



Process Automation: The 'Can't Miss' Ingredient for Efficient End-of-Life Data Protection

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LET'S TALK!

- Data Regulations & How ITAMs can Prove Compliance
- Data Sanitization Methods and Best Practice
- Building Data Erasure into Existing Processes, Including ServiceNow Workflows
- Supporting CSR and ESG Initiatives through IT Asset Re-use

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Data Regulations & How ITAMs can Prove Compliance

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Data Privacy on the Rise

- By year-end 2023, 75% of the world's population will have its personal data covered under modern privacy regulations, up from 25% today.
- Before year-end 2023, more than 80% of companies worldwide will be facing at least one privacy-focused data protection regulation.
- Through 2024, privacy-driven spending on data protection and compliance technology will break through to more than \$15 billion worldwide.

Gartner

"Growing concerns about data privacy and security, leakage, regulatory compliance, and the ever-expanding capacity of storage media and volume of edge computing and IoT devices are making robust data sanitization a core C-level requirement for all IT organizations."



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NIST 800-88R1 – A global reference since 2014

A U.S. government document that provides methodical guidance when it comes to sanitizing data from electronic storage media and how to implement secure best practices.
Implementation – Verification – Audit trail


NIST

National Institute of Standards and Technology
U.S. Department of Commerce

Purge: The highest security level, can be achieved for both HDD and SSD drives.

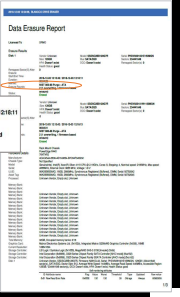



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What is your solution to be able to produce the erasure certificate required from ISO standards and NIST 800-88 guidelines?





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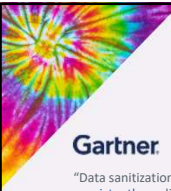
Data Sanitization Methods & Best Practice



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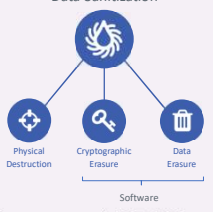
Data Protection includes Data Sanitization

Gartner

“Data sanitization is the consistently applied, disciplined process of reliably and completely removing all data from a read/write medium so that it can no longer be read or recovered.”

What Methods Achieve it?


Data Sanitization




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graph TD; A[Data Sanitization] --> B[Physical Destruction]; A --> C[Cryptographic Erasure]; A --> D[Data Erasure]; B --- E[Software]; C --- E;
```

Physical Destruction Cryptographic Erasure Data Erasure

Software




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Building Data Erasure into Existing Processes, Including ServiceNow Workflows



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- ServiceNow is the leader in the 2020 Gartner Magic Quadrant for IT Service Management (ITSM) Tools
- Market presence - global reach with strong brand recognition
- They dominate customer shortlists for ITSM
- ITSM tool revenue market share grown four times as much of its closet competitor
- Strong partner ecosystem

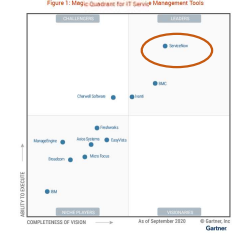




Figure 1: Magic Quadrant for IT Service Management Tools

As of September 2020



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Business Concerns

- Costly secure transportation
- Risk of Punitive Measures For Asset Loss/Breach
- Corporate Integration/Automation
- Increasing Regulation (Legal hold/Retention)
- Inconsistent Processes
- New devices / device types/Lease or owned?
- Threat of Data Loss
- Shift to homeworking - Increasing assets
- Employee Turnover

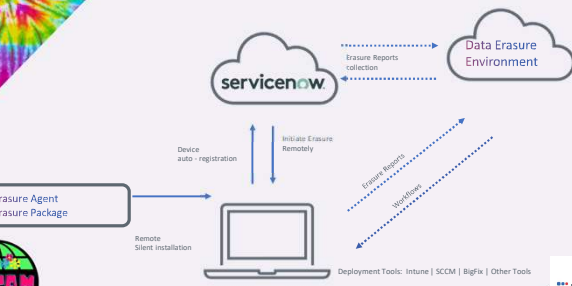


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Data Erasure Configuration




The diagram illustrates the data erasure configuration process. It shows a laptop representing a device, connected to a cloud labeled 'servicenow'. Arrows indicate the flow of data and commands: 'Device auto-registration' from the device to the cloud, 'Initiate Erasure Remotely' from the cloud to the device, and 'Erasure Reports collection' from the device back to the cloud. A box on the left lists '1. Erasure Agent' and '2. Erasure Package', with an arrow pointing to the device labeled 'Remote Silent installation'. At the bottom, it lists 'Deployment Tools: Intune | SCCM | BigFix | Other Tools'. On the right, a cloud labeled 'Data Erasure Environment' is connected to the 'servicenow' cloud via a double-headed arrow.



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Threat of
Data Loss

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System	Asset	Asset ID	Asset Name	Asset Type	Asset Status	Asset Location	Asset Date	Asset User
System 1	Asset 1	10000000000000000000	Asset 1	Asset 1	Asset 1	Asset 1	Asset 1	Asset 1
System 1	Asset 2	10000000000000000000	Asset 2	Asset 2	Asset 2	Asset 2	Asset 2	Asset 2
System 1	Asset 3	10000000000000000000	Asset 3	Asset 3	Asset 3	Asset 3	Asset 3	Asset 3
System 1	Asset 4	10000000000000000000	Asset 4	Asset 4	Asset 4	Asset 4	Asset 4	Asset 4
System 1	Asset 5	10000000000000000000	Asset 5	Asset 5	Asset 5	Asset 5	Asset 5	Asset 5
System 1	Asset 6	10000000000000000000	Asset 6	Asset 6	Asset 6	Asset 6	Asset 6	Asset 6
System 1	Asset 7	10000000000000000000	Asset 7	Asset 7	Asset 7	Asset 7	Asset 7	Asset 7
System 1	Asset 8	10000000000000000000	Asset 8	Asset 8	Asset 8	Asset 8	Asset 8	Asset 8
System 1	Asset 9	10000000000000000000	Asset 9	Asset 9	Asset 9	Asset 9	Asset 9	Asset 9
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System 1	Asset 11	10000000000000000000	Asset 11	Asset 11	Asset 11	Asset 11	Asset 11	Asset 11
System 1	Asset 12	10000000000000000000	Asset 12	Asset 12	Asset 12	Asset 12	Asset 12	Asset 12
System 1	Asset 13	10000000000000000000	Asset 13	Asset 13	Asset 13	Asset 13	Asset 13	Asset 13
System 1	Asset 14	10000000000000000000	Asset 14	Asset 14	Asset 14	Asset 14	Asset 14	Asset 14
System 1	Asset 15	10000000000000000000	Asset 15	Asset 15	Asset 15	Asset 15	Asset 15	Asset 15
System 1	Asset 16	10000000000000000000	Asset 16	Asset 16	Asset 16	Asset 16	Asset 16	Asset 16
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System 1	Asset 100	10000000000000000000	Asset 100	Asset 100	Asset 100	Asset 100	Asset 100	Asset 100

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Intelligent Business Routing (IBR)

Use Case: Define standardized test process




- What is it?
- Intelligent Business Routing is a business process management tool. It features workflows built with widgets/actions that do a certain task (start, erase, report, condition, end, etc.).
- Key facts:
- Fully customizable: based on customer needs/model specific, etc.
- Automated: little to no interaction with the operator
- Efficient: fast and scalable to reduce labor costs
- Innovative: consolidate multiple tasks into one process at one workstation.

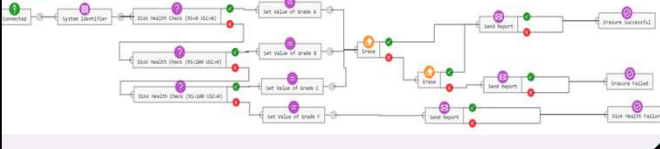
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Intelligent Business Routing (IBR)

Use Case: Define standardized test process





