UAB has contracted with DriveSavers to provide data recovery services for the UAB community. DriveSavers is the only data recovery company in the industry that undergoes annual SAS 70 Type II Audit Reports and is HIPAA compliant, offering the highest level of data security available. DriveSavers is also compliant with FAR 52.224-2 (Privacy Act), ISO 17799, Sarbanes-Oxley Act of 2002 (SOX), the US government Data-At-Rest (DAR) mandate, the Gramm-Leach-Bliley Act (GLBA) and the new regulation by National Institute of Standards and Technology, NIST SP 800.34 (Rev. 1).

To view DriveSavers certifications, and learn more about Data Recovery Industry standards, visit: http://www.drivesaversdatarecovery.com/proof

To order Data Recovery Services follow these steps:

Contact DriveSavers: 800.440.1904
DriveSavers offers 24-7 "live" US-based support ensuring that you will be able to reach a Data Recovery Advisor any time you find yourself unable to access critical files - day or night. The Data Recovery Advisor will outline several turnaround times and pricing options based on the data recovery project details.

Reference UAB’s exclusive Program ID#: DS82041
DriveSavers offers the following benefits:

1. Automatic University discounts up to 27%
2. Free Shipping to and from DriveSavers, Inc. via Federal Express
3. Free Evaluation Service on Economy Service single drives recoveries
4. No Data-No Charge Policy for our Economy and Standard Service single drive recoveries
5. Certified secure data recovery

Data Recovery Project Details
To expedite the recovery process, DriveSavers will need details about the computer system or storage device involved. Please be prepared to answer the following questions as it applies to your data recovery project:

1. What operating system was being used? i.e. Windows, Mac OS, LINUX/UNIX, etc.
2. What is the total capacity of the hard drive or storage device?
3. Who manufactured the hard drive or storage device?
4. Drive interface?
   o i.e. SATA, IDE, SCSI, Firewire
5. What is the problem with the drive or media?
6. What attempts have been made to resolve the problem or recover the data?
7. What are the most important files, folders, and directories and what applications and versions were used to create them?

**Shipment to DriveSavers**

Once you have determined the best service that meets your needs, DriveSavers will send you an email with your Job#, estimated pricing (range), how to package the storage device and where to ship it to. You may choose to receive a free shipping label instantly by email or receive a free shipping box and label the next day for shipment. Use the email to issue a purchase order to DriveSavers. Once the PO has been issued you can ship the drive to DriveSavers – please include the PO# and DrivesSavers Job# with the shipment.

**Receipt of Storage Device:**

When the device arrives at DriveSavers it is logged into the DriveSavers database for Chain of Custody tracking purposes. A confirmation email will then be sent to the requestor.

**Customer Notification of Recovery Results and Final Cost:**

The UAB requestor for the data recovery job will receive a phone call from DriveSavers explaining the recovery outcome, final cost, and shipment method. The recovered data will then be hand-delivered to our shipping department for appropriate packaging, documentation and shipment to UAB.

*Note: For a more detailed account of this process, please refer to the DriveSavers Statement of Work (SOW) for University of Alabama at Birmingham. The SOW addresses DriveSavers response to Confidentiality and Security protocol, Pricing Determination and Recovery Timetables, Process and Technical Approach involved with data recovery and encrypted hard drives, Account Management and Safety issues.*

*DriveSavers, Inc. is bound by the HIPAA Business Associate Agreement between University of Alabama at Birmingham and DriveSavers, Inc. and the Master Agreement between The Board of Trustees of the University of Alabama for its Division UAB and DriveSavers, Inc.*

**Should issues arise, contact our DriveSavers, Inc. representative:**

Doreen Griffiths  
Government Account Executive  
High Security Program Manager  
Phone: 415.382-8000 *137 (direct)  
Phone: 800.440.1904 *137  
email: doreeng@drivesavers.com  
web-site: [http://www.drivesaversdatarecovery.com](http://www.drivesaversdatarecovery.com)

**Data Loss Prevention Tips**
1. **Always back up**, test your backup and keep current copies of important data offsite.

2. **Exit programs before shutting down your computer** to avoid data loss and program corruption.

3. **Use high quality surge protectors** or line conditioners with all computer equipment.

4. **Turn off peripheral devices after shutting down the computer**, not while the disk is active – this may cause directory damage.

