6.03 Managed Print Services Procedure

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OBJECTIVE

The Managed Print Services (MPS) solution enables Milwaukee County employees to make more responsible print decisions. This procedure establishes uniform management for all printer output, thus reducing cost of printing by increasing efficiency. MPS also reduces the County's carbon footprint.

DEFINITIONS

A. **Device**. A "Device" means any piece of technological equipment which performs a single function related to printing or communications, such as printing, copying, or sending faxes. Devices include: printers, copiers, scanners, fax machines, etc.

B. **Draft**. An ink-saving printer setting. Depending on the printer it may be called draft, low, fast, standard or some other word that indicates quick, ink-saving print.

C. **Duplex**. "Duplex" means a feature of any Device or MFD which enables the Device or MFD to automatically print on both sides of a sheet of paper.

D. **Enterprise Device.** An "Enterprise Device" is any Device or MFD which is centrally located in a Milwaukee County Department or Division and/or used by all members of that Department or Division. Enterprise Devices are connected to Milwaukee County's information technology networks and can be accessed by any Milwaukee County staff member using those networks.

E. **Financial Control Contact.** The "Financial Control Contact" means the individual identified by a County Department, in conjunction with the MPS Team, who is responsible for working with the MPS Team to ensure accurate reporting of the Department's Enterprise Device, Device, and MFD data to the MPS Team**.**

F. **Managed Print Service (MPS).** "Managed Print Service" (MPS) is the holistic and efficient management of printing and imaging services and devices such as printers, fax machines, copiers, and multifunction devices. MPS is often outsourced to vendors with expertise in streamlining these services.

G. **MPS Team.** The "MPS Team" (Managed Print Service Team) means individuals identified by DAS-IMSD as employee experts working on the MPS solution.

H. **Multifunction Device (MFD)**. A "Multifunction Device" is any Device which is capable of performing a variety of functions that would otherwise be carried out by separate Devices. MFDs typically include at least two of the following functions: printing, scanning, copying, and/or faxing.

I. **DAS-IMSD.** "DAS-IMSD" means the Department of Administrative Services, Information Management Services Division, and all employees of that Division.

J. **Desktop Device.** A "Desktop Device" is any Device or MFD located in a Milwaukee County employee's office or cubicle and which is not available on Milwaukee County's information technology networks for use by any other County employee. Desktop Devices are primarily single-function Devices, but can include MFDs.

K. **Print**. "Print" means the mechanical process by which a Device transfers text, images, or designs from data to a piece of paper.

L. **Secure Print.** "Secure Print" means the ability to send documents directly to a Device or MFD and ensure that those documents are printed only when the sender enters a personal password or PIN number at the Device or MFD.

BACKGROUND

Milwaukee County partnered with both Xerox and Ricoh to implement a Managed Print Services (MPS) solution for the existing fleet of Enterprise and Desktop Devices, which included Devices and MFDs from a wide variety of manufacturers. The exact number, location, type, status, and operability of these Enterprise and Desktop Devices was largely unknown.

Implementation of the MPS solution leverages our partners' expertise, technology, and management processes to help deliver cost control, asset management, and continuous improvement to County Departments and Divisions.

PURPOSE AND APPLICABILITY

The preferred method for written communications and storage of documents in Milwaukee County is electronic. Documents should be printed only when required by legal, client, or other essential business requirements.

Milwaukee County recognizes that employees may need to print documents for business purposes. Milwaukee County also recognizes its responsibility to discourage waste and to encourage cost effective, environmentally friendly, and prudent use of all print resources.

The purpose of this document is to establish a uniform procedure for the management of all print output in order to reduce cost, increase efficiency, and reduce the County's carbon footprint.

SCOPE

The Managed Print Services Procedure pertains to all Enterprise Devices and Desktop Devices used by Milwaukee County Departments or Divisions.

