

Process to wipe drives in “purchased” copier, printer, multifunction copier/printer, and fax machines

1. Agency enters a work order with BIT Help Desk indicating a “purchased” device is being replaced and the hard drive needs to be wiped  
The below information should be sent with the request:
  - Agency and location (building/town)
  - Agency contact person and phone number
  - Copier brand and model
  - Copier serial number
2. Help Desk assigns ticket to appropriate LAN Services team
3. LAN Services clears memory of email addresses, fax numbers, etc. while onsite.
4. LAN Services removes hard drive from device, connects the drive to a computer via USB to hard drive cable and runs WipeDrive with a 3 pass option.  
LAN Services attaches the BIT Label confirming the unit has been checked.
5. Agency can then surplus the device – by completing and submitting the Computer Surplus Form attached.

Process to wipe drives in “leased” copier or multifunction copier/printer:

1. BOA(Central Duplicating) or Agency enters a work order with BIT Help Desk indicating a “leased” copier or a multifunction copier/printer is being replaced and the hard drive needs to be wiped  
The below information should be sent with the request:
  - Agency and location (building/town)
  - Agency contact person and phone number
  - Copier vendor
  - Vendor contact
  - Vendor phone number
  - Copier brand and model
  - Copier serial number
2. BOA or Agency will get confirmation of the call ticket being entered. In this confirmation will be a Heat ticket number. This Heat ticket number needs to be given to the vendor
3. Vendor initializes and/or reformats the hard drive onsite;
4. Vendor clears memory of email addresses, fax numbers, etc. while onsite
5. Vendor brings the copier to the home office
6. Vendor contacts the BIT Help Desk – 773-4357 and provides the below information:
  - Heat ticket number
  - Agency and location copier came from
  - Copier location
7. BIT LAN Services gets hard drive from vendor and takes it to their home station
8. BIT LAN Services connects the drive to a computer via USB to hard drive cable and runs WipeDrive with a 3 pass option.
9. BIT LAN Services returns the drive to vendor.

This is a sample of the label BIT will put on the device:



BIT will put a check in the blue box; enter the date and initials of the person inspecting the electronics.