# Table of Contents

IRON MOUNTAIN INTRODUCTION ........................................ 3
DATA MANAGEMENT STRATEGY ...................................... 4
REQUESTING ASSISTANCE FROM IRON MOUNTAIN .......... 5
AUTHORIZATION .................................................................. 6
  HOW TO MAKE AUTHORIZATION CHANGES ................. 6
  TIPS FOR ASSIGNING AUTHORIZATION LEVELS .......... 6
  ACCESS AUTHORIZATION FORM ................................... 7
DISASTER RECOVERY AUTHORIZATION (OFFSITE MEDIA) .......................................................... 9
  DECLARE A DISASTER .................................................. 9
FACILITY ACCESS ............................................................. 10
UNDERSTANDING YOUR INVOICE ................................. 11
CONTAINER STANDARDS .................................................. 12
  CONTAINER STANDARDS ................................................. 12
  PERMANENT TRANSPORT CONTAINERS .................... 12
  TEMPORARY TRANSPORT CONTAINERS .................... 13
  REQUESTING ADDITIONAL CONTAINERS ................. 13
  CONTAINER BEST PRACTICES ........................................ 13
  CLOSED CONTAINERS .................................................. 13
  TRANSPORT CONTAINERS ............................................. 13
SECURESYNC® OVERVIEW ............................................. 14
SECURESYNC® NAVIGATION AND FEATURES .......... 15
GETTING STARTED WITH YOUR SERVICE ....................... 16
  VERIFYING SUPPLIES AND EQUIPMENT ..................... 16
  UNDERSTANDING SERVICES DATES AND RETURN DATES ............................................................................. 17
  AUTHORIZING PICKUP AND DELIVERY ....................... 17
LOGGING IN TO SECURESYNC® ............................................. 18
SETTING PREFERENCES ...................................................... 19
  EDITING USER PREFERENCES ........................................ 19
  EDITING CUSTOMER PREFERENCES .............................. 20
LOCATING YOUR AUTHORIZATION AND PIN NUMBER .......... 21
CREATING RETENTION PROFILES ......................................... 22
MANAGING OPEN MEDIA WITH SECURESYNC® .......... 23
MEDIA PICKUP/Delivery: Creating an Open Media (OM) Distribution List .................................................. 23
MANAGING CLOSED CONTAINERS WITH SECURESYNC® .................................................. 24
  CLOSED CONTAINER PICKUP – Requesting Container Pickup .......................................................... 24
REQUESTING MEDIA DELIVERY ...................................... 26
DOWNLOADING AN INVENTORY REPORT ......................... 27
RESCHEDULING SERVICE ................................................ 28
RUNNING A SCAN VERIFICATION .................................. 29
REVIEWING AUTHORIZED USERS ................................... 30
USING SECURESYNC® REPORTS ..................................... 31
  REPORT PREFERENCES ................................................ 31
  REPORT NAVIGATION AND FEATURES ..................... 31
  AVAILABLE REPORTS .................................................. 32
SECURESYNC® DISASTER RECOVERY FEATURES .......... 38
  REVIEWING DISASTER RECOVERY PERMISSIONS .......... 38
  SEARCHING EMPLOYEES ............................................. 39
  UPLOADING DISASTER RECOVERY DOCUMENTS .......... 40
  DISASTER RECOVERY TEMPLATES ............................... 41
SECURESYNC® USER FUNCTIONS – QUICK TIPS .......... 42
QUICK REFERENCE CARD ............................................. 43
THIRD-PARTY TRANSPORTATION .................................... 44
  TRANSPORTATION ...................................................... 45
  RISKS OF CHOOSING THE LOWEST-COST OPTION .......... 45
GLOSSARY OF TERMS ...................................................... 46
IRON MOUNTAIN INTRODUCTION

Iron Mountain® is a storage and information management company, assisting more than 156,000 organizations in 36 countries on five continents with storing, protecting and managing their information.

Publicly traded under NYSE symbol IRM, Iron Mountain is an S&P 500 company, a member of the FORTUNE 1000 (currently ranked: 726), and a member of FTSE4Good index. Organizations in every major industry and of all sizes — including more than 94% of the Fortune 1000 — rely on Iron Mountain to store and manage their information.

We’re honored our customers have put their trust with us. We safely store some of the world’s most valuable historical artifacts, cultural treasures, business documents and medical records. To properly protect and render this information, Iron Mountain employs almost 17,000 professionals and boasts an unrivaled infrastructure that includes more than 1,000 facilities and 3,600 vehicles. Altogether, our experience, knowledge and reputation for service have combined to make us the world’s leading provider of:

**Data Management:** Iron Mountain is a leading provider of data management solutions for critical computer information systems records, including offsite tape vaulting, fully managed data backup for servers and PCs, disaster recovery services, and data archiving. With Iron Mountain’s Data Management, you receive peace of mind that your data is at your fingertips and still protected.

**Data Restoration:** Iron Mountain offers tape and media restoration services that restore, index and process data from backup tape, optimal disk and other logical format used commercially. Iron Mountain offers a monthly subscription-based managed service where you send backup media to Iron Mountain based on your preferred rotation schedule and request data restores on-demand whenever needed. Project-based data restoration services are also available.

**Secure IT Asset Disposition:** Iron Mountain offers socially responsible disposal of electronic waste (e-waste), such as computers, laptops and monitors, tapes and hard drives, and other office equipment. One-time or recurring, our services are tailored to you. Iron Mountain’s Secure ITAD services help you establish a defensible, documented and repeatable process to responsibly dispose of e-waste.

**Cloud Services:** Iron Mountain offers a wide variety of cloud-based backup and recovery services that help you maintain business continuity, safeguard your cloud data and manage planned and unplanned outages. Our cloud services provide options for protecting PCs, servers, and system environments that are needed to run your business each day.

**Data Centers:** Iron Mountain offers co-location and dedicated data center space and services that enable you to move and manage your infrastructure offsite with a trusted provider. Based on your service needs, you can manage your data center space remotely or request hands on maintenance services. Other data center services are also available, including IT asset tracking, secure monitoring and networking and hardware services.

**Information Destruction:** With Iron Mountain’s Secure Shredding services, you will be able to safely and cost-effectively destroy unnecessary paper-based documents. Onsite or offsite, one-time or recurring, our solutions are tailored to you.

**Records Management:** Iron Mountain’s affordable offsite services reduce the cost of document storage, administration, records retrieval and transportation. Enhance the value of your records and information management (RIM) program by leveraging Iron Mountain records management solutions to drive policy to adoption, provide information to people, unify your electronic and physical records and build consistency across workflows, locations and departments.

To learn more about Iron Mountain as a company and its services and solutions, go to: [www.ironmountain.com](http://www.ironmountain.com)
DATA MANAGEMENT STRATEGY

An effective Data Management strategy not only restores data that has been destroyed, damaged or misplaced, but also prevents information from falling into the wrong hands. Additionally, a sound strategy helps ensure companies are meeting compliance requirements and regulations affecting those companies industries.

The key for any company – regardless of its size or the industry in which it plays – is to implement a Data Management strategy that mitigates business risk, reduces cost and increases compliance, while helping to improve overall business service levels. Ensure your data is protected and quickly recoverable by outsourcing your data with a trusted partner, such as Iron Mountain, which has the expertise, resources, security, and consistent best practices and processes in place to help serve you.

Image 1: Data Management Process Overview
REQUESTING ASSISTANCE FROM IRON MOUNTAIN

An effective Data Management strategy not only restores data that has been destroyed, damaged or misplaced, but also prevents information from falling into the wrong hands. Additionally, a sound strategy helps ensure companies are meeting compliance requirements and regulations affecting those companies industries.

Iron Mountain maintains a Contact Us information sheet that is accessible in SecureSync®, our customer-facing web application, on the Login page and in the application. Refer to this list for phone numbers and email addresses for Customer Care services in your geographic region. You can reach Customer Care by phone or email.

When you call Customer Care, you can:
1. Declare a Disaster or Disaster Recovery (DR) test
2. Request a pickup, delivery, add-on, or special service – critical or standard special
3. Contact technical support
4. Receive help from a customer service representative
5. Reach key personnel at your local facility

When contacting Customer Care, you will be asked to provide the following information:
1. Customer Number
2. Customer Name
3. Authorization Number or Secret Question/Answer (alternative to the Authorization Number)
4. Phone Number
AUTHORIZATION

Only authorized individuals at your company are allowed to interact with Iron Mountain.

1. Know your Account Number and Authorization Number to request services by phone.
2. The first 4-digits of your Authorization Number are your PIN Number.

**NOTE:** Iron Mountain highly recommends use of PIN authorization. The PIN is used when a Transportation Service Specialist scans your media during pickup and delivery or for communication with Customer Care. This method maintains clear chain-of-custody and is used by over 95% of our customers. Other options are available, such as a Service Indicator. For more information, contact Customer Care.

**HOW TO MAKE AUTHORIZATION CHANGES**

Only E-Level individuals have the capability to make authorization changes.

1. The modifications may be made in SecureSync using Admin features. This is the recommended best practice; it occurs in real time and is under your direct control.
2. The second method is to submit an updated Authorization form signed by an E-Level individual as described in the Authorization Levels section of this document. Iron Mountain relies on six authorization levels to service your account. These authorization levels also apply to your user role and permission in SecureSync:

   **A:** May release media for offsite vaulting; may not request the return of media.
   
   **B:** May receive media when returned from offsite vaulting; may request the return of media, except for standard special or critical special requests
   
   **C:** May request a visit to an Iron Mountain facility; may not request the return of media
   
   **D:** May request the return of media during a declared emergency; may request the return of media, including standard special or critical special requests.
   
   **E:** May create and modify other users’ accounts, including security privileges.
   
   **R:** Receive Only – Cannot request media; may search for requests and media items.

**TIPS FOR ASSIGNING AUTHORIZATION LEVELS**

1. Authorization levels are mutually exclusive.
2. You must have at least one individual for each authorization level: A, B and D.
3. There must be at least two E-Level authorized employees at your company.
4. Authorization levels do not apply to Disaster Recovery activities. Refer to the Disaster Recovery sections of this document for more information.
ACCESS AUTHORIZATION FORM

The Access Authorization form is a required form for all new accounts. It contains information critical to the account setup process.

Image 2: Access Authorization Form

Make additions as necessary, sign below, and return this form to Iron Mountain.

A valid signature and Authorization Number is required to make all authorization modifications. An Iron Mountain employee will contact the requestor to obtain the Authorization Number.

E-LEVEL SIGNATURE

Name: __________________________ Email Address: __________________________

Date: __________________________

Authorization Levels

Authorization levels are mutually exclusive. A user may have a combination of levels.

- Authorized: A user can access and view all data.
- Authorized with Read Only: A user can access and view all data, but cannot make any changes.
- Authorized with Destroy: A user can access and view all data, but can destroy the data.