5. **Test your backup before reformatting your drive**. If you use tapes, be sure you are familiar with the backup software before archiving important data.

6. **Power down before moving a drive**. When transporting a drive, prevent jostling by using a padded container.

7. **Allow sufficient space around the drive’s cooling vents**. Remove books, papers, etc., which might block airflow. Do not put the drive on carpeting.

8. **Avoid rapid temperature changes**. As a general rule, if you are comfortable, the climate is appropriate for the drive. If the drive was previously in a very cold environment, allow your drive to warm up to room temperature before operating.

9. **Use software utilities with extreme caution**. In case of severe corruption or physical damage this may make the problem worse.

10. **Power down immediately if your drive makes unusual noises**. These sounds may indicate a mechanical problem that could ultimately result in total data loss.
Scope of Work
Data Recovery Services
SPECIFICATION FOR DATA RECOVERY OF ELECTRONIC INFORMATION
STORED ON VARIOUS ELECTRONIC MEDIA

DriveSavers Mission:

At DriveSavers Data Recovery, loss is only temporary - and we prove that again and again to business, government, academic and individual customers all over the world. With the highest success rate in the industry, for over 20 years we've made possible what other companies say is impossible. DriveSavers is the only data recovery company in the world that is SAS 70 Type II compliant, offering you the highest level of data security available.

Since 1985, we have completed more than 200,000 data recoveries and we support over 9,000 business partners worldwide. DriveSavers has meticulously refined its methodology to maximize the likelihood of a successful data recovery for each and every customer. Every step in our process has been exhaustively tested—from the handling of the customer's initial inquiry, the process of receiving and logging the data storage device to be recovered from, the physical imaging of the affected device(s), and the logical restoration of the partitions/directories/critical files, to the transfer of the recovered data onto the target media of the customer's choice.

DriveSavers data recovery engineers are the best in the industry at physical and logical data recovery and second to none when dealing with firmware failures and micro-component repair. Trained and certified by leading encryption vendors, such as PGP, GuardianEdge, Utimaco, and Checkpoint/PointSec, they are experts at recovering lost data from encrypted hard drives, peripheral devices and software. We invite you to take a virtual tour of DriveSavers at http://www.drivesaversdatarecovery.com/company-info/virtual-tour/.

DriveSavers will provide Data Recovery Services for University of Alabama at Birmingham as requested for all storage media, including laptop Hard Disk Drives, desktop Hard Disk Drives, encrypted Hard Disk Drives, Solid State Technology, Magneto Optical, Tape, CD, DVD, Floppy Disk, RAID, SAN, and NAS systems.


University of Alabama at Birmingham is a member of DriveSavers Education Partner Program with an exclusive Program ID#: DS82041. Please reference this ID# when calling for a quote for data recovery services and the pricing, benefits, and Master Service Agreement requirements are automatic. Call DriveSavers at 800.440.1904.

Data Security/Confidentiality:

SAS 70 Type II Audit Reports and Network Security
DriveSavers is the only data recovery provider that is SAS 70 Type II compliant, assuring that every aspect of the facility and network is certified secure to protect personal and confidential data. SAS 70 Type II is the most stringent and extensive security audit administered. Unlike Type I, a Type II Audit Report verifies that our data hosting control objectives and control activities are in place, suitably
designed, enforced and operating effectively to achieve all desired security control objectives. DriveSavers SAS 70 Type II Audit Report can be viewed at http://www.drivesavers.com/certifications/SAS70-certification.html.

At the foundation of DriveSavers Certified Secure environment is a network that is protected by a “defense-in-depth” architecture that includes firewalls, intrusion protection systems, managed security services and 24/7 real-time monitoring.

Each of DriveSavers engineering departments is housed in a secure, locked and alarmed environment with access by Authorized Personnel only to protect the security of our customers’ data and our proprietary recovery tools and software.

**Confidentiality**
DriveSavers understands the value of every customer’s data. All data recovered at DriveSavers is kept completely confidential. Our data security processes and protocols are compliant with the Sarbanes-Oxley Act of 2002 (SOX), the US government Data-At-Rest (DAR) mandate, the Health Insurance Portability Accountability Act (HIPAA), the Gramm-Leach-Bliley Act (GLBA) and the new regulation by National Institute of Standards and Technology, NIST SP 800.34 (Rev. 1).

