

Overwriting Process Questionnaire

Pertains to Certification Spec 4.6 and 4.7

Please fully respond to each of the questions below, as well as indicating where (page or section) it is addressed within your company's policies and procedures. Please attach a separate sheet with your responses. If applying for both Onsite and Plant-based Overwriting Operations, please fill out a separate questionnaire for each type of operation.

1. Do you provide your clients with any written information diagramming or describing the stages of your overwriting process?
2. Briefly describe the receipt/acceptance of media, identification and recording of serial numbers/unique identifiers for Electronic Media and labeling of media for either overwriting or physical destruction.
3. How are Electronic Media for overwriting, media for degaussing (if applicable), Electronic Media for physical destruction and Electronic Media that require no destruction services identified and segregated?
4. Do you stage/hold Electronic Media identified for overwriting in an area other than where they will be overwritten? If so, describe when and how these are moved to the overwriting area.
5. Do you stage/hold Electronic Media identified for physical destruction in an area other than where they will be destroyed? If so, describe security and when and how these are moved to the physical destruction area.
6. How are Electronic Media to be overwritten and those to be physically destroyed secured from unauthorized access and isolated from commingling with other equipment or media for disposal, resale, or some other purpose?
7. Identify the overwriting software used for Hard Drive Overwriting and describe the method utilized (i.e. 1's and 0's, random characters, Secure Erase, etc.).
 - Manufacturer:
 - Model/Version Number:
 - Serial Number/Unique Identifier:
 - Method:
8. Identify the overwriting software used for SSD Overwrite (if applicable) and describe the method utilized (i.e. 1's and 0's, random characters, Secure Erase, etc.).
 - Manufacturer:
 - Model/Version Number:
 - Serial Number/Unique Identifier:
 - Method:
9. How do you determine when wiping/overwriting is no longer acceptable, i.e. damaged sectors, and that physical destruction is now required?
10. Identify the Recovery/Verification software used during the Quality Control check to confirm that no information is recoverable from the overwritten Hard Drives (or define, in detail, the method used). The Quality Control software manufacturer must be different than the Overwriting software manufacturer.
 - Manufacturer:
 - Version/Model Number:
 - Serial Number/Unique Identifier:

11. Identify the Recovery/Verification software used during the Quality Control check to confirm that no information is recoverable from the overwritten SSDs (or define, in detail, the method used). The Quality Control software manufacturer must be different than the Overwriting software manufacturer.
 - Manufacturer:
 - Version/Model Number:
 - Serial Number/Unique Identifier:
12. Briefly describe your firm's Quality Control Process that confirms again that no recoverable information is on the overwritten Electronic Media. The process must minimally include the following:
 - Percentage or number of random devices selected
 - The Quality Control process on a particular device is performed by a different individual than the one who overwrote the unit
 - Procedure to follow if check reveals that the device has not been completely or properly overwritten (recoverable information on it)
13. After overwriting and quality control, how is Electronic Media tagged/identified and separated/isolated from those still to be overwritten or destroyed?
14. How are memory drives & devices purchased from another ITAD company incorporated into your quality control?
15. Describe or provide a sample of the recordkeeping audit trail for Electronic Media throughout the entire overwriting process.
16. Do you use a common carrier, subcontractor or another non-employee or entity to transport Electronic Media for overwriting or destruction? If yes, please describe the process and include a list of all entities used within the last year.