All Iron Mountain Off-Site Data Protection Customers are required to have at least 2 of each of the following roles:

1. Authorized with Destroy
2. Authorized with Read Only
3. Authorized

The authorization requirements for each location and account being serviced are two E-level Authorized users. E-levels are the only individuals in your company who can add, delete or change users on the account after setup in SecureSync. Iron Mountain recommends reviewing all users associated with your SecureSync account at least every 180 days. Refer to the Reviewing the Authorized Users section of this document for more information.

In a multi-location scenario, the two E-levels may be assigned to more than one location or account and you should be aware that each of the locations (also known as branches) could be contacting him/her to complete any authorization revisions or additions during account setup. You should select an E-level contact at the local account to the Service Branch to perform Authorization maintenance.
When completing the Access Authorization form, all fields must be completed and submitted by the E-level user at your company.

» Indicate if the Access Authorization form is being completed for a new account or an update to an existing account.
» Enter the submission date to Iron Mountain on the form.
» Enter your company name and plus your Customer Number if this is an update.
» Record individual customer contact information in the main body of the form:
  ▪ Authorized Contact Name – Full Name
  ▪ Customer Title
  ▪ Record Customer Work Phone Number, Cell Phone Number, Pager Number, Home Phone Number and Company Email Address.
» Authorization Level – check off the appropriate access authorization level(s).
» DR Authorization Level – check off the appropriate DR authorization level(s).
» Obtain E-level signature.

Any remaining fields can be completed in SecureSync by an E-level individual.
DISASTER RECOVERY AUTHORIZATION (OFFSITE MEDIA)

At Iron Mountain, our primary concern is protecting your data to help ensure business continuity. In the event of a disaster (or for disaster recovery test exercises), additional security procedures are put into place in order to protect your critical information.

When a disaster recovery event occurs, Iron Mountain acts as a trusted partner to help support and accelerate your recovery. Iron Mountain can proactively help you define and document the policies and procedures your company will use when a disaster occurs and can also assist with regular DR testing to make sure your company is ready and knows what to do 24/7.

NOTE: The disaster recovery information and procedures in this document are specific to the Offsite Media Vaulting Services. For disaster recovery information relating to Iron Mountain Cloud Services, contact Customer Care.

Disaster Recovery authorizations are designed in addition to your normal authorization levels.
» DR 1 – Can confirm media to include DR.
» DR 2 – Can revise DR plans.
» DR 3 – Can Declare and Verify Disaster Recovery.
» DR 4 – Can revise DR authorization list. (Similar to the E-level for regular services.)

In addition, Iron Mountain will assist you with the development of a disaster recovery plan which may include the following planning strategies:

» Critical file analysis
» Data retention schedules
» Business impact analysis
» Recovery alternatives analysis
» Disaster recovery planning
» Corporate contingency planning
» Departmental contingency planning
» Contingency plan auditing and maintenance

DECLARING A DISASTER

To declare a disaster recovery event, call 1-888-365-4766 and select Option #1.

Make sure you know your DR Authority Level before you call. You must have DR Authority Level of DR 3 – declare or verify a disaster recovery – to declare a DR event. Iron Mountain asks for it to verify your identity when you declare a DR event. A second user who is also DR 3 Authorized must also approve the event. Once you declare, Iron Mountain calls the next DR 3 user to confirm the DR event and approve taking DR measures.

Once a DR Event is declared, you need to provide Iron Mountain with the following information (unless this is specified and entered into the Disaster Recovery Plan in SecureSync):

» Detailed list of all media going to the pre-determined hot site
» How you want the media delivered
» Date and time you want the media to arrive
» Location of the hot site
» Contact at the hot site
» Date media can be picked up from the hot site
FACILITY ACCESS

As a customer, you can access an Iron Mountain facility at any time during business hours. To do so, you must supply Iron Mountain written notice from a C-level individual at your company 48 hours in advance of your visit. Each individual who visits is asked to sign our Proprietary Rights and Non-Disclosure Agreement, which is done for auditing purposes, even if your company has already signed a non-disclosure agreement in the past.

Iron Mountain recommends you call Customer Care 48 hours in advance to schedule a facilities visit. When you call, Iron Mountain can help you make sure you have all the information you need to access an Iron Mountain facility when you arrive.

The information you may be asked for includes:

1. Level C Name and Authorization Number
2. Name of visitor(s)
3. Desired time and date
4. Purpose of visit (e.g., tour or audit)
5. Name and phone number of individual to confirm visit
6. Signature

For your confidentiality, we only allow one customer group in the vault area at a time and visits must be scheduled accordingly. Certain types of customer access may be chargeable as listed on the Iron Mountain Master Services Customer Agreement. A Level C authorized employee from your company must accompany all visitors.

Upon arrival, visitors will be asked to present government issued personal photo identification. Visitors’ names will be checked against your written documentation. Each individual will be asked to sign our Visitor Register for audit purposes. Our personnel will also accompany you at all times. Purses, briefcases, outer garments or any type of transmitting devices (i.e. cell phones or tablets) will not be allowed in the vault area. Accommodations will be made available to safely store such materials during your visit.

Removal of media from the vault area for any reason is not permissible.
UNDERSTANDING YOUR INVOICE

Your Iron Mountain invoice is designed to be concise and easy-to-read.

The first page of your invoice clearly indicates the Invoice Number, Payment Terms, and Due Date as well as Iron Mountain Contact Information.

When paying your Iron Mountain Invoice, include the detachable Remittance Advice with your payment. If you do not include the Remittance Advice, it is important that you include the invoice number on your check.

You can also use Iron Mountain’s Pay Your Bill Online option.

Contact Customer Care, who can help you with any questions you have about your invoice, or go to https://payments.ironmountain.com/ for more information.

The numbered key and invoice shown in the Image: Invoice Sample, explain various entries and sections of a typical invoice.

### Image 3: Invoice Sample

#### 1. Customer Information
- **Customer Site ID** is a unique identifier assigned to an account. An invoice may include more than one customer account.
- **Company Name** is your company’s name as it appears in our records.
- **Iron Mountain Price Schedule** determines your fees.
- **Purchase Order (PO) number(s)**, if applicable.

#### 2. Item Description
- Fully itemizes services and media for which you are being charged in this billing period.

#### 3. Iron Mountain Billing Contact
- The phone number of an Iron Mountain Billing Representative who can answer your questions quickly and accurately.

#### 4. Payment Information
- **Invoice Number** is put on your check if not enclosing the Remittance Advice with your payment.
- **Due Date** is the date your payment is due to Iron Mountain.
- **Payment Terms** based on your Price Schedule.
- **Iron Mountain’s Tax ID** for your vendor systems, if applicable.

#### 5. Invoice Totals
- The sum of all invoice charges, including taxes.

#### 6. Remittance Advice
- Detachable form summarizing key billing terms, dates and identifiers and providing the
  - Iron Mountain mailing address for payment.
  - Return Remittance Advice with your check.
CONTAINER STANDARDS

Iron Mountain offers two primary offsite media vaulting data management programs – closed container and open media. Closed containers are used for media rotations when multiple pieces of media reach retention at the same time or for archival media that rotates rarely. The media is locked in a container that only you can open. Open media programs are for tapes, drives and other media that have retention dates and are sent to Iron Mountain in a transport container and slotted individually in racks within our vaults.

With closed container and open media programs you must use Iron Mountain approved closed containers and transport containers. Iron Mountain will supply containers that include barcode labels as well as inserts, clips, locks and keys to you when you start your service. For more information about containers, go to: www.xpresspax.com.

Iron Mountain will continually inspect your containers over time for serviceability. As part of your service, if necessary, Iron Mountain will provide a new container with a barcode if an older container has been damaged. See images 4 and 5 for samples of closed containers and transport containers.

CONTAINER STANDARDS

To fulfill your security needs, Iron Mountain provides custom built containers to protect your magnetic media, hard drives or hardware. Each media container has an insert designed for your specific media type. Be sure to use the correct insert type to secure your media properly. Inserts are also specific to use with or without clear plastic cases, which some customers may use for additional protection of their media.

PERMANENT TRANSPORT CONTAINERS

Iron Mountain provides transport containers for the safe transportation of open media to and from our vaults. Permanent transport containers are assigned to specific customers. Permanent transport containers are billed at a monthly flat rate.

Image 4: Closed Container Sample

Image 5: Transport Container Sample
TEMPORARY TRANSPORT CONTAINERS

Iron Mountain offers one-time temporary transport containers for open media data management programs. Temporary transport containers are only used when the supply of permanent transport containers is insufficient for a service day. There is a daily rental fee for temporary containers.

REQUESTING ADDITIONAL CONTAINERS

You may order additional containers through SecureSync or by contacting Customer Care. When ordering, provide the following information:

1. Customer Number
2. Customer Name
3. Authorization Number
4. Desired Delivery Date
5. Phone Number
6. Type of Container
7. Insert Type
8. Quantity

NOTE: In some regions, such as the United Kingdom, you cannot order supplies through SecureSync. Contact your Sales Representative or Customer Care in your region for assistance if necessary.

CONTAINER BEST PRACTICES

Iron Mountain’s policy dictates that all containers – closed or transport – must be labeled with an Iron Mountain SecureBase barcode label. This allows for proper inventory management and invoicing. No other container label is allowed.

CLOSED CONTAINERS

» Use an Iron Mountain-approved closed container (no cardboard boxes allowed).
» Each container must have a SecureBase™ barcode label attached.
» Each container must be securely closed with a lock, clip or tie. If using keys, keep your keys in a safe place at your location.

TRANSPORT CONTAINERS

» Use an Iron Mountain-approved transport container (no cardboard boxes allowed).
» All open media must be placed in a transport container. The “TR” within the container number designates the container as a transport.
» Use a barcode label on each piece of open media.
» Use the correct transport container inserts (tape, hard drive) to secure your open media.
» Do not overstuff the container; doing so may damage your open media.
» Use an Iron Mountain-approved transport container (no cardboard boxes allowed).
» All open media must be placed in a transport container.
» Use a standard tri-optic label (provided by your media vendor) on each piece of open media and transport container.
SECURESYNC® OVERVIEW

Iron Mountain is committed to providing reliable, high-quality services and support tools that deliver real business value. To this end, we are constantly improving our customer-facing application – SecureSync – as well as our own system, SecureBase. Both SecureSync and SecureBase support open media and closed container data management programs.

SecureSync®: Iron Mountain’s customer-facing web-based application you can use to view account information, set up and manage users within your company, request services such as pickup and delivery, view reports and store disaster recovery documents.

SecureBase™: Iron Mountain’s proprietary inventory management application for managing all data management accounts, including account management, vault activity, transportation route management, inventory management, reporting, exception handling and troubleshooting and disaster recovery.

