



## **AERC RECYCLING**

**SECURE DATA DESTRUCTION AND SURPLUS (SDDS)**

**VA-040917-DYNT**

**SURPLUS EQUIPMENT PROCESSING  
GETTING STARTED DOCUMENT 2 OF 3**

VERSION 2.0

<https://www.covsdds.com>

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## Introduction to Secure Data Destruction and Surplus

AERC.COM, Inc. (AERC Recycling) is proud to have been awarded the Secure Data Destruction and Surplus (SDDS) contract, VA-040917-DYNT by Virginia Information Technologies Agency (VITA) in October 2004. AERC has been working diligently to maintain and grow the program that allows qualified organizations use of the SDDS system to surplus all qualified technology devices within the Commonwealth of Virginia. AERC continues the strategy of the SDDS online system...creating a long-term surplus application that is available to all users of the SDDS contract.

Highlights of the SDDS system are as follows:

- Internet based.
- Secure 128 Bit SSL encrypted site to protect your information.
- Username and Password protected.
- Tiered user authorization for surplus registration and surplus approval.
- Can manage single locations or multiple locations at the same time.
- Dynamic costing model to allow forecasting of SDDS costs.
- Complete tracking capability down to a single unit from initial equipment registration to the final destination of resale, donation or destruction.
- Allows for online creation and archiving of data and unit destruction certifications that comply with electronic signature and VITA ITRM security documentation requirements.
- Reports revenue returns to the Commonwealth from resale.
- Allows for the import and export of data to and from other asset tracking systems.

**Note:** Use of the SDDS system is mandatory to use the SDDS contract. DynTek must provide a universal surplus tracking system to the Commonwealth. Use of this system is the only means to cover this commitment.

## How the SDDS Program Works

Anyone would think that the surplus of a computer or other technology device is fairly simple. But the potential data security and ecology damage that a computer can yield is enormous. For this reason, VITA has assigned responsibility of technology surplus to AERC. Assignment of this responsibility to a 3rd party vendor allows an organization to focus on the forward momentum of its operation and not worry about items that were displaced from use. The responsibility of securing SDDS items falls to AERC and the accountability of meeting the security and ecological requirements the Commonwealth demands will be the sole responsibility of AERC and no longer that of the organization that uses the SDDS program.

The SDDS Lifecycle (Grey rows highlight what is covered in this document.)

Phase	Milestone	Description	Responsible Organization	Outcome
1	SDDS Registration	Organization applies to use SDDS	DGS, Requesting organization, AERC.	Use of SDDS authorized or denied by DGS.
2	Organization Registration	Organization creates a list of locations where surplus equipment exists as well as a list of users authorized to surplus equipment in those locations.	Requesting Organization	Organization is ready to begin surplus.
3	Equipment Registration	Authorized users in local offices begin the process of registering items identified for surplus.	Requesting Organization	Unique "Batch" profile is created for administrative review. Equipment list is entered into SDDS
4	Batch Audit	Organizations Agency Administrator reviews requested surplus equipment batch and modifies, approves or denies. SDDS Cost is listed at this time.	Requesting Organization	Batch is modified to management approval. Quote generated and PO issued to AERC.
5	Collection	AERC coordinates with client to arrange collection based on the final batch list	Requesting Organization, AERC.	Collection schedule reviewed and approved. Items removed from locations.
6	Validation	AERC validates SDDS information of items that are registered and modifies any discrepancies. Organization can review any changes.	AERC	Items moved to evaluation.
6	Evaluation	Items are evaluated according to their registered information and physical review.	AERC	Items will be resold, donated or destroyed. This is based on the item meeting or failing the evaluation criteria.
8	Sanitization	Data and any other markers identifying the organization are removed.	AERC	Item is ready for redistribution or destruction. Item is certified as ready for reuse or is certified as destroyed.
9	Destination	Item is sold, donated or destroyed. Final report is available to organization.	Requesting Organization, AERC.	Billing
10	Administration	Resale revenue is returned to DGS/Organization Organization is billed for batch processing costs.	DGS, Organization, AERC.	Activity Closure

