

## ENTERPRISE PRINT MANAGEMENT

### I. Policy Section

11 Business Functions

### II. Policy Subsection

11.21 Enterprise Print Management

### III. Date of most recent changes

Proposed – April 5, 2005

### IV. Policy Statement

It is in the best interest of the College to assure that we make optimum use of print technologies by providing appropriate solutions to accommodate users needs in the most efficient but cost effective manner possible.

### V. Reason for Policy –

#### Section A - Description

The Grand Rapids Community College Document Management Program provides imaging “marks on paper” services via strategically located black and white multi-functional devices (mfd’s) (copy/print/scan/fax) throughout the College, as well as a centralized production center, and where necessary, point of need desk top printers.

Mfd’s are strategically placed in offices and workgroups throughout the College, based upon service requirements as determined by strategic needs assessments and the standards set forth in Section D (Placement/Replacement Standards). These needs assessments are provided by our document management contractor and placement and reallocation recommendations are reviewed and approved by designated College staff with input from the affected areas.

Imaging technologies (mfd’s and printers) are managed under a centralized program that provides needs assessments, appropriate equipment (as specified in Section B – Device Standards), service, supplies, and support. Users are charged back at the appropriate rate per image, based on services they use. Usage is monitored and tracked using enterprise software designed for that purpose.

In locations where insufficient volume to justify an mfd installation, desk top printer technology may be deployed to meet user imaging needs. Placement of these devices is based upon standards as specified in section D. Labs and classrooms will be supported as needed with desk top printer solutions under this program.

All staff should make use of the central production center services (quick copy), whenever their imaging needs exceed the standards as specified in section C –Access Standards. These services are available to all staff via email (psEprint), the Internet grccEprint), or in person by visiting Printing Services – G1 Main.

BCO's should monitor staff usage of these services to assure utilization of the appropriate service. Desk top printers represent the most expensive way to print, followed by the Mfd's. Quick Copy is the least expensive option. Printing Services is well equipped to provide high quality service when and where needed.

### Section B - Device Standards

Devices must:

- be laser technology
  - be capable of copy/print/fax/scan except in locations where volume or application does not justify it.
- be connected to the GRCC network
- be sized to support requirements based on needs assessment data
- have a minimum of 2 paper trays with support for letter, legal, and envelope printing
  - where required, devices must have additional paper trays and support ledger printing.

### Section C - Access Standards

- Everyone on GRCCNET will have access to high speed, high quality black and white and color printing through GRCC Printing Services.
  - These services are available to all staff via email (psEprint), the internet (grccEprint), or in person at Printing Services (G1-Main).
- Print/Copy jobs that exceed the equivalent of enough copies to support one class\* will require routing to Printing Services Quick Copy (\*150 pