POLICY & PROCEDURE DOCUMENT

NUMBER: 5.5121

UNIT: Information Technology Services

TITLE: Managed Print Services

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AUTHORIZED: AVP for Information Technology Services

I.   Purpose and Scope

Managed Print Services (MPS) is a program offering a comprehensive solution for managing print costs, equipment, orders, service, and sustainability initiatives at WKU. MPS formalizes best practices to ensure that the following efficiency goals are met:

1. Improve the availability, reliability, and service of our printing and copying technology.

2. Reduce print output expenses by using the most cost-effective print/copy/scan devices.

3. Improve quality of service while reducing the maintenance expenses of the University's print/copy devices.

4. Reduce environmental impacts by reducing paper usage, energy consumption, and landfill waste typically associated with toner cartridges and unmanaged printing practices.

The purpose of this policy is to provide guidance to WKU departments for services and supported devices under the MPS program.

This policy applies to all faculty and staff departments with copiers, printers, and multi-function printing devices. The policy does not apply to student devices or lab printing devices managed by Technical Support Services.

II.   Policy

A. Definitions

- □ **Consumables:** Items that are consumed by output devices during the printing process. For purposes of the MPS policy, consumables include toner, cartridges, and staples. The MPS program does not include paper.

□ **Desktop Printers:** An output device (see Output Device) often located in individual offices or directly attached to workstations for individual use.

□ **Fleet:** All output devices (see Output Device) that are part of the MPS program.

□ **Impression:** An image produced by a print output device which applies ink/toner to paper. Typically, one side of a standard sheet of paper is one impression.

□ **Monochrome:** Black and white, or grayscale; containing no color.

□ **MPS Provider:** A company contracted by WKU to provide and service the MPS fleet.

□ **Multifunctional Device (MFD):** Any network-capable output device that provides multiple capabilities including two or more of the following: printing, copying, faxing, and scanning.

□ **Needs Analysis/Discovery:** A complete utilization study of existing environments (departments) to determine the operational print needs of each department. This includes user surveys, focus group interviews and data collection. This process is used for the purposes of designing and implementing a specific print solution for each department.

□ **Output Device:** A multifunction device (MFD), printer, and/or copy machine.

B. Program Participation

The University no longer leases or purchases output devices. The MPS provider is the sole provider of output devices on all WKU campuses, with few exceptions as described herein.

Departments may apply for an exception to retain a non-MPS output device (see Exception Process). Exception applications shall be reviewed and considered by Business Services. No WKU employee may acquire an output device outside of the MPS program without an approved exception. See Allowed Output Devices for more information.

C. Allowed Output Devices

WKU and the MPS provider have standardized MPS output devices (by model and capability) that will make up the MPS fleet. Standardized models are subject to change based on needs and availability. The MPS provider maintains the list of devices available under the MPS program.

Purchasing will only approve the purchase of an output device from a third party if there is no device offered by the MPS provider that possesses the capabilities required to meet the department's or user's need. Any other devices may not be purchased with WKU funds, will not be supported by WKU ITS, and shall not be connected to the WKU network.

1. Desktop Printers

To achieve full benefits of the MPS program, desktop printers may no longer be purchased or retained. Employees may only purchase or retain a desktop printer if the device is (1) recommended by the WKU office of Equal Employment Opportunity/Affirmative Action/University ADA Services as an accommodation for a documented disability or (2) approved through the exception approval process (see Allowed Output Devices).

2. Fax Devices

Fax-only devices are not part of the MPS program, but departments are encouraged to have them converted or consolidated to MFDs.

3. Personally-Owned Devices

Bringing personally-owned output devices on campus is not allowed. Employees may not use WKU-owned paper in a personally-owned output device, and WKU resources will not be used to acquire consumables for any personally-owned device. Personally-owned devices will not be supported by WKU or the MPS provider and are not to be placed on the WKU Network.

D. Output Device Placement

The MPS provider will consult with the department on proper placement of output devices according to the following principles:

- □ Users must have access to their primary monochrome output device without having to use stairs or pass into or out of a secure area.

- □ The primary monochrome output device for users will be placed within a reasonable walking distance.

- □ Output devices will be placed such that standard capabilities are provided across campus, in order to minimize the need to relocate devices when an employee relocates.

- □ Color impressions will be produced on laser devices, which will be centrally located in each building/work area if there is a business justification for color.

Output device placement will be reviewed as departmental needs change. Specific business process requirements or end-user accessibility considerations may necessitate exceptions to these guidelines.