## Contract Details

Contract Number: VA-040917-DYNT  
Issuing Authority: Virginia Information Technologies Agency  
Type of use: Optional  
Contract Term: 3 Years with 3 Optional 1-Year Extensions  
eVA Supplier Details: AERC.Com, Inc.  
116 Sylvania Road  
Suite E  
Ashland, VA 23005  
United States  
Phone: +1 (804) 798-9295  
Fax: +1 (804) 798-9295  
Email: [amesser@aercrecycling.com](mailto:amesser@aercrecycling.com)

## Contract Contacts

### VITA

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### DGS

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### AERC Program Management

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<https://www.covsdds.com>

You are about to begin phase 3 of the SDDS process as defined in table 1 on page 4 in this document. If you have not looked at the table, please do so now and familiarize yourself with the areas that you and your organization are responsible for. This document focuses on how to successfully process equipment for your organization into the SDDS system. Please refer to the other documents on the SDDS web-site for other activities. Each section in this document will have a phase number, a percentage of completion and identification of responsibility. This will show you where in the process you are and how close you are to completing the SDDS process for your organization.

Example: **1** this means you are now at phase 1

Example: **1 10%** this means you have completed 10% of phase 1.

Example: **AA** Agency Administrator responsibility

Example: **RA** Region Administrator responsibility

Example: **M** Surplus Equipment Member responsibility

### System Requirements

The SDDS system has been designed and tested on the following software platforms and conforms to VITA minimum performance specifications.

Microsoft© Windows 98 SR2  
Microsoft© Windows 2000  
Microsoft© Windows XP Professional  
Microsoft© Windows Vista

Microsoft© Internet Explorer 5 or higher

## Prerequisites

An organization who wants to process surplus equipment must have already completed the following steps.

- Requested a Delegation of Authority to surplus from Department of General Services (DGS.)
- Received approval to surplus from DGS.
- Created a list of facilities that will surplus.
- Created a list of users who will administer and use the SDDS system.

Instructions to complete these tasks are in the first SDDS document, “Agency Registration Instructions.” This document can be downloaded from the “Getting Started” section at <https://www.covsdds.com>

### Who can register equipment for surplus?

AA

Agency Administrator: Can surplus equipment for any facility in their organization

RA

Region Administrator: Can surplus equipment for any facility in their assigned region

M

Member: Can surplus equipment for any facility in their assigned region

### Checklist

Type of Review	Action Item	Description	Next Steps	Questions?
Equipment Compliance	Review Contract	<a href="http://www.vita.virginia.gov/procurement/contractDetail.cfm?contract_id=1000477">http://www.vita.virginia.gov/procurement/contractDetail.cfm?contract_id=1000477</a>	If equipment to be surplus is in-scope move ahead. If not, contact DGS to make other arrangements.	VITA, DGS

Once prerequisites are met, you can move forward and begin the operation of registering equipment into SDDS.

## Accessing the SDDS System

### Making SDDS a Trusted Internet Zone

Newer Microsoft Internet Explorer Systems may not allow you to use the SDDS web-site until you tell your system that this site is safe. This is called a trusted zone site.

If you are having difficulties with SDDS because of a trusted site problem, contact AERC for a document on how to modify your system to allow SDDS to work or talk to your Information Technology Security point of contact about gaining access.

If you do not have this problem, begin by following these instructions:

- Open your Internet Explorer Internet Browser and go to the Internet address:

<https://www.covsdds.com>



Make sure there is an "S" after the http. This makes sure that you are using encryption and that access to the SDDS system is secure.



Look for a padlock icon in the bottom right of your Internet browser to confirm your secure connection.

The SDDS system is always accessed from this point.