Iron Mountain recommends customers use SecureSync to manage their data management programs. Listed below are some of SecureSync’s features and benefits, which help you manage your open media and closed container management programs.

<table>
<thead>
<tr>
<th>FEATURE</th>
<th>BENEFIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online access 24x7x365</td>
<td>Real-time management of your accounts and backup inventory</td>
</tr>
<tr>
<td>Compare tape management system inventory to offsite inventory for audit purposes.</td>
<td>» Chain-of-Custody for critical business data</td>
</tr>
<tr>
<td></td>
<td>» Standardized business practices</td>
</tr>
<tr>
<td>Automated daily vault status report</td>
<td>Compliance reporting</td>
</tr>
<tr>
<td>Schedule return dates and media rotations</td>
<td>Reduces manual entry, saving time</td>
</tr>
<tr>
<td>» Securely store DR Plan and instructions</td>
<td>Enhanced disaster recovery preparedness</td>
</tr>
<tr>
<td>» Track media sent to disaster recovery hot site</td>
<td></td>
</tr>
<tr>
<td>Request services</td>
<td>Provides ability to request media, new containers, or other request types</td>
</tr>
</tbody>
</table>
SECURESYNC® NAVIGATION AND FEATURES

SecureSync uses a series of menus to help you navigate. The following highlights the features available on the Home page and within each navigation tab.

<table>
<thead>
<tr>
<th>SECURESYNC MENU</th>
<th>SECURESYNC FEATURES</th>
</tr>
</thead>
</table>
| On the Home page:        | » Review pending Media Destruction Requests  
» Review Authorization requiring verification  
» View most current Vault Status report  
» View Inventory and compare results  
» View most recent service dates for all accounts  
» View customer bulletin that displays planned SecureSync downtimes  
» View information about recently added features by clicking What’s New in SecureSync link  
» View links to information about other Iron Mountain services |
| Using the Process Media menu: | » Prepare containers for pickup with return dates.descriptions  
» Download a detailed inventory file for all closed containers and open media, either at Iron Mountain or in transit  
» Create or import distribution (shipping) lists for open media being sent offsite and validate media prior to pickup  
» Scan media and compare lists and transmitted from your tape management system for verification |
| Using the Authorization menu: | » Search existing users to determine if they are valid users and edit their information (as needed)  
» Add new users or delete unauthorized personnel  
» Add comments to be applied globally to all users  
» Print an authorization list |
| Using the Request menu:  | » Search prior requests  
» Search Media Destruction Requests  
» Request delivery of open media and/or containers  
» Order new containers and locks  
» Request new transports  
» Reschedule service  
» Request logical vault audits, request inventory lists or bids for other Iron Mountain services  
» Search and approve/reject Media Destruction Requests |
| Using the Research menu: | » Review results of completed logical vault adults  
» Review quality exceptions  
» Search containers or open media transports  
» Search open media  
» Review vault status reports, enter additional information related to an individual vault  
» Review audit reports, creating a trail for internal purposes  
» Create a report showing all media (containers and open media) sent to Iron Mountain, received from Iron Mountain and in Transit for a given date range |
<table>
<thead>
<tr>
<th>SECURESYNC MENU</th>
<th>SECURESYNC FEATURES</th>
</tr>
</thead>
<tbody>
<tr>
<td>»</td>
<td>Save and resolve open media Scan Verification results, track verification issue status</td>
</tr>
<tr>
<td>»</td>
<td>Search and view saved verification results from Open Media (OM) Scan Verification</td>
</tr>
<tr>
<td>»</td>
<td>Review any containers or open media currently in discrepancy</td>
</tr>
<tr>
<td>»</td>
<td>Generate a Vault Status Report that captures customer activities for a given timeframe</td>
</tr>
</tbody>
</table>

Using the **Disaster Recovery** menu:

» Create disaster recovery plan instructions for Iron Mountain

» Create disaster recovery test plan instructions

» Open a printable Disaster Recovery Plan form to assist in documenting disaster recovery instructions for Iron Mountain

» Open a printable Disaster Recovery Emergency Contact document that provides emergency contact information

» Search for Iron Mountain employee emergency contact information

» Store up to 10 MB of your own Disaster Recovery documents in any form – files are created and maintained solely by you and are stored securely

Using the **Admin** menu:

» Edit your own personnel information

» Customize login and vault status report email preferences

» Customize account level security and account level controls

» Easily change your password

**NOTE:** For customers with strict firewall constraints, Iron Mountain offers a Customer Connectivity application that enables you to establish a direct FTP connection to Iron Mountain. Customers must be set up in the Customer Connectivity application before using this feature.

---

**GETTING STARTED WITH YOUR SERVICE**

Before you log in to SecureSync, make sure you have everything you need to manage your data management program. As always, contact the Customer Care for assistance if you need help.

**VERIFYING SUPPLIES AND EQUIPMENT**

1. After your E-level representative has turned in the Authorization Access Form, Iron Mountain will complete your account setup.
   » Each identified individual on the authorization list should receive two separate emails with their SecureSync username and password. If these emails were not received, contact the Customer Care team before proceeding.

2. Before your first service date or on your first service date, Iron Mountain will deliver the appropriate supplies to begin service. Verify you have the right supplies, including ties, locks keys, containers or transports. Account Number and know your Authorization and PIN Number.

**NOTE:** Iron Mountain provides new customer training for each new customer. Iron Mountain recommends you do not schedule your first pickup until after you have received training.
Training includes a conference call with Iron Mountain to review your data management program in detail. You will also be provided SecureSync documentation and links to SecureSync video training. Customer Care will also provide contact instructions should you need assistance at any time.

3. If storing open media, your current media will be removed from transport containers once the containers arrive at Iron Mountain, interactively scanned against the list you provide in SecureSync or transmit and slotted in our vault. Media is returned to you on the requested return date from the list you provided.
   - Make sure you review Managing Open Media with SecureSync in this document prior to first pickup.
   - Make sure your transport container(s) have a TR on the barcode label.
     - If using keys/locks, make sure the keys/locks work together and match the containers.
     - Keep the keys in a safe place at your location.
   - Create your OM Distribution List from the tri-optic barcodes on each tape and put them into the transport. If you do not have labels for your tapes, please contact your tape manufacturer to provide labels.
   - Secure the transport container with a clip or lock.

4. If you are storing media in closed containers, your tapes stay in the locked container you place it in, and the container is not opened by Iron Mountain. Each container is managed as one unit and returned to you on the requested return date.
   - Make sure you review Managing Closed Containers with SecureSync in this document.
   - Verify each container does not contain a TR reference in the barcode. Transport containers are only used with open media.
     - Verify keys/locks work together and match the containers.
     - Keep the keys in a safe place at your location.
   - Create your pickup manifest and put your tapes into closed container and secure it with a lock, clip or tie. Place the pickup manifest with the containers.
   - Make sure closed containers are locked when picked up by Iron Mountain.

UNDERSTANDING SERVICES DATES AND RETURN DATES

Your regularly scheduled pickup and delivery frequency was determined by your data management and recovery requirements setup when your account was created. When using SecureSync, you will see your service dates noted in green on the Pickup/Delivery Calendars. Service dates should be used as the Return dates as well.

- If you require a pickup on a date that is not shown in green, or you are on an On Call Account, call the Customer Care Team to schedule a pickup/delivery.
- If scheduled service falls on a holiday, reschedule service using the Reschedule Service feature in SecureSync by selecting a different service date. Contact Customer Care if you need assistance.

AUTHORIZING PICKUP AND DELIVERY

After you create a Pickup/Delivery Manifest file in SecureSync – details are provided later in this document – a request is automatically sent to Iron Mountain to schedule a pickup or delivery based on your selected service date. An Iron Mountain Transportation Service Specialist arrives at your site of transaction with pre-agreed upon service time window.

Each Transportation Service Specialist is equipped with a hand-held scanner that is a part of our media management system, SecureBase. The Transportation Specialist selects your customer number in the scanner. Every person that is authorized for your account is listed in the scanner.
To ensure security, the Transportation Service Specialist will ask you to enter your PIN (the first 4 digits of your Authorization Number) into the scanner to verify your identity and to establish chain of custody date and time.

The Transportation Service Specialist scans each container that you are sending offsite. The Transportation Service Specialist scans to complete the chain of custody. The Transportation Service Specialist then uploads the scanner and the return dates and any other description information you entered into SecureSync is applied to the containers.

LOGGING IN TO SECURESYNC®

1. Now you are ready to log in to SecureSync to access your account. Go to www.securesync.com. The Login page displays.
   » Depending on your region, you may login using a different URL:
     ▪ Iron Mountain Europe: www.securesync.co.uk
     ▪ Iron Mountain Latin America: www.imla.securesync.com
   » If you have more than one SecureSync user account, and access information in more than one geographic region, be sure to use the appropriate user name and password and SecureSync login URL when logging in and managing your data management programs.

2. Enter your username and password.
   » Your username and temporary password are located in the two emails you received from Iron Mountain Support via email address SecureSync_CustomerSupport@ironmountain.com.
   » The first time you log in, the SecureSync asks you to reset your temporary password. This is done for your protection. For security and privacy reasons, you should choose the password that is only recognizable.
   » If you do not have the login email or password email or you need your password reset, contact Customer Care.

3. Once logged in, the Home page displays. From here you can navigate to any SecureSync feature using the navigation menus and hyperlinks available.

   NOTE: The first time you log in, you will be prompted to change your password. Use the fields provided to create a unique password and click Submit. Your password is now changed.
SETTING PREFERENCES

There are two types of preferences you can set for your account. Preferences that are specific to your individual user account and preferences that impact all users at your company associated with an account. If you have multiple accounts, you should set individual and company level preferences.

EDITING USER PREFERENCES

1. Log in to SecureSync using your User Name and Password.
2. Select **Menu > Admin > Edit My Preferences.** The **Edit My Preferences** page displays.
3. Use the fields provided to select or enter a value for the following preferences.
   - Default Customer Account at Login: Select **Yes or No.** Select preferred account from list provided.
   - Default Report File Format: Select **PDF, Excel or Word.**
   - Receive Vault Status Report Email: Select **Yes or No.** Select email address from list provided.
   - Default Vault Status Report Language: Select language from drop-down list.
   - Email Vault Status Report Only if Exception Occurs: Select **Yes or No.**
4. Once you have selected all of your preferences, click **Submit.**

You can select different company preferences for each account you have with Iron Mountain by navigating to other accounts as we discussed and selecting specific preferences within those accounts.
EDITING CUSTOMER PREFERENCES

1. Log in to SecureSync using your User Name and Password.
3. Some preferences apply to all accounts you have with Iron Mountain. Use the fields provided to select or enter a value for the following preferences.
   - Password Reset Days: Enter value in field provided (90 days recommended).
   - User Verification Days: Enter value in field provided (180 days recommended).
   - Retain Open Media Description at Iron Mountain: Select Yes or No.
   - Delete Container Description Upon Delivery at Customer Location: Select Yes or No.
   - Comments Required on New Requests: Select Yes or No.
   - Allow Users to Set Default Customer Account at Login: Select Yes or No.
   - Allow Users to be Logged in More Than Once: Select Yes or No.
   - Allow Users to Scan Verify Against Closed Containers Received from Iron Mountain: Yes or No.

