



IAITAM ACE

May 7-9, 2024 The M Resort  Las Vegas, NV

Should You Remove Device Locks When Retiring IT Assets?

Neil Peters-Michaud

Cascade Asset Management

Finding your IAITAM Oasis



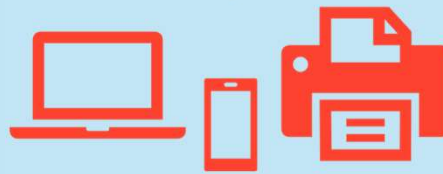
Securing Endpoint Device While in Use

Reasons Why It is Important



THEFT PROTECTION

A locked or managed device is less likely to be stolen



RESTRICT ENDPOINT ACCESS

Protect the data stored on the device



PROTECT ENTERPRISE SERVICES

An endpoint can be a cybercriminal's doorway to corporate data



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Poll Question



What types of security locks is your organization currently using?

- ❓ Mobile Device Management (MDM)
- ❓ Password Locks (BIOS, computer, drive)
- ❓ Computrace, Absolute, or other anti-theft system
- ❓ Other



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Securing Endpoint Device While in Use

Available Options



Drive Encryption

- Prevents access to the data on the drive
- Still allows drive to be wiped and reused



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Securing Endpoint Device While in Use

Available Options



Mobile Device Management (MDM)

A software tool that enables an IT Department to secure, monitor, manage, and enforce policies on smartphones, laptops, tablets, and IoT devices.



Windows AutoPilot



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Securing Endpoint Device While in Use

Available Options



End Point Security

A persistent module is built into the computer hardware to track the location of the device when connected to the Internet.

Computrace[®]
BY **Absolute** Software

 **SentinelOne**[®]
Singularity



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 **CASCADE**
ASSET MANAGEMENT

Securing Endpoint Device While in Use

Available Options



Password Locks

ACTIVATION LOCKS

Find My iPhone – Apple ID

Tied to an individual user and not the enterprise so it may not be easily accessible

DEVICE PASSWORDS

Power-On Password or BIOS Lock

- **Power-On Password:** Prevents the device from booting
- **BIOS Password:** Prevents access to BIOS
- *Removable media can still be accessed without the host BIOS*



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Securing Endpoint Device While in Use

Available Options



Additional Security Locks



DRIVE LOCKS

Hard Drive or SSD Lock

A password is required to access or erase the data

A computer can still be used if the drive is replaced

FIRMWARE LOCKS

Applies to Apple Products & Some Mobile Devices

A password is required to access security settings and boot options



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Poll Question



When is the right time to remove a security lock?

- ① When the device is no longer in use
- ② Once the device is wiped
- ③ When the title is transferred to an ITAD provider or another user



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When to Release a Security Lock

The Right Stage of the Process



When the device's data is being sanitized



When ready to repurpose the device



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Reasons to Unlock a Device

Rather Than Recycling It



Reusing or reselling a device provides value



Deactivating locks saves on software subscription costs



The environmental impact of extending a device's life is greater than recycling it



Unlocking and electronically sanitizing a device is more secure



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Coordinating Unlocking with the ITAD Provider

The Keys to a Successful Program



TRACEABILITY

Assets are recorded and tracked as they move from the enterprise to the ITAD provider

The title and responsibility for the device and the data are transferred from the enterprise to the ITAD provider



COMMUNICATION

The ITAD provider . . .

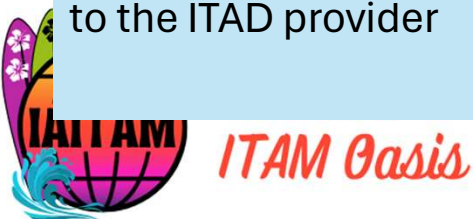
- ✓ Notifies the enterprise when assets are received
- ✓ Provides a detailed list of device serial numbers
- ✓ Offers AMDB tool integration via API



UNLOCKING METHODS

MDM Locks: The enterprise de-enrolls the device OR the ITAD is entrusted to act as an agent

Password Locks: The ITAD offers secure password-sharing software and has tools to store and manage passwords



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When Unlocking Is Not Allowed

