



August 1, 2018

**Overall Procedures for all device types:**

Create a Service Desk ticket in KACE, or the SCSM/Cireson help desk solution, using the title “Sanitization of Device [ABC]”. In place of [ABC] enter the device’s actual name. As an example, “Sanitization of Device D0001815P52”. If the device does not have a name, or it is unknown, then please use the device’s model and serial number in place of its name. As an example, “Sanitization of Dell Latitude E6440 Laptop Serial #2J5P9F-TEW3310J”.

After the service desk ticket has been created, follow the guidance listed below based on the type of device that needs to be sanitized.

After the device has been sanitized, the employee who performed the procedure must complete the COT-F108 form “Commonwealth of Kentucky” Record of IT Sanitization” and securely tape it to the device prior to dispatching it to its next destination; such as re-use, surplus, or end of life physical destruction.

Following the completion of the sanitization, the employee who is responsible for the procedures should close the KACE or SCSM/Cireson help desk ticket.

**DEVICE TYPES:** The device types in use at the KCOJ are listed below. Each device type has a specific set of procedures that the employee responsible for sanitization should follow. The specific set of procedures can be found within the attached corresponding procedures documentation:

<b>DEVICE</b>	<b>CORRESPONDING PROCEDURES DOCUMENT</b>
Desktop & Laptop Computers	Follow the instructions in desktop/laptop.
Tablet Computers	Follow the instructions in Apple iPad.
Routers	Follow the instructions in Cisco router.
Switches	Follow the instructions in Cisco switch.
Physical Servers	Follow the instructions in Server.
F5 Security Appliance	Follow the instructions in F5 security appliance.
Cisco Desktop Telephones	Follow the instructions in Cisco desktop telephone.
Palo Alto Firewall	Follow the instructions in Palo Alto firewall.
Printers/Copiers	Follow the instructions in printers/copiers.
Mobile Telephones	Follow the instructions in mobile telephone.
Un-interruptible power supply (UPS)	Follow the instructions in UPS network card.
KACE Appliance	Follow the instructions in KACE.
SAN/ESX	Follow the instructions in SAN/ESX.
Wireless Access Points (WAP)	Follow the instructions in WAP.



<b>DEVICE</b>	<b>CORRESPONDING PROCEDURES DOCUMENT</b>
JAVS Computers	Follow the instructions in JAVS computers.
Fujitsu Image Scanners	Follow the instructions in Fujitsu image scanner.
Portable Drives	Follow the instructions in Portable drive.

**Additional Guidance:** Some KCOJ hardware is provided by proprietary vendors and is not identified in the table above. While the hardware is proprietary, the correct sanitization procedure follows the instructions in the above table. Below is an additional table listing some of that proprietary hardware and the corresponding instructions to be followed for sanitization:

<b>DEVICE</b>	<b>INSTRUCTIONS</b>
SecureWorks Servers	Follow the instructions in Server.
JAVS Vidyo Servers	Follow the instructions in Server.
Brocade Fiber Switch	Follow the instructions in Server.
iDRAC Controller	Follow the instructions in SAN/ESX (page 3).
Cisco UCS C-Series Rack Servers	Follow the instructions in Server.