

2020 | Issue 1

The Quarterly Journal of the International Secure
Information Governance & Management Association



JOURNAL

*Information Protection
Services: The Right
Place at the Right Time*

Particle Size in Perspective

New Service Provider Reporting Service

Backup Tape Vaulting: Dynamic Changes Occur at
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FEATURES

2020 Conference Update:

As most readers know by now, the 2020 NAID & PRISM International Conference & Expo scheduled to take place in May has now been canceled due to the COVID-19 pandemic. You will find promotion of this event throughout this issue of the iG Journal. While the conference will not take place this year, as always, the association remains committed to its members' success and has a number of opportunities coming up. www.isigmaonline.org/events

DEPARTMENTS

- 5 A Message From the Editor
- 6 President's Message
- 7 Association News
- 38 Community News
- 40 Market Spotlight
- 42 Member News
- 48 Advertisers Index
- 48 Upcoming Events

10 Particle Size in Perspective

Customers continue to have questions when it comes to determining an acceptable particle size for destroyed media, so what is the best practice?

16 Information Protection Services: The Right Place at the Right Time

Find out what i-SIGMA discovered after starting its intense ongoing review of proposed regulations in the U.S.

22 Backup Tape Vaulting – Dynamic Changes Occur at Warp Speed

A look at the history of tape, where it is today, and how RIM companies need to position themselves to stay relevant for tomorrow.

28 Buyer's Guide Spotlight

The 2020 NAID & PRISM International Buyer's Guide is now available.

30 i-SIGMA Plans New Service Provider Reporting Service

A new online tool being unveiled at the upcoming 2020 NAID & PRISM International Conference & Expo is designed help Data Controllers fulfill their due diligence requirements.

35 Exhibitors List

Discover who will be at the 2020 NAID & PRISM International Conference & Expo showcasing the latest innovation, then register at www.isigmaconf.org so you don't miss a thing.

36 Sponsors List

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Meera Jagannathan -- January 29, 2020

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FROM THE EDITOR

It's the new year and the end of Q3. New Year's resolutions have typically come and gone, but I still have some personal goals that I'm striving for – not perfectly but resolutely. However, this year is special, as it heralds in the beginning of a new decade as well. For me, there is a sense that the year, and this chapter, is truly fresh, and will be what I make of it.

Even the Annual Conference theme, 2020 Vision, capitalizes on such a time as this. Casting vision and seeing more clearly than ever the next steps that lead us forward into success.

i-SIGMA strives to be a resource to you with each of those steps. We are ramping up webinar opportunities, continuing to offer educational events like our Annual Conference (see page 34), diving deeper than ever before (which is saying a lot) into government advocacy (learn more on page 16), producing new tools for your clients (page 30), and beyond. We hope you'll continue to rely on us as you tackle whatever may come next.

For 2020, the year and the decade, whether you've set personal, professional, or business goals, don't worry about how far you are today. Keep pushing forward in pursuit. You've got an entire association behind you cheering you on!

Kelly Martínez

i-SIGMA Director of Marketing & Communications

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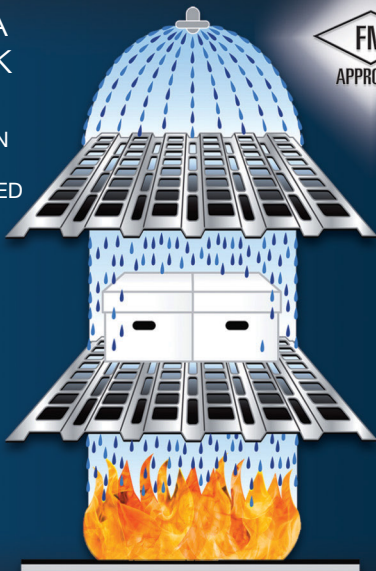
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PRESIDENT'S MESSAGE

Dear Readers,

As we usher in a new decade, my time as co-President of iSIGMA is winding down. This period of transition is a good time to look ahead at what's next. These are three big trends I urge our members to watch as we enter this new decade:

1. Change our perception of what a “record” is
2. Protect data above all else
3. Sell services not commodities

“Record” no longer means just paper, but electronic methods of storage. Just because something is in digital form doesn't mean it's any more organized; look no further than your inbox for proof. To remain a relevant service partner for businesses throughout the next decade, we will have to look beyond paper.

Protect data above all else. Business behemoths have been taken down more swiftly than Goliath by hackers and cyber breaches. And if it can cripple the likes of Equifax, imagine what it could do to you or me. We must emphasize data protection – that of our clients' and our own internal data – above all else. Nothing has the ability to shutter a company's doors more quickly.

Sell services, not commodities. The only way to ride the changing waves of industry trends is to become an expert and focus on solving problems. If you are armed with knowledge and an ear to listen, your business will thrive no matter the market environment.

To become an expert, you must develop deep knowledge of the industry. So how do you do that? Attend industry conferences, read the expert commentary and trend articles from the likes of Bob Johnson, Kelly Martinez, and others. Get to know your fellow i-SIGMA members. All these will arm you with knowledge to provide a thoughtful solution when a client presents it.

Thank you for the opportunity to serve as your President. It has been an honor to serve alongside Angie Singer Keating and our amazing Board of Directors. I thank everyone for your support and trust during the transition to this new and improved international entity.

Warmest Regards,

Christopher P. Jones

i-SIGMA co-President

i N P

A Big Day for i-SIGMA's Certifications

Early March marked important milestones for i-SIGMA's two certification programs.



PRISM Privacy+ Certification (Records and Information Management)

March 2 saw the launch of the reformatted PRISM Privacy+ Certification specifications and audit regime. So, while PRISM members may, at their discretion, continue to utilize their SOC 2 (or ISO 27001) audits, they may alternately utilize the NAID AAA Certification audit regime at a much lower cost.

And, because the specifications of both certifications are now closely aligned, PRISM members already NAID AAA Certified can add Privacy+ at an even greater discount, utilizing the same audit.

It is important to note the new PRISM Privacy+ Certification specifications more prescriptively address the security and regulatory issues specific to records and information management services, and so, while the cost as been reduced, the standard is more relevant to customers vendor selection due diligence requirements.

NAID AAA Certification (Electronic Media and Hard Copy Media Secure Destruction)

While there are no immediate specifications changes to the NAID AAA Certification specifications, a series of new, streamlined applications will now be posted online.

Applicants, whether initial or renewal, will still be able to select from a menu of applications the suit their service model (i.e., Facility-based, Mobile/Onsite, Physical Destruction, Overwriting), but the form itself will be much shorter and more easily navigated.

And, while the existing online renewal portal will continue as is for the time being, the association plans to expand and improve its functionality in the near future.

Learn about the changes to i-SIGMA's certification programs in one of our pre-recorded webinars. Head to www.naidonline.org/events/webinars/ and <https://prismintl.org/events/webinars/> to find webinar details.

Have an immediate question? Contact i-SIGMA CEO Bob Johnson at rjohnson@isigmaonline.org

i N P

Board Approves Bylaws Amendment Allowing Electronic Elections

The i-SIGMA Board of Directors has approved a bylaws amendment that removed language that unintentionally prevented electronic balloting for the upcoming Board election.

As the i-SIGMA CEO explains, "The bylaws permitted electronic voting by members, which is common in all associations these



days. Unfortunately, they also contained an obsolete provision that required the re-opening of nominations on the floor of the annual membership meeting. By removing the redundant opening of nominations, an electronic vote can be held."

According to Johnson, the change makes the elections far more democratic. "Holding the elections electronically allows all eligible voters to participate," said Johnson. "Without the amendment, only those attending the membership meeting could vote."

i N P

i-SIGMA Approves Richard Steed to Fill Vacancy

The i-SIGMA Board of Directors has approved the appointment of Richard Steed of Pacific Records Management and Pacific Shredding to the Board as a Director. With a half dozen records management and secure shredding locations throughout central California, the companies have been long-standing members of PRISM International and NAID, respectively. Steed also having served in many board positions in PRISM International, including a term as Past President.



Steed's appointment fills a vacancy created by the recent acquisition of Business Records Management in Tampa by Vital Records Control (VRC). This resulted in two VRC representatives on the Board of Directors and one thereby needing to withdraw.

“While we are delighted Tom Seibert will continue on the board, we are equally saddened to see Andrew Ysasi step down,” said i-SIGMA Co-President Christopher Jones. “The only saving grace is that we can now utilize Andrew’s amazing grasp of compliance issues to work for i-SIGMA in other areas. He may or may not know it, but we’re not about to let his talent go to waste!”

On the appointment of Steed to replace Ysasi, Jones commented, “We were incredibly fortunate to find Richard ready to step up. The depth of his industry and association knowledge is unmatched.”

i N P

i-SIGMA Board Approves 2020 Elections Campaign Guidelines

As i-SIGMA prepares for its first formal election of the Board of Directors, the acting Interim Board has approved the 2020 Campaign Guidelines which describe the various ways the association will help candidates promote themselves and their message, as well as defines appropriate steps the candidates may take themselves to do the same.