Any data found on the hard drive(s) shall only be opened and viewed by DriveSavers engineers that are working on the proposed data recoveries and have a “need-to-know” in order to perform the recovery operation. All personnel working on said recoveries are US Citizens. Under no circumstance will data be released to any third party.

**Department of Defense Security: CAGE CODE 04PC0**
DriveSavers follows strict protocol in protecting classified data as outlined in the National Industrial Security Program Operating Manual; DOD 5220.22-M.

Michael Hall is DriveSavers Facility Security Officer (FSO) and Chief Information Security Officer: 800-440-1904

A special quote is required for storage media containing classified data.

**Manufacturer Authorization**
If the recovery process meets all their criteria, data storage device manufacturers will authorize a data recovery company to open and work on their devices without voiding the original warranty. DriveSavers is recommended by all the major drive manufacturers and is authorized to open their sealed drive mechanisms without voiding the original warranty. Provided below is a sample list of companies that trust and authorize DriveSavers.
http://www.drivesavers.com/certifications/manufacturer-approved.html

1. **Notebook/desktop/server manufacturers:**
   Acer, Alienware, Apple, Compaq, Dell, eMachines, Fujitsu, Gateway, HP, IBM, Lenovo, MPC Computers, Panasonic, Samsung, Sony, Sun Microsystems, Toshiba and more

2. **RAID controller and storage system manufacturers:**
   Adaptec/Snap Appliance, AMCC/3ware, Apple, Avid, Buffalo Technology, Ciprico, Dell, EMC, Gateway, HP, HighPoint, IBM, LaCie, MicroNet/Fantom, Promise Technology and more

3. **Hard disk drive manufacturers:**
   Fujitsu, Hitachi, Maxtor, Samsung, Seagate, Toshiba, Western Digital and more

4. **Camera manufacturers:**
   Canon, Casio, Fuji, HP, Kodak, Konica, Minolta, Nikon, Olympus, Panasonic, Pentax, Samsung, Sony, Toshiba and more
5. **Memory card manufacturers:**
   Fuji, Kingston Technologies, Kodak, Lexar Media, Olympus, Panasonic, Samsung, SanDisk, Simple Technology, SmartDisk, Sony, Toshiba and more

6. **Tape manufacturers:**
   Fujitsu, HP, IBM, Maxell, Panasonic, Quantum, Sony

7. **MP3 player manufacturers:**
   Apple, Creative, Dell, Gateway, iRiver, Microsoft, Samsung, SanDisk, Sony, Toshiba and more

8. **Software developers:**
   EMC, GuardianEdge, Microsoft, Novell, Oracle, PGP, Check Point/PointSec, Symantec/Veritas, Utimaco and more

**Pricing Determination:**
Final pricing is based on a variety of factors: the Service Level and turn-around time requested by the customer, the complexity of the recovery and, because DriveSavers is a performance-based company, the completeness of the recovery. The final invoice will never exceed the amount quoted.

The final recovery price formula involves a five-point ranking of the *complexity* and *results* of the recovery. The two variables under “Complexity” relate to the mechanical and software aspects of the recovery. The three variables under “Results” include the following: 1) were the customer’s “most critical” files recovered, 2) are the file names and data structures intact, and 3) what percentage of data was recovered overall.

Factoring the recovery difficulty and recovery results into the final price is a standard method used in the data recovery industry. These values govern the final recovery cost.

**5-Point Ranking Variables**

<table>
<thead>
<tr>
<th>Complexity</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mechanical Complexity</td>
<td>Software Complexity</td>
</tr>
<tr>
<td>(5 = most complex)</td>
<td>(5 = most complex)</td>
</tr>
<tr>
<td>Are critical files</td>
<td>Integrity of Data structure</td>
</tr>
<tr>
<td>present?</td>
<td>/ File Names.</td>
</tr>
<tr>
<td>(5 = best outcome)</td>
<td>(5 = best outcome)</td>
</tr>
<tr>
<td>Percent of data</td>
<td>(5 = best outcome)</td>
</tr>
<tr>
<td>recovered overall.</td>
<td></td>
</tr>
</tbody>
</table>

**Discounts**
1. Education discounts are applied to data recovery services.
2. Volume discounts may also be applied based on quarterly invoices.
3. **Free** Evaluation Service.
4. **Free** Shipping to and from DriveSavers via Federal Express.
5. **No Data – No Charge** policy: If the storage device is so badly damaged that the data is not recoverable, there is No Attempt Fee for our Economy and Standard Service single drive recoveries, regardless of the hours and efforts involved in the attempt (A minimal Attempt Fee will be applied on an Enterprise/RAID or Priority Service if no data is recovered).