## SDDS System Home Page

**Commonwealth of Virginia  
Secure Data  
Destruction and  
Surplus  
DEMONSTRATION  
SITE**

Help

**Links:**

- [www.vita.virginia.gov](http://www.vita.virginia.gov)
- [Master Contract](#)
- [Administrative Procedures Manual](#)
- [VITA Contract Information](#)
- [Request an SDDS Account](#)
- [Forgot your password?](#)

**VITA**  
expect the best

**virginia.gov**

**VITA Contract Administrator**  
Gregory Searce  
[gregory.searce@vita.virginia.gov](mailto:gregory.searce@vita.virginia.gov)

**Tel:** (804) 416-6166  
**Fax:** (804) 416-6361

**Contract:**  
VA-040917-DYNT  
**Issuing Authority:**  
Virginia Information Technologies  
Agency (VITA)

**Overview**  
Welcome to the Secure Data Destruction and Surplus (SDDS) home page. This site allows qualified organizations to surplus and sanitize technology related equipment as specified in the Commonwealth of Virginia SDDS Contract, VA-040917-DYNT. To begin the process of using this system, you must be qualified by the Virginia Department of General Services. Any questions regarding the use of this system should be forwarded to the [COV Program manager](#).

**Com-Cycle**  
www.com-cycle.com  
A wholly owned subsidiary of AERC  
Solutions for Secure Data Management & End-of-Life Electronics

**COV Program Manager:**  
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**Fax:** 804.798.9296  
**News:** [AERC.com, Inc. Announces Acquisition of Secure Data Destruction and Disposal Operations®](#)

**Getting Started**  
[Click Here](#)

Requires Adobe Reader  
[Get Adobe Reader](#)

Login to SDDS with the username and password assigned to you.

**Tip**

Your username and password is emailed to you automatically after your account has been created. If you do not have a username and password, contact your Agency Administrator or AERC for information on receiving one.

AERC has made every effort to make equipment registration as easy as possible but there is information about every piece of equipment that is unique such as a serial number that must be entered into the system manually. If an organization makes registration mistakes, the SDDS system will accept bad registration information. In phase 6 of the SDDS process, AERC validates all information and corrects any discrepancies. This generates an audit trail for you to see where changes were made and who made those changes.

The objective of the SDDS registration and validation procedure is to present the customer with an accurate snapshot of their surplus activity that can be tracked and compared to internal asset inventory data or even used as an organizations only surplus tracking system.

Before getting started, the following checklist is recommended:

- Be sure to know where all equipment is and bring that equipment to a central location before commencing registration. This will lower additional collection costs that may be charged if equipment is spread around a facility.
- Acquire a barcode scanner. The SDDS system will accept barcode scanning. This will allow 100% accurate serial number and model information to be entered and will be quicker to register units.
- Understand what AERC will accept under SDDS. We accept computer technology devices, peripherals, printers and network communication equipment. Contact AERC if you need help on determining what can be accepted through the SDDS Program.
- If you have a current asset inventory system, find out if you can export the data of equipment identified for surplus. This is the fastest way to register surplus units. Contact AERC for assistance. DO NOT register any equipment if this function exists. AERC programmers will coordinate with you to import your data.

## The Asset List Page

Edit	Batch ID	ID	Serial #	Manufacturer	Type	Subtype	Status	Ent. by	Created
	555	57513	987654321	Dell	Handheld Computer	None	Requested	ArronMesser	6/9/2008 2:04:24 PM
	546	57489	N/A	Other (describe in notes)	Peripheral	Attached	Approved	ArronMesser	3/18/2008 11:26:01 AM
	546	57490	AC456789	Dell	Monitor	LCD	Approved	ArronMesser	3/18/2008 11:28:52 AM
	546	57491	bhju	Microsoft	Desktop Computer	None	Approved	ArronMesser	3/27/2008 3:10:00 PM
	546	57495	0000	Acer	Desktop Computer	None	Approved	ArronMesser	3/27/2008 5:10:00 PM
	546	57496	123456789	Dell	Desktop Computer	None	Approved	ArronMesser	3/27/2008 5:30:00 PM
	554	57511	020159853	Acer	Media	Magnetic	Approved	ArronMesser	6/4/2008 10:29:29 AM
	554	57512	5685461651	AST	Media	Magnetic	Approved	ArronMesser	6/4/2008 10:29:55 AM
	538	57485	123456789	Dell	Desktop Computer	None	Validated	ArronMesser	3/18/2008 9:50:00 AM
	538	57486	987654321	AOpen	Desktop Computer	None	Validated	ArronMesser	3/18/2008 9:50:00 AM

This is what a Member user will initially see to begin equipment registration after login. AA and RA must click on the “Assets” button in the navigation bar to come to this page.

