

Guidelines for Surplus Services at ARDC Data Center

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1. Purpose and Scope

This document provides a comprehensive overview of the surplus services available to UT System clients with equipment hosted in the ARDC Data Center. The service includes equipment removal, secure staging, compliant transport, and processing through UT Dallas (UTD) Surplus.

The ARDC and UTD Surplus teams jointly coordinate secure transport and compliant processing. While no guaranteed timeline for transport is offered, all procedures uphold:

- ARDC and UTD policy standards
- State of Texas surplus and data destruction regulations
- Secure handling throughout the process

This service does not assume responsibility for long-term storage of idle or unclaimed equipment.

2. Eligibility

Surplus services are available to all UT System customers with active equipment located within ARDC racks. To initiate service, clients must complete all required surplus documentation—including UTD forms and any internal entity-specific forms—prior to scheduling.

3. Client Responsibilities

Clients play a critical role in ensuring a smooth surplus process. Responsibilities include:

- Completing all required surplus forms accurately before service begins.
- Providing detailed equipment information, such as asset tags, serial numbers, and descriptions for tag-less items.
- Clearly identifying any items **not** intended for surplus (e.g., PDUs, cables, rails).
- Preparing equipment for removal.
 - The system owner must perform the following before submitting the surplus request:
 - Archive any data in accordance with their own institutional records retention schedule.
 - Wipe the data in accordance with the data destruction requirements in UTS-165.
 - The preferred option is to electronically sanitize the hard drives prior to surplus, but physical destruction is another option (see section 6 below).
 - For further reading, please see UTS 165.2.2.4.2
 - Performing a clean shutdown.
- Requesting and confirming any required hard drive removal or destruction after sensitive data is removed.
- Identifying optional services needed (e.g., deinstallation, palletizing, temporary holding).
- Ensuring rack access for requests needing ARDC staff assistance.
- Maintaining timely communication with ARDC and UTD staff during scheduling and updates.

4. Processes

4.1 Initiation Process

- Client submits an ARDC service ticket along with the required UTD surplus form(s).
 - Link to forms/tickets/published web information.
 - ARDC and UTD confirm receipt of all documentation.
 - Upon confirmation, ARDC activates the surplus process.
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4.2 ARDC Process

- ARDC verifies that equipment in the rack matches the information provided in the ticket and forms.
 - Upon request, ARDC staff may uninstall client equipment.
 - Equipment is transferred to a secure ARDC staging space for temporary storage.
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4.3 UTD Process

- UTD logs asset details—such as serial numbers—into the asset tracking system.
 - ARDC and UTD coordinate a mutually agreed transport date and time.
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4.4 Transport Process

- UTD verifies that equipment staged at ARDC matches the submitted documentation.
 - UTD transports the equipment to its surplus receiving facility.
 - On arrival, equipment is re-verified.
 - If requested, UTD removes and destroys hard drives in accordance with State of Texas compliance standard.
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4.5 Chain of Custody Process

Each handoff is documented to preserve accountability and compliance

- **Rack removal → ARDC secure storage → Transport → UTD Surplus**
 - Tracking includes equipment IDs, serial numbers, and responsible personnel at each stage.
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5. Optional Services

Clients may request optional service enhancements, including:

- Equipment uninstallation from ARDC racks
 - Short-term (30-day) holding of non-surplus items for client pickup
 - Items not retrieved within 30 days may be disposed of or surplus
 - Palletizing and wrapping for transport
 - Hard drive disposal services
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6. Hard Drive Elimination and Compliance

- **Removal:** UTD removes hard drives upon request.
- **Destruction:** Drives are physically destroyed according to State of Texas surplus and data destruction regulations and State compliance requirements.
- **Notification:** The signed surplus form serves as the Controller's Office notification of destruction, provided the drive remains paired with the original asset.

To get started, please email GRP-CCSARDC@utsystem.edu for directions to the service.