

Evaluation Criteria for Off-Site Data Storage Vendors

PHYSICAL SECURITY	(Y/N)
Confirm that the vendor does not conduct destruction operations in the same facility as the media vault.	
Is the facility a free-standing building (i.e., it doesn't abut another building)?	
Does the vendor occupy and control the entire facility (i.e., no other occupants)?	
Does the vendor own the facility?	
Is the building unmarked (e.g., no name, logo or initials)?	
Does the facility have an on-site backup generator with automatic switchover?	
Does the facility have an enclosed loading dock and secured parking area?	
Does the facility have dual wired and wireless burglar and fire alarm systems?	
Does the facility have a DVR video surveillance system with camera coverage of all common areas, including tape storage, handling and loading areas?	
Does the facility have a DVR video surveillance system with camera coverage of the exterior perimeter of the facility, including all access points?	
Does the facility have motion detectors covering all common areas, including tape storage, handling and loading areas?	
Is the facility compliant with all current building and fire protection codes?	
VAULT SPECIFICATIONS	(Y/N)
Is the vault a purpose-built media vault as opposed to a converted warehouse, freezer, storage room, etc.?	
Does the vendor provide a free-standing vault that does not utilize any of the walls or the roof of the building?	
Does the vault have a dedicated temperature and humidity control system?	
Does the vault have a double-door entry system that includes automatic closers that activate upon power loss or fire/smoke detection?	
Is the vault certified by an outside professional?	
Is the vault a UL-tested, Class 125 computer-media rated vault?	

Is the vault magnetically shielded?	
Is the vault Zone IV seismic rated?	
Does the vault have a vapor barrier?	
Does the vault comply with NFPA 232 Standard for the Protection of Records and Vault Design?	
Does the vendor utilize biometric access controls?	
Does the vault provide a green clean agent fire suppression system that is non-toxic, zero residue and will not conduct electricity?	
MEDIA MANAGEMENT SOFTWARE SYSTEM	(Y/N)
Does the vendor provide both slotted media and closed container storage options?	
Does the vendor's software provide an electronic audit trail of all media/container movements that covers the entire life cycle of the media/containers?	
Does the vendor's software synchronize with all tape management systems (e.g., CA-1, Tivoli Storage Manager, Veritas NetBackup, BRMS, CommVault, etc.)?	
Can the vendor's software generate automated disaster recovery strategies based on synchronization with tape management systems?	
Can the vendor's software automate rotation schedules?	
Does the vendor's software provide a real-time connection between the vault and the client?	
OTHER REQUIREMENTS	(Y/N)
Does the vendor use GPS tracking for its vehicles?	
Are the company's vehicles unmarked (i.e., no company name, logo or initials)?	
Are all of the vendor's data storage personnel, including delivery drivers and vault personnel, employees of the vendor (not outside couriers or contractors)?	
Do the vendor's delivery drivers carry cell phones to enable constant communication with the vendor's office?	
Do all of the vendor's employees undergo criminal background checks, driving record checks and drug screenings?	
Does the vendor derive at least 50% of its total revenue from providing off-site data storage services?	
Does the vendor have locally-based service representatives?	
What is the process for retrieval of tapes outside of normal rotation schedule?	