

SunSM Data Protection Services

for retention coverage



Highlights

- Have confidence your sensitive data is secure
- Stay compliant with regulatory requirements of various government and industry agencies
- Minimize security risks by retaining failed disks and parts containing sensitive data
- Take advantage of flexible services to meet your unique needs
- Integrate parts retention into your annual IT budgetary planning cycle



Be confident that your sensitive data is secure and in your control to facilitate compliance with data protection regulations

Global data retention and auditing laws can impose significant constraints on your data storage security practices. Department of Defense (DoD) Directive 5220, the Sarbanes-Oxley Act, the Health Insurance Portability and Accountability Act (HIPAA), the Personal Information Protection and Electronic Documents Act (PIPEDA) of Canada, and other regulations require that data be protected in adherence with precise guidelines, making data protection a high priority. Allowing data to get into the wrong hands is simply not an option — from a legal, financial, and public relations perspective.

Count on Sun for retention coverage

SunSM Data Protection Services retention coverage allows you to keep non-functioning disk drives and parts that contain confidential data. Because you must comply with various regulations, depending on where, how, and with whom you conduct your business, Sun Data Protection Services retention coverage offers a combination of services that can be configured to meet your unique needs.

Minimize security risks

Minimize security risks by maintaining control of your non-functioning disk drives or parts that are being replaced due to corrective or remedial maintenance. This helps you improve security risk mitigation, better protect your sensitive information, and manage compliance with government and regulatory requirements.

Services include:

- On-site disk drive retention coverage
- Remote disk drive retention coverage
- On-site part retention coverage
- Remote part retention coverage
- Additional special services

Supported systems

Sun Data Protection Services retention coverage can be purchased for all Sun systems covered by a Sun warranty or services plan, including workstations, servers, and storage. Sun will respond to your support requests under the terms and conditions of your Sun supported systems warranty or SunSpectrumSM Service Plan. Sun Data Protection Services retention coverage is available for disk and/or parts coverage.

On-site disk drive retention coverage

Sun will de-install your non-functioning disk drives and replace them with Sun authorized replacement disk drives. When possible, the disk drive cover-plates will be removed from the non-functioning disk drives by a Sun authorized technician and returned to Sun's logistics organization along with a completed Certificate-of-Destruction. You retain the remainder of the non-functioning disk drives.

Remote disk drive retention coverage

Sun will provide you with Sun authorized replacement disk drives to replace your non-functioning disk drives. When possible, the disk drive cover-plates will be removed from the non-functioning disk drives by you and returned to Sun's logistics organization along with a completed Certificate-of-Destruction. Sun will provide shipping material for the disk drive cover-plates. You retain the remainder of the non-functioning disk drives.

On-site part retention coverage

Sun will travel to your location to de-install the non-functioning parts and replace them with Sun authorized replacement parts. You retain the non-functioning parts unless an appropriate Letter of Volatility (LOV) is on file or provided to you within 30 days of request. The LOV indicates that the item concerned does not have the potential for storing sensitive/confidential/classified data in amounts that exceed defined standards as established by the appropriate governing authority.

Remote part retention coverage

Sun will provide you with Sun authorized replacement parts so you can de-install and replace the non-functioning parts. You retain the non-functioning parts unless an appropriate LOV is on file or provided to you within 30 days of request. The LOV indicates that the item concerned does not have the potential for storing sensitive/confidential/classified data in amounts that exceed defined standards as established by the appropriate governing authority.

Additional special services

Data scrubbing is available and can be provided at no additional cost for select boards and parts (excluding disk drives). Consult your local technician to obtain information on which parts qualify for this free service. For parts not covered by this free service, data scrubbing may be available for an appropriate fee. Please consult your local technician to obtain information on this service.

Learn More

To learn more about Sun Data Protection Services retention coverage, contact your Sun Sales Representative or Authorized Reseller or visit:

sun.com/service/sdps

Why Sun?

Sun offers systems, software, and solutions for managing complex data environments and complying with numerous government and corporate regulations. Sun's integrated, tiered storage solutions are designed to respond to the emerging regulatory environment and customer data requirements for information retention, identity management, and security, while at the same time helping reduce IT cost and complexity.

From the desktop application to the back-end archive, Sun customers benefit from total systems leadership and the experience that comes with more than 25 years as a systems vendor. Sun delivers an effective and economical infrastructure to enable you to manage data from creation to deletion.