The table below explains each function in this page.

Item	Description
Register Device	Choose to register surplus units
Search for Device	Choose to search for registered units
Print	Prints the displayed list
Export	Exports the displayed list to a spreadsheet
Batch ID	Units linked to a specific batch ID
ID	Units unique ID within the batch
Serial #	Units Serial number
Manufacturer	Unit Manufacturer
Type	Unit Type (Monitor etc.)
Sub-Type	Unit Sub-type (17 Inch etc.)
Status	Units status in the batch (For AA use)
Ent. By	Member who registered the unit
Created	Date the unit was registered.

Click on the “Register Device” button to begin unit registration for surplus.

3
40%
AA
RA
M
**Device Registration**

### Add Asset Page

**Add Asset**

---

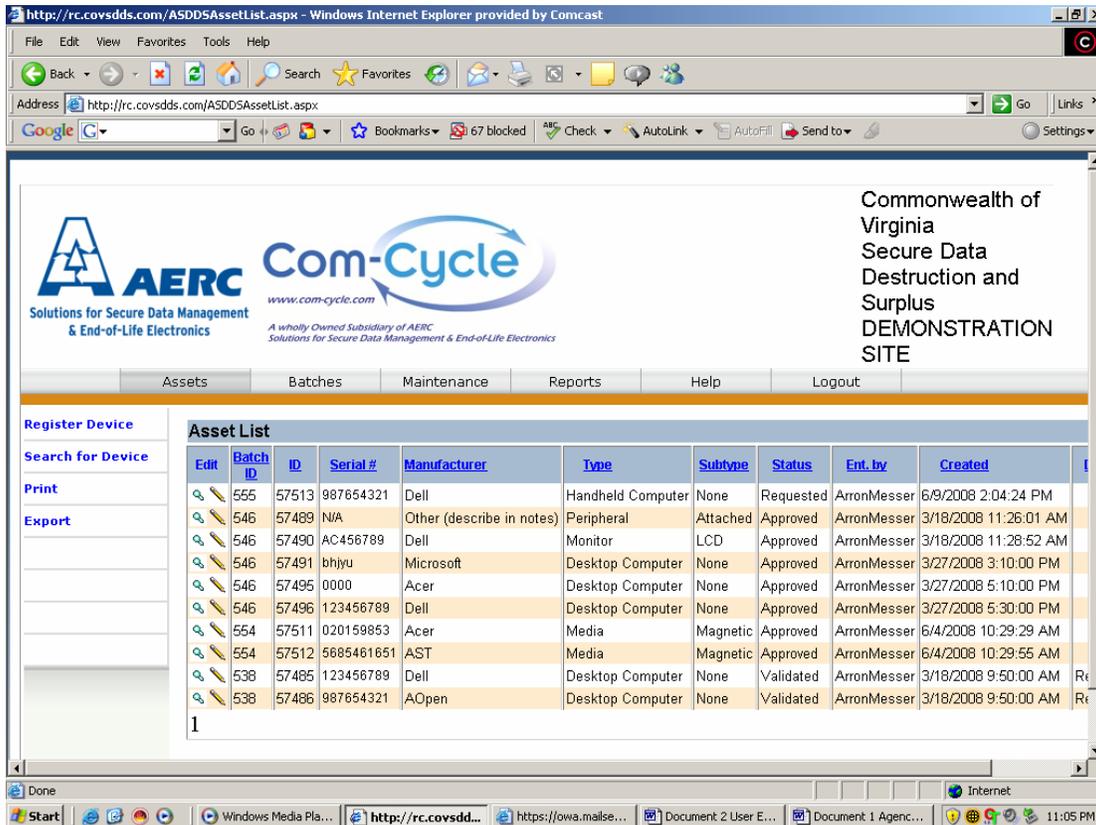
<b>*Agency</b>	<input type="text" value="Demo - Virginia Office"/>	<b>Region:</b>	<input text"="" type="text" value="Choose a Facility"/>	<b>Status:</b>	<input type="text" value="Requested"/>
<b>*Type:</b>	<input type="text" value="Choose an Asset Type"/>	<b>Subtype:</b>	<input type="text" value=""/>		
<b>*Manufacturer</b>	<input type="text" value="Choose a Manufacturer"/>	<b>*Model</b>	<input type="text" value=""/>		
<b>*Serial No.</b>	<input type="text" value=""/>	<b>Asset Tag</b>	<input type="text" value=""/>		
<b>*Condition</b>	<input type="text" value="Choose an Asset Condition"/>	<b>*Age (yrs)</b>	<input type="text" value="Choose an Asset Age"/>		
<b>*Contact Name</b>	<input type="text" value=""/>	<b>*Contact Phone</b>	<input type="text" value=""/>		
<b>Address</b>	<input type="text" value="---"/>				
<b>*Pickup Location</b>	<input type="text" value=""/>				
<b>Description</b>	<input type="text" value=""/>				
<b>Notes</b>	<input type="text" value=""/>				