4. Some preferences are set at the individual account level. Use the fields provided to select or enter a value for the following preferences:
   - SecureSync Customer Name Display: Enter the name you wish to display to all users.
   - Do Not Call to Resolve Discrepancies: Select Yes or No.
   - Customer Delivery/Pickup Email Notification: Select Yes or No. Select the user email address to receive the notification.
   - Place Hold On Media Destruction Requests: Select Yes or No.

5. Once you have selected all your preferences, click Submit.

You can select different company preferences for each account you have with Iron Mountain by navigating to other accounts as we discussed and selecting specific preferences within those accounts.
LOCATING YOUR AUTHORIZATION AND PIN NUMBER

As mentioned, your Authorization and PIN, which are available in SecureSync, are needed to verify authorized users at your company when Iron Mountain picks up or drops off media.

1. Log in to SecureSync using your User Name and Password.
2. Select **Menu > Admin > Edit My Info**. The **User Detail** page displays.
3. Under **Security Information**, your 6-digit Authorization Number and PIN are shown.
4. (Optional, but Recommended) Using this page, you can also view, change, or add **Challenge Question** and **Response Answers** that are used if you forget your password in the future.
5. Use the fields provided to select a **Challenge Question** and enter a **Response**. You may have completed this step when you logged into SecureSync for the first time.
6. Click **Submit**.

*Image 11: User Detail Page*
CREATING RETENTION PROFILES

Retention Profiles are helpful when you want to assign the same return date to a set of media. Iron Mountain recommends you create retention profiles using SecureSync before you start requesting media pickup, especially for open media. Only E-level users can create retention profiles. If you are not an E-level user, contact the E-level user at your company for assistance.

NOTE: Retention Profiles define the return date for media only. Retention Profiles in SecureSync do not control media destruction activities or legal holds.

1. Log in to SecureSync using your User Name and Password.
2. Select Menu > Admin > Add Retention Profiles. The Retention Profile page displays.
3. Enter a Profile Name in the field provided. All users will see the name you choose, so it should be a name that is easy to recognize within your company.
4. Select Program Type – for example, Open Media – from the drop down field provided.
5. IF this profile will be used often, select the Default Profile for Open Media Destruction List checkbox. The default option is not available with closed containers.
6. Enter the Retention Days in the field provided. This specific retention profile should be used to keep media at Iron Mountain. If the media is archival data or should not be returned for another reason, select Indefinite.
7. (Optional) Enter a DRP Code in the field provided. DRP Codes are not available for closed containers.
8. (Optional) Enter a Media Description in the field provided.
9. Click Submit. The retention profile is not active and valuable for use when requesting media pickup.
10. Repeat this process for each retention profile you wish to create. Select Menu > Admin > Retention Profiles to review the list of profiles already created.
MANAGING OPEN MEDIA WITH SECURESYNC®

As mentioned, Iron Mountain offers an open media data management program, where an Iron Mountain Transportation Service Specialist picks up the transport container with open media inside and transports it to an Iron Mountain facility. Iron Mountain then opens the container, interactively scans each barcode on each piece of media, which compares the barcode scanned to your provided open media distribution list. After scanning, the media is assigned a specific location to be slotted in the vault.

MEDIA PICKUP/DELIVERY: CREATING AN OPEN MEDIA (OM) DISTRIBUTION LIST

1. Log in to SecureSync using your User Name and Password.
2. Select Menu > Process Media > OM Distribution List.
3. Using the Ellipsis (...) button, select a Service Date via the calendar picker. Your normal service days appear in green.
4. Select a Retention Profile using the drop-down list. The Return Date will populate automatically based on the Retention Profile you select. If this field is left blank, the Retention Profile is set to Indefinite. You can change this later on.
5. Enter a Return Date, which is the date you want Iron Mountain to return open media to you. You can enter different return dates for each piece of media based on your delivery needs.
   » Your service dates are show in green on the calendar.
   » (Optional) Enter a DRP Code, or Disaster Recovery Pick Code, (up to 10 characters) and/or Description (up to 1024 characters) in the AutoComplete Value fields. These values can help you find open media later on. Only users at your company associated with your SecureSync account can see the Descriptions entered for closed containers and open media when requesting pickup. Iron Mountain cannot see the Description.
6. Scroll to the Add Media section. Click Add Media to Distribution List. A pop-up page displays in a new browser window that enables you to upload a text file, type or scan barcode numbers.
   » To upload a text (.txt) file that contains a list of barcodes, select Text File from the drop down list. Browse and select the text file. Click Upload.
   » If using your keyboard, select Keyboard/Wedge Scanner from the drop-down list. Enter the barcode number of each transport container and piece of open media in the Scan/Type Here field. Hit Enter. Barcodes must be entered one at a time. Be sure to enter the barcode number, not your account number.
   » If using a Wedge Scanner, you must use Microsoft Internet Explorer and install a scanner plug-in. Contact Iron Mountain if you need assistance. Again, ensure Media Source is set to Keyboard/Wedge Scanner. Using the scanner, scan the container number on the transport container and scan each piece of open media. Barcodes must be entered one at a time. Be sure to enter the barcode number, not your account number.
7. The entered barcodes display in the Media List field. If you made a mistake, highlight the barcode(s) in error and click Delete Items or Delete All to remove barcodes from the lists.
8. Click OK to approve the list. The page displays an Updating Media message.
   » Each piece of media on your list may have a different Return Date based on your delivery needs. Iron Mountain will return the media on the Return Date specified on the list once it is submitted.
9. You are returned to the Open Media Distribution List page. Scroll to the bottom of the page to view the list of barcode numbers, which are now associated to your tapes. To remove a piece of open media, click the X next to the appropriate row.
10. Verify **Return Date(s)**, **DRP Code(s)** (optional) and **Description(s)** (optional) for all open media to be sent to Iron Mountain, **Click Submit**. Only users at your company associated with your SecureSync account can see the Descriptions entered for closed containers and open media when requesting pickup. Iron Mountain cannot see the description.

11. Click **Prepare Report** to create a PDF, Excel or Word file report, known as the OM Distribution List, of the open media you are sending to Iron Mountain.

12. Click **Open** and/or **Save** to print a copy of the list (using your default printer) and place a copy of the report in the transport container. The **Open Media Process** is complete.

**Image 13: Open Media Distribution List**

**MANAGING CLOSED CONTAINERS WITH SECURESYNC®**

Iron Mountain offers a closed container data management program, where all media is placed in Iron Mountain containers by the customer. Each container is also locked. The Iron Mountain Transportation Service Specialist picks up the locked container and transports it to an Iron Mountain facility. The container and its contents are placed on shelves in the vault. Closed containers are not opened by Iron Mountain employees.

**CLOSED CONTAINER PICKUP – REQUESTING CONTAINER PICKUP**

1. Log in to SecureSync using your User Name and Password.
2. Select **Menu > Process Media > Container Pickup**. A list of your containers previously delivered to Iron Mountain will display.
3. Select the **Pickup** checkbox next to each container you wish to send to Iron Mountain.
4. Enter information in the **Description** field provided. Descriptions can help you find containers later on. The description is only visible to you, not Iron Mountain.
5. Enter a **Return Date**, which is the date you want Iron Mountain to return open media to you. You can enter different return dates for each piece of media based on your delivery needs.

6. Select a **Retention Profile** for each container using the drop-down list. The Return Date will populate automatically based on the Retention Profile you select.

7. Retention Profiles are created by E-level or Admin users. If no Retention Profiles are available within the drop-down list, contact your company’s E-level user for assistance. If this field is left blank, the Retention Profile is set to Indefinite.

8. Confirm the list of containers to be shipped to Iron Mountain and click **Submit**.

9. (Optional) You may want to enter and track information about the contents of the container. Click **Add Container Contents** to do so. The **Add Container Contents** pop-up window will display.

10. (Optional) Select the **Media Source** you wish to use to identify container contents.
   - **Text File (default)** – Import a text file containing a list of media numbers using the fields provided.
   - **Keyboard/Wedge Scanner** – Enter barcodes using your keyboard or an attached Wedge scanner. If using your keyboard, enter barcodes one at a time. Be sure to enter the barcode number, not your account number. If using a Wedge Scanner, you must use Microsoft Internet Explorer and install a scanner plug-in. Contact Iron Mountain if you need assistance.

11. (Optional) Click **OK**. The **Container Contents Summary** page displays.

12. Click **Print File Details** to generate a report of all items within a container. Click **Submit** to finish reviewing your container contents.

13. Click **Pickup Manifest** to review the items scheduled for pickup. This button is only enabled if you have successfully submitted your request. The list will display in a new browser window.

14. Verify the checkbox is selected for each container to be shipped to Iron Mountain. De-select a checkbox to exclude a container.

15. Click **Prepare Pickup Manifest**. This prepares and prints the manifest to your default printer. The manifest should be provided to Iron Mountain with your container(s) at the time of pickup. The **Container Pickup Process** is complete.

*Image 14: Prepare Containers for Pickup*
REQUESTING MEDIA DELIVERY

From time to time, you will also need Iron Mountain to return closed containers or open media that is indefinite retention or if the previous return date indicated from a previous pickup has changed to you at your location. To do so, you need to make a delivery request through SecureSync.

NOTE: The requesting media delivery features within SecureSync use the local time zone associated with your account to determine your service dates. When requesting Same Day service or a Critical Special, it is recommended you contact Customer Care. There are fees for requesting service on a non-regular service date.

1. Log in to SecureSync using your User Name and Password.
2. Select Menu > Request > Deliver Media. The Delivery Media page displays, enabling you to enter the information about the media you want returned.
3. Using the Service Location drop down, select the account number for which you are requesting open media or closed containers. Enter any Comments in the field provided (optional).
4. Click the Ellipses (...) button to select the Service Date from the calendar. Your service dates are shown in green. The service date is the date you wish media be returned to you.
5. If requesting open media, click the Open Media radio button. If requesting closed containers, click the Container radio button.
6. Type the media number (or volser) or container number in the Media Number field depending on the type of media to be returned.
7. Click Add. This moves the media number into the Open Media or Container list to be returned. Alternatively, you can upload a text (.txt) file using the Browse button provided.
8. Use the Add or Remove buttons to adjust the list as needed.
9. Once you are sure all the media you want returned is listed, click Validate. SecureSync verifies your inventory and validates the media is located at Iron Mountain.
10. If your media is at Iron Mountain, its status is At Iron Mountain.
11. If your media is not at Iron Mountain, its status is Media Not Found. Click the Ellipses (...) button to verify possible matches and resolve any issues. Contact Iron Mountain if you need assistance.
12. After confirming the list, click Submit. SecureSync submits the delivery request. Iron Mountain begins the process of locating your media and getting the media for delivery.