RESPONSIBILITY

It is the responsibility of all Milwaukee County employees to manage print usage and its associated costs. It is the responsibility of the Financial Control Contact to ensure that the MPS Team has accurate information for all Enterprise Devices and Desktop Devices within their Department. It is the responsibility of the MPS Team to provide assistance and support related to the MPS solution to client Departments and Divisions. It is the responsibility of DAS-IMSD to provide network-related Enterprise Device support and assistance to end-users experiencing technological difficulties, and to audit Device monitoring fees and print volume in each Department/Division.

COMPLIANCE

Compliance with this procedure is mandatory. Compliance will be tracked and reported to each Department's or Division's Financial Control Contact on a monthly basis.

PROCEDURE

This procedure establishes uniform management for all printer output, thus reducing cost of printing by increasing efficiency, and reducing County's carbon footprint by reducing waste. This procedure addresses the following areas:

- **A.** **Cost Optimization and Green Printing**
- **B.** **Procedure to Procure Print Hardware**
- **C.** **Service and Support**
- **D.** **Governance**

- **A. Cost Optimization and Green Printing**
  1. **General Guidelines**
     a. Print documents in Duplex whenever possible to reduce paper consumption and waste.

     b. Redesign documents (reduce margins and font size) to reduce length and save a page.

     c. Use e-mail to communicate and share documents whenever feasible. Documents can be scanned and sent to e-mail using MFDs or files can be converted into Portable Document Files (PDFs) prior to e-mail distribution. There is no cost to use an MFD to scan a document.

d. Minimize faxing. The cost to fax a document using MFDs is more expensive than printing the document.

e. Print any document over two pages in length using the Enterprise Devices located within your Department. The per-page printing cost of an Enterprise Device is less than the per-page printing cost of a Desktop Device.

f. Set your print defaults to "low" or "draft" resolution, and ensure you are printing Duplex.

g. Proofread, spell check, and "print preview" documents on your computer before printing to reduce waste resulting from errors in printed documents.

h. Print e-mails only when absolutely necessary, and only in black and white. All emails are retained in archive and if needed, can be saved electronically into a particular file. Color printing of e-mails is discouraged.

2. **Internet Printing**. Printing from the internet is discouraged. When you need to retain information from the internet, save the item as a file or use the "print to file" or "print to PDF" function. If you **must** print from the internet, only print in black and white and use the following guidelines:

a. **Do not print the background**. If you are printing a webpage using Internet Explorer, select Tools →Internet Options. Select the 'Advanced' tab, and in the 'Printing' section, uncheck the 'print background colors and images' option.

b. **Print only the selection or area you need**. If you do not need an entire document, select the paragraphs or pages you need and print only those paragraphs or pages. To print selected paragraphs, first select the paragraphs using your mouse or keyboard. Then select File →Print. In the 'Page Range' section, choose the 'Selection' radio button.

3. **Microsoft PowerPoint Presentations**. PowerPoint presentations are usually lengthy and require substantial network and printing resources to print. Follow these guidelines to reduce resource demand:

a. Use a projector to display presentations during meetings, and provide the PowerPoint document electronically using SharePoint. PowerPoint presentations can also be e-mailed, but this method of sharing should be used only as a last resort.

b. Multiple PowerPoint slides should be printed in "outline" mode or "handout" mode which prints multiple slides on one page. Print only the slides for which a hard copy is absolutely needed.

4. **Restricted Printing of Color**. Print in black and white whenever possible. Color printing costs are higher than printing in black and white. Color printing should only be used for external presentations or communications. Enterprise Devices which can print in color should be used for all color printing needs. Do not use a Desktop Device to print in color.