“We felt it was important to provide guidance on what qualifies as appropriate campaigning,” said Nominating

Committee Chair Tom Fetters of Iron Mountain, “not only to clarify what is considered acceptable but also to help create a level playing field for all candidates.”

As previously announced, 2020 Nominating Forms were distributed in January along with the 2020 Nominating Guidelines and the Candidate Information Form.

Elections for the 2020-2021 i-SIGMA Board of Directors are planned to be held by electronic ballot in March.



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particle size in perspective

By Bob Johnson

Measures entail reasonably assuring the information is unreadable and unreconstructible when discarded.

In 2004, I wrote an article titled “Is Small Big?” in which I examined the relative importance of particle size from a security, regulatory, and marketing perspective. A lot has changed in the sixteen years since, including a host of new or amended regulations in the U.S. and around the globe, headline-grabbing data breaches, and staggering fines. It is no wonder, therefore, that customers continue to have questions when it comes to determining an acceptable particle size for destroyed media. Additionally, sixteen years ago, much of the focus on particle size pertained to hard copy media (paper and film). As one would expect, electronic media destruction is now as much a focus of particle size considerations, if not more so.

It may surprise some readers to learn that, despite the changes, one thing has remained the same. As it was in 2004, to the best of my knowledge, no data protection or privacy regulation in the world currently specifies a particle size for destroyed media. They simply require that the customer take reasonable measures. In some cases, these measures entail reasonably assuring the information is unreadable and unreconstructible when discarded. In others, like HIPAA, measures entail reasonably assuring there is no unauthorized access to protected health information (PHI).

This is not to say particle size specifications do not exist. Government agencies (e.g., D.o.D., D.o.E., I.R.S.) require specific particle sizes for National Security Information (NSI) and increasingly for Personally Identifiable Information (PII), often called Non-Classified Personal Information in government circles.

Two non-regulatory agencies of the U.S. government, the National Archives and Records Administration (NARA), and the National Institute of Standards and Technology (NIST), issue guidance on the media destruction, including the size of destroyed particles. In no case is this guidance required by a regulation. The German counterpart of NIST, Deutsches Institut für Normung E.V., more commonly known by the acronym “DIN,” also issues guidance in this area and is often referred to outside the U.S. The International Organization for Standardization (ISO), again non-regulatory, also references DIN particle size specifications. Again, I know of no case where DIN particle size guidance is required by any regulation.

The fact remains, however, that for the overwhelming majority of organizations responsible to protect personal information, particle size compliance is based on reasonableness, and no data protection regulation anywhere requires compliance with the guidance of these non-regulatory agencies.

Reasonableness and Particle Size Guidance

I’d like to make two important points prior to discussing the understandable bias and perspective of non-regulatory guidance.

First, even when not legally bound to comply with a prescribed destroyed media particle size (which is most common by far), a customer still has the right to specify a particle size that they can live with.

Second, the decision to require a smaller particle size, increases the cost of secure destruction dramatically.

Therefore, in light of these two facts, when a data controller takes the option of requiring a smaller particle size, regardless of the media, they must balance the relative security against the additional cost. And while I will never argue against the importance of data security, I believe, as do the regulators around the world, that an organization can achieve security and remain fiscally prudent.

Keep in Mind:

- 1) *Customers have the right to specify a particle size*
- 2) *Requiring a smaller particle size increases the cost of secure data destruction*

Bias and Perspective of Particle Size Guidance

The Worst-Case Scenario Assumption: When a committee of government officials and technicians sets about establishing a destroyed media particle size requirement, they would naturally focus on a worst-case scenario, which in the case of data destruction is where the media is destroyed in an office and then casually discarded in an uncontrolled manner. Faced with setting a particle size that will apply to all situations, including this worst-case, they would naturally lean toward an incredibly small size. How could they not? I certainly would.

Outsourcing secure destruction, however, is far from a worst-case scenario. Not only are materials destroyed in large volumes, the destroyed materials are controlled afterward until, ultimately, the destroyed particles are recycled in a paper mill or a smelter (hard drives).

Defaulting to Least Risk: Consider again this same group of government officials and technicians tasked with developing guidance for destroyed media particle size. Their biggest risk is that the particle size they recommend is publicly ridiculed as being not small enough, or worse, leads to an actual breach. They have almost no reason to give any thought to the cost or practicality of achieving that particle size, and every reason to recommend a destroyed media particle size that can withstand even the most overreaching scrutiny and criticism.

Of course, customers are susceptible to this guidance/bias. Finding only what has been produced by non-regulatory agencies, perhaps even mistakenly thinking they are required to meet it; it is understandable they themselves default to it.

A Case History

A few years ago, I was approached by an executive at a federal agency that routinely processed personal information but handled no data classified as NSI. Their challenge at the time was that a senior executive in their administration decided it best if the agency adopted the

media destruction particle size specified by one of the non-regulatory agencies providing guidance. Again, and in that executive's defense, he was likely looking to provide his agency cover.

Keep in mind, there was no regulatory reason to make the change. They were already meeting all the regulations related to the personal information they were destroying, as it happens, by outsourcing destruction across the country to NAID AAA Certified service providers.

Working with the agency administrators, we were able to calculate the expense to the agency of meeting this very small particle size recommended in the guidance was millions more per year than they were already spending. Furthermore, in many markets there was no service provider capable of meeting that particle size, which meant the agency would have to internalize the process at even more expense.

Luckily, only weeks before the new specification was to be required, by identifying the addition costs, by clearly defining the additional security of the outsourced process, and by explaining the lack of any regulatory imperative to make the change, the agency did not move forward with the new destroyed media particle size specification.



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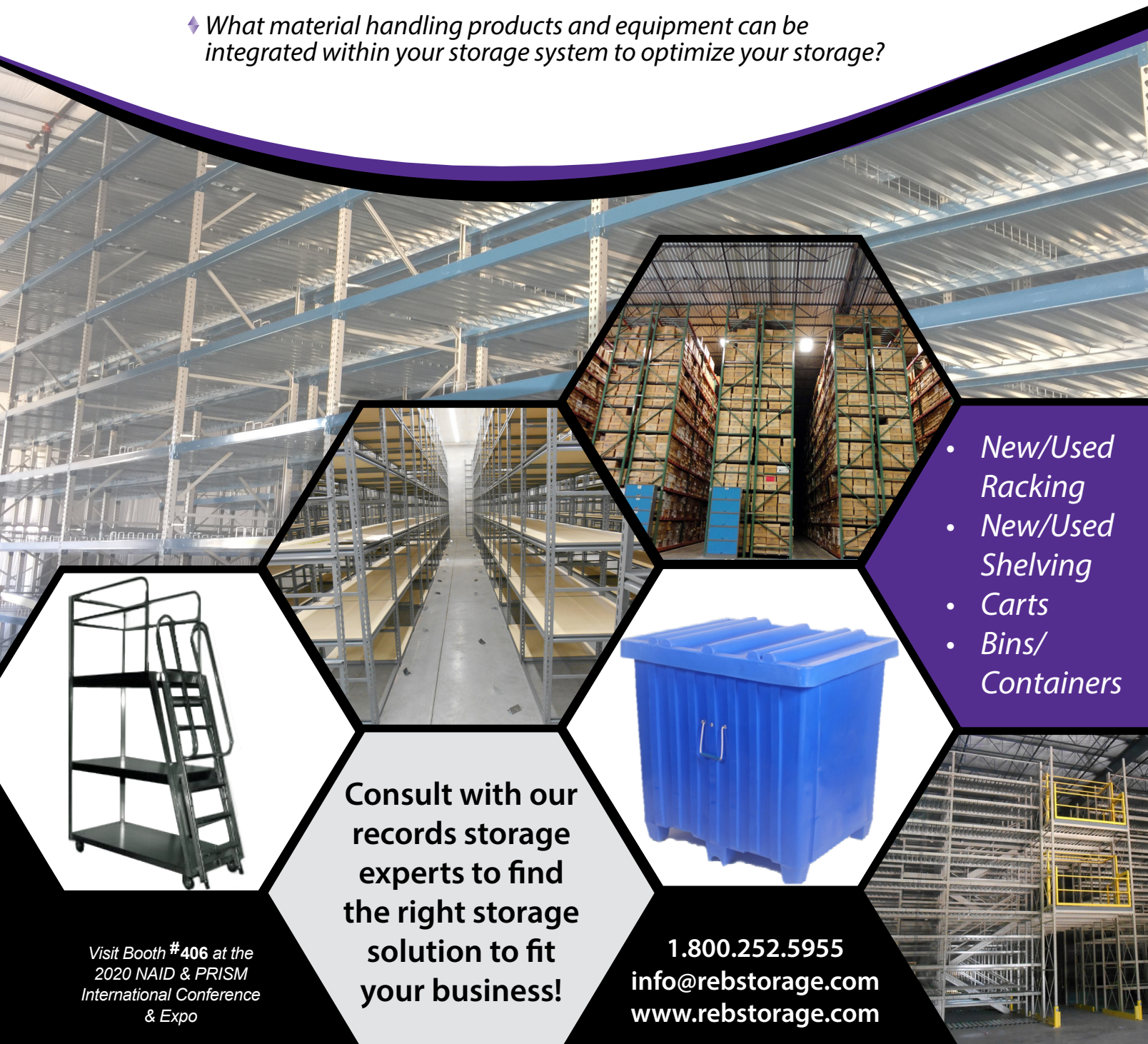
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The Customer is Still King (and still responsible)

At a time when just about all media contains personal or competitive information, the sheer volume of paper and IT Assets requiring destruction is outsourced to service providers. In that case, however, particle size considerations are only one small piece of the security dynamic. Issues related to employee screening and training, access control, written security and regulatory policies, breach notification preparedness, and fiduciary acceptance (to name a few) become as important if not more so.