NOTE: When requesting media, you must first validate your request and then submit it. Always remember to click Submit after you finish the validation process to ensure the service request was sent to Iron Mountain.
DOWNLOADING AN INVENTORY REPORT

You can use SecureSync to review your entire backup inventory, so you can review it for audit and compliance reasons. If you would like to sort your data thoroughly, download the inventory report in Microsoft Excel (CSV). From there, you can analyze your data as needed.

1. Log in to SecureSync using your User Name and Password.
2. Select Menu > Process Media > Download. The Download Inventory page displays.
3. Using the fields provided, select the type of inventory information you wish to search on, for example, Open Media.
4. (Optional) Select the Include Media In Transit or Not at Iron Mountain checkbox to include all possible inventory.
5. (Optional) Select the Header checkbox to include column headers in the report (recommended).
6. Click Download. A file is generated with a list of your inventory. Open the file and use it as needed.
RESCHEDULING SERVICE

SecureSync provides a Reschedule feature so you can easily make changes to your scheduled service. Rescheduling service is essential if you know no one at your company will be available for pickup or delivery on a given service date that falls on a holiday. If you do not reschedule service, Iron Mountain will attempt a pickup or delivery and assess a fee if a second pick up or delivery attempt must be made.

1. Log in to SecureSync using your User Name and Password.
2. Select Menu > Request > Reschedule Service. On the Reschedule Service page, select the type of reschedule request you would like to make from the drop down list provided.
3. Today’s date is pre-populated in the Original Date field by default. Click the Ellipses (...) button to select a service date from the calendar. Remember currently scheduled service dates are shown in green but any date (greater than current date) can be selected.
4. Click the Ellipses (...) button next to the New Date field to select your desired service date from the calendar.
5. Click Submit. Your service has been rescheduled for this one day. Any media expected to be returned on the original date will be picked up or delivered on the new date selected.

NOTE: In Q3 2015, SecureSync will enable B, D, and E-level users to set a Reschedule Service preference for an account using Customer Preferences. Once the reschedule service setting is set, it will apply to all holidays in a calendar year. You can change that setting as needed.
RUNNING A SCAN VERIFICATION

You can use SecureSync to scan your backup inventory to perform a media comparison.

1. Log in to SecureSync using your User Name and Password.
2. Select Menu > Process Media > Scan Verification. The Scan Verification page displays.
3. Using the fields provided, select the Action and the List you wish to scan against, for example, Send Open Media to Iron Mountain and the most recent distribution list.
4. Click Verify. A Scan Verification Results page displays where you can review information about the scan, submit resolutions or prepare an issue or full report as needed.

Image 17: Scan Verification
REVIEWING AUTHORIZED USERS

Iron Mountain recommends you review all users within your company who have been given access to SecureSync periodically to ensure all users have the right authorization levels. Only E-level users can update user authorization levels and account access. Iron Mountain recommends you have at least two E-level users and two DR users to manage your account at all times. Iron Mountain recommends you review all users at least every 180 days. The recommended best practice is to review your authorization levels every 90 days.

To review users, perform the following procedure:

   » You can also review users by clicking To Do on the Home page. Select Authorization Requiring Verification and click the Customer link. The User Verification page displays.
2. Enter search criteria, such as First Name and Last Name, into the fields provided. Click Search.
   » Alternatively, you can leave the search criteria fields blank and click Find All to review a list of all users associated with your account. A user list displays based on the search criteria you entered.
3. Review the list of users. Use the Go link or select a page number using the Go To Page drop down list if there are multiple pages of users to review.
4. If no changes are needed, select the checkbox next to each user name and click Submit to validate the users. Be sure to repeat to do this for all users listed.
5. To make changes to the user list, click the Name hyperlink next to the name of the user you wish to review. Detailed information displays about the user on the User Detail page.
   » From here you can update user information, automatically reset a user password or automatically reset a user’s authorization number using the fields and buttons provided.
   » With the Active Accounts section of the page, you can also click the Account Number hyperlink, which displays the User Details for Account page.
   » Use the User Details for Account page to remove a user from an account or change the user’s authorization levels.

Image 18: User Verification
USING SECURESYNC® REPORTS

SecureSync has several reports that can help you manage your data management program – both open media and closed containers. SecureSync offers the following types of reports:

» Reports to audit inventory activity
» Report to search open media and closed container inventory
» Reports to review corrective actions and discrepancies
» Reports about any requests made to Iron Mountain

REPORT PREFERENCES

SecureSync enables you to set preferences to how you want to view and receive reports. To review your report preferences: select Menu > Admin > Edit My Preferences.

On the Edit My Preferences page, you can:

» Set the default language you want to see reports formatted in, such as English (United States).
» Set the default format you wish to review reports, such as Adobe PDF, Microsoft Word and Microsoft Excel.
» Set if you want to regularly receive a Vault Status Report, which details vault activity. It is recommended you send this report to the email address associated with your SecureSync user account, which is the default setting.
» Set if you only want to receive a Vault Status Report via email if an exception, also known as a discrepancy, occurs. When the Vault Status Report is sent via email, it only provides a summary view. Use SecureSync to review complete vault status results.
» Once you set your report preferences, click Submit. You are ready to use SecureSync reports.

REPORT NAVIGATION AND FEATURES

The majority of SecureSync reports can be found using two menus – Research and Request.

NOTE: Iron Mountain recommends you turn off the pop-up blocker within your internet browser when using SecureSync. This ensures all pop-ups and report results display properly.

When using reports in SecureSync, it is important to remember:

» For each report you should select report criteria before running the report. Report criteria include dates and date ranges, but also specific criteria, such as Media Type and Status. This is done so you can do broad searching against your inventory or look for information about one tape or one container. Also, if you run a report and it returns no data, review your criteria – you may need to adjust your criteria to find the information you are looking for.
» SecureSync enables you to work with report data once it has been generated. You can review the report online, but you can also download it as a PDF, Word or Excel file. This is helpful if you want share the report or work with the data in some way.
» Most reports are available in PDF, Word and Excel. You can see which formats are available for each report by looking for Report Format in the bottom corner of each report results page. Use the down arrow to select a report format.
» When you click Prepare Report on any Report Results page within SecureSync, you will be asked if you want to open or save the report. To open the report in a new window in the report format you selected, click Open. To save the report to your computer, click Save.
AVAILABLE REPORTS

The following section provides examples of report search pages and search results available in SecureSync.

Inbound/Outbound Report:

- This report gives detailed information about inbound and outbound inventory activity for both open media and closed container programs. Report data includes: Logical Vault, Date, Media Type, Inbound to Iron Mountain and Outbound from Iron Mountain. Report results include data for the last 30 days of activity.

- This report is useful when you want to understand how many pickup and deliveries are happening for a particular date range.

- To use this report, select Menu > Research > Inbound/Outbound and use the search fields to generate a report. Click the hyperlinks to drill down into the report.

Search Containers Report:

- SecureSync enables you to review details around each closed container in inventory. The report includes information about closed containers by Container Number, Media Type, Return Date, Current Status, Issued Date, Deleted Date and Description, if information was added when the container was processed.

- As the report name suggests, the primary use of this report is to find one-to-many containers and review basic information about those containers.

- To use this report, select Menu > Research > Search Containers and use the search fields to generate a report. Click the hyperlinks to drill down into the report.
Search Open Media Report:

- The Search Open Media Report provides details around a piece of open media or list of open media in inventory. The report includes information about open media by Media Number, Media Type, Return Date, DRP Code, Current Status, Logical Vault, In Discrepancy (if any exceptions have occurred) and Description (if information was added when open media was processed.)

- This report helps you find one or more pieces of open media quickly.

- To use this report, select Menu > Research > Search Open Media and use the search fields to generate a report. Click the hyperlinks to drill down into the report.

![Image 21: Open Media Search Report Sample](image)

Corrective Action Requests (CAR) Report:

- This report lists out any corrective action requests that were created when processing media. Data points include CAR ID, Date, and Action Type, and a Description of the CAR. The fields available for this report may differ per your geographic region, for example, the United Kingdom, uses Media Indicator instead of Description.

- This report is only used if you have had a CAR event for any of your media. If no such events have occurred, no data will be available.

- To use this report, select Menu > Research > Corrective Action Requests and use the search fields to generate a report. Click the hyperlinks to drill down into the report.

![Image 22: Corrective Action Requests Report Sample](image)
Vault Status Report:

- The Vault Status Report helps you see a complete summary status of all accounts within the last 12 months. Based on your user preferences, you can also receive a basic summary of this report via email. If no activity occurred for a given day, no report or email is sent.

- This report comes in two parts: a summary view of inventory across all accounts and a detailed view of inventory within a specific account. The report includes Customer Name, Media Type, # of Inbound, # of Outbound, # of Media Audited, # of Destruction, # of Unresolved Discrepancies.

- To use this report, select Menu > Research > Vault Status and use the search fields to generate a report. Click the hyperlinks to drill down into the report.

Global Media Locator Report:

- You can use the Global Media Locator report any time you want to find and view details about one specific piece of open media or a closed container by searching by barcode number, also known as Media Number in SecureSync. This report is especially helpful if you have multiple accounts with Iron Mountain and media is located in more than one geographic location.

- The report shows details by Media Number, Media Type, Branch, Customer Number, Return Date/Current Status and Description, if one was entered when the open media or closed containers were processed. Only users at your company associated with your SecureSync account can see the Descriptions entered for closed containers and open media when requesting pickup. Iron Mountain cannot see descriptions.

- To use this report, select Menu > Research > Global Media Locator and use the search fields to generate a report. Click the hyperlinks to drill down into the report.
Scan Verification History:
- The report provides a list of any open media or closed containers scanned at an Iron Mountain facility, including Media Type and Scan Date.

- This report can help you verify what inventory is at Iron Mountain.

- To use this report, select **Menu > Research > Scan Verification History** and use the search fields to generate a report. Click the hyperlinks to drill down into the report.

Search Requests:
- You can also view information about any requests you have submitted to Iron Mountain. This report provides a list of all data management requests submitted to Iron Mountain by Date and Request Type, such as Add-Ons, Critical Specials, Re-Runs, Scheduled Service and Standard Specials.
  - Add-ons are open media or container requests you ask Iron Mountain to add to a pickup or deliver media request after it is first generated.
  - Critical Specials are urgent open media or containers pickup or delivery requests made to Iron Mountain.
  - Re-Runs are when Iron Mountain does another transport run for you when an inadvertent mistake occurs, such as one piece of open media was not included in a delivery.
  - Scheduled Service is for open media or container pickup or delivery requests made using your predetermined service dates.
  - Standard Specials are open media or container pickup or delivery requests that require a 24-hour delivery window.
• The report will include information by Date, Description and Current Status.