Departments and users may not move, remove, or relocate devices themselves. These actions must be performed by the MPS provider to ensure accuracy of University records and limit potential liabilities from damaged equipment. Departments requiring these services must contact support as described herein. Lost or damaged output devices are the responsibility of the department.

E. Consumables

Consumables (such as toner, cartridges, staples, and parts – not paper) are included for MPS output devices under the MPS program. Only the MPS provider may purchase consumables for output devices in the MPS fleet; departments cannot purchase consumables for these devices.

Paper and other media is not included under the MPS program and should be acquired directly by departments under established purchasing processes, as should consumables for excluded devices.

F. Financial Model

The cost of this program is based on a price-per-impression (PPI) model. The PPI charge is inclusive of the use of the output device, device consumables (not paper), preventative maintenance, guaranteed service levels and response times, and some flexibility in equipment changes. The PPI is different for monochrome versus color impressions.

Output devices in the MPS fleet are owned by the MPS provider. *Departments will be responsible for charges due to damaged or lost equipment.*

G. Maintenance and Support

The MPS provider will support, maintain, and monitor all devices in the MPS fleet and provide real-time support.

Non-MPS output devices obtained through approved exceptions will not be supported and maintained by WKU ITS.

H. Security

Output devices must be secured according to University standards and device configurations must comply with all applicable policies and regulations as they evolve. Device configurations must be password protected with a complex, non-default password.

Secure printing capabilities will be provided where required. When employees print a confidential document, secure printing capabilities must be utilized. Employees who print confidential information must adhere to privacy and security laws and policies including 5.501X, Information Security Plan. Confidential printing needs are not a justification for a personal printer.

I. Sustainable Print Practices

To meet the MPS program's goal to reduce WKU's impact on the environment, the program utilizes and encourages the following guidelines and best practices:

- □ Output devices will be shared resources.

- □ Output devices will be standardized across the MPS fleet.

- □ Used consumables and related waste will be recycled by the MPS provider.

- □ Print double sided as a default setting to reduce paper use.

- □ Employees are encouraged to use documents in digital form instead of paper/physical form when feasible. Examples include:
  - • Faculty are encouraged to accept assignment submissions electronically (via email or LMS) instead of on paper.
  - • Download electronic reports.
  - • Utilize electronic signatures in support of work.

- □ Scan-to-email functions should be used in place of faxing when possible. Faxing incurs additional costs for phone service and consumables. There are no direct costs associated with scanning a document.

Device defaults will be as follows:

- □ All devices in the MPS fleet will be set to use the best available power-savings option to reduce energy consumption.

- □ Monochrome printing will be the default setting for all devices in the MPS fleet to reduce costs associated with color printing.

- • "Hold Print" option will not be a standard default setting for devices on the MPS program but is recommended. "Hold Print" is a print setting that holds print jobs on the multifunction device and prevents printing until the sender releases the print job at the device. Print projects are deleted when printed or purged from the device if the print project is never released to print. This option is recommended to minimize printing waste and comingling of print projects at the device.

- □ Where multiple input trays are being used for special stocks in current state, this configuration must also be available in the rationalized state and within the distance parameters.

- □ Special features such as tabloid size trays and extra finishing options will be specified only when required.

III. Procedure

A. Program Information

To obtain information about the MPS program, refer to the MPS website

  https://www.wku.edu/mps/

B. Obtaining Support

For all questions regarding the MPS program, the central point of contact is the ITS Service Desk:

  https://www.wku.edu/its/contact/

By contacting the ITS Service Desk or visiting the Service Catalog, users can obtain information or submit requests about all of the following and more:

- Output Device Acquisition or Change

- Output Device Exception Requests

- Device Moves or Relocations

- Consumables

- Training

- Billing

Though a full-time representative of the MPS provider will be stationed on campus, using the ITS Service Desk as the central point of contact for all questions will simplify the support process and streamline the collaboration between ITS and the MPS provider.

C. Exception Process

To apply for an exception, contact support as described herein. Exception requests shall be reviewed by Business Services. Approvals shall be provided in writing.

IV. Related Policies

5.5018, Information Security Plan

V. Reason for Revision

07-21-2021 - Revised to change the responsible department for handling disability claims from Human Resources to the Office of EEO/AA/ADA.

07-13-2023 – Revised website links and department name.

04-20-2023 – Revised with no changes per WKU Policy 0.0004