So, while the customer has every right to select the methodology used to destroy discarded personal and competitive information, no consideration of particle size or destruction methodology is a substitute for a reasonable measure of scrutiny on the other critical aspects of outsourcing. This, of course, speaks to the need for and overwhelming popularity of NAID AAA Certification, and its scheduled and unannounced audits.

A customer continues to have every right and ability to require a separate particle size if they deem it necessary.

Some customers requiring NAID AAA Certification of their secure media destruction service provider are adding a separate requirement for particle size or destruction methodology. The most visible example of this is when the Australia Security Construction and Equipment Committee (SCEC) opted for the NAID AAA Certification audits and specifications with additional requirements superimposed and validated by i-SIGMA auditors under the same robust regime to recognize firms capable of meeting the country's Protective Security Policy Framework.

A Loss is Still a Win

In the case history above, NAID (prior to i-SIGMA) assisted a data controller in search of support to contradict what they considered an unwarranted particle size requirement for which they did not have the budget. As described, we helped, and it worked.

Sometimes it doesn't work. Sometimes after being presented with the same information, the customer still wants the smaller particle size. When that happens, believe it or not, it is still a success.

NAID (and now i-SIGMA) has spent nearly 30 years convincing customers they need properly destroy discarded personal and competitive information. The fact that someone is going further than they are required or spending more money than necessary to do so is still a victory.

If a small particle size is important to a customer, as long as it is not the only thing that is important, service providers should assist them if and where it makes sense.

iG

ABOUT THE AUTHOR



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The background of the cover is a photograph of a classical building facade, showing a series of large, fluted columns and a decorative entablature. The lighting is warm, suggesting a sunset or sunrise, and the perspective is from a low angle looking up at the architecture.

Information Protection Services: The Right Place at the Right Time

By Bob Johnson

Like most information protection service providers, the association has historically focused its attention on the major data protection regulations - those that have represented a major shift in the requirements and liabilities of customers.

Coincidentally, as the list below shows, these major regulatory shifts happened not long after the founding of both NAID and PRISM International.

- 1995 – European Data Protection Directive
- 1996 – The Health Insurance Portability and Accountability Act (HIPAA)
- 1999 – The Financial Services Modernization Act a.k.a. The Gramm-Leach-Bliley Act (GLBA)
- 1999-2010 – U.S. State-Level Data Destruction Requirements
- 2000 – Canada's Personal Information Protection and Electronic Documents Act (PIPEDA)
- 2003-10 – U.S. State-Level Data Breach Notification
- 2005 – Final Disposal Rule/Fair and Accurate Credit Transaction Act (FACTA)
- 2009 – Health Information for Technical and Clinical Health Act (HITECH)
- 2018 – European Data Protection Regulation (GDPR)
- 2020 – California Consumer Privacy Act (CCPA)

It is worth noting, contained in the list above are two references to data protection regulations that took place at the state-level, largely because they swept the nation so quickly, the effect was essentially nationwide.

Of course, it was (and is) perfectly appropriate for members and their association to focus on these new laws. They affect the largest number of customers, they usually introduced new and more aggressive requirements, they undoubtedly receive the most attention from the media, and, finally, and most significant in the long run, each new regulation put pressure on the rest of the world to respond. Furthermore, focusing on these major legislations required less resources, while at the same time rendering the most bang for the buck.

Wisconsin passed the first state-level data destruction requirement in 1999, after which more than 30 states followed suit. California passed data breach notification in 2003, after which all U.S. states and territories enacted it, as did HIPAA/HITECH, Europe's GDPR, Canada's PIPEDA, Australia's Privacy Act, among others. Most recently, when the GDPR introduced Data Subject Rights the center piece of its new protection, it began what is unfolding as a global trend to do the same (e.g., the California Consumer Privacy Act).

The Sound of Opportunity Knocking

In January of this year, under the leadership of the newly formed i-SIGMA Government Relations Committee, the association began an intense ongoing review of proposed regulations in the U.S., with the plan to expand globally at a later date. And while the initiative was initially undertaken in anticipation of GDPR-like regulations expected to sweep the country, the committee was surprised to learn data protection, privacy rights, and security breach notification language continues to find its way into hundreds of proposed bills.

And while the initiative was initially undertaken in anticipation of GDPR-like regulations expected to sweep the country, the committee was surprised to learn data protection, privacy rights, and security breach notification language continues to find its way into hundreds of proposed bills.

Below is a partial list of the types of regulations the committee is presently finding.

New Jersey's NJ S 116 would restrict use of facial recognition technology and other biometric recognition by governmental entities, while NJ S 269 would require certain businesses to notify data subjects of collection of personally identifiable information and establishes certain security standards, and NJ S 206 would increase penalties for identity theft when the victim is a senior citizen or veteran.

Also, within the Garden State, NJ S 540 would prohibit posting or publishing personal identifying information of a witness, victim, or informant, and NJ S 548 would exempt from disclosure as public record personal identifying information provided to a government agency for emergency notification purposes.

In New York State, the proposed NY A 9797 adds the Department of Financial Services to the list of entities that must be notified of a data breach that affects any New York resident.

Among a host of proposed laws in Illinois, IL HB 5374 would amend the Biometric Information Privacy Act, to require, among other things, that the written policy that is developed by a private entity in possession of biometric identifiers shall be made available to the person from whom biometric information is to be collected or was collected (rather than to the public) and includes details regarding stiff penalties for non-compliance.

While in California, where again there are many proposed bills, CA AB 2301 would revise the definition of personal information to include genetic information.

Proposed Legislation on the Federal Level

At the end of 2019, House member Jerry McNerney (D-CA) and Larry Bucshon (R-IN) sponsored the "Promoting Better Patient Data Security Act of 2019" US HR 5386, which would amend HITECH to require consideration, in certain circumstances, of whether a covered entity or business associate has adequately demonstrated that it had recognized security practices.

Also in Dec. 2019, House members Josh Gottheimer (D-NJ) and Tom Reed (R-NY) sponsored US HR 5332 the "Protecting Your Credit Score Act of 2019" requiring that the Director of the Bureau of Consumer Financial Protection provide recommendations for improving data security risks.

In January, Sponsor Jeff Van Drew (R-NJ) and co-sponsor Mike Rogers (R-AL) introduced the Privacy Office Enhancement Act, US HR 5678, which dramatically empowers the Chief Privacy Officer within the Department of Homeland Security.

On Feb. 13, Senator Gillibrand, Kirsten E. [D-NY] introduced US S 3300 a bill that would establish a Federal data protection agency, and for other purposes.

GDPR Ripple is Evident as Well

Among the most significant revelations of the more intense monitoring is that the GDPR is, in fact, propelling legislation under the auspices of Data Subject Rights.

Both Massachusetts’s MA SD 341, considered as very likely to become law, and Illinois’ IL HB 5603 Consumer Privacy Act are nearly identical to the California Consumer Privacy Act (CCPA) that became effective this year. And, by the time this article reaches readers, it is anticipated that the same will be true of another half dozen states or more.

Among the most significant revelations of the more intense monitoring is that the GDPR is, in fact, propelling legislation under the auspices of Data Subject Rights.

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This trend not only validates predictions that the GDPR's impact, it also means i-SIGMA members will both benefit and be challenged by similar requirements.

Good News and Useful Tools

While change can be scary, it would be much scarier if data protection and privacy were being ignored. Obviously, that is not the case. Indications are clear that i-SIGMA members will be riding the wave of increased data security for a long time.

But there's more to success than just going along for the ride.

Because of the new regulatory monitoring initiative, i-SIGMA members have new resources, and, used correctly members can, 1) stay on top of proposed legislation, 2) sign up for alerts on specific legislation, 3) enlist i-SIGMA and rally their fellow members in supporting proposed legislation, and 4) inform customers and prospective customers of regulatory developments which will affect them.