• To use this report, select **Menu > Requests > Search Requests** and use the search fields to generate a report. Click the hyperlinks to drill down into the report.

**Image 26: Search Requests Report Sample**

<table>
<thead>
<tr>
<th>Request ID</th>
<th>Service Date</th>
<th>Request Type</th>
<th>Request Status</th>
<th>Request Action</th>
<th>Requested By</th>
</tr>
</thead>
<tbody>
<tr>
<td>150005</td>
<td>06/10/2004</td>
<td>Scheduled Service</td>
<td>Future Scheduling</td>
<td>Media Pick Up/Delivery</td>
<td>James, John</td>
</tr>
<tr>
<td>140004</td>
<td>12/10/2004</td>
<td>Scheduled Service</td>
<td>Future Scheduling</td>
<td>Media Pick Up/Delivery</td>
<td>Clay, Carone C.</td>
</tr>
<tr>
<td>140051</td>
<td>12/10/2005</td>
<td>Scheduled Service</td>
<td>Future Scheduling</td>
<td>Media Pick Up/Delivery</td>
<td>Davis, Tim</td>
</tr>
<tr>
<td>140100</td>
<td>03/12/2012</td>
<td>Add On</td>
<td>Future Scheduling</td>
<td>Media Pick Up/Delivery</td>
<td>Clay, Carone C.</td>
</tr>
<tr>
<td>140121</td>
<td>02/12/2012</td>
<td>Add On</td>
<td>Future Scheduling</td>
<td>Media Pick Up/Delivery</td>
<td>Clay, Carone C.</td>
</tr>
<tr>
<td>140132</td>
<td>04/01/2012</td>
<td>Scheduled Service</td>
<td>Future Scheduling</td>
<td>Media Pick Up/Delivery</td>
<td>Clay, Carone C.</td>
</tr>
<tr>
<td>140166</td>
<td>06/30/2005</td>
<td>Scheduled Service</td>
<td>Future Scheduling</td>
<td>Media Pick Up/Delivery</td>
<td>Malone, Kenneth R.</td>
</tr>
<tr>
<td>140192</td>
<td>08/05/2020</td>
<td>Scheduled Service</td>
<td>Future Scheduling</td>
<td>Media Pick Up/Delivery</td>
<td>U-Ba, Ruanan</td>
</tr>
</tbody>
</table>

**Search Media Destruction Requests Report:**

• This report provides a list of destruction requests submitted to Iron Mountain and details about each request. You can use this report when you want to find itemized information pertaining to a destruction request or bulk pick up.

• The report will include information by Date, Description and Current Status.

• To use this report, select **Menu > Requests > Search Media Destruction Requests** and use the search fields provided to generate a report. Click the hyperlinks provided to drill down into the report.

**Image 27: Media Destruction Request Report Sample**

**Media Destruction Request Detail**

<table>
<thead>
<tr>
<th>Customer Number: 31063</th>
<th>Destruction Request ID: 44</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Date: 02/25/2015 14:22</td>
<td></td>
</tr>
<tr>
<td>Printed By: Holz, Tara</td>
<td></td>
</tr>
</tbody>
</table>

**Request Information**

- Request Status: Cancelled
- Logged Date: 05/02/2010 13:16
- Requested By: Plankovitch, Carl S.
- Notify via Email: cplankovitch@ibm.com
- Cancelled By: Hampton, Brett
- Cancelled Date: 05/02/2010 13:19

**Pickup Instructions:** Test

**Quantity of Boxes on Order:** 3

**Media Destruction Request is Cancelled**
Discrepancy Management Report:

- The Discrepancy Management report can be used to manage exceptions that might occur during the pickup or delivery of media. You can view a discrepancy management report for your open media and closed containers.
- Iron Mountain always works with you when an exception occurs. Our goal is to resolve the issue as quickly as possible. We frequently monitor our internal data management system, SecureBase, to monitor possible exceptions as well.
- To use this report, select **Menu > Research > Discrepancy Management** and use the search fields to generate a report. Click the hyperlinks to drill down into the report.

Completed Library Audits Report:

- The Completed Library Audits report provides a list of all library audits that include logical vault, media number and exceptions, also known as discrepancies, should any exceptions occur during media processing. A percentage of accuracy for the overall library is also reported.
- Use this report when you need to review all media vaulted with Iron Mountain in one list.
- To use this report, select **Menu > Research > Completed Library Audits** and use the search fields provided to generate a report. Click the hyperlinks provided to drill down into the report.
SECURESYNC® DISASTER RECOVERY FEATURES

In order for Iron Mountain to provide you with the most efficient response time during a disaster, you should update your disaster recovery information online using SecureSync. What you see in SecureSync for disaster recovery features is based on the DR Authority Level assigned to you by the DR4 Level user at your company. If there is no user with a DR level assigned, contact Support. You must have at least two E-Level and two DR4 Levels at your company at all times.

Here is a review of what levels are available.

» DR1 – Confirm media to include in disaster recovery.
» DR2 – Manage disaster recovery documents.
» DR3 – Declare or verify a disaster recovery.
» DR4 – Revise disaster recovery authorization.

Select the Disaster Recovery menu to find SecureSync disaster recovery features.

REVIEWING DISASTER RECOVERY PERMISSIONS

To view your permissions in SecureSync, log in and go to Admin > Edit My Info. On the User Account page scroll down and click the account hyperlink. SecureSync displays the User Details for Account page where you can review your DR Authority Level permissions.

If you have questions about your DR Authority Level permissions, Iron Mountain recommends you contact a DR4 Level user at your company. As an extra security measure, all disaster recovery and destruction requests require two users who have DR3 Authority Level. Make sure you and your company considers this when planning DR contingency plans.

Image 30: Disaster Recovery Permissions
SEARCHING EMPLOYEES

Among SecureSync’s disaster recovery features is the ability to search employees.

1. Log in to SecureSync.
2. Select Menu > Disaster Recovery > Search Employees.
3. You can search for a specific employee by First Name and Last Name or you can search for all employees in a location. Once you have selected your search criteria, click Search.
4. SecureSync returns a list of all matches, which includes Name, Title, Work Phone and Cell Phone for each employee match. Click the name of an employee to review details about an employee.
5. To print the employee list as a whole, click Print Report. A pop-up message displays. You can save the list to your computer or open and print it using the Save As and Open buttons provided.

Image 31: Disaster Recovery/Search Employees
UPLOADING DISASTER RECOVERY DOCUMENTS

SecureSync allows you to add disaster recovery documents (up to 10 GB, any file format supported, each file must be less than 5 GB) so you can access those documents from anywhere at any time in the event of a disaster.

1. Log in to SecureSync.
2. Select Menu > Disaster Recovery > DR Documents.
3. SecureSync displays a list of all existing documents you have uploaded to SecureSync for disaster recovery purposes. If this is your first log in, this page does not contain any documents.
   » Click the red X button next to the name of any document you would like to delete.
   » Click the red arrow and hard drive button next to the name of any document you would like to download and print.
4. On the bottom half of the page, you can add documents that are only for your use by clicking the Browse button near the Add Disaster Recovery Instructions section. From here, locate the document on your computer and upload it to SecureSync.

The types of documents you add to SecureSync for disaster recovery purposes is up to you, but typically customers add disaster recovery plans for your company, which include instructions for your employees during a DR event, and/or disaster recovery plans for Iron Mountain to use on your behalf during a DR event. You can also add test plan documents.

You can store documents up to 10 MB in SecureSync. You can access documents onsite or at your hot site during a DR event using SecureSync. You can also store documents Iron Mountain can access on your behalf in the event of a disaster.

Image 32: Disaster Recovery/DR Documents
**DISASTER RECOVERY TEMPLATES**

Iron Mountain also offers a disaster recovery template for your use that can be downloaded at any time using SecureSync. The disaster recovery instructions you create using the template provided are used by Iron Mountain when you declare a disaster recovery event. Iron Mountain recommends you post instructions as soon as possible once you start your service and regularly review and update disaster recovery instructions.

1. Log in to SecureSync.
2. Select **Menu > Disaster Recovery > DR Documents**. Click **Retrieve DR Instruction Template**.
3. You can save the template to your computer by clicking **Save As** or open the document in a new window by clicking **Open**. The DR template enables you to enter pre-defined contact and media delivery information.
4. Upload the document to SecureSync using the Uploading Disaster Recovery Documents procedure described above. Total space available is up to 10 GB. File type must be Rich Text Format (RTF).

![Image 33: Disaster Recovery/DR Template](image)

**Disaster Recovery Instructions for Iron Mountain**

<table>
<thead>
<tr>
<th>Document Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer number:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Event Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Contact:</td>
</tr>
<tr>
<td>Contact Phone (Secondary):</td>
</tr>
</tbody>
</table>

For use by Iron Mountain upon declaration

<table>
<thead>
<tr>
<th>Iron Mountain DR Coordinator:</th>
<th>Event Type:</th>
<th>Actual</th>
<th>Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Declared by:</td>
<td>Verified by:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Event Date: | Hot Site Event ID (if applicable): |

<table>
<thead>
<tr>
<th>Shipment Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please fill out a separate shipment information section for each combination of location, date, and transportation method required for this Disaster Recovery event. You can copy and paste additional sections as needed.</td>
</tr>
</tbody>
</table>

**Shipment #1:**

<table>
<thead>
<tr>
<th>Delivery Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site name:</td>
</tr>
<tr>
<td>Street address:</td>
</tr>
<tr>
<td>City, State, Zip:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transportation to recovery location(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Iron Mountain (and its 3rd party providers, if needed):</td>
</tr>
<tr>
<td>Preferred 3rd Party Vendor:</td>
</tr>
<tr>
<td>Customer will handle all transportation:</td>
</tr>
<tr>
<td>Deliver media to Iron Mountain branch nearest to recovery site?</td>
</tr>
</tbody>
</table>

| Contact: |
| Site Phone: | Fax: |
| Email address at site: |

<table>
<thead>
<tr>
<th>Shipment Dispatch:</th>
</tr>
</thead>
<tbody>
<tr>
<td>As soon as media is ready</td>
</tr>
<tr>
<td>Date:</td>
</tr>
</tbody>
</table>
SECURESYNC® USER FUNCTIONS – QUICK TIPS

This table provides you with quick tips on how to find SecureSync features. For more information, refer to Resources in SecureSync. If you have any questions, refer to Contact Us in SecureSync.

