

L&I, Office of Information Technology Procedure

Name:	Data Sanitization of Workstations and Media Procedures
Effective Date:	September 2017
Category:	Security
Version:	1.2

1. Scope:

This procedure applies to all employees within all bureaus, divisions, boards, commissions, and councils within L&I. This includes any contracted employees in the service of L&I. (Hereinafter referred to collectively as "L&I Users").

2. Procedure:

The procedure is implemented by Infrastructure and Computing Services (ICS). This procedure for IT equipment surplus is defined by Workstation Operations & Technical Services (WOTS) and Compute Services Operations (CSO) Office of Information Technology (OIT) divisions, in conjunction with the Department of General Services (DGS).

L&I's Information Technology Service Management (ITSM) tool is the document of record for all configuration items (CI) concerning IT equipment.

A. Procedure to Reassign L&I-owned or Leased Workstations to Another User

<u>Step</u>	<u>Responsibility</u>	<u>Action</u>
1.	Program area manager or supervisor	Ensures that data and files are moved to a shared drive or backed-up prior to an L&I User's last day of work.
2.	Program area manager or supervisor	Ensures a copy of the application software used to create archived data is maintained.
3.	Program area manager or supervisor	Instructs ITSM submitter to prepare an ITSM request.
4.	ITSM submitter	Prepares an ITSM request choosing the following combination of Category, Type, and Item: <ul style="list-style-type: none"> ▪ Hardware Changes/Change/Workstation.
5.	WOTS	Verifies that the program area saved all information.
6.	WOTS	Reimages workstation and configures it for the new user.
7.	WOTS	Updates ITSM request and ensures the CI is updated to reflect the new L&I User(s).

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B. Procedure to Transfer Workstations Out to Another Program Area or State Agency

<u>Step</u>	<u>Responsibility</u>	<u>Action</u>
1.	Program area manager or supervisor	Ensures that data and files are moved to a shared drive or backed-up prior to an L&I User's last day of work.
2.	Program area manager or supervisor	Ensures a copy of the application software used to create archived data is maintained.
3.	Program area manager or supervisor	Instructs ITSM submitter to prepare an ITSM request.
4.	ITSM submitter	Verifies that the program area saved all information.
5.	ITSM submitter	Sanitizes the hard drive using DOD software provided by the Office of Administration (OA).
6.	WOTS	Places workstation in a holding area for transfer.
7.	ITSM submitter	Prepares an ITSM Request choosing the following Category, Type, and Item: <ul style="list-style-type: none"> • Hardware Changes/Install/Workstation • Document the following in the description of the request: <ul style="list-style-type: none"> • The program area the equipment is to be transferred from. • The old and the new location (office address or location code) of the device.

C. Procedure to Transfer a Workstations in from Another Program Area or State Agency

<u>Step</u>	<u>Responsibility</u>	<u>Action</u>
1.	ITSM submitter	Once ITSM request has been received and equipment arrives, the ITSM submitter connects device to the network.
2.	WOTS	Reimages workstation and configures it for the new user.

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| 3. | WOTS | Contacts the Bureau of Administrative Services and provides them with a list of inter-agency transferred items detailing where it came from and on what date. |
| 4. | Program Area Manager or Supervisor | Arranges transfer to another state agency with DGS, or program area. |
| 5. | BAS | Completes report for DGS. |

D. Procedure to Sanitize Data from Hard Drives & Media

<u>Step</u>	<u>Responsibility</u>	<u>Action</u>
1.	ITSM Submitter	<p>Prepares an ITSM request for Asset Management/E-Media/Surplus.</p> <ul style="list-style-type: none"> • If device is listed as an asset on remedy (some PDA's), associates asset serial number with change. • If device is not a remedy asset, (example: floppy disks, CDs), notes that the miscellaneous media is to be discarded in the description of the request.
2.	WOTS	Arranges for pickup of the miscellaneous media & return to the WOTS Equipment Group for disposal via DGS
3.	WOTS	<p>Takes actions based on media type:</p> <ul style="list-style-type: none"> • ATA Solid State Drives (SSDs) (including PATA, SATA, eSATA, and SCSI) <ol style="list-style-type: none"> 1. Overwrite the full drive with at least two write passes to include a pattern in the first pass and its complement in the second pass. Verify that the data was overwritten. 2. Physically shred the drive such that the resulting particles have a maximum edge length of two mm and a maximum surface area of four mm². • USB Removable Media and Memory Cards <ol style="list-style-type: none"> 1. Overwrite the full drive/card with at least two write passes to include a pattern in the first pass and its complement in the second pass. Verify that the data was overwritten. 2. Physically shred the drive such that the resulting particles have a maximum edge length of two mm and a maximum surface area of four mm².

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- **Magnetic disks** (including floppy disks, ATA and SCSI hard disk drives)
 1. Overwrite the full drive with at least a single write pass using a fixed data value (such as all zeros). Multiple write passes and more complex values may optionally be used. Verify that the data was overwritten.
 2. Degauss with a National Security Agency (NSA) approved degausser. Note that degaussing magnetic disks renders them permanently unusable.
 3. Physically shred the disk platters such that the resulting particles have a maximum edge length of 20 mm and a maximum surface area of 400 mm².
- **Optical Media** (CD, DVD, Blu-ray Disc)
 1. Physically shred the optical media such that the resulting particles have a maximum edge length of 0.5 mm and a maximum surface area of 0.25 mm².

4. WOTS Records the information needed on the Media Disposal log and places it in the Secure Media Disposal Box for DGS pickup

3. References:

[L&I Policy Definitions Document](#)

[APP-001](#) - Release of Protected Data

[SEC-000](#) - Security Planning Policy

[SEC-015](#) - Data Sanitization

[ITP-SEC015](#) Data Cleansing Policy

[ITP-SEC019](#) Policy and Procedures for Protecting Commonwealth Electronic Data

[NIST SP 800-88](#) Guidelines for Media Sanitization

4. Version Control:

Version	Date	Purpose
1.0	01/2006	Base document
1.1	06/2016	Merged documents, formatted, revised content
1.2	08/2017	Combined procedures: reassignment, transfer & hard drive/Media