To begin, go to the "Find" navigation button the top of isigmaonline.org, then scroll to "Pending Legislation." www.isigmaonline.org/find/pending-legislation

Lastly, should any reader have a question about legislation or how i-SIGMA can assist in developing a campaign to promote or oppose it, contact officialbusiness@isigmaonline.org.

i-SIGMA Members Can Now:

- 1) Stay on top of proposed legislation*
 - 2) Sign up for alerts on specific legislation*
 - 3) Enlist i-SIGMA and rally their fellow members in supporting proposed legislation*
 - 4) Inform customers and prospective customers of regulatory developments which will affect them*
-

ABOUT THE AUTHOR



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Data Protection/ Backup Tape Vaulting – *Dynamic Changes Occur at Warp Speed*

By Michael Payton



A Historical Perspective

While offsite hardcopy records storage has been around for decades, many don't know the rich history of offsite media vaults. In North America companies started backing up records to magnetic tape as far back as the 1960s. In the late 1970s and early 1980s a number of offsite vendors started adding media storage to their list of service offerings. By the mid-1980s, tape backup was the prevalent method for data storage and disaster recovery. And with this surge in tape backup, an increased number of record management providers began building climate-controlled data vaults.

In 1981, the National Association of Secure Data Vaults (NASDV) was formed to support these growing businesses. The NASDV was the original trade association dedicated to media storage. It would eventually merge with the Association of Commercial Records Centers (ACRC) in the mid-90s to form PRISM International.

Media storage flourished in the late 1980s and 90s, but providers started to see companies move toward disk-based back up options, including co-locating servers. Data co-location diversified the risk of in-house data storage and management to different locations providing redundancy for protection. In the late 1990s and early 2000s, "cloud backup" began to emerge as another option for data backup due to the increased bandwidth of internet service. With the growth of cloud backup and the increased storage capacity on a single tape, data storage providers started to see a major decrease in tape storage in their vaults.

The move would bring the focused efforts of the DPA under the strong infrastructure and leadership of i-SIGMA, allowing members of both organizations to benefit from the merged resources.

As this transition took place, a core group of data storage providers sought out content specific to the data backup industry in effort to combat the downward storage trends. With a goal of building on the experience of the group and seeking out experts in the industry, the Data Protection Association (DPA) was formed in 2012. An eager yet small and passionate group of members strove to keep media vaulting in the forefront, while looking at forthcoming trends and alternative storage opportunities (pathology slides, art, wine, evidence, etc.). The DPA ran through 2018 when it merged with the PRISM International division of i-SIGMA.

Throughout the 2000s and 2010s, the amount of data grew exponentially, and companies continued to look at ways to store it efficiently. Companies began to use hybrid approaches, using various

backup methods, but most storage providers still saw a decrease in storage and struggled to find alternative growth opportunities. This was the driving force behind the DPA merging with PRISM International under i-SIGMA. The move would bring the focused efforts of the DPA under the strong infrastructure and leadership of i-SIGMA, allowing members of both organizations to benefit from the merged resources.

Changing Landscape

While data continues to grow at a rapid pace, technology continues to transition away from tape as a primary backup solution. Tape manufacturers and industry experts indicate there is still a segment of data protection in which tape is applicable as a tiered backup medium and predict the explosion of data will positively affect the industry.

Tape manufacturers and industry experts indicate there is still a segment of data protection in which tape is applicable.

Tape has a number of advantages over other backup methods, including low total cost of ownership, minimal failure rates, and perhaps most importantly, it is offline. This concept has been referred to as the “air-gap”¹ meaning tape has a layer of protection between hackers and ransomware unlike disk and cloud options.

However, most RIM providers continue to see flat or negative storage growth. Many small to mid-sized companies have moved to cloud exclusive models. While large companies may employ a hybrid approach with tape being a component, there is lack of geographical diversity. These companies are predominately located in the large metropolitan cities (Chicago, Houston, Los Angeles, New



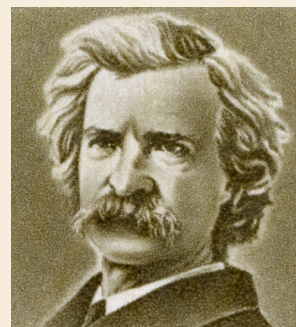
The Report of Death was an Exaggeration

Like with celebrities, some have prematurely announced the death of tape. However, it is indeed alive and well in some markets.

Did You Know?

The author Mark Twain responded to an inquiry regarding his reported death in 1897, June 2, 1897 issue of the New York Journal:

*Mark Twain was undecided whether to be more amused or annoyed when a Journal representative informed him today of the report in New York that he was dying in poverty in London . . . The great humorist, while not perhaps very robust, is in the best of health. He said: 'I can understand perfectly how the report of my illness got about. I have even heard on good authority that I was dead. James Ross Clemens, a cousin of mine, was seriously ill two or three weeks ago in London, but is well now. The report of my illness grew out of his illness. The report of my death was an exaggeration.'*¹



¹Source: Petsko, Emily. “Reports of Mark Twain’s Quote About His Own Death Are Greatly Exaggerated.” Mental Floss. November 2, 2018, <https://www.mentalfloss.com/article/562400/reports-mark-twains-quote-about-mark-twains-death-are-greatly-exaggerated>.

Tape Advantages Over Other Backup Methods

- *Low Total Cost of Ownership*
- *Minimal Failure Rates*
- *Completely Offline*

York, Washington D.C.) or tech hubs (Dallas, Denver, Phoenix, San Francisco, Seattle, etc.); meaning, RIM providers in smaller metro areas do not have much opportunity at these accounts.

But not all of this can be blamed on technology. Another growing concern is the lack of focus on data protection by those in the industry. More and more RIM providers are diversifying into multiple service offerings including scanning and destruction services. While this is typically a sound business plan, it has had a negative impact on the sales effort given towards data protection services specifically. As data protection opportunities have dwindled, sales teams have shifted their focus on the perceived “low hanging fruit” and tend to shy away from reaching out to IT managers or CIOs.

RIM providers are diversifying into multiple service offerings including scanning and destruction services. While this is typically a sound business plan, it has had a negative impact on the sales effort given towards data protection services specifically.

Data Protection Strategies for the Future

What we do know is that data continues to grow, and companies will persist in looking for solutions that are both price effective and compliant. An increase in data breaches - much of which is being done electronically - is another unfortunate reality. With this trend comes the need for increased regulation. This is evident with the recent institution of the GDPR in Europe and CCPA in California. We can expect to see more regulation on data privacy, data protection, and data breach notification.

26 →



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Preparing for the protection of data in the future requires members to embrace emerging client solutions and needs.

Companies continue to review the safeguards and risk assessment plans of their internal operations and those of their vendors. This is one of the reasons for the revamping of the PRISM Privacy+ Certification - to help members stay in tune with customer needs.

Data explosion, data resiliency, data breaches, compliance - these are just some of the challenges companies face when developing a data protection program. RIM providers with data protection expertise can advance RIM service levels to meet those challenges. Identification of the service needs of clients should be collaborative between industry leaders, client data control specialists, and data protection specialists.

Preparing for the protection of data in the future certainly requires members to embrace emerging client solutions and needs. In-depth conversations and research into the potential for new service deliveries are critical. Success in the data protection future depends on aggressive and forward-thinking strategies for today.

Stay tuned for new and focused content on data protection related topics through i-SIGMA outreach and please reach out to if you have ideas for future topics you would like to see covered:

communications@isigmaonline.org.



ABOUT THE AUTHOR



Michael Payton is the General Manager of RIM Services for Ellefson Transportation Group, the parent company for Augusta Data Storage, Inc.

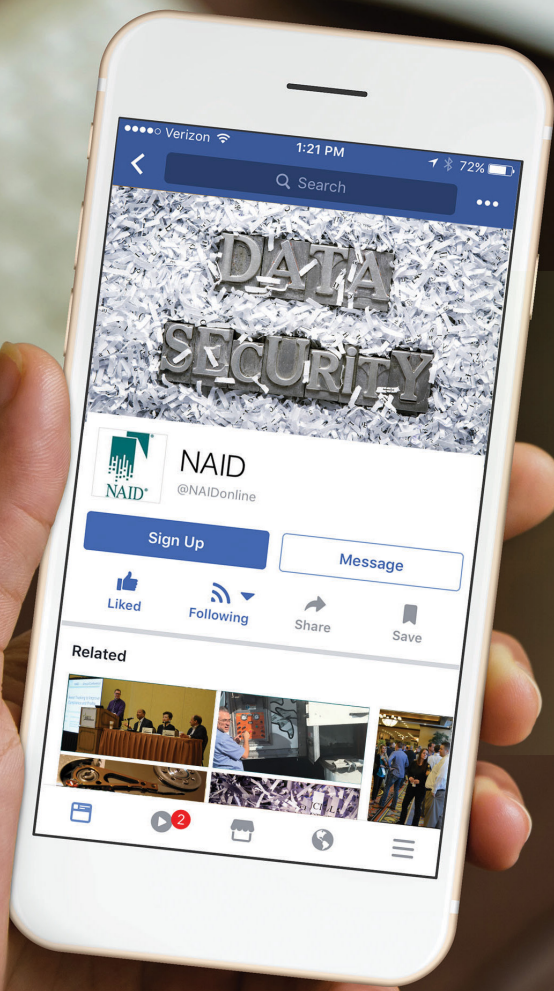
Reach him at mpayton@etgaugusta.com.