```
graph LR; Start([Start]) --> SystemIdentify[System Identify]; SystemIdentify --> HealthCheck[Health Check (20:00:00)]; HealthCheck --> SetGradeA[Set value of grade A]; HealthCheck --> SetGradeB[Set value of grade B]; HealthCheck --> SetGradeC[Set value of grade C]; HealthCheck --> SetGradeD[Set value of grade D]; SetGradeA --> SendReportA[Send Report]; SetGradeB --> SendReportB[Send Report]; SetGradeC --> SendReportC[Send Report]; SetGradeD --> SendReportD[Send Report]; SendReportA --> SuccessA([Success]); SendReportB --> SuccessB([Success]); SendReportC --> SuccessC([Success]); SendReportD --> SuccessD([Success]);
```

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Unique Benefits of ServiceNow integration

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Conclusions

Security	Meet data security and data protection requirements and remove chain of custody risk.
Efficiency and Accountability	Significant improvements in deployment, erasure control, reporting and auditing. Reduce engineer/tech time and cost spent on outdated processes.
Scalable solutions	We scale to you and your customer's needs, from individual devices to enterprise-scale server clusters.
Asset lifecycle extension/ Sustainability	Certified secure erasure allows for extended lifecycles of data storage devices and options to re-use, repurpose or resell devices as you and your customer sees fit.

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Supporting CSR and ESG Initiatives through IT Asset Re-use

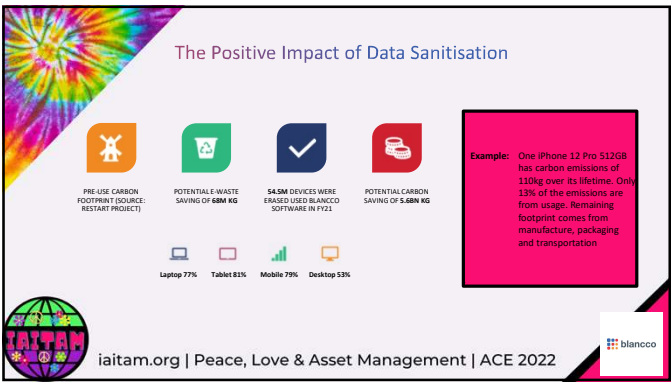
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IMPORTANT POINTS

Check current data sanitization methods meet compliance requirements for all asset types

Ensure security & compliance and chain of custody "No equipment leaves our sites with data on it." CIO, Fortune 500

Is your IT end-of-life policy harming the environment and can it support your organizations ESG & CSR initiatives



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