

Staff Print/Copy/Scan Policy

Introduction

This policy aims to deliver more efficient printing through the provision of appropriate equipment. The facility to print to paper will remain important for some time to come, however the University of Kent is committed to reducing the amount of printing done by staff each year in order to reduce both costs and environmental impact. In addition, using a single source for print-related items reduces procurement and maintenance costs for the University.

The key aspect of this policy is the adoption of a 'Managed Print Service' that will serve all staff of the University – providing improved access to printing, copying and scanning capabilities while at the same time significantly reducing overall costs. There are also environmental benefits to this policy with the switch to more power efficient, multi-function devices (MFDs) with built-in controls to minimise excess consumption through standardised print settings.

While the convenience of being able to print to a desktop printer can be appealing, this is particularly expensive and may not produce quality documents. Furthermore, the University is concerned about the number of printed documents created for single-use, ie agendas, minutes, report drafts, emails, etc.

The managed print service will provide staff with secure, high-quality printing, copying and scanning services close to their work place with the provision of MFDs. It will also accommodate local or special requirements through a clearly defined exceptions process.

The overriding objective of the policy is to ensure efficient use of resources while maintaining an effective print, copy and scan service in support of staff and business activities, with clear visibility of total costs. Currently many schools and departments do not have a clear indication of the full cost of printing by their staff. The full cost of running a desktop printer includes the capital cost, ink, paper stock, energy costs, repair/downtime costs and other hidden costs, such as the management of large numbers of maintenance contracts.

This policy aspires to eliminate desktop and stand-alone printers from the University's environment except where they are necessary for business needs or for reasons of accessibility, geographical location, office design or where legacy systems are hard-coded for a specific device and there is no viable alternative.

This policy applies to printing by all University staff. Student printing is a separate service wholly managed by Information Services that already uses MFDs in a similar way to the proposed managed print service for staff.

Principles

1. Staff are asked to print only when necessary, to help reduce overall costs and the University's carbon footprint.
2. All staff are expected to use the MFDs for all their print/copy/scan needs.
3. All desktop printers will be removed from staff offices, except where there are special circumstances (see 6 below).
4. Printers will default to mono, A4, double-sided – the option to print in colour, single-sided or on A3 will be selectable, where these features are available.
5. Staff will send their printing to a single staff print queue and collect their printing securely.
6. For some purposes, the MFD service may not be suitable and a specialist printer may be needed and arrangements will be made to allow for particular accessibility or business needs not met by the MFD service.
7. Wherever possible, MFDs will be located to minimise the distance staff need to walk to use them, and to ensure that alternatives are also within easy reach should the nearest one be busy or out of order.
8. The managed print service is a move from the philosophy of “buying a printer” to that of “pay per page of print.” This also moves responsibility for ensuring service operation to the print service provider rather than the individual unit or user.

Managed Print Service

With the implementation of a managed print service, each school or department will be charged for the volume of printing consumed. Print costs will be billed to schools and departments based on the volume of printing carried out by staff members assigned to that school/department. Print costs can be identified for specific projects, where required.

As the managed print service is adopted, it will provide access to larger, more reliable and highly capable MFDs that are able to deliver high-quality printing and allow for the replacement of small desktop printers. All staff will have easy access to a minimum of two MFDs, ie a main and a secondary device. These devices will be located within a “reasonable” distance of a staff members' working area (see “Location” below).

Within each school or department there will be one or more “Print Champions”, who will be named University staff. These staff will be trained to carry out basic first line maintenance such as paper jam removal. The print service provider will carry out tasks such as changing toner cartridges, refilling paper and fault fixing. However, staff locally may occasionally need to add paper or replace toner. Staff can use any staff MFD, so if their usual one is not working, they can print on MFDs across campus.

Individual MFDs will be monitored centrally to maximise their reliability and availability to local users. If the print demands of specific areas of the University change, the managed print service can modify the specifications of the print device allocated to that area – increasing or reducing local print capability appropriately in consultation with print champions.

When planning and implementing the managed print service with a school or department, the print service provider will work together with the University to ensure that appropriate printing capability is provided and ensure that staff who rely heavily on printing have an MFD close by.

The managed print service will provide secure and confidential printing through a “print-release” feature. Actual printing will only occur when the user enters their personal details into a device of their choice by using their University KentOne Card, or their Kent IT account username and password.

Wherever the business needs of a specific individual or workgroup necessitate a print device or functionality that is different to that provided by this policy, they will have the ability to request an exception to the policy. All such requests will be reviewed and authorised on a case-by-case basis.

So that the University is able to negotiate preferential deals based on information about the collective needs of all users and to make savings, all printers and consumables covered by this policy will be procured via the University’s preferred supplier. These costs will be in line with market competitive costs and solutions and reduce unnecessary expenditure by the University.

Location

MFDs will be located where staff have free and ready access. The following principles will be applied regarding the proximity of MFDs to individual staff:

- The maximum distance a user will have to travel from their workstation to their main MFD will average no more than 5 metres and a maximum of 10 metres in most instances and no more than 20 metres.
- The maximum distance a user will have to travel from their workstation to their secondary MFD will be 30 metres in most instances.

Note: a reasonable level of flexibility will be required around the edge of these tolerances to accommodate building layout and design. Distance will be measured “as travelled distance” rather than radial distance to take account of individual building features.

Service changes

The print service provider will regularly liaise with school/department print champions to ensure that the managed print service meets the local needs of users. Where changes are proposed, a consultation process will enable the development of revised print specifications for the defined area.

Once the print champion and the print service provider have agreed a course of action, local users will receive notice via email and a poster giving notice of the change will be displayed prominently next to the affected print device(s).

Exception process

While the aim of this policy is to set common standards across the University, it is understood that there will be areas, individuals or situations that require special consideration. For this reason, an exception process will be established.

Print service support and advice

Support and advice will be available from the print service provider in the first instance via a published phone number and email address. Some issues may need to be escalated to the University's IT Service Desk.

High volume printing

Staff will submit all high volume print jobs to the Kent Design & Print Unit.

How to print, copy and scan

Staff can send documents to a print queue for all University staff and can release the print from any MFD using their KentOne card or by logging in on the touchscreen. Staff can choose which of their items in the queue to print, and this can avoid waste. Because print requests will only be printed when staff are at the MFD, the documents remain secure, and therefore confidential items can be printed, when necessary. Items not collected after 24 hours will be deleted automatically, further saving waste.

All of the MFDs will have copying and scanning functionality. After swiping your KentOne card or logging in to an MFD, you can also choose the 'Use Device Functions' option to photocopy or to scan a document to PDF which is then emailed to you. Scanning reduces the need to print or photocopy and costs nothing other than your time.

All MFDs will be equipped with colour scanners to enable colour documents to be scanned even though the print engine may only be in black and white. To enable the scan-to-email function, the end-user will log on to the device to ensure security and confidentiality.