Augusta Data Storage is a document management & shredding company, providing services in the Augusta, GA area. Since the 1960s the Ellefson Family has been providing customer focused solutions for transportation and storage services throughout the area.

¹Source: Moore, Fred, "Providing Defense Against Cybercrime: The Tape Air Gap." ProVideo Coalition. October 30, 2017, www.provideocoalition.com/providing-defense-cybercrime/.

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- <https://qz.com/1561878/google-amazon-and-microsoft-turn-to-magnetic-tape-storage-technology-to-back-up-their-clouds/>
- https://www.theregister.co.uk/2017/06/14/spectrallogic_foresees_ibm_becoming_the_sole_tape_drive_supplier/



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Buyer's Guide

2020 EDITION

A Message from the CEO:

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As this new year and decade are upon us and purchasing decisions arise, I encourage you to utilize the 2020 Buyer's Guide as a resource in your research. And then to support these vendors who support the industry.

Sincerely,

Bob Johnson

Chief Executive Officer

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i-SIGMA Plans New Service Provider Reporting Service

A new online tool being unveiled at the upcoming 2020 NAID & PRISM International Conference & Expo is designed help Data Controllers fulfill their due diligence requirements.

It's been more than six years since NAID launched a feature that allowed customers to monitor their service provider's NAID AAA Certification status. As currently offered, a person wishing to monitor the status of a NAID AAA Certified location selects the option "Monitor location's certification status" within the service provider's directory listing, then provides their email. From that point on, a notice of the service provider's renewal (or lapse) is automatically sent to that email address.



NAID AAA Certification Services ?

Data Destruction Services

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 - Computer Hard Drive Destruction - Physical
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 - Product Destruction

Originally Certified: 15 March 2005
NAID AAA Certification Expires: 01 April 2020

Monitor location's certification status ?

Indemnified by Downstream Data Coverage ?

Provides Customer Employee Training ?

Currently, using the "Monitor location's certification status," customers can register to receive automatic updates when a NAID AAA Certified location renews or lapses. The Service Provider Reporting Service to be unveiled at the upcoming conference, would be replaced with more detailed and relevant documentation.

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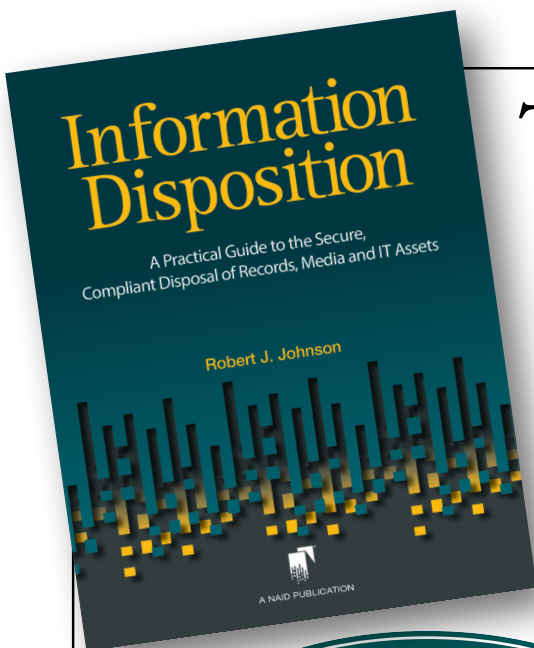
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“We began the service when customers requested that we email them alerts when their service provider renewed or lapsed,” says i-SIGMA CEO Bob Johnson. “It is admittedly very rudimentary, and we have never earnestly promoted it.”

Johnson’s comments come at a time when the association is due to unveil a concept for a new, more robust monitoring system at its upcoming annual conference in Orlando.

“The concept is based on the fact that many data controllers are required to demonstrate initial and ongoing due diligence when they use data-related service providers,” Johnson continues. “And, because NAID AAA and PRISM Privacy+ Certifications address the relevant security vulnerabilities and regulatory overlap, the information verified during audits mirrors what that due diligence should look like.”

“Essentially,” Johnson added, “they’re supposed to do it, but often don’t what to look at or don’t take the time, so we can do it for them even better than they can.”

As currently envisioned, NAID AAA and PRISM Privacy+ Certified service providers could voluntarily participate in a program that would allow customers to automatically obtain initial and ongoing reports by email, that include a detailed listing of the specifications verified during the service provider’s certification audit. The certification compliance reports issued to customers could then be retained as a demonstration of initial and ongoing vendor selection due diligence.

The report itself would detail the particulars of the certification, including whether the firm is NAID AAA Certified or PRISM Privacy+ Certified (or both), and in the case of NAID AAA, whether it applies to a Facility-based or Mobile/Onsite operation and whether the certification applies to Physical Media Destruction or Overwriting/Degaussing of Electronic Media.

Furthermore, as planned, the report will detail the depth and applicability of verified specification, including any forensic efficacy results of electronic media overwriting and/or degaussing.

According to Johnson, this new reporting tool simply recognizes the evolving role of legitimate and relevant certifications. “When NAID AAA Certification was launched 20 years ago, it provided customers with an added level of comfort and service providers with a way to distinguish themselves in the marketplace. Since that time, however, those same customers are required to demonstrate a reasonable level of due diligence when hiring data-related service providers. As a result, NAID AAA and PRISM Privacy+ Certifications have

come to serve a much more important role, and the evidence provided by the new reporting service recognizes and bolsters that value.”

Members Comment Period

Once the program is unveiled, members will be invited to interact with the new tool and submit questions and comments for Board review prior to any final launch sometime mid-year.

Johnson anticipates the new service will be welcomed by both members and clients.

“No service provider will be forced to participate,” says Johnson, referring to the anticipated “opt-in” feature. “However,” he adds, “as customers come to rely on such reporting, we feel participation will be in members’ best interests.”

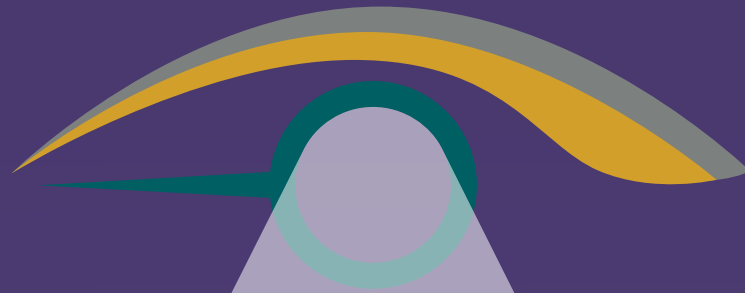
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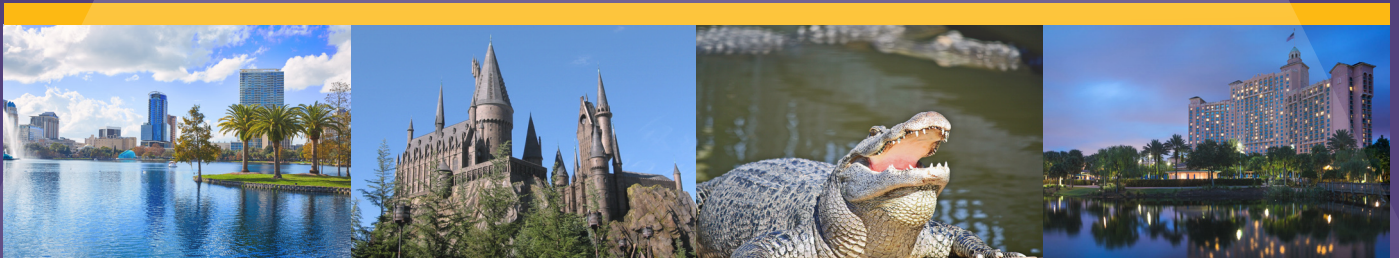


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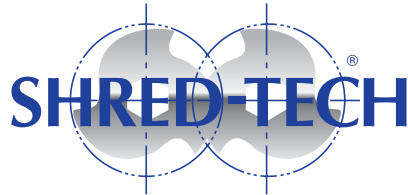
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Snow Day! Cory Tomczyk of IROW shared some images of winter storms moving into their business area of Mosinee, WI. How does snow affect your day to day operations, and how do you work around it? Share in our industry Facebook group, **i-SIGMA Social!**



PRISM Divisional Leadership Committee Chair Giovanna Spadoni was featured in a recent interview and article from O'Neil Software. Read the full article and interview here: <https://bit.ly/2tOfbFr>



This January the i-SIGMA Board of Directors met in Phoenix, Arizona to discuss topics for the continual improvement of the association. While in Arizona, some Board Members took advantage of the opportunity to explore the surrounding area. Stefan Chorus of Streff - Data Protection Services visited Felicity, California, which by some governments is recognized as the center of the world.

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AccuShred, LLC was in the Valentine's spirit! What are some ways that your company celebrates different holidays? Share in our industry Facebook group, **i-SIGMA Social!**



The following NAID & PRISM International Associate Member companies can be found along with others in the association's Online Market, which lists vendors by service category as a resource for service providers in the secure data destruction and records and information management industry. While i-SIGMA provides these resources, it does not endorse any particular vendor, nor take responsibility for the products and services they represent. Companies should always undertake appropriate due diligence to ensure that products and services meets their specific needs.