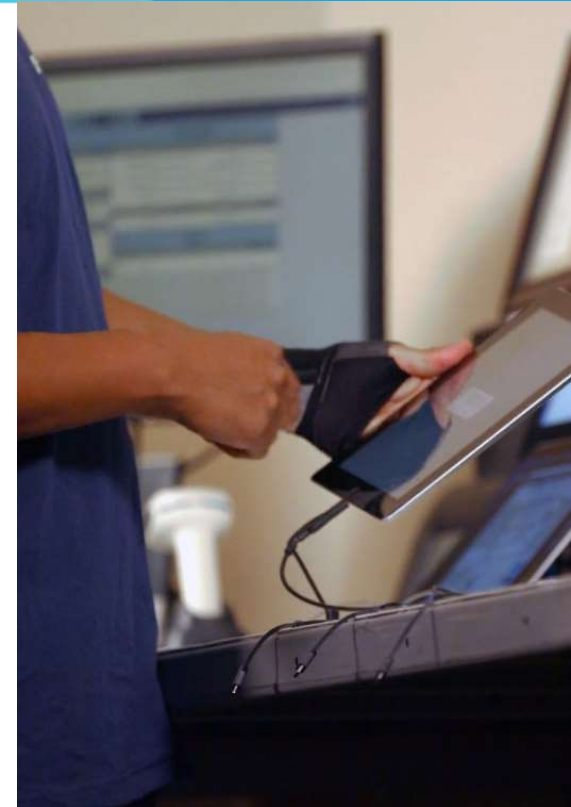
Next Steps if the ITAD Provider Cannot Be Trusted

Quarantine & unlock the devices yourself

- Send an authorized person to unlock the devices at the ITAD provider's facility
- Request the ITAD provider securely return the devices so you can unlock



Responsibly recycle the devices



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Poll Question



Do you currently allow your ITAD vendor to remove security locks from devices?

- ? Yes
- ? No
- ? We currently do not, but would consider it
- ? Other



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Validate the Process

Tips for Checking the Unlocking and Sanitization Process



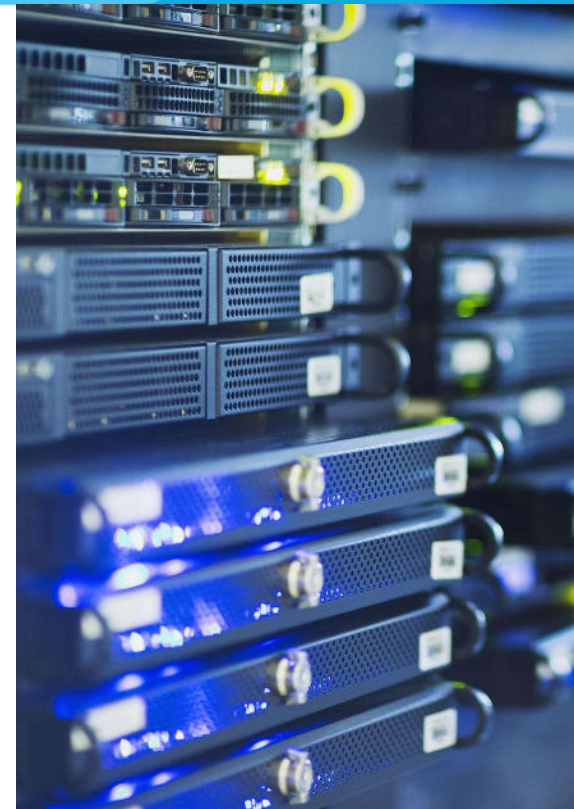
Review the Certificates of Data Destruction



Verify the MDM/persistence agent has been removed from the device



Perform sample testing and audit the process



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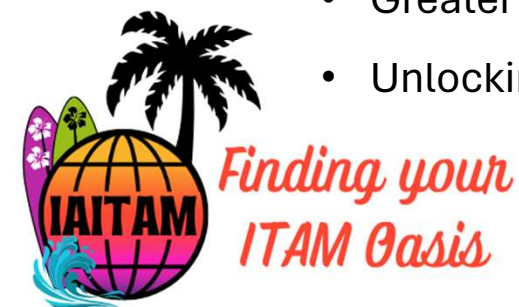
In Summary

Unlocking Devices Offers Many Benefits

- Locking devices is a smart security practice
- Once devices are no longer needed and data is destroyed, unlock the device
- Coordinate the process with your ITAD provider
- Benefits to unlocking devices include:
 - Generating value by reusing or reselling devices
 - Deactivating software saves on subscription costs
 - Greater environmental impact than recycling
 - Unlocking and sanitizing is more secure