<table>
<thead>
<tr>
<th>SECURESYNC USER FUNCTION/FEATURE</th>
<th>SECURESYNC MENU</th>
<th>SECURESYNC MENU OPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create a new Retention Profile</td>
<td>Admin</td>
<td>Add Retention Profiles</td>
</tr>
<tr>
<td>Modify an existing Retention Profile</td>
<td>Admin</td>
<td>Retention Profiles</td>
</tr>
<tr>
<td>Change your password</td>
<td>Admin</td>
<td>Change Password</td>
</tr>
<tr>
<td>Add new authorized user</td>
<td>Authorization</td>
<td>Add Users</td>
</tr>
<tr>
<td>Reset an authorized user’s password</td>
<td>Authorization</td>
<td>Search Users</td>
</tr>
<tr>
<td>Modify/Delete existing authorized user</td>
<td>Authorization</td>
<td>Search Users</td>
</tr>
<tr>
<td>Add Disaster Recovery Instructions for Iron Mountain use</td>
<td>Disaster Recovery</td>
<td>DR Documents</td>
</tr>
<tr>
<td>Add Disaster Recovery documents not visible to Iron Mountain</td>
<td>Disaster Recovery</td>
<td>DR Documents</td>
</tr>
<tr>
<td>Review outstanding To Do items</td>
<td>Home Page</td>
<td>Home Page</td>
</tr>
<tr>
<td>Prepare a list of media to send offsite</td>
<td>Process Media</td>
<td>OM Distribution List</td>
</tr>
<tr>
<td>Scan and compare media being sent offsite</td>
<td>Process Media</td>
<td>Scan Verification</td>
</tr>
<tr>
<td>Perform scan of tapes arriving from Iron Mountain to compare to file</td>
<td>Process Media</td>
<td>Scan Verification</td>
</tr>
<tr>
<td>Prepare a manifest for closed containers to be sent offsite</td>
<td>Process Media</td>
<td>Container Pickup</td>
</tr>
<tr>
<td>Download inventory file</td>
<td>Process Media</td>
<td>Download Inventory</td>
</tr>
<tr>
<td>Apply a Retention Profile to a closed container</td>
<td>Research</td>
<td>Search Containers</td>
</tr>
<tr>
<td>Look up status or history of a tape</td>
<td>Research</td>
<td>Search Open Media</td>
</tr>
<tr>
<td>Look up status or history of a closed container</td>
<td>Research</td>
<td>Search Containers</td>
</tr>
<tr>
<td>For users with multiple accounts, look for a specific tape number across all accounts</td>
<td>Research</td>
<td>Global Media Locator</td>
</tr>
<tr>
<td>Review Discrepancy Information</td>
<td>Research</td>
<td>Discrepancy Management</td>
</tr>
<tr>
<td>Generate Vault Status Report</td>
<td>Research</td>
<td>Vault Status Reports</td>
</tr>
<tr>
<td>Look up activities by date (range up to a month)</td>
<td>Research</td>
<td>Inbound/Outbound Report</td>
</tr>
<tr>
<td>Create order for tapes to be sent by Iron Mountain at a future service date</td>
<td>Request</td>
<td>Deliver Media</td>
</tr>
<tr>
<td>Create order for closed containers to be sent by Iron Mountain at a future service date</td>
<td>Request</td>
<td>Deliver Media</td>
</tr>
<tr>
<td>Create a pickup only order for a date when there is no existing regularly scheduled service</td>
<td>Request</td>
<td>Other</td>
</tr>
<tr>
<td>Look up an existing order</td>
<td>Request</td>
<td>Search Requests</td>
</tr>
<tr>
<td>Change service date due to a holiday</td>
<td>Request</td>
<td>Reschedule Service</td>
</tr>
<tr>
<td>Delete a closed container</td>
<td>Request</td>
<td>Delete Container</td>
</tr>
<tr>
<td>Request a library audit at an Iron Mountain facility, create a new customer account and request a bid for service</td>
<td>Request</td>
<td>Misc Services</td>
</tr>
</tbody>
</table>
QUICK REFERENCE CARD

Iron Mountain recommends you keep a record of your data management account information, which helps you manage your account(s) over time.

Image 34: Quick Reference Card

Customer Quick Reference Card

Before Contacting Iron Mountain, please have the following information ready:
Customer Number: This may also refer to your Site ID
Authorization Number: This is a 6-character number unique to you.

Customer Care Avenues for Support

Assistance with Requests, Service Questions or Account Updates

Online Support - SecureSync
www.securesync.com (Preferred Option)

Online data tracking which offers many self-service tools including account updates, requesting media, and inventory maintenance.

Please note: Standard and Critical requests cannot be placed online as they affect your billing.

Phone/Fax/Email Support

Requests / Service Questions / Account Updates

Phone – All regular or urgent requests, inquiries, general information, etc.
US & Canada: 888-365-4768

Fax – Primarily for issues requiring a physical signature. Media requests cannot be processed via fax.
US & Canada: 866-346-4768

Email – All regular or urgent requests, inquiries, general information, etc.
US and Canada, request@ironmountain.com

Some examples of questions/updates are as follows:
- Requests for media or containers
- A location closing, a new location starting or an address change
- A change in service dates or times
- Consolidation of multiple login or accounts
- Billing questions or requests
- Changes in management
- Notes to be added to your account

General Reminders

- Always make a note of your request number for your future reference.
- Do not share your authorization number with anyone, as this is a unique number set to you.
- Authorization numbers for generic users (such as ‘Front Desk’ or ‘IT Dept’) can be created via the SecureSync website.
- When emailing requests, make sure all information is complete, including Customer Number, Authorization Number, media numbers or container numbers, and phone number.

Iron Mountain Websites

www.ironmountain.com: Our corporate website with an explanation of our services, solutions for your business, and more.

http://cic.ironmountain.com: Customer information Center provides additional detail regarding our service, standard processes and billing protocols in the US.

Knowledge Center

Accessed through www.ironmountain.com – This is your source for industry trends, expert commentary, recommendations and practical guidance for confronting the information management storage and security problems facing corporations today.

Escalation Contacts

“This section is optional depending on customer. Please delete the notes in red prior to distributing to customer.”

If you have further questions about your program or have need for escalation, please contact:
- Customer Contact Name, title, Customer Name, Phone Number or Email Address
- Iron Mountain Contact Name, title, Iron Mountain, Phone Number or Email Address

If you have further questions, contact Iron Mountain Customer Care at the numbers listed above.
THIRD-PARTY TRANSPORTATION

Iron Mountain maintains a fleet of vehicles specially equipped for local pickup and delivery of media. Our vehicles are climate-controlled, equipped with fire protection, and secured through a customized alarm system. We recommend levering Iron Mountain’s secure fleet of vehicles and our trained personnel because our resources offer the best combination of security, chain of custody, and safety for your media.

However, our services are primarily focused on local pickup and delivery. Media transport generally happens within a 50-mile radius of one of our dedicated data management facilities. Other options, such as a third-party ground or air carrier, can be provided for longer distances at the customer’s request.

Experience has demonstrated that the following third-party modes of transportation (via Iron Mountain’s recommended vendors) provide the best elements of security, chain of custody, and safety. The table below summarizes Iron Mountain’s recommendations for alternate transportation, including the pros (+) and cons (-) of each option:

<table>
<thead>
<tr>
<th>Transport Mode</th>
<th>Comments</th>
<th>Chain of Custody</th>
<th>Application</th>
<th>Size of Shipment</th>
<th>Relative Cost*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Third-Party Dedicated Ground</td>
<td>Iron Mountain seals the truck before it leaves and opens it when it arrives Satellite-monitored = Neither Iron Mountain nor customer associate may ride along Climate control may not be present</td>
<td>Chain of Custody (COC) with driver from departure to arrival</td>
<td>• Routine long-distance service • Disaster recovery exercises • Media migrations • Disaster declarations (time permitting)</td>
<td>Unlimited</td>
<td>$$$</td>
</tr>
<tr>
<td>Iron Mountain Dedicated Ground</td>
<td>Uses one or more vehicles from the existing Iron Mountain fleet Climate-controlled</td>
<td>COC remains with Iron Mountain</td>
<td>• Where COC is imperative • Infrequent special projects • Disaster-recovery exercises • Media migrations • Disaster declarations (time permitting)</td>
<td>Limited by equipment available at the time</td>
<td>$</td>
</tr>
<tr>
<td>Scheduled Special Network Flight</td>
<td>Lower costs than exclusive use charter Availability limited to carrier’s schedule No climate-controlled environment Neither Iron Mountain nor customer associate may ride along</td>
<td>COC with network carrier from departure to arrival Material on board for other customers of the network provider Possible cargo transfer at service hub Cargo subject to search at pilot discretion (under Iron Mountain’s observation)</td>
<td>• Routine long-distance service • Disaster recovery exercises • Media migrations • Disaster declarations (time permitting)</td>
<td>Limited by equipment available at the time</td>
<td>$$$</td>
</tr>
</tbody>
</table>
TRANSPORTATION

Regardless of the mode of transportation you select, we strongly recommend that you engage with Iron Mountain at both the shipping point and the receiving point. Our expertise will add the following benefits to the effective control of your media:

» Proper care in the labeling and the secure packaging of your media
» Barcode scanning of the outbound and inbound shipment
» Controlled media transport and interaction with any third-party
» Continual monitoring of the shipment while in transit
» Investigation and resolution of discrepancies that may occur

Iron Mountain is happy to provide the details of some of the transportation services offered by select third-party transportation carriers. Choosing an appropriate transportation solution to meet your needs will always be your choice as a customer. You will need to sign a standard Third-Party Transportation Authorization Form before we can transfer your material to a third-party carrier.

RISKS OF CHOOSING THE LOWEST-COST OPTION

While using general ground carriers, package carriers or freight-forwarding companies may reduce costs, they place media at a higher risk within the chain of custody. For example, there could be four or more parties involved handling cargo through an airfreight forwarder in both the shipping and receiving activities: Iron Mountain, the forwarder, airline personnel and a contracted cargo handling team on the airport tarmac.

Additionally, such cargo may be unnecessarily subjected to bad weather. Most importantly, there is no unique priority placed on your shipment by that carrier. This class of cargo may be bumped (put on a later flight) by an airline in favor of moving freight in a higher-priority category. If chain of custody is at all important, this is not the way to transport media.

Iron Mountain sets the industry standard for information security and protection with hiring practices, training, systems and processes. We take the safety and security of your information assets seriously and treat them as if they were our own.

Contact your local branch or Customer Care for more information. We are available to meet with your leadership team to better evaluate your requirements and to assist you in building a strong recovery process.
## GLOSSARY OF TERMS

To help familiarize you with Iron Mountain data management and SecureSync, listed below are definitions of commonly used terms.