<http://directory.isigmaonline.org/suppliers>



AMS is your Solution for X-ray Film and Hard Drive Destruction

AMS is one of the most trusted names in the x-ray and radiograph recycling industry. AMS offers some of the highest silver assay and silver recovery rates in the industry. Our NAID AAA certification means that our customers enjoy the confidence and security that only a NAID AAA Certified company can offer. Our team helps you meet regulatory compliance guidelines during the recycling process. Our entire staff receives annual HIPAA/HITECH compliance training, while CSDS consultants ensure adherence to the highest industry standards. You can trust our expertise for the highest rebate returns on your expired x-ray films. Specialized programs handle large and small volumes from truckloads to single cartons. Call us today for your best experience ever in archival film destruction and recycling.

AMS Store and Shred, LLC www.AMSstoreandshred.com

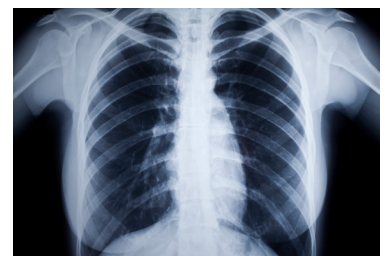


CRE: A Secure Revenue Stream For Shredders

Commodity Resource and Environmental, Inc. is one of the largest purchasers and recyclers of scrap x-ray film and graphic arts silver bearing film in the United States. CRE also offers a secure HIPAA BAA compliant system for all your x-ray film records, a Certificate of Destruction and insurance. Ship or deliver your scrap x-ray film to CRE and maximize your recycling profits.

CRE was the first NAID AAA certified refiner in the United States. Since 2006 when we became NAID members, and NAID certified in 2011, we have helped many independently owned shredding and RIM companies dispose of their x-ray film and patient jackets with confidence. CRE is currently celebrating 40 years in business.

Commodity Resource & Environmental, Inc. www.creweb.com





Maximize Value of Information Technology & Recycle Material

As an R2:2013, ISO 14001:2015 and ISO 45001:2018 certified electronic recycler, Imaan International Inc. is dedicated to ensuring environmental compliance and risk management with a zero-tolerance landfill policy. Our complete electronic recycling services are designed to help you reach your recycling goals. Whether it is to maximize sustainability efforts or recovery value; or minimize costs and time by gaining control over your reverse supply chain. We are committed to providing responsible, safe and secure data destruction and ensuring the safety of sensitive information by compliance within NIST 800-88 and DoD standards. Our goal is to maximize the value of used electronic assets through collection, testing, data destruction, resale, repurposing and recycling of electronic assets.



Imaan International Inc. www.imaaninc.com



Film Recycling: Recovery of Silver and PET

Tetra Recycling, Inc is an environmentally friendly company specializing in the recovery of silver from x-ray (medical & Industrial), lithographic and industrial films, sludge and photographic papers. Combining over 50 years of experience in the industry, Tetra has implemented new technology combined with a time proven process to protect our environment with little to no wastewater discharge. In addition, this technology allows Tetra to reduce overhead costs in production and pass on the savings to our customers. Located in Knoxville, Tennessee, Tetra is centrally located within 750 miles of 75% of the US population. Tetra serves post-industrial & consumer, manufacturing, government and photography markets in the US while also serving clients overseas. It is important to note that Tetra is not a film broker and allows all of our customers the opportunity to witness any or all of the process.



Tetra Recycling, Inc. www.tetrarecycling.com

iG



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Allegheny Shredders New Sales Team

As many of you may have already heard, Evelyn Jefferson aka Shredder Mom is retiring from her position of VP sales at Allegheny Shredders after 30 wonderful years. Evelyn has been a pillar in the document destruction industry and will be missed by Allegheny and the shredding



industry as a whole. We wish Evelyn the best with her retirement and she will be sorely missed. (Don't miss the opportunity to see Shredder Mom at the 2020 Conference!)

Allegheny is planning to move forward with the same commitment to excellence in customer service and equipment quality even in Evelyn's absence. The sales department will be taking on a team approach, with Joe Barush and Sarah Lewey being the main sales representatives. Joe and Sarah worked under Evelyn for a number of years and are excited to try and fill the role of Shredder Mom. Please feel free to contact either Joe (josephb@alleghenyshredders.com) or Sarah (sarahl@alleghenyshredders.com) if you have any questions about Allegheny moving forward!

For more information on Allegheny's complete line of shredding equipment, check out alleghenyshredders.com or call 800-245-2497.

P

Access Announces Acquisition of Information Governance Solutions (IGS) and Virgo

Access, records and information management (RIM) services provider, recently announced the acquisition of Information Governance Solutions (IGS), the creator of Virgo. An information governance (IG) software solution, Virgo simplifies management and control of information retention and governance rules mandated by thousands of compliance and privacy regulations most companies must follow. The increase in new and frequently changing global, state and local retention and privacy regulations makes the Virgo solution a foundational requirement for every information governance program.

Following Access' acquisition of Montaña & Associates, the acquisition of IGS' Virgo combines deep consulting expertise on privacy and information governance at Montaña & Associates with the leading information governance software solution available in the market, furthering Access' mission of advancing how the world manages information.

Virgo is a cloud-based software solution that provides continuously updated legal research on privacy and information governance requirements and enables quick and accurate creation of global retention policies and schedules. Virgo simplifies the process clients use to retain their information for the time mandated by the laws and regulations they are subject to in the countries and jurisdictions in which they operate. Updated and defensible policies keep clients audit-ready and better able to address privacy mandates, while at the same time enabling consistent policy control in systems for the destruction of information that could pose security and audit risks.

As enterprises move to the cloud, Virgo's built-in Microsoft Office 365 Connector simplifies how organizations are able to enforce compliance obligations across SharePoint, Teams, Exchange, and OneDrive for Business. Small businesses to Fortune 1000 companies rely on Virgo to improve their global compliance and information governance effectiveness, reduce their costs, avoid risks and improve operational efficiencies.

To offer clients the most accurate legal and regulatory record-keeping software, Access will combine Montaña & Associates' LexiTrac capabilities, including its pioneering privacy advisor module, into IGS' Virgo platform for policy control of retention and privacy.

“The IGS acquisition, together with our prior acquisition of Montaña & Associates, brings world-class solutions and services to Access clients for electronic and physical information management and compliance,” said Rob Alston, Chief Executive Officer of Access. “Information governance advisory services and software are crucial to data security and risk reduction in the entire information management lifecycle—from document management to secure record destruction.”

“IGS and Virgo are natural complements to Access’ growing business, and we are excited about scaling Virgo and its capabilities toward a broader vision for information governance,” said John Isaza, Founder and Chief Executive Officer of IGS. “Attorneys, paralegals and certified records managers use our Virgo software to consistently advise organizations on how to best manage and comply with their records programs on a global scale. We can help organizations from small businesses to large multi-national companies improve their approach, become more efficient, and avoid security risk and regulatory fines.”

“Today’s rapidly expanding regulatory environment is increasingly complex and dynamic,” said privacy and compliance expert, John Montaña, Vice President of Advisory Services for Access. “Data privacy laws such as GDPR and the California CCPA, and the regulatory enforcement schemes for them that are now emerging, create complex challenges for any organization. We’re excited to join forces with IGS to offer the very best information governance consulting services and software to help our clients meet these challenges and better manage their information management privacy, compliance and risk.”



American Baler Company Announces BaleForce as new Distributor for Canada

American Baler Company is excited to announce that BaleForce Recycling Equipment of Milton, Ontario, will sell and support American Baler Company products, including baler sales, parts, service and repair. BaleForce Recycling Equipment provides conveyors, grinders, shredders, compactors and rigging services.



“American Baler is the top provider of balers for the markets we serve,” says Jim Guest, President at BaleForce Recycling Equipment. Mike Schwinn, Sales Manager, American Baler, “we are delighted to have Jim Guest and his team at BaleForce selling for us. They are very strong in the warehouse/distribution center market, corrugated & packaging industry, and recycling markets.”

American Baler Company is the manufacturer of recycling balers used in distribution centers, manufacturing, and recycling centers world-wide.

For more information: 800-843-7512 x 145, www.americanbaler.com



BitRaser SSD & Mobile Erasure Software Receives ADISA Certification

BitRaser SSD and Mobile erasure software has received certification from ADISA (Asset Disposal and Information Security Alliance), an international accreditation body specializing in data risk management and data protection within asset retirement domain.

ADISA independently tested & validated data wiping capabilities of BitRaser Drive Eraser and BitRaser Mobile Eraser & Diagnostics software that specializes in secure sanitization of SSD and mobile devices respectively. ADISA accreditation for BitRaser SSD and Mobile erasure software is among other coveted test & certifications such as NYCE, STQC & the likes that augment BitRaser as having the ability to meet data security & privacy compliance needs in line with CCPA, GDPR, HIPAA and other laws.