You must attempt to provide as much information as possible. The more accurate the information is, the better the chance that your organization will save money on the project. The next table describes each fields function.

<b>Item</b>	<b>Description</b>	<b>Action</b>	<b>Mandatory</b>
Save	To save unit information	Save completed information	NA
Cancel	Cancels unit information	Cancel registration	NA
Agency	Displays organization	Cannot be modified	Yes
Facility	Shows Facility	Modify to assigned regional facility	Yes
Type	Gives a choice of unit types	Choose the correct unit type	Yes
Manufacturer	Provides a choice of main manufacturers	Choose correct Manufacturer	Yes
Serial No.	Units Serial number	Enter Correct Serial Number	Yes
Condition	Units overall condition	Enter estimated condition	Yes
Contact Name	Contact name	Name of person who used equipment or person registering equipment.	Yes
Address	Units location	Cannot be modified	NA
Region	Region	Cannot be modified	NA
Status	Member who registered the unit	Cannot be modified	NA
Subtype	Units sub-type	Choose model type	No
Model	Unit model number	Enter model number	Yes
Asset Tag	Organization Tag	Enter tag number if applicable	No
Age	Age of unit	Choose approximate age	Yes
Contact Phone	Owners telephone	Enter owners telephone number otherwise members	Yes
Pickup Location	Units location	Enter units physical location at collection	Yes
Description	Extra information	If "other" is chosen elsewhere, add info here.	No
Notes	Notes	Any other helpful notes.	No

Click the "Save" button once you are finished entering the asset information.

The asset registered/entered will now show up on the Asset List Page.



You can continue the registration process until there are no more units left in your facility, region or organization to surplus. Units you register as well as units registered by other members will create the batch that has to be approved by the Agency Administrator.



You can still edit any unit that has been registered as long as the batch has not been approved.

Click the icon in the Asset List Page to change the asset's information.

Click the icon in the Asset List Page to view the asset's information.

Once you have registered a unit, you cannot delete the unit completely. If changes are required after batch approval, please contact the AERC Program Manager.

**IMPORTANT!** Any changes made to a registered unit will have an audit trail attached so that any changes made to a unit after it is registered can be tracked.

Click on the  icon next to any device in the Asset list. This will display the device information page.