**Recovery Timetables and Logistics:**
1. **Recovery Time**
   a. **DriveSavers Standard Service:** 1-2 Business Days
      The fastest Standard turnaround time in the industry. An engineer will complete the data recovery
during normal business hours, Monday through Friday, in 1-2 days after receipt of the damaged device.

b. **DriveSavers Economy Service**: 5-7 Business Days
   Our lowest priced service. An engineer will complete the data recovery within 5-7 business days after receipt of the damaged device.

c. **Priority Service**: ASAP Time Critical Recovery
   The fastest possible recovery service for time-critical situations. Recovery process begins as soon as the drive is received, any time of the day or night, seven days a week. DriveSavers assigns dedicated engineers and support staff around-the-clock to complete the recovery in the shortest possible time. This includes evening, weekend, and holiday hours. The recovery is given top priority throughout the entire process. Customers have continual access to their personal Recovery Advisor and the engineer(s) working on the data recovery project.

2. **Free Evaluations**
   DriveSavers automatically offers free evaluations for our Economy 5-7 business day service on select devices.

   Because the evaluation process may delay the recovery by 1 or 2 more business days, the customer must request a free evaluation for our Standard 1-2 Business Day Service.

   The evaluation process works as follows:
   a. DriveSavers engineers perform a preliminary diagnosis of the damaged media within 3 to 4 business days of receiving it.
   b. Customer is contacted to explain what's involved to complete the recovery process, which data files can be recovered and provide a cost within the price range quoted.
   c. If the customer chooses not to move forward with the data recovery, their damaged media is returned free of charge. There is no charge for the evaluation process.
   d. If we receive approval to go forward with the data recovery, the process is completed within the next 2 to 3 business days.

3. **Shipping Time**: 2 Business Days
   DriveSavers will ship the recovered data back via Federal Express 2-day air at no additional fee. Expedited shipping or an alternate shipping carrier can be requested with any data recovery job.

### Data Recovery Process/Technical Approach for unclassified data:

1. **Contact DriveSavers**: 800.440.1904
   The data recovery process begins when the client contacts DriveSavers at 800.440.1904 and requests a Job Number and Shipping Instructions. The University of Alabama at Birmingham representative calling will provide the Program ID#: **DS82041**.

   A professional Data Recovery Advisor will work with the University representative to gather details relative to the recovery case, such as:
   a. The configuration of the device upon which the critical data has been stored.
   b. When the customer last had access to their data.
   c. Details of what has happened since they last had access to the data.
   d. What type(s) of data the customer needs to recover.

   DriveSavers has the technology to recovery any file type requested, from legacy systems to state-of-the-art Enterprise Storage Systems, including text files, data files, image files, audio files, web files, video files, system files, encoded files, developer files and more. Here is a link to examples of some of the file types that we can recover: [http://www.sharpened.net/helpcenter/extensions.php](http://www.sharpened.net/helpcenter/extensions.php)

   University of Alabama at Birmingham will make all reasonable efforts to provide necessary information, as described below, so that DriveSavers can ensure the best possible recovery.
a. What operating system was being used?  

b. Total capacity of the hard drive or media:  

c. Manufacturer/Model number of the hard drive:  

d. Drive interface? eg: IDE, SCSI, Firewire  

e. How many partitions are on the drive or media?  

f. What is the problem with the drive or media?  

g. What attempts have been made to resolve the problem or recover the data?  

h. What are the most important files, folders, and directories and what applications and versions were used to create them?  

i. Was the storage media encrypted?    Hard Drive Level or File level?  

j. What Encryption Software was used?    What version?  

The Data Recovery Advisor outlines several turnaround times and pricing options for the customer. If the customer elects to have the data recovered, the Advisor sets up a service record and Job# in the DriveSavers database. A confirmation of the job order is sent to the customer via email and/or fax, outlining the details of the Service Plan requested along with instructions for safely shipping the data storage device to DriveSavers.