Windows AutoPilot



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Additional Resources

Check out our blog post:
**Remove Security Locks from IT
Devices**

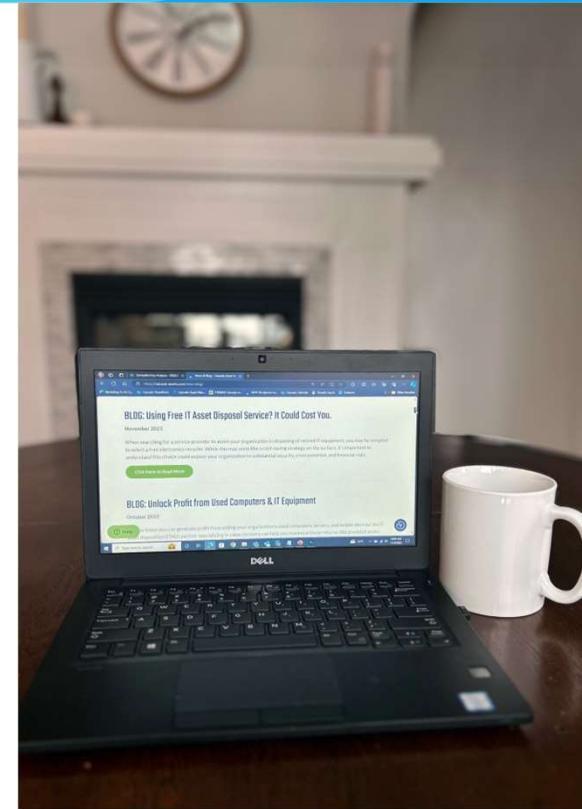
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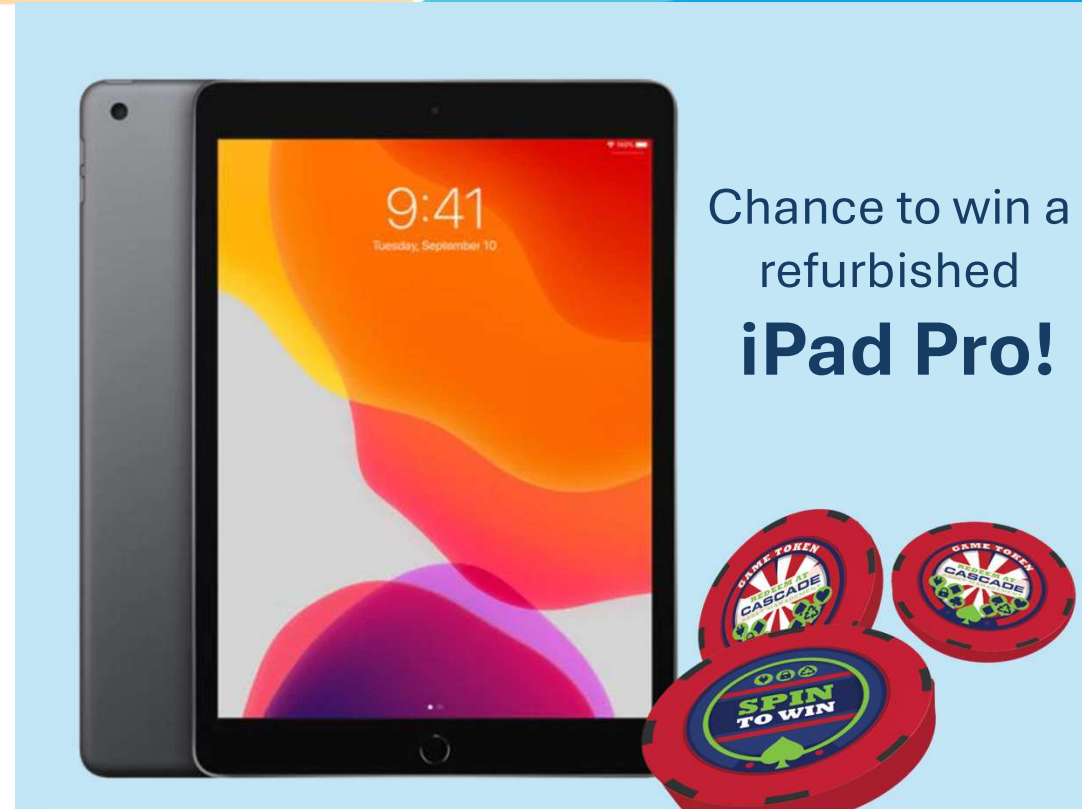
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