[Back](#)

[View Notes](#)

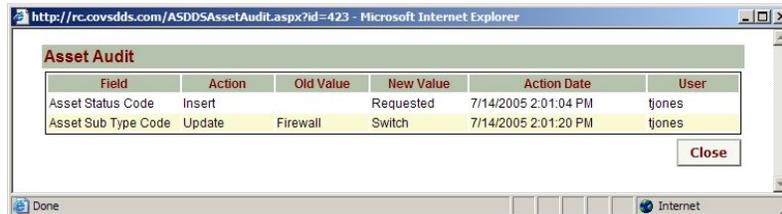
[View Audit Trail](#)

---

**View Asset**

Asset ID	57513	Created:	6/9/2008 2:04:24 PM
Agency	Demo - Virginia Office	Region:	Region2
Facility	Sylvia Road	Status:	Requested
Asset Type:	Handheld Computer	Subtype:	None
Manufacturer	Dell	Model	A1000
Serial No.	987654321	Asset Tag	
Condition	Fair	Age (yrs)	Less than 3 years
Contact Name	Arron Messer	Contact Phone	(804) 798-9295
Address			
Pickup Location	Garage		
Description			
Sanitization Code		Disposition Code	
Validation Code			

Click on the “View Audit Trail” button on the left. The below window will appear:



Field	Action	Old Value	New Value	Action Date	User
Asset Status Code	Insert		Requested	7/14/2005 2:01:04 PM	tjones
Asset Sub Type Code	Update	Firewall	Switch	7/14/2005 2:01:20 PM	tjones

Close

Note that there are two entries made so far. The first entry is made when the device is registered. The second entry shows that the member Tom Jones changed the device type from a Firewall to a Switch. This was done after Tom Jones registered the unit so it has an entry to show the change. Any more changes to this unit will show how it was changed, when it was done and who did the change. Click the “close” button to close this window.

**Tip**

If the new window does not appear, you probably have a popup blocker installed. Please check your blocker documentation on how to disable the function for this web-site.

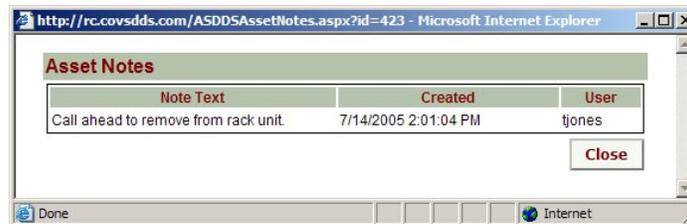
Occasionally, notes will be made about special circumstances or instructions to either someone in the organization or AERC before collection.

Click the  icon next to any device in the Asset list. In this case we will look at Unit ID 423 again.



View Asset			
Asset ID	57513	Created:	6/9/2008 2:04:24 PM
Agency	Demo - Virginia Office	Region:	Region2
Facility	Sylvia Road	Status:	Requested
Asset Type:	Handheld Computer	Subtype:	None
Manufacturer	Dell	Model	A1000
Serial No.	987654321	Asset Tag	
Condition	Fair	Age (yrs)	Less than 3 years
Contact Name	Arron Messer	Contact Phone	(804) 798-9295
Address			
Pickup Location	Garage		
Description			
Sanitization Code		Disposition Code	
Validation Code			

Click the “View Notes” button on the left. The below window will appear:



Here there are instructions to call ahead before collection so that the unit can be removed from a rack. This is just an example on how to keep track of special situations. Click the “close” button to close this window.

When you are finished with the View Asset page, click “Back” in the left navigation bar to return to the asset list page.

## Searching for a Device

There may be times when an Agency Administrator, Region Administrator and even a Member may need to research some information on an item that has been registered for surplus.

SDDS has an integrated search engine to simplify finding one unit that may be amongst thousands. The search engine can also allow you to find multiple units that meet a search criteria you set.

To access the search function, click the “Search for Device” button on the left of the Asset List Page.