For customers who are more comfortable making initial contact with us via the web, we do have a secure form on our site that allows them to provide some basic information about their case online. Typically we will follow-up with them within 1-2 hours via phone or email. The form can be found at https://www.drivesavers.com/contact/recovery-inquiries/  

2. Shipment of Hard Drive:  
The hard drive will be properly packaged and shipped by University of Alabama at Birmingham via traceable courier such as Federal Express to DriveSavers facility; DriveSavers will provide a free Federal Express shipping label. Clearly mark the shipment with the assigned Job# on the outside of the box.

DriveSavers, Inc.  
Attn: JOB# ______  
400 Bel Marin Keys Blvd.  
Novato, CA 94949  

3. Receipt of Drive:  
a. When the device arrives at our facility it is logged into the DriveSavers database for Chain of Custody tracking purposes.  
b. A confirmation email is sent to the customer by the receiving team.  
c. The receiving team scans the bar code on the device, which automatically logs the model and serial number of the components into the customer’s data base record.  
d. Any other items shipped with the device (power supplies, cables, software, etc.) are also logged into the database.  
e. The device is classified with a color code, signifying the Service Plan level requested by the customer, and hand-delivered to the triage area where it is wiped free of excess debris, before it enters the ISO 5 Class 100 certified cleanroom environment.  

4. Imaging of the Data in our ISO 5 Class 100 Certified Cleanroom:  
DriveSavers has installed the largest and most technologically-advanced, ISO-certified data recovery cleanroom environment in the industry. This pristine environment protects drives and data from airborne contaminants damage and maximizes recovery success rates. Sealed drive mechanisms can be opened in accordance with the specifications of all leading hardware and storage device manufacturers without voiding the original warranty.


The ultimate goal of DriveSavers cleanroom engineers is to get the damaged source drive spinning...
up at the appropriate speed (up to 15,000 revolutions per minute) and long enough to capture an image of the millions of sectors of data on the drive. In some cases, replacement parts and proprietary techniques must be used to do this.

A bit-stream (sector-by-sector) image of the source data is created and transferred onto a functional “target” drive using proprietary software. This is a critical step in our recovery process. Any data we are able to image from the source drive can now be worked on at a logical, or software, level. This process guarantees that the customer’s original data will NEVER be changed or altered. The source drive is not touched again during the recovery process, unless additional recovery attempts are needed.

Disk drives are mechanical devices with many delicate internal components and moving parts that can wear out, suffer trauma and fail, requiring replacement or repair. Physical hard drive failures currently represent over 80% of what we receive. A physically failed drive is opened in accordance with manufacturer’s specifications, maintaining all warranties, and any damaged components are replaced utilizing components from our inventory of over 20,000 working hard drives and parts. After the sector-by-sector image has been obtained, the drive is rebuilt with its original components and returned to the customer after the recovery has been completed.

5. **Logical Recovery Process:**
Utilizing the sector-by-sector image acquired from the source drive by the cleanroom engineering team, the logical/software engineering team begins the process of turning the imaged “ones and zeros” into usable data. These file system experts painstakingly attempt to restore partitions, directory structures, and eventually the customer’s critical data files. At their disposal are all the proprietary software tools and recovery techniques developed by DriveSavers over the past 20+ years, as well as their own expertise in manually manipulating data.

6. **Encryption:**
DriveSavers will work with University of Alabama at Birmingham’s technical team to implement the best possible procedures for handling encrypted data, when required. DriveSavers is qualified to support the security protocols within the US government Data-at-Rest mandate for digital data stored on mobile devices.