5. **Enterprise Device and MFD Strategy.**

a. **Device and MFD Optimization.** For effective and efficient use of Enterprise and Desktop Devices, Milwaukee County follows industry best practices in identifying and tracking the number, location, and type of Devices and MFDs required to provide print services in a cost effective, efficient manner. Both Enterprise and Desktop Devices are provided to County Departments, Divisions, and Employees based on business needs. Any Device or MFD that does not have a demonstrated business need may be eliminated or reassigned to an area of need. Printing should be done primarily from Enterprise Devices, and reduction in the use of Desktop Devices is strongly encouraged.

b. **Desktop Devices.** It is strongly recommended that non-business-critical Desktop Devices be eliminated. Limited exceptions may be made for business-critical security and IT security needs, compliance with Milwaukee County policies or procedures, and adherence to federal, state, or municipal codes and ordinances.

c. **Secure Print.** Secure Print is available on Enterprise Devices. Users who are required to print documents including confidential or sensitive information should utilize Secure Print when printing those documents. Users can create their own Secure Print passwords. In order to ensure security of your documents, not share your Secure Print password with your colleagues.

B. **Procedure to Procure New Print Hardware.**
Divisions or Departments (and/or their employees or staff) who require a new Device or MFD shall follow the steps below:

1. **Demonstration of Business Need.** Milwaukee County Divisions, Departments, and personnel must demonstrate a business need for obtaining a new Device or MFD.

a. The requesting Department/Division must discuss the need with the DAS-IMSD Business Development Analyst assigned to that Department/Division.

b. The requesting Department completes a Managed Print Services (MPS) Device Request Form and provides it to their DAS-IMSD Business Development Analyst.

c. The DAS-IMSD Business Development Analyst reviews the completed MPS Device Request Form, suggests appropriate changes, and approves the form.

d. The Department/Division sends the request for a Device or MFD, including the completed MPS Device Request Form, to **IMSDHelp@milwaukeecountywi.gov.**

e. DAS-IMSD responds with a recommendation regarding the Device request within 10 business days.

2. **Installation.** Once acquisition of an additional Device or MFD is approved, installation timeframes are communicated to the requestor by the MPS Team.

3. **Recommended Alternatives.** If there are alternatives to acquiring an additional Device or MFD, the alternatives are communicated to the requestor within ten (10) business days of the original request. The requestor approves or denies the alternatives provided. Denial of alternatives must demonstrate business need justification.

C. **Service and Support.** Device Service and Support needs shall be resolved by the following procedure:

a. **Enterprise Devices.**
If an Enterprise Device has a performance related issue or is completely unusable, users should reference the sticker on the Enterprise Device and follow the instructions to contact manufacturer support. Users should place signage on the Enterprise Device to inform colleagues that manufacturer service has been requested.

If the manufacturer or service vendor of a particular Enterprise Device determines during support service that the performance issue is related to network connectivity, the manufacturer or service vendor contacts a DAS-IMSD Service Desk resource, who reaches out to the impacted Milwaukee County Department to provide support.

b. **Desktop Devices.**

DAS-IMSD provides limited support for business-critical Desktop Devices. If a Desktop Device has a performance related issue or is completely unusable, users should contact the DAS-IMSD Service Desk for support at 414-278-7888, or via e-mail at IMSDhelp@milwaukeecountywi.gov. A Service Desk resource responds to all requests for service and advises users on next steps.

GOVERNANCE

A. **Financial Control**

1. The MPS Team works with each Department to assign a designated Financial Control Contact for that Department.

2. The Department's Financial Control Contact is responsible for working with the MPS Team to ensure that DAS-IMSD and the MPS team have accurate information for each Device within a Department. If changes are made, the Department's Financial Control Contact must provide updated information reflecting the change to the MPS Team.

3. Print costs for a Department are cross-charged to that Department based on the information provided by the Financial Control Contact regarding both Enterprise and Desktop Devices assigned to that Department. Inaccuracies in information may result in inaccurate cross-charges. Departments are responsible for ensuring their information is accurate.

B. **Device Monitoring.**

IMSD will review device utilization reports (print volume per device for both color and monochrome). Reports are used to;
1. Ensure devices are utilized, and notify departments of devices that may be retired.
2. Notify department of print practices that could be modified to reduce utilization costs.

FORMS

The following attached form is to be used in compliance with this procedure:

Form #	Form Title	Description
6.03(a)	Managed Print Services (MPS) Device Request Form	Form used to initiate a new device request.