“The ADISA certification is another milestone for Stellar. This provides added assurance to enterprise service providers, government institutions, SMBs & individuals that our data erasure solutions are compliant with the most stringent & rigorous regulatory standards world-wide & ensure end-to-end security of their information. Globally, there has been a rise in the number of data breaches over the years, and new data protection regulations are being introduced. We are committed to delivering the best data erasure solution to meet the rapidly changing data security needs of industries world-wide”, said Mr. Chandna, CEO, Stellar.

“The Product Claims Test is an independent validation of software overwriting tools. We took a claim made about BitRaser and tested that in a controlled laboratory environment using forensic techniques aligned to the ADISA Test Level 1. The media tested was an SSD and iPhone with no user data being able to be recovered after the test”, said Dr. Andrew Blyth, Head, ADISA Test Lab.

ADISA Product Testing & Validation Methodology:

The test conducted by ADISA on SSD drive using BitRaser Drive Eraser validates that the software when used in accordance with the specification (NIST 800-88 standard), sanitizes data on SSD as outlined in ADISA Test. The ADISA certification process is multi-tier & requires testing a SSD drive against known ADISA data threats and residue after it has been securely overwritten by BitRaser. The ADISA Threat Matrix defines a series of capabilities and risks that various threat agents can pose on the security of a device.

Similarly, ADISA Product Claims Test Method was used for rigorous testing of BitRaser Mobile Eraser and Diagnostics. The process involved erasure of iPhone 8 by using BitRaser tool in accordance with the specifications to wipe mobile devices. The test methodology verified effectiveness of the software against data privacy threats posed by a slew of Threat Actors. ADISA test validated & certified BitRaser Mobile Eraser and Diagnostics as a secure sanitization tool for mobile devices.

The copy of the ADISA certificate is available at <https://www.bitraser.com/certification/>.



Innovations at the 2020 NAID & PRISM International Expo in Orlando

Each year, the Annual NAID & PRISM International Conference & Expo promises to yield great industry innovations and opportunities in the Exhibit Hall to keep your company leading the pack. This year promises to be as exciting as ever with new rollouts, demos, giveaways, and more! The following companies want you to know about the innovations they are bringing to the Exhibit Hall this May in Orlando.

Discover Your Next Shredding System and Win *Ameri-Shred Corp – Booth 412*

Stop by booth 412 to learn more about Ameri-Shred Corp. and enter to win a Yeti Drinkware Bundle! Ameri-Shred Corp. is a provider of complete shredding systems from engineering to installation. Other industrial recycling equipment includes cart tippers, box dumpers, dust collectors, metering/feed systems, conveyors and balers.

New Distribution Hubs and a Meet and Greet *Bins4 Shredding – Booth 214*

Stop by booth 800 to meet Bins4 Shredding's newest employee, Andrew Bretton. While stopping by, check out the newest product innovations including The ShredVANTAGE, The ShredVAULT, and The SLAM4 internal locking system. Finally, learn about Bins4 Shredding's new distribution hubs in the US and Canada.

Industry Research Study Results *Blancco – Booth 408*

Wanting to catch up on the latest industry research? Swing by booth 408 to hear Blancco's latest research studies, including “A False Sense of Security”, where Blancco surveyed 1,850 senior leaders from some of the world's largest enterprises about their end-of-life device disposal practices.

On-Site Credit Approvals *BMO Transportation Finance – Booth 714*

Looking to purchase a mobile shred truck? BMO will be facilitating on-site credit approvals for Shredtrucks for well-qualified applicants. 50% of the 2019 Show-trucks at last year's conference were approved with the BMO one-page application.

Reinvent Business Practices *CSR Privacy Solutions – Booth 613*

CSR Privacy Solutions provides data compliance solutions and expert services for small to medium sized businesses. Stop by booth 613 to see how CSR is helping shredding companies reinvent themselves by adding privacy solutions to their core business.



Unveiling the Solid State Media Cracker

Data Security, Inc. – Booth 616

Data Security, Inc. is pleased to announce that they will be showcasing the new CR-4KR® Solid State Media Cracker. This portable device uses force to physically crack open solid-state drives. Stop by booth 616 to say hello to the Data Security, Inc. team and learn more!

Discover Industry Software Solutions With a Live Demo

EZshred Software Systems – Booth 608

Visit EZshred Software Systems at Booth 608 for a live demo so they can share their best practices on how to route efficiently utilizing EZshred Routing and Google Maps. Minimize drive time between multiple stops, account for vehicle capacities, driver schedules, and more. Finally, drop off your business card at the EZshred booth for your chance to win a \$250 Visa gift card!

Check Out the Mobile Solution for Onsite Degaussing

Garner Products – Booth 200

Garner is proud to announce that their onsite electronic media degaussing and destruction service is now NAID AAA certified. Come see their mobile solution for onsite degaussing and data destruction at booth 200.

Anniversary Celebration, Demos, Innovations, and Giveaways

Jake, Connor & Crew – Booth 400

Proudly celebrating their 25th Anniversary, visit Jake, Connor, & Crew in booth 400 as they showcase their new innovative TRI-Lock system, offering enhanced security and tamper-evidence for their Executive and e2 Consoles. Additionally, they will be introducing their new, exclusive line of consoles designed as a solution for under desk requirements and the growing e-waste market. Stop by to see the crew and ask about their re-engineered, stronger plastic formulation for their #1 selling Pedigree Series of carts. Come have a drink on Jake, take advantage of giveaways and enter for a chance to win the grand prize of 25 consoles!!

Automate Your Unloading Process

KEITH Manufacturing Co. – Booth 708

Looking to kick up the efficiency of your shred truck? Stop by KEITH booth 707 and find out how a WALKING FLOOR® system can automate the unloading process helping you maintain a safe, secure shred environment for your customers. See the system in action before the show here: https://www.youtube.com/watch?v=RRv_y4FRyI0

Unveiling oneilCloud Version 5 with DispatchView™

O'Neil Software – Booth 506

Discover the latest software innovations from O'Neil during this year's event, including oneilCloud Version 5 which includes a major new enhancement - DispatchView™. Stop by O'Neil's booth during the show to see it in action for yourself.

Demo the Q-Shred® Family of Products

ShredMetrics, LLC – Booth 312

ShredMetrics® will be revealing enhancements made to its complete shredding management suite Q-Shred® which was released at last year's conference in Denver. New features include enhanced automated optimized routing, complete payment processing options, and most excitingly, the introduction of "Q-Shred Lite", an introductory level product to assist smaller operations who may not need all of the features of Q-Shred®.

Learn How Shred Nations and Records Nations Can Work for You, Win Giveaways

Shred Nations & Record Nations – Booth 300

Swing by booth 300 to say hello to the Shred Nations and Record Nations team! While you are there, enter to win one of their raffle prizes, including an Amazon Fire Tablet, Boost Wireless Phone Charger, and a Boost Anker Bluetooth Speaker. Of course, Shred Nations and Record Nations will also be giving away their signature T-Shirts. Don't forget to stop by!

Showcasing Innovations in the New Total Recall Version 8.7

Total Recall Software by DHS Worldwide – Booth 615

DHS Worldwide is excited to showcase innovations in the new Total Recall version 8.7. Yet again, the newest Total Recall version redefines what's possible for shredding companies. Version 8.7 provides all new customer boarding workflows which provide an unmatched "customer experience". New features offer greater convenience and security to the customers of shredding companies. One example is in-route driver email notifications - which provides pictures of your driver, their profile and the expected time of arrival. Version 8.7 includes new optimization and business intelligence features designed to improve route density - offering higher profits to shredding operators. Obtain a preview of these innovations here (<https://www.dhsworldwide.com/isigma2020.html>) and be sure to visit their team of industry experts during the conference at Booth 719.



WELCOME NEW MEMBERS

New NAID AAA Certified Members

Garner Products, Inc. of Roseville, CA, USA
Australian Destruction Services Pty Ltd of Queansbeyan, NSW, Australia
Iron Mountain - QLD of Banyo, QLD Australia
Mohave Shred, LLC of Bullhead City, AZ, USA
Data Management Shredding of Terre Haute, IN, USA
Central Texas Shredding, Inc. of Austin, TX, USA
IT Asset Management Group of Farmingdale, NY, USA
Global Shredding Corp of Medley, FL, USA
DataSPAN of Dallas, TX, USA
File 13 at UCO Industries of Marysville, OH, USA
Gruene Shredding LLC of New Braunfels, TX, USA
The Shred Mill, LLC of Finksburg, MD, USA
Minnesota Computers for Schools of Minneapolis, MN, USA
Wing Kai Destruction & Recycle Co of Ping Shan, Yuen Long
Apto Solutions, Inc. of Atlanta, GA, USA
Crown Shred & Recycling, Inc. of Regina, SK, Canada
Advanced Records Management of Plymouth, MN, USA



New & Renewing PRISM Privacy+ Certified Members

Vital Records, Inc. of Flagtown, NJ, USA
METRODOC of Lagos, Nigeria
CITIC Outsourcing Service Group Co Ltd of Beijing, China
Record Storage Systems of Charlotte, NC, USA