DriveSavers engineers have been trained and certified by all leading encryption vendors to safely recover file-level and disk-level encrypted data without compromising the original level of encryption. DriveSavers can provide customized data recovery solutions to meet the most stringent data security requirements when handling encrypted drives.

   a. Engineers create sector-by-sector images of the source drive during the recovery process—your original data is never compromised
   b. Sector-by-sector image can be transferred to a target drive and returned with original encryption still intact
   c. Data can be restored and decrypted at DriveSavers to verify the integrity of data and returned to the customer encrypted or fully decrypted. The encryption username, password and/or key must be provided to DriveSavers if this method is chosen
   d. Lock boxes available upon request

DriveSavers is certified by GuardianEdge®, Check Point® Pointsec®, PGP® and Utimaco Safeguard®. Certifications may be viewed online at [http://www.drivesavers.com/certifications/encryption-training-proof.html](http://www.drivesavers.com/certifications/encryption-training-proof.html)

In order to provide the most thorough and accurate data recovery attempt, DriveSavers encryption specialists require the logon and password with decryption level authority. This will allow the engineer to decrypt the drive in order to verify data files and address any corruption issues. The recovered data would then be re-encrypted on the target drive.

7. **Transfer of Recovered Data to “Target” Media:**
When the recovery process has been completed, and the engineering team is satisfied that they
have generated the best possible recovery results, the validity of the customer’s critical data set is confirmed and all recovered files are transferred to a “target” media device (typically another drive) and returned to the customer.

The target media will be marked appropriately to correspond with the source media information.

This process will vary for encrypted hard drives and Forensic Image Only recoveries, based on the customer’s technical requirements.

8. **Customer Notification of Recovery Results and Final Cost:**
   The University of Alabama at Birmingham contact for the data recovery job will receive a phone call from our staff explaining the recovery outcome and the final cost, and shipment method. The recovered data will then be hand-delivered to our shipping department for appropriate packaging, documentation and shipment to University of Alabama at Birmingham.

   Be aware that there are cases when even DriveSavers cannot recover data – typically when a physically failed drive is allowed to continue to operate, causing further damage, or a software tool has been run that made massive changes...perhaps over-writing the needed data before DriveSavers was engaged. In cases where data is unrecoverable, we have a “Crisis Counselor” on staff to assist the customer in dealing with their loss. In most cases however, the news is good and the next step is to coordinate payment and make arrangements to reunite the customer with their data.

   The final invoice will never exceed the original amount quoted. DriveSavers is a performance-based company; the complexity of the data recovery as well as the percentage of the customer’s requested files recovered will determine the final price invoiced.

9. **Payment:**
   All major credit cards and Net 30 Terms are acceptable forms of payment, including Blanket Purchase Agreements.

10. **Shipping:**
    The contents of each shipment will be identified on the invoice from DriveSavers.

    To ensure the security and confidentiality of the shipment, we recommend using Federal Express. Federal Express is consistently ranked among the world's most trusted employers and FedEx inspires its more than 260,000 employees and contractors to remain "absolutely, positively" focused on safety, the highest ethical and professional standards, and the needs of their customers and communities. Alternate couriers may be requested.

    DriveSavers stores a copy of the recovered data on our servers for three weeks. This timeframe gives the client time to confirm the recovery of their important files and insure that all the data has been restored to their satisfaction.

    If the customer needs assistance when uploading their recovered data, we offer a Remote Access Support Service to assist in the transferring of files.

    If the customer needs a particular file immediately, we can upload that data to our secure FTP site giving them access to their data via any computer with Internet access worldwide.

    We also offer customized security solutions to address specific security protocols for customers.

    **Account Management:**

    Doreen Griffiths, Government Account Executive, will manage all aspects of this account to ensure that all provisions are met; i.e. timeliness and quality of recoveries, shipment, cost control and invoices, and security and safety control.
1. **Training:**
   Griffiths will train the helpdesk personnel so that all support-call needs are met immediately and accurately. DriveSavers’ data recovery advisors are available for support 24/7.

2. **Monitoring:**
   Griffiths will monitor the account activity weekly to ensure optimum performance by all parties involved; Helpdesk and order taking operations, Engineering, Shipping and Receiving, and Accounting. She will work directly with all department directors to ensure that all account needs are met.

3. **Activity Communication:**
   a. **DriveSavers Account Management: 800.440.1904**
      Contact Doreen Griffiths with any questions or concerns regarding the account management. If Griffiths is not available, University of Alabama at Birmingham personnel can escalate the call to her director, Scott Moyer. All data recovery advisors are trained to provide a quote and/or set up a job at this number.

   b. **Customer Service / Invoices: 800.609.2301**
      Customers can call our Customer Service department to check the status of a hard drive, follow up on a hard drive, and verify Invoice information.

   c. **DriveSavers Security Contact: 800.440.1904**
      Contact Michael Hall, DriveSavers Facility Security Officer for any questions regarding DriveSavers Security Protocol and Department of Defense clearance. Cage Code: 04PC0

4. **Quality Control Procedures**
   All Directors at DriveSavers are responsible for supporting the account provisions and ensuring job quality, productivity, cost control, and safety of its employees.

