

August 22, 2017

From: The Office of Information Security (OIS) at The University of Texas at San Antonio (UTSA)

Subject: Certification of Multi-Function Device (MFD) printer vendors

The Office of Information Security (OIS) and the UTSA Purchasing Department collaborated on data security agreements with select suppliers of MFD machines. Together, we have certified these select suppliers as compliant with university data security controls as per existing policy and standards. MFDs are combination copier/printer/scanner/fax machines. The agreements in place assure security of university data at the end of the leases for the equipment.

What's the Issue?

MFDs are much like computers in that they write an image of each document they copy, print, scan or fax to an internal hard drive. The concern is that sensitive UTSA data may remain on the hard drives at the end of MFD lease periods. As per existing policy, departments must ensure that the data is removed from the MFD when it is returned to the leasing company.

What's the Agreement?

DOCumation and **Ricoh** have contractually obligated themselves to ensuring data is removed from their MFDs at the end of the leasing period. This will prevent data from possibly being exposed to unauthorized personnel when the MFD is out of the university's control. **Ricoh** will enable a technical control on their MFDs that will overwrite data on hard drives at the completion of each print, scan or fax job, thus rendering the image unreadable. **DOCumation** offers MFDs with similar controls, but will take an added step by leaving hard drives with the UTSA point of contact at the end of the leasing period. The expectation is that Inventory Control Personnel will deliver those hard drives to the [UTSA Surplus facility](#) for local destruction.

Together, the UTSA community can do its part to protect sensitive data from falling into the wrong hands.

Sincerely,

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