

**Policy:**                    **Print**

**Department:**        **ITIS**

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## 1. Introduction

- 1.1. To help create a University-wide print strategy, an audit of current print provision was undertaken by a specialist managed print service provider on behalf of Information Technology and Information Services (IT&IS) to evaluate the arrangements for printing, scanning, faxing and photocopying. A detailed report was submitted.
- 1.2. Goldsmiths had in excess of 623 devices, many of which are old and from a wide-range of manufacturers, resulting in a high cost of ownership and significant impact upon the environment. The report also provided evidence that the number of devices could be reduced significantly by replacing the inefficient and unsustainable devices with a managed print solution, consisting of shared multifunctional devices and networked printers.
- 1.3. The report was presented to Goldsmiths Senior Management Team in June 2016 alongside this Print Policy. It was recommended that a project be initiated to implement this Print Policy through a revised Goldsmiths Managed Print Service (GMPS).
- 1.4. Goldsmiths is committed to reducing both its costs and its environmental impact and this policy aims to ensure that all customers carry out printing and copying in the most sustainable way possible. The policy is intended to complement wider University strategies relating to Sustaining Goldsmiths.

## 2. Effective Date

- 2.1. This policy is effective from October 3rd 2016

## 3. Approval Status

- 3.1. Approved by Goldsmiths Senior Management Team. 1<sup>st</sup> June 2016

## 4. Aims & Objectives

- 4.1. The aim of this policy is set out how the managed print solution will be implemented and managed. It also provides practical information and guidance to enable people to use the devices more effectively to reduce costs further.
- 4.2. The implementation of the policy will ensure the project meets its main objectives which are:
  - To contribute to the Goldsmiths' sustainability targets by reducing energy consumption and consumable waste (such as scrap paper, ink and toner cartridges)
  - To reduce printing and copying costs by offering scan to email, duplex printing, purging of uncollected printing and also by standardising on a smaller number of device models, leading to reduced lease, consumable and maintenance / support costs
  - To reduce administration time and cost in departments by offering a centrally managed service for consumables and support and automatic recharging for usage
  - To provide improved printing/copying/scanning facilities and quality of output

- To provide improved support and maintenance

## 5. Scope

- 5.1. This policy applies to all staff, associates, students and visitors of Goldsmiths (“customers”). It covers the use of all printers and multifunction devices owned by the Goldsmiths Managed Print Service that have been deployed into University departments, public areas and subsidiary companies.
- 5.2. The policy does not apply to devices that are outside of or exempt from GMPS, for example:
  - Laboratory equipment that has attached printing hardware or will not function without a specific type of printer that cannot be provided under GMPS (e.g. 3D Printing or specialist high-end printers)
  - Specialist printers for labels / tickets / payslips or other similar devices
  - Some fax machines and flatbed scanners (can be exempt if requested)

## 6. Roles and Responsibilities

- 6.1. **The GMPS Steering Group** is responsible for ensuring that the provisions of this document are satisfactorily implemented and complied with. Where appropriate they must introduce business processes, supporting risk management systems and effective monitoring processes to ensure that they meet the requirements of this document.
- 6.2. The GMPS Support Team will endeavour to provide a “partner of choice” service to University staff and students by ensuring that they deliver:
  - Reliable, cost effective and sustainable printing, copying and scanning facilities
  - Flexible and tailored deployments of service infrastructure that accommodate and adapt to short, medium and long term changes
  - Responsive support and maintenance in accordance with the Service Level Agreement
  - New technologies as available, including mobile devices and cloud computing
- 6.3. Departmental Business Managers are responsible for ensuring that departmental colleagues and associates are familiar with this policy and for reporting any necessary changes to the GMPS Support Team such as new starters / leavers / workorder changes.
- 6.4. Customers are responsible for complying with all aspects of this policy. In the event of a serious breach of policy, such as causing wilful damage to a device or persistent breaches of copyright law, then this should be investigated by their line manager in the first instance and may ultimately lead to disciplinary action.

## 7. Review of Policy

- 7.1. This policy is owned by the GMPS project team and will be reviewed by the GMPS Steering Group on an annual basis. Amendments will be made in response to feedback from customers, changes in technology etc. and the policy will be reissued.