   DriveSavers has no tolerance for excessive use of alcohol, use of illegal drugs, violence of any degree, anti-social behavior, and/or dishonesty. All employees are thoroughly screened and DriveSavers only hires the most experienced and most respectable candidates.

   Account Management, Training, and Monitoring will be managed by Griffiths in order to ensure maximum quality of account performance and ultimately the best possible end result for University of Alabama at Birmingham: Data Recovery!

   Pricing for data recovery will never exceed the maximum amount quoted - no matter what process is required to recover the data. DriveSavers procedure is to follow and adhere to all Education Partner pricing and Master Agreement protocol. Griffiths will be monitoring all account activity on a weekly basis to ensure accuracy and cost control.

   For over 20 years DriveSavers has been recovering data and peace of mind for education institutes, government agencies, corporations and consumers. We have never compromised a single sector of data. Along with our secure environment and unbeatable recovery techniques, DriveSavers also has had the highest recovery success rate in the industry since 1985.

**Data Recovery Standards:**

**DriveSavers Set New Standards for the Data Recovery Industry**
In response to an influx of data recovery companies making false claims about their capabilities, and the rising trends in damaged drives and unrecoverable data, DriveSavers published new standards for the Data Recovery Industry. These standards describe important criterion and documentation of proof that every professional data recovery service should be able to provide. This information will help customers distinguish professional data recovery companies from other less qualified providers, and protect their data from being lost forever. This White Paper can be viewed at:

We encourage any company that is serious about data recovery and data security to visit our facility and tour our ISO cleanrooms and engineering divisions. We also encourage you to visit and compare any other data recovery provider being vetted during this process. Demand proof of data security and privacy compliance before making your decision on who will have access to your mission critical data.

Press Release

Sample Set Experience Statements:

Michael Hall: Michael Hall is the Director of PC Engineering and Chief Information Security Officer (CISO) for High Security Programs at DriveSavers Data Recovery. Michael develops security protocols to handle critical and encrypted data recoveries for corporations and government agencies, including the development of the company's Master System Security Plan, compliant with the DSS NISPOM. With over 13-years experience in data recovery technology, focusing on high-end arrays, Michael has successfully recovered data from over 15,000 storage devices. With Michael's previous IT experience in the Navy, serving on the USS Carl Vinson CVN70, and his current industry expertise, he has a full comprehension of government and industry working together to help retrieve and secure mission critical data.

Mike Cobb: Mike Cobb has a B.S. degree in Computer Science from the University of California, Riverside. Mike's responsibilities include, but are not limited to, running the Macintosh single hard drive recovery department and the Unix/Macintosh multiple hard drive software recovery department, (Mac / Unix Enterprise Department). Mike also plays a major role in the continuous upgrades of all internal software and some hardware recovery tools used in the cleanroom and the software departments. Prior to joining DriveSavers in 1994, Mike gained invaluable experience creating software and hardware solutions for mirroring and compression while working at Golden Triangle Software. Cobb takes his role at DriveSavers very seriously. His primary goal each day is to ensure that every customer's data loss problem is given a proper solution. Prior to working at DriveSavers, every engineer on Mike's team supported customers as Systems Administrators. They have certifications for every operating system they work on and the hardware the operating systems run on. Mike trained each engineer in his department to make a complete and successful recovery of their customer's data the top priority, above everything else.

Bodhi Nadler: Bodhi Nadler has been with DriveSavers since 2004. He earned a degree in Electronic Technology from San Diego City College and has been applying it here at DriveSavers ever since he arrived. He became the Manager of the Macintosh Engineering single hard drive recovery department in 2006. Bodhi has been instrumental in helping his team develop specialized targeted scripts to recover a wide variety of file types, locating over 100 different file types using a byte-matching algorithm—everything from Appleworks/Clarisworks and Pagemaker (OS9/Classic) to the new Office 2008 (OS X/Leopard) compressed files (docx, xlsx, etc.) and Panasonic MXF movie files. Every engineer working with Bodhi has been trained to write code and locate such files using this proprietary method. Prior to arriving at DriveSavers, Bodhi was a Technical Support Specialist for a major high speed Internet provider. He has completed over 6000 recoveries during his tenure at DriveSavers, and has applied his strong customer service to support customers who have experienced critical data loss.