New NAID Members

Pandora Technology Inc. of New Taipei City, Taiwan
Records Reduction, Inc of Matthews, NC, USA
White Properties of Winchester dba Secure Shred of Winchester, VA, USA
Shred Co. of Miami, FL, USA
Record Storage Systems of Charlotte, NC, USA
Archive Information Management, Inc. of Winston Salem, NC, USA
RET3 Job Corp of Cleveland, OH, USA
Storerite Inc. of Oxnard, CA, USA
Eco Safe Shredding and Recycling, LLC of East Helena, MT, USA
Office Equipment Company of Price, UT, USA
Patterson Record Storage & Shredding of Fayetteville, NC, USA
Sycamore International, Inc. of West Grove, PA, USA



New i-SIGMA Associate Members

Pandora Technology Inc. of New Taipei City, Taiwan
Records Reduction, Inc of Matthews, NC, USA



SMARTER DESIGN • FEWER MOVING PARTS
ENGINEERED TO LAST



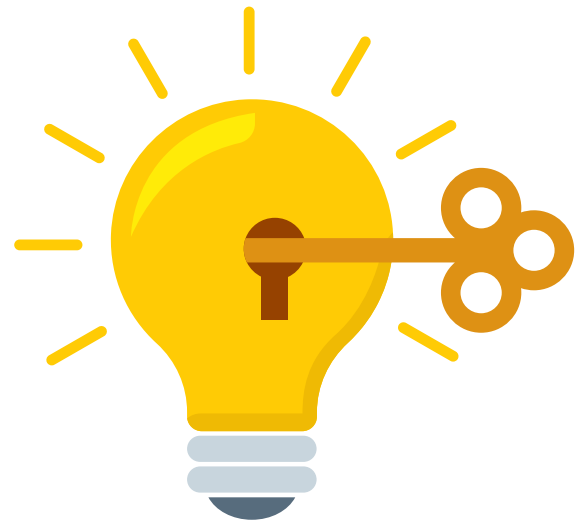
Visit Booth #213 at the 2020 NAID & PRISM International Conference & Expo

Take Advantage of Your Member Resources

As a NAID and/or PRISM International member representative, you can access exclusive members' only educational content and marketing resources, update your membership information, and register for events.

Login to the Member Portal and Visit My Digital Library for Exclusive Access to Resources.

www.isigmaonline.org/membership/member-portal/

A white truck with a large trailer. The trailer has a blue and white design with the words 'SHREDDING' and 'UNLOADERS FOR SHRED TRUCKS & FACILITY APPLICATIONS'. The Keith Walking Floor logo is visible on the side of the truck.

UNLOADERS FOR SHRED TRUCKS & FACILITY APPLICATIONS

KEITH WALKING FLOOR®

www.keithwalkingfloor.com

Visit Booth #708 at the 2020 NAID & PRISM International Conference & Expo

The logo for Commodity Resource & Environmental, Inc. (CRE) is on the left, featuring a stylized 'CRE' inside a shield-like shape. To the right is a small, square image of a chest X-ray.

COMMODITY RESOURCE & ENVIRONMENTAL, INC.

CA\$H for Your Film

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Email: Stacy Aesoph saesoph@creweb.com
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Advertiser Index

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Allegheny Shredders ●●●	www.alleghenyshredders.com	Inside Front Cover
Alpine Shredders Limited ●●●	www.alpineshredders.com	47
American Baler ●●●	www.americanbaler.com	25
Commodity Resource & Environmental, Inc. ●●●	www.creweb.com	47
DACS, Inc. ●●●	www.dacsinc.com	5
Downstream Data Coverage ●●●	www.downstreamdata.com	Inside Back Cover
EZshred Software Systems ●●●	www.ezshred.com	9
Jake, Connor & Crew ●●●	www.jakeconnorandcrew.com	Outside Back Cover
Keith Walking Floor ●●●	www.keithwalkingfloor.com	47
O'Neil Software, Inc. ●●●	www.oneilsoft.com	4
Prime Compliance ●●●	www.thehipaaman.com	47
REB Storage ●●●	www.rebstorage.com	14
Record Nations ●●●	www.partners.recordnations.com	13
Shred Nations ●●●	www.partners.shrednations.com	13
Shred-Tech ●●●	www.shred-tech.com	21
Vecoplan, LLC ●●●	www.vecoplanllc.com	31
VERO ●●●	www.veroidsolutions.com	3

UPCOMING EVENTS

2020 Annual Conference

Orlando, FL
May 14-16, 2020

CANCELED

CSDS Exam

Orlando, FL
May 14, 2020

For more details about i-SIGMA events, visit www.isigmaonline.org

CLASSIFIED ADS

Want to place a classified ad for used equipment, trucks, or shelving and racking? The iG Direct™, the bimonthly e-newsletter for NAID & PRISM International, is the perfect outlet to spread the word. For \$99, Active Members may place an ad that will be seen by subscribers in the secure data destruction and records and information management industry. Your ad will contain an email link of your choice and an image of the item you are selling. Run the listing for additional issues for just \$50 per issue.

Contact advertising@isigmaonline.org.

Remember, i-SIGMA not only reports the news about the secure data destruction and RIM industry, it makes the news.

Contact media@isigmaonline.org.

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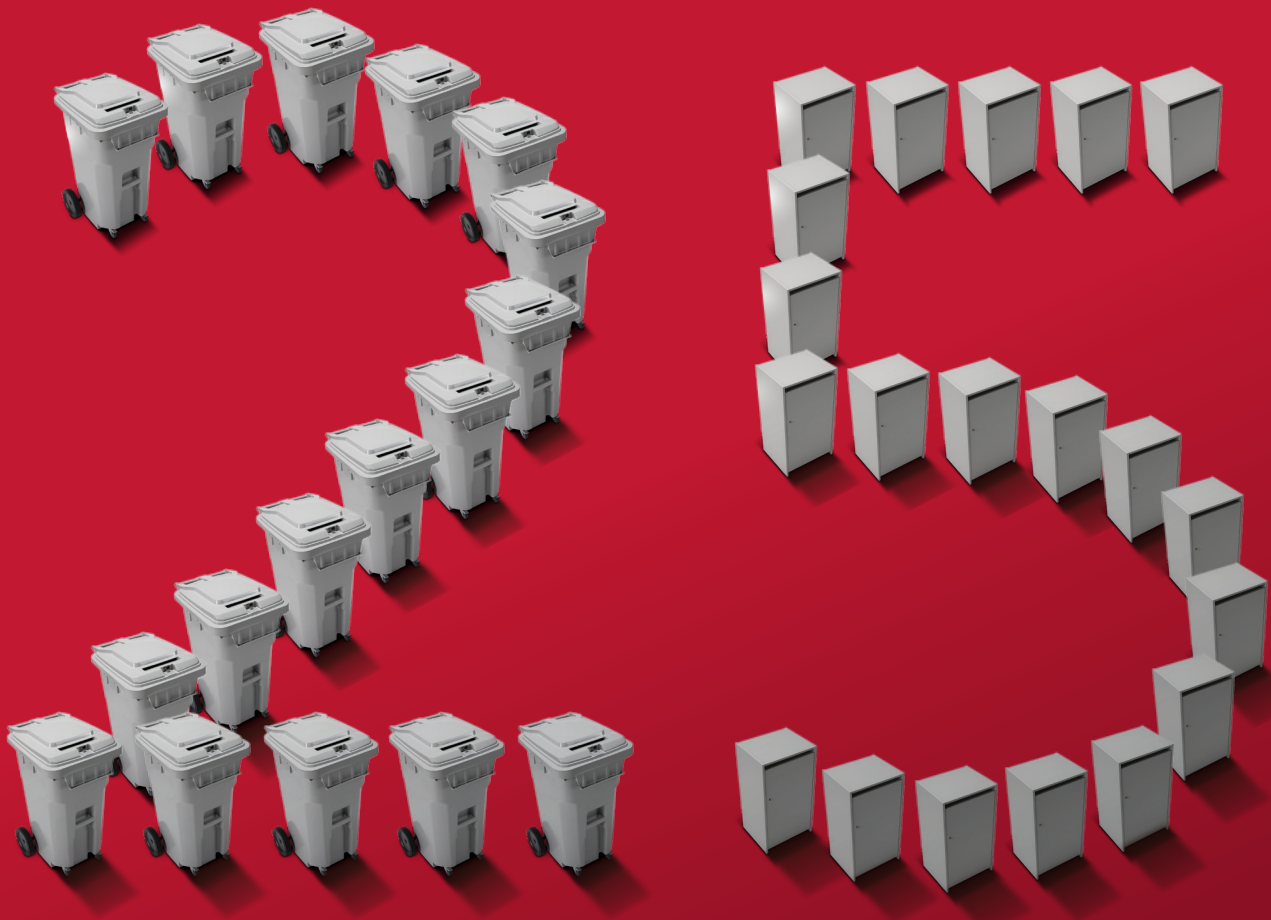
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- Intentional Acts
- Client Data Breach Notification Costs
- Emergency Remediation
- Data Extortion



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jakeconnorandcrew.com

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