## 8. Further Guidance

- 8.1. Further guidance on any aspect of this policy can be obtained by contacting a member of the GMPS team. Please visit <web site link> for details.

## 9. Policy Statement

### 9.1. General Device Information

- 9.1.1. GMPS (GMPS) is an initiative to replace costly and unsustainable printers and photocopiers with shared networked printers and multifunctional devices (MFDs) throughout campus. The initiative was developed and agreed in response to sustainability targets, financial constraints and the Student Experience agenda.
- 9.1.2. The GMPS solution will be implemented in a phased manner, starting with student and public areas and then departments. This is expected to take around two years.
- 9.1.3. All GMPS devices will be provided and managed by the GMPS Support Team, working in partnership with the University's external partner for managed print equipment and services.
- 9.1.4. The GMPS solution will provide a reliable, high quality and confidential printing, photocopying, scanning and (if configured) faxing service. All GMPS devices will use laser technology and be duplex and network capable. Management software will be used to enable tracking for both charging and device alerts, i.e. faults and consumable monitoring. These devices will replace personal and inkjet printers wherever appropriate.
- 9.1.5. All multifunction devices provided under GMPS will offer standard functionality only, i.e. printing, copying, scanning, stapling, sorting and collating (fax upon request). Access to A3 and colour devices will be provided in all areas. Non-standard multifunction device functionality, e.g. specialist finishing and A3+ requirements, will not be provided under GMPS. Goldsmiths Print Services will provide competitive quotations for all of these specialist services.
- 9.1.6. Every effort will be made to ensure that the GMPS devices are located conveniently for customers. If the location subsequently proves to be unacceptable or a temporary relocation is required, please contact the GMPS Support Team. Device moves must only be carried out by the GMPS Support Team, as the devices are leased and the University is liable for any damage.

### 9.2. Student Service Specifics

- 9.2.1. The GMPS service will provide all of the printers and multifunction devices required by the student body. Student devices will be located in PC rooms, study spaces and other public locations around the University and will be clearly publicised.
- 9.2.2. Unused credit will not be refunded to students leaving the University.
- 9.2.3. The student charges for using the devices are detailed on the IT and Information Services printing webpages and following periodic review by the GMPS Steering Group may be subject to change.
- 9.2.4. In the event of any disputes about amounts credited to a printing account (either via the online system or by using a kiosk), these will be accepted in the first instance on a "good faith basis" and credit will be provided. However, if upon investigation a dispute is proven false or erroneous, credit may be removed from the printing account.

- 9.2.5. Student devices may be subject to changes in location, model or functionality where the GMPS Steering Group deems it appropriate in order to fulfil both the project's sustainability targets and individual device volume targets.
- 9.2.6. "Student" devices will be fully monitored and maintained by the GMPS Support Team, who will restock with toner and paper and provide basic maintenance as required. Students wishing to print on alternative media e.g. coloured paper, labels etc. must provide their own media.
- 9.3. Staff Service Specifics (including Associates and Visiting Academics)**
- 9.3.1. For the purposes of this document any student whose printing and copying costs are fully covered by a department (e.g. some postgraduates) are considered staff.
- 9.3.2. The GMPS service will provide all of the printers and multifunction devices required by staff at appropriate locations around the University. Staff areas will undergo a 'Balanced Deployment' process and a mix of shared access MFDs and printers will generally be provided. However exceptions may be made where this is not practical or possible, e.g. individual printers may be allocated to staff with an identified disability or where access is restricted.
- 9.3.3. Staff may use any GMPS device across the University, including those in other buildings / departments, student classrooms and public areas (subject to access permissions).
- 9.3.4. The staff charges for using the devices are detailed on the IT and Information Services printing webpage and following periodic review by the GMPS Steering Group may be subject to change.
- 9.3.5. The device will show the approximate cost of the job before commencing to print, copy or scan. Once the job has been completed successfully, the actual cost of the job will be recharged directly to the user's default departmental workorder. In the event that the device malfunctions during the job, the device will not charge the user's workorder.
- 9.3.6. All staff usage will be totalled per user, per week by the management software and any recharges will appear in Agresso on a weekly basis against the default work order. Any further apportionment of the charges will need to be done by the department as a manual journal.
- 9.3.7. Staff device usage will be reviewed periodically by the GMPS Steering Group and may be subject to changes in location, model or functionality in order to fulfil both the project's sustainability targets and individual device volume targets.
- 9.3.8. GMPS will supply all consumables for the GMPS MFDs and printers on a just in time basis. This includes all toner, staples and white recycled 80gsm A3/A4 paper.