Trea Kines: Trea Kines is an Enterprise Systems Engineer working in the Mac and UNIX department. He has worked on thousands of Mac recoveries, but specializes in UNIX, Linux, and RAID recoveries. He also has extensive iPhone recovery experience. Trea has worked for DriveSavers for over 6 years, and brings over a decade of experience to the table as a Systems Administrator. Since joining the company, Trea has successfully recovered data from approximately 6,000 storage devices. In the UNIX/Linux realm, he has performed successful recoveries from just about every build, version and flavor in the *NIX family, including (but not limited to) SCO, Solaris, SGI, IRIX, BSD, HPUX, and AIX. He has also pioneered several proprietary data recovery and acquisition techniques that are not commercially available. In the RAID realm, Trea has performed many impressive recoveries on everything from 2-drive hardware RAID6 and mid-scale NAS devices, to Enterprise-scale SAN environments. He has recovered data from external RAID hard drives with corrupted metadata, and has extracted data from IBM clustered SANs when IBM’s top tier support could not, handing it off to DriveSavers instead. Trea was trained on
Apple's campus to recover lost data from XSAN clustered file systems, and performed successful recoveries on several such devices that contained dozens of terabytes of data.

**Jonathan Lee:** Jonathan Lee has been with DriveSavers for 10 years. Prior to joining DriveSavers, Jonathan was employed with the City and County of San Francisco for 5 years where he worked primarily on accounting data and statistics. Jonathan performs a variety of technical processes in our ISO certified cleanroom and maintains the work flow in the ISO 5, 6, 7, and 8 clean zones, where failed hard drives are revived from the dead. He has worked on over 15,000 storage devices. His specialty is physically damaged hard drives, which currently represent over 75% of what we receive. Jonathan is a member of DriveSavers R&D Team, led by Michael Hall and Mike Cobb, whose goal is to develop propriety recovery technology to retrieve lost data from solid state drives. Jonathan is also instrumental in supporting our procurement department when unique parts are required for job. DriveSavers houses over 20,000 unique parts and storage devices, required to perform every data recovery job.

**Ron Cen:** Ron Cen is a Senior Data Recovery Engineer responsible for the day-to-day operation of the ISO certified cleanroom. With over 8 years of experience at DriveSavers, Ron has worked on more than 10,000 hard drives with mechanical failures. He is a master at resolving electro-mechanical and physical issues which typically prevent low-level access to client media. He is proficient in hard drive firmware failure resolution, as well as in cleanroom protocols. Ron’s primary role is to generate complete and high-quality sector-by-sector images of client data for further analysis by our logical engineering team. Ron is a member of DriveSavers R&D Team, led by Michael Hall and Mike Cobb, whose goal is to develop propriety recovery technology to retrieve lost data from solid state drives.

**Angel Ortiz:** Angel Ortiz, Cleanroom Engineer for DriveSavers, specializes in component-level troubleshooting and circuit repair. Angel has been with DriveSavers for 6 years and has performed recoveries on over 6,000 storage devices using proprietary techniques. He is an expert at identifying and restoring electronic malfunctions in PCBs, as well as repairing and recovering data from SSD's, iPhones, iPods, P2 cards, micro drives, USB drives, SD cards, compact flash and hard disk drives. Angel is a member of DriveSavers R&D Team and has a degree in electronics. Prior to working with DriveSavers, he worked as an Engineering Technician at Textron Defense Systems and was a Component Engineer at Nokia.

**DriveSavers Commitment to University of Alabama at Birmingham:**
DriveSavers has invested a significant amount of time and money in research, technology, equipment, new facilities, training and audits to ensure DriveSavers delivers the highest quality and most secure data recovery services available. DriveSavers developed these Industry Standards to help customers determine if a data recovery service provider has adequate expertise, certifications and safeguards in place to recover, process and safeguard data. DriveSavers looks forward to continuing its support and security to University of Alabama at Birmingham.

DriveSavers is a Certified Green Business.

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