

Office Equipment QPA # 10057

Contractor: IKON Office Solutions

Data Security Updates

**Gina Kerr, IDOA Contract Manager
January 18, 2011**



Data Security Needs

- What's driving the need for increased security?
 - We have to be sure that what could be physically stored on the hard drive is protected.
- What does it mean if security measures are not in place?
 - We could be open to having personal/confidential information compromised.



Data Security Updates Overview

- Enhanced contract language
- Contract Management Team tracking
- QPA# 10057 - (3) prong approach
 - Existing Ricoh units
 - New Ricoh units
 - Canon units
- Owned Equipment
 - from this contract and previous equipment contracts
- Reference Items:
 - IDOA Office Equipment Security Form



Existing Ricoh Equipment

- Data Overwrite Security Systems (DOSS) Kit installation on site
- Will happen within the next 3 months (1/1/2011 – 3/31/2011)
- IDOA Office Equipment Data Security Form – completed by IKON and State employee – keep on site.
- RICOH Machines that DO NOT have hard drives are: Ricoh MP 161, Ricoh MP 2000, and Ricoh MP 2500



New Ricoh Equipment

- DOSS Kit installation before delivery as of June 1, 2010.
- During machine set up/training, IKON staff can provide DOSS kit installation information.



Existing Canon Equipment

- Hard Drive Surrender process
- IDOA Office Equipment Data Security Form and Pre-paid delivery box from IKON.
- CANON Machines that DO NOT have hard drives are: Canon iR 1023, Canon iR 1670, Canon iR 2020, and Canon iR 2020i

Indiana Department of Administration Office Equipment Data Security for QPA#10057	
Form Instructions: This document is to verify the particular transaction taking place as shown below, and be included as a key component to the Chain of Custody. Document Author: Gina Kerr, IDOA Contract Manager. gkerr@idoa.in.gov 317-234-4998	
Transaction Option: (check applicable box) <input type="checkbox"/> Data Overwrite Security Systems ("DOSS") kit Installation Acknowledgement <input type="checkbox"/> Hard Drive Removal Acknowledgement	
IKON Office Solutions: Section to complete	
I, _____, service professional of IKON Office Solutions, do hereby attest that the <input type="checkbox"/> Data Overwrite Security Systems ("DOSS") kit was installed into _____ (machine make & model) of system/ machine serial # _____ on ____/____/____ (date), at _____ (state agency location). <input type="checkbox"/> Hard Drive was removed from _____ (machine make & model) system/ of machine serial # _____ hard drive serial # _____ on ____/____/____ (date), at _____ (state agency location) at address _____	
Attested by: _____ Print Name: _____ Title: _____ Date: _____	
State Agency: Section to complete	
I, _____, State Agency representative, do hereby attest that the <input type="checkbox"/> Data Overwrite Security Systems ("DOSS") kit was installed into machine with serial # and additional information as represented in the above IKON Office Solutions section of the document. <input type="checkbox"/> Hard Drive was removed from the machine with serial # and additional information as represented in the above IKON Office Solutions section of the document.	
Attested by: _____ Print Name: _____ Title: _____ Date: _____	
IMPORTANT step to be accomplished by the agency representative within 24-48 hours of hard drive removal:	
<ul style="list-style-type: none"> • If OFF Government Campus: If the Hard Drive was removed, place it in IKON's pre-paid shipping envelope that has a pre-assigned UPS tracking #, and mail to the Indiana Office of Technology at: Indiana Office of Technology, Attn: IOT Surplus, 601 W. McCarty Street, Suite 100 Indianapolis, IN 46225. ➤ TRACKING # from prepaid envelope: _____ • If ON Government Campus: Please deliver to IOT at 100 N Senate Ave, Suite N551 Indianapolis, IN 46204. Attention: IOT's Office Equipment Data Security contact, Ron Wood. 	
Indiana Office of Technology (IOT): Section to complete	
I, _____, IOT representative, received the Hard Drive that was removed from the machine with serial # and additional information as represented in the above IKON Office Solutions section of the document. Attested by: _____ Print Name: _____ Title: _____ Date: _____	
IMPORTANT once hard drive is received:	
<ul style="list-style-type: none"> • After all signatures are present on form, IOT representative to scan and send copy to IDOA Contract Manager @ gkerr@idoa.in.gov OR IDOA Procurement fax # 317-234-7312 & IKON representative at yndrpacker@ikon.com OR IKON fax # 317-347-6514 (unless otherwise requested). 	



Data Security continued

If machine DOES NOT have hard drive:

- Confirm from Vendor whether machine has hard drive or not.
- Option #1 – If NO; Acquire letter for record from Vendor if they confirm NO Hard Drive.
- Option #2 – If YES; Acquire letter for record from Vendor stating surrender of hard drive to agency, and ensure hard drive is surrendered. They give State Surplus hard drive with copy of record to sign off on hard drive transfer.