## 10. Usage Reports

- 10.1. Management software will be used to record and charge for device usage. Reports will be provided regularly to Departmental Business Managers / GMPS Supercustomers detailing the usage and costs for their department or area. As these reports are broken down to user level and contain identification details for individuals, they are subject to all applicable legislation e.g. Data Protection legislation and the University Data Protection and Information Security Policies. They must only be used as necessary, for their stated purpose, in full

accordance with the Data Protection Principles and should be kept and disposed of securely, in a timely manner.

## **11. Requests for Additional Devices**

- 11.1. Typically, the GMPS audit process should ensure that the correct mix of devices is deployed into each staff area. The GMPS Service Manager will conduct a review with the key contact three months after each installation to ensure the devices offer sufficient capacity / functionality.
- 11.2. If the review finds that additional or alternative devices are required, any recommendations will be brought before the GMPS Steering Group to be approved.
- 11.3. If a requirement for additional devices is identified after the review has taken place, as a result of increased staffing levels / building occupancy, the local Superuser should contact the GMPS Support Team and request a review. This will be carried out as soon as possible.
- 11.4. Where departments have adopted GMPS, the above process must be followed to acquire additional devices, as the solution and savings for each area is based on the volumes that will be achieved. Additional unapproved devices can have a detrimental impact on the GMPS device volumes, which may result in the GMPS solution having to be scaled down.
- 11.5. Departments who have not yet adopted GMPS, should route printer requests through IT Services as any device supplied will need to be appropriate for use within the GMPS Service at a later date). There must be a clear business need for the printer and it will be supplied with the caveat that it may be removed if the GMPS audit process deems it surplus to requirement.
- 11.6. GMPS will also keep a small number of spare devices for temporary loans. These will be deployed in the event that a GMPS device has a fault that cannot be fixed within the service level or to cover short periods of increased usage. Devices will be loaned on a first come, first served basis and GMPS cannot guarantee the availability of a spare device at any one time. Loan devices may be requested by contacting the IT Services Helpdesk.

## **12. Charges / Pricing**

- 12.1. GMPS will charge an all-inclusive cost per copy / print / scan. The charges for students and staff are set out on the IT and Information Services webpage at <website link>.
- 12.2. The charge out rate includes all costs associated with the provision of the staff and student service respectively, including (but not limited to) hardware, software, licensing, support service, maintenance, repair, consumables and the supply of 80% recycled white A4/A3 paper.
- 12.3. GMPS's cost model is based on the devices being located in areas that are accessible to all, to ensure they meet the manufacturer's average recommended volume levels across the fleet. In the event that the project team is asked to deploy a device into a 'restricted access' area then it may be necessary to agree a joint liability approach with the requesting department. In the event that the device does not meet the agreed annual volume target, the department will be asked to contribute to any shortfall to ensure that GMPS can meet the cost of supplying the device. Usage will be monitored and reported on regularly to try to avoid any shortfall.

### **13. Service Level and Complaints**

- 13.1. GMPS will operate under defined service levels detailed in a separate document. In the first instance any complaints, comments or queries should be submitted to IT &IS Business Relationship Management where they will be passed on to the GMPS Service Manager / Project Manager as appropriate.
- 13.2. Performance against the service levels will be monitored by the IT&IS Service Operations Manager. Any issues will be reported to the GMPS Steering Group and service modifications will be made as appropriate to prevent recurrence.

### **14. Glossary of Terms Used**

- 14.1. GMPS (GMPS) – The project team and organisational structure providing the printing, copying and scanning service to the University.
- 14.2. The GMPS “Service” is the printing, copying, scan to email and fax hardware, software, infrastructure and also support staff, webpages etc.
- 14.3. Multifunction Device (MFD) – A device capable of printing, copying and scanning to email.
- 14.4. Balanced Deployment – The process of auditing an area, assessing the device requirements and providing a suitable print, copy and scanning solution. This is done in consultation with the local staff and any installation is reviewed after 3 months to ensure it is fit for purpose.