<table>
<thead>
<tr>
<th>TERM</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add-On</td>
<td>A request for the additional delivery of media during a customer’s scheduled service date and time. This request must be made via phone or SecureSync prior to the Transportation Specialist’s departure for your pickup/delivery.</td>
</tr>
<tr>
<td>Authorization Level</td>
<td>A request for the additional delivery of media during a customer’s scheduled service date and time. This request must be made via phone or SecureSync prior to the Transportation Specialist’s departure for your pickup/delivery.</td>
</tr>
<tr>
<td>Authorization Number</td>
<td>An Authorization Number is a unique identifier used by Iron Mountain to verify authorized customer personnel. This number is used for request and research activities. The Authorization Number is created at the same time the authorized personnel profile is created and cannot be modified.</td>
</tr>
<tr>
<td>Backup Care</td>
<td>Backup Care refers to specialized services provided by Iron Mountain to help you handle the regular maintenance of swapping out hard drives and tapes within your onsite backup management system. Backup Care is an add-on service.</td>
</tr>
<tr>
<td>Barcode Label</td>
<td>Refers to the tri-optic label provided by tape or label manufacturer that is a unique, sequenced number (see Volser) applied to individual pieces of media (required for open media programs). OR the supplied Iron Mountain closed container or transport label provided by Iron Mountain for chain of custody purposes.</td>
</tr>
<tr>
<td>Cart</td>
<td>Wheeled rolling carts designed to handle large quantities of media at one time. A typical rolling cart has a capacity of 480 items.</td>
</tr>
<tr>
<td>Closed Container Program</td>
<td>Media that is placed inside containers provided by Iron Mountain. Each container is managed as one unit and returned to the customer on the requested date. Closed containers are never opened by Iron Mountain unless written permission is provided by a customer.</td>
</tr>
<tr>
<td>Container</td>
<td>A custom-built entity that protects and transports customers’ media.</td>
</tr>
<tr>
<td>Corrective Action Request</td>
<td>A Corrective Action Request (CAR) is a tool used by Iron Mountain to improve the quality of the service we provide to our customers. The CAR process records the area for improvement or error. The CAR is investigated to identify the root cause and failure point associated with the error and the resolution steps taken by Iron Mountain to mitigate the risk to prevent the error from recurring in the future.</td>
</tr>
<tr>
<td>Critical Special</td>
<td>A request for the additional delivery or pickup of media outside of a customer’s regularly scheduled service date and time. Iron Mountain’s standard time to deliver a Critical Special is within three hours from the time the request is received.</td>
</tr>
<tr>
<td>Customer Number</td>
<td>A unique security number assigned by Iron Mountain to each customer to manage their data management program. Always use this number when interacting with Iron Mountain. This may also be referred to as the account number or site number on an invoice.</td>
</tr>
<tr>
<td>Customer Preferences</td>
<td>Customer Preferences are settings defined in SecureSync that allow a customer employee with Authorization Level E to customize service parameters associated with multiple areas including transportation, discrepancy management, reporting and media destruction.</td>
</tr>
<tr>
<td>Disaster Recovery</td>
<td>Disaster Recovery is a subset of business continuity describing the process for recovering critical systems following a natural or human-induced disaster. Use the Disaster Recovery option in SecureSync to store disaster recovery documents and instructions to guide customers and Iron Mountain employees while performing disaster recovery tests and responding to actual emergencies.</td>
</tr>
<tr>
<td>TERM</td>
<td>DEFINITION</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Discrepancy</td>
<td>A discrepancy is created in SecureBase when media is detected or reported in a state other than is expected by SecureBase, and the exception cannot be quickly reconciled by Iron Mountain personnel. Use the Discrepancy Management module in SecureSync to view open media and container discrepancies and provide guidance to Iron Mountain as necessary to support timely and accurate issue resolution.</td>
</tr>
<tr>
<td>Disaster Recovery Authority</td>
<td>Disaster Recovery Authority defines the set of actions that a customer agent is authorized to request or perform while interacting with Iron Mountain personnel or SecureSync during disaster recovery planning, testing and actual events. A customer agent may have more than one type of disaster recovery authority, which is unique from interaction authority and must be defined separately.</td>
</tr>
<tr>
<td>Disaster Recovery Pick (DRP) Code</td>
<td>A code used to designate a backup set of open media. A DRP Code is useful as an extra description for the series of open media you need during a DR event. Typically, open media is distributed based on the individual barcode numbers, but an entire series of open media can be pulled from an Iron Mountain vault using one DRP Code.</td>
</tr>
<tr>
<td>Global Media Locator</td>
<td>The Global Media Locator allows a user to search for media across multiple SecureSync accounts and quickly locate an asset to support research or recall to the customer facility.</td>
</tr>
<tr>
<td>Interaction Authority</td>
<td>Interaction Authority defines the set of actions or activities that a customer agent is authorized to request or perform while interacting with Iron Mountain personnel or SecureSync to support normal business activities such as releasing media to be sent to the vault or requesting media return to the customer location. A customer agent may have more than one type of interaction authority, which is unique from disaster recovery authority and must be defined separately.</td>
</tr>
<tr>
<td>IT Asset Destruction</td>
<td>IT Asset Destruction refers to specialized services provided by Iron Mountain that enable you to destroy, recycle, or refurbish IT waste, such as tapes, monitors, laptops, office equipment, etc. This is an add-on service.</td>
</tr>
<tr>
<td>Logical Vault</td>
<td>Logical vault is a function used to separate defined pools of customer media in an account. The Logical Vault defines media by type or can serve as a method to separate systems or applications within a customer account. The Logical Vault is assigned by specific row, rack, shelf and slot locations where the media will reside. Defining logical vaults facilitates the retrieval and distribution of media within an Iron Mountain vault and the customer account. Logical vault names can be created by the customers’ tape management system or a selected name.</td>
</tr>
<tr>
<td>MediaCare</td>
<td>MediaCare refers to specialized services offered by Iron Mountain that enable you to ship and receive open media or closed containers using a third-party transportation vendor when you have special requirements or your company is located outside of the Iron Mountain branch service radius or established transportation routes. This is an add-on service.</td>
</tr>
<tr>
<td>Media Type</td>
<td>A Media Type is a media identifier used to define the media size, shape and storage capability. These identifiers assist with determining the type of slotting required to safely store media in the vault. Media types are assigned to both containers and open media.</td>
</tr>
<tr>
<td>(OM) Open Media Distribution List</td>
<td>A Distribution List contains open media items that are intended to be sent from the customer to Iron Mountain. The list should be provided for the media to be picked up for that service date. This list can be created by the customer in SecureSync or transmitted automatically to Iron Mountain. The Open Media Distribution list is a listing of the tapes that are intended to be sent by the customer to Iron Mountain. The Open Media Distribution list is used by Iron Mountain to validate the correct media was received and inbounded at the Iron Mountain facility on the expected service date. Discrepancies are reported to the customer.</td>
</tr>
<tr>
<td>Open Media</td>
<td>Open Media are individual magnetic storage devices known as tapes, which can include CDs, DLTs, LTOs, etc. Open Media are individually tracked using barcoded volser.</td>
</tr>
<tr>
<td>TERM</td>
<td>DEFINITION</td>
</tr>
<tr>
<td>------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Pickup Manifest</td>
<td>A Pickup Manifest is a list of items (containers or open media) identified by the customer to be picked up by Iron Mountain during their scheduled service date. Iron Mountain drivers use the manifest to verify all items have been staged and are ready for pick-up. Any issues regarding the items will be communicated to the customer prior to departure.</td>
</tr>
<tr>
<td>PIN Number</td>
<td>The PIN Number is the preferred method by which customers verify their authorization level during media exchanges based on the Service Indicator selected for an account. During an exchange, the customer must enter their pin number in the driver’s scanner to ensure the exchange is authorized. A default value for the PIN is generated by the system, or can also be customized by the user.</td>
</tr>
<tr>
<td>Preferences</td>
<td>Edit My Preferences provides an opportunity for a user to set personal preferences in SecureSync related to default login, report file format and the Vault Status Report, which will affect the user experience on a go-forward basis. Personal preferences apply only to the logged in user, and do not affect the SecureSync experience of other employees.</td>
</tr>
<tr>
<td>Retention Profiles</td>
<td>Retention Profiles are used to apply retention schedules for media. For Open Media, a user can create and select a desired profile in SecureSync that automatically applies the number of days (return date), DRP Code and description to the open media. For closed containers, the selected profile is applied to the container when the user selects Pickup/On Manifest in the Prepare Containers for Pickup page.</td>
</tr>
<tr>
<td>Scan Verification</td>
<td>Scan Verification ensures media being sent to Iron Mountain or delivered to the customer matches the list of items designated on a customer’s request. This verification is accomplished by scanning inbound or outbound media against the customer supplied list. This process is only valid for open media.</td>
</tr>
<tr>
<td>Standard Special</td>
<td>A request for the additional delivery or pickup of media in three to 24 hours. Standard Specials are not part of a customer’s regularly scheduled service date and time.</td>
</tr>
<tr>
<td>Temporary Transport</td>
<td>Temporary transports are assigned from the branch’s pool of transports when assigned customer transports are not available due to unexpected volumes. Temporary transports are charged per day while in use.</td>
</tr>
<tr>
<td>Third-Party Transportation</td>
<td>Iron Mountain performs most pickup/deliveries for customers; however, some customers may have special requirements or their location is outside of the Iron Mountain service radius or established transportation routes. In such cases, customers can use third-party transportation carriers, such as the United States Postal Service or UPS, to ship open media and closed containers.</td>
</tr>
<tr>
<td>Transport Containers</td>
<td>Transports are containers that are used to move open media between a customer location and an Iron Mountain facility. Once at Iron Mountain, the contents of a transport are scanned, removed and assigned slot locations. Transports are assigned to a specific customer.</td>
</tr>
<tr>
<td>User Verification</td>
<td>User Verification is an important security measure. This function requires the E-Level or Disaster Recovery Level 4 to check (verify) each user on these authorization lists are current and active. The time period for verification review is set under account preferences.</td>
</tr>
<tr>
<td>Volser</td>
<td>Volser refers to the tape volume serial number used to uniquely identify a single piece of media or tape. The volser is specified on the tri-optic barcode label. (See Barcode Label)</td>
</tr>
</tbody>
</table>

ABOUT IRON MOUNTAIN
Iron Mountain Incorporated (NYSE: IRM) provides information management services that help organizations lower the costs, risks and inefficiencies of managing their physical and digital data. Founded in 1951, Iron Mountain manages billions of information assets, including backup and archival data, electronic records, document imaging, business records, secure shredding and more, for organizations around the world. Visit the company website at www.ironmountain.com for more information.

© 2015 Iron Mountain Incorporated. All rights reserved. Iron Mountain and the design of the mountain are registered trademarks of Iron Mountain Incorporated in the U.S. and other countries. All other trademarks and registered trademarks are the property of their respective owners.