

## **SANITIZATION OF PERSONAL DIGITAL ASSISTANTS (PDA) AND CELL PHONES**

### **PROCEDURES**

#### **PROCEDURES FOR EXCESSING PDAS AND CELL PHONES**

PDA's and Cell Phones shall be excessed through the OCAO Property Office.

Assigned users should "clear" the PDA or Cell Phone prior to turning the item over to the user's Property Custodian / Contact. This includes PDA's or Cell Phones for which the barcode is missing or was never assigned.

Property Custodians / Contacts are responsible for entering the items into the Sunflower excess module for bar coded items, or preparing the CD-50 form for those items not in Sunflower. These documents will be forwarded via fax or by email to the appropriate warehouse. Each Custodian / Contact should retain a copy of the Sunflower submission request or the CD 50 form.

Certain remote field offices use a non-NOAA excess property office (such as DoD facilities). In those field offices, the Property Custodian/Contact should ship the PDA or Cell Phone directly to the appropriate NOAA Warehouse for disposal.

#### **NOAA WAREHOUSE LOCATIONS**

Property custodians shall ship PDA's and Cell Phones to the NOAA Warehouse at the nearest East or West coast location. The NOAA Warehouse shall effect destruction of the item. FedEx 2 or 3-day service shall be used, unless the Warehouse provides pickup service.

Shipping addresses are:

NOAA Warehouse - NCR  
Attn: Debbie Pickerign  
7900B Cedarville Road  
Brandywine, MD 20613

NOAA Buildings Management Branch  
Attn: Dean Lillibridge  
7600 Sand Point Way, NE  
Building 33  
Seattle, WA 98115-6349

## **PROCEDURES FOR CLEARING INFORMATION FROM PDAS AND CELL PHONES**

To reduce the risk of Personally Identifying Information (PII) or other non-public information being exposed to unauthorized persons, each PDA (Personal Digital Assistant) and Cell Phone should be "cleared" when no longer in use, before transfer to another NOAA user, or before exchanging the device.

These procedures apply to PDAs and Cell Phones which are unclassified, and contain data at a moderate level of sensitivity.

### **GENERAL PROCEDURES**

The general procedure is to

- (1) Manually delete all information
- (2) Perform a "reset to factory defaults"

### **PERSONAL DIGITAL ASSISTANTS (PDA)**

#### Blackberry

If the Blackberry is centrally managed by the NOAA Blackberry Enterprise Service:

Enter an incorrect password ten times. The device will automatically delete all user information from the device and reset to factory defaults.

If the Blackberry is not centrally managed by the NOAA Blackberry Enterprise Service::

- (1) Manually delete all information.

E-mail  
Contact List  
Calendar entries  
Other information

- (2) Perform a "reset to factory defaults".

Different models of Blackberries have different operating procedures. Consult manufacturer's documentation for specific procedures.

End-users should consult their "Help Desk" for assistance if they cannot ascertain the manufacturer's "reset to factory default" procedures.

## Other PDAs

Each make and model of PDA has different capabilities. Some, such as "Treo", are miniature computers with the capability of storing sensitive data files. Others have varying capabilities which may include Cell Phone, email, contact information and calendar information.

The "clearing" operation must ensure that all PII or non-public information is removed from the device, and should be commensurate with the capabilities of the device.

(1) Manually delete all information from the device.

- E-mail
- Contact List
- Calendar entries
- Stored files (if equipped)
- Photographs (if capable)
- Other information

(2) Perform a "reset to factory defaults".

Each make and model has different operating procedures. Consult manufacturer's documentation for specific procedures.

End-users should consult their "Help Desk" for assistance if they cannot ascertain the manufacturer's "reset to factory default" procedures.

## **CELL PHONES**

(1) Manually delete all information stored on the device

- Contacts (name and phone numbers)
- Messages (new and old)
- Photographs (if camera equipped)
- Dialed calls
- Received calls
- Missed calls

(2) Perform a "reset to factory defaults".

Each make and model has different operating procedures. Consult manufacturer's documentation for specific procedures.

End-users should consult their "Help Desk" for assistance if they cannot ascertain the manufacturer's "reset to factory default" procedures.