process?

# WHAT TO LOOK FOR IN A VENDOR

When you choose to partner with an external provider for your media and IT asset disposition needs, it is important to know that the vendor offers proven expertise and ongoing support in addition to secure remarketing, disposition and recycling services.

## **Be sure to ask:**

- Do you have extensive experience executing ITAD programs?
- How much of your business is focused on this area, and how many customers do you serve?
- Have you been certified as an e-Steward Enterprise for your ability to comply with the strongest standards governing the globally responsible management of e-waste?
- Do you operate a large network of logistics and processing centers?
- Do your services leverage proprietary methodologies that ensure reliability and consistency from collection through final destruction?
- Do you have a defined roadmap and an ongoing commitment to enhancing your services to account for the growth of e-waste, as well as changing regulations regarding how it should be managed?





## WE'RE HERE TO HELP

With e-waste growing and data security concerns remaining top of mind, an approach to media and IT asset disposition that is simply “good enough” may leave gaps that create the potential for breaches and accidental disclosures.

Iron Mountain is committed to helping you do better through an optimal, consistent and best-practise approach to destroying, recycling and remarketing end-of-life IT assets.

### COMPREHENSIVE APPROACH, CONSIDERABLE BENEFITS

When you choose Iron Mountain as your media and IT asset disposition vendor, you'll be able to:

- Leverage proven methodologies that ensure reliability and consistency from collection through final destruction.
- Gain the peace of mind that your critical information won't be lost, stolen or jeopardised in any way – backed by auditable processes and strict security practises.
- Dispose of potentially hazardous e-waste in a compliant, environmentally responsible manner.
- Reduce expenses by reclaiming the remaining value of your decommissioned assets.

# APPENDIX: MEDIA AND IT ASSET DISPOSITION SOLUTION CHECKLIST

SOLUTION CRITERIA BY CATEGORY	CURRENT SOLUTION	VENDOR 1	VENDOR 2	IRON MOUNTAIN
<b>MEDIA AND HARD DRIVE DESTRUCTION</b>				
In addition to typical IT equipment, can you destroy a wide range of plastic media, including CD's, film, photos, thumb drives, employee badges, x-rays and bank cards?				<b>YES</b>
Can you create an inventory of the materials designated for destruction and track them as they move offsite?				<b>YES</b>
Will you transport these items offsite following a secure, auditable workflow?				<b>YES</b>
Does the transportation process include a fully documented chain of custody?				<b>YES</b>
Will my media and IT assets be destroyed by screened and fully vetted, in-house employees?				<b>YES</b>
Do you offer data erasure and degaussing services that comply with international regulations?				<b>YES</b>
Compliance concerns make me wary of off-site—can you destroy assets at my facility?				<b>YES</b>
Will I receive documented proof my assets were securely destroyed?				<b>YES</b>
<b>E-WASTE RECYCLING</b>				
Will you destroy the data on my assets prior to recycling them?				<b>YES</b>
Can you de-manufacture my e-waste into its component parts and recycle each piece properly?				<b>YES</b>
Are you able to confirm my e-waste will never be incinerated or sent to landfill?				<b>YES</b>
Do the same security and chain-of-custody measures you employ during the media and IT asset destruction process extend to e-waste recycling?				<b>YES</b>
Does your recycling program comply with the e-Stewards Standard?				<b>YES</b>

Please save or print this chart for your reference

SOLUTION CRITERIA BY CATEGORY	CURRENT SOLUTION	VENDOR 1	VENDOR 2	IRON MOUNTAIN
<b>IT ASSET REMARKETING</b>				
Can you assign a fair market value to my unneeded IT assets?				<b>YES</b>
Will you completely erase data-bearing devices, prior to remarketing?				<b>YES</b>
Do your services cover shut down / power down, de-installation, removal and processing?				<b>YES</b>
Will you destroy or recycle any hardware with no market value?				<b>YES</b>
Do the same security and chain-of-custody measures utilized during destruction and e-waste recycling apply to the remarketing process?				<b>YES</b>
<b>VENDOR PROFILE</b>				
Do you possess extensive experience executing these programs? How much of your business is focused on this area and how many customers do you serve?				<b>YES</b>
Are you committed to using only e-Stewards Certified Recyclers?				<b>YES</b>
Do you operate a large network of logistics and processing centers?				<b>YES</b>
Do your services leverage proprietary methodologies that ensure reliability and consistency from collection through final destruction?				<b>YES</b>
Do you have a defined roadmap and an ongoing commitment to enhancing your services to account for the growth of e-waste, as well as changing regulations regarding how it should be managed?				<b>YES</b>

Please save or print this chart for your reference

**For more information about Iron Mountain Media and IT Asset Disposition services, download the PDF**



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#### **ABOUT IRON MOUNTAIN**

Iron Mountain Incorporated (NYSE: IRM) provides information management services that help organizations lower the costs, risks, and inefficiencies of managing their physical and digital data. Founded in 1951, Iron Mountain manages billions of information assets, including backup and archival data, electronic records, document imaging, business records, secure shredding, and more, for organizations around the world. Visit the company website at [IronMountain.com/sg](http://IronMountain.com/sg) for more information.

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