If machine DOES have hard drive or is State OWNED:

- Contact State Surplus for pick up: State Surplus at 601 West McCarty Street, Indianapolis, IN 46225; Phone: (317)-234-3685. State Surplus has procedures for hard drive destruction if owned property.



Data Security References

- IDOA Office Equipment Data Security Form
- *To view the Data Security form, visit:*
<http://www.ikon.com/extranet/Indiana/> under caption link Hard Drive Security. Instructions posted on form.



**Equipment Maintenance Management Program (EMMP)
QPA # 11437**

The Remi Group, LLC

**Gina Kerr, IDOA Contract Manager (as of 11/8/2010)
January 18, 2011**



EMMP QPA#11437

- What is the Equipment Maintenance Management Program?



Typical Qualifications

1. Does your agency have service contracts and/or warranties on any of its electronic equipment?
2. Have you acquired any new electronic equipment recently or are you planning on acquiring any equipment in the near term?
3. Have you experienced issues when dealing with electronic equipment failure?
4. Have you met or talked to Ben Fuelberth about the Remi Equipment Maintenance Program?



General Office

- Automated Filing Systems
- Collating Machines
- Dictation Equipment
- Endorsers
- Fax Machines
- Microfiche & Microfilmers
- Printers
- Shredders
- Time Clocks
- Typewriters
- Word Processing Equipment

Communication

- Audio/Visual Systems
- Intercoms
- Pagers
- Paging Systems
- Radios
- Telephone Switches
- Telephone Systems
- Voice Mail Systems

Information Technology

- Archiving Appliances
- Laptops
- Network Devices
- Network Storage
- PC's & Peripherals
- Servers

Mail Room

- Addressing Systems
- Bar-coding Equipment
- Binding Machines
- Bursters/Cutters
- Collators/Decollators
- Conveyers
- Ink Jet Addressing
- Ink Jet Drying
- Inserter Systems
- Labeling Systems
- Mail Machines
- Sorters

Security

- Alarm Systems
- Card Access Systems
- Vaults & Safes
- Video Surveillance Systems

Research/Laboratory

- Clinical Analyzers
- Densitometers
- Electron Microscopes
- Gamma Counters
- Lasers
- Optical Microscopes
- Physiological Monitors
- Sleep Labs
- Spectrophotometers

POS Equipment

- Barcode Scanners
- Cash Drawers
- Check Readers
- Keyboards
- Monitors
- Printers
- Terminals

Printing Equipment

- Binding Machines
- Collators
- Color Presses
- Counters
- Electronic Hole Punchers
- Folding Machines
- Image Scanners
- Inserter Systems
- Saddle Stitches
- Scanning Densitometers
- Scorers
- Shrink Wrap Systems
- Trimmers

Law Enforcement

- 911 Systems
- Breathalyzers
- Defibrillators
- Fingerprint Systems
- In-Car Video Systems
- Laptops

And other equipment that is basically electronic in nature.



Benefits of the Remi EMMP

Cost Reduction

- Reduces current equipment maintenance expenditures by 25% compared to conventional service contract pricing.

Singular Contract

- Consolidates all of your current service contracts into ONE comprehensive program, eliminating the high costs and inefficiencies of multiple vendor service contracts.

Choice of Service Vendor

- We work with national and local service companies and will dispatch your preferred service vendor. This gives you the ability to choose service vendors based on responsiveness, customer service, and quality, ensuring that you are receiving the highest level of service available.

Service Management System

- We manage your service call from start to finish. One toll free number for all covered equipment service calls and real-time tracking of each service event ensures that your equipment is maintained properly and fixed right the first time.

Online Management Reports via Remi Online

- Online reports enable you to easily access information such as equipment inventory, repair history, equipment performance, and service vendor performance.

Guaranteed Budget

- Solidifies your maintenance budget and protects your investment by providing a “capped cost” solution.



Let's Get Acquainted

For New Opportunities:

- Ben Fuelberth (primary)
- Terry Quinn (secondary)

For Billing, Day-to-day Account Management:

- Aimee Goodman



Ben Fuelberth



Reference Information

IDOA website for The Remi Group QPA:

- <http://www.in.gov/idoa/2653.htm>

EMMP Contact(s)

- **Aimee Goodman**, Account Management (Quotations, Billing, etc.),
 - agoodman@theremigroup.com or 704.602.0837 or toll free at 888.451.8916
- **Dispatch** is (866) 296-4847
- **Ben Fuelberth**, Business Development
 - ben.fuelberth@aon.com or 317.237.2424

State Contact

- **Gina Kerr**, Vendor Manager, Indiana Department of Administration
 - gkerr@idoa.in.gov or 317.234.4998