The screenshot shows the SDDS web application interface. On the left, a navigation menu includes 'Register Device', 'Search for Device' (circled in red), 'Print', and 'Export'. The main area displays an 'Asset List' table with the following data:

Edit	Batch ID	ID	Serial #	Manufacturer	Type	Subtype	Status	Ent. by	Created
	555	57513	987654321	Dell	Handheld Computer	None	Requested	ArronMesser	6/9/2008 2:04:24 PM
	546	57489	N/A	Other (describe in notes)	Peripheral	Attached	Approved	ArronMesser	3/18/2008 11:26:01 AM
	546	57490	AC456789	Dell	Monitor	LCD	Approved	ArronMesser	3/18/2008 11:28:52 AM
	546	57491	bhjyu	Microsoft	Desktop Computer	None	Approved	ArronMesser	3/27/2008 3:10:00 PM
	546	57495	0000	Acer	Desktop Computer	None	Approved	ArronMesser	3/27/2008 5:10:00 PM
	546	57496	123456789	Dell	Desktop Computer	None	Approved	ArronMesser	3/27/2008 5:30:00 PM
	554	57511	020159853	Acer	Media	Magnetic	Approved	ArronMesser	6/4/2008 10:29:29 AM
	554	57512	5685461651	AST	Media	Magnetic	Approved	ArronMesser	6/4/2008 10:29:55 AM
	538	57485	123456789	Dell	Desktop Computer	None	Validated	ArronMesser	3/18/2008 9:50:00 AM
	538	57486	987654321	AOpen	Desktop Computer	None	Validated	ArronMesser	3/18/2008 9:50:00 AM

## SDDS Search Engine

[Run Search](#)

[Cancel](#)

**Enter Asset Search Criteria**

Agency	<input type="text" value="Demo - Virginia Office"/>	Region:	<input type="text" value="Choose an Region"/>
Facility	<input type="text" value="Choose a Facility"/>	Status:	<input type="text" value="Choose a Status"/>
Type:	<input type="text" value="Choose an Asset Type"/>	Subtype:	<input type="text"/>
Manufacturer	<input type="text" value="Choose a Manufacturer"/>	Model	<input type="text"/>
Serial No.	<input type="text"/>	Asset Tag	<input type="text"/>
Condition	<input type="text" value="Choose an Asset Condition"/>	Age (yrs)	<input type="text" value="Choose an Asset Age"/>
Contact Name	<input type="text"/>	Contact Phone	<input type="text"/>
Batch ID	<input type="text"/>		
Address	---		
Pickup Location	<input type="text"/>		
Description	<input type="text"/>		
Notes	<input type="text"/>		

The SDDS search page is similar to the Register Device page. The difference is that no fields are mandatory and the options for the search can be as specific as needed.

Once you have entered in the search criteria, click the “Run Search” button on the left.

SDDS will display all assets that match your search criteria. You can now print, export, modify or view those assets.

Click the “Clear Search” button on the left to return to the Asset List Page.

**Tip** Agency Administrators can search an organizations complete list of registered units. Region Administrators and Members can search for units in their assigned regions.

**3** 90%

- Summary -

Responsibility	Milestone	SDDS Location	Output
Responsibility <span style="background-color: #ccc; border-radius: 50%; padding: 2px;">AA</span> <span style="background-color: #ccc; border-radius: 50%; padding: 2px;">RA</span> <span style="background-color: #ccc; border-radius: 50%; padding: 2px;">M</span>	Register Units	Login, Register Device, Save	Surplus Units Registered in SDDS
<span style="background-color: #ccc; border-radius: 50%; padding: 2px;">AA</span> <span style="background-color: #ccc; border-radius: 50%; padding: 2px;">RA</span> <span style="background-color: #ccc; border-radius: 50%; padding: 2px;">M</span>	Modify Registered Units	Login, Edit, Save	Units Information Changed. Audit Trail created.
<span style="background-color: #ccc; border-radius: 50%; padding: 2px;">AA</span> <span style="background-color: #ccc; border-radius: 50%; padding: 2px;">RA</span> <span style="background-color: #ccc; border-radius: 50%; padding: 2px;">M</span>	Search for units	Login, Search for Device, run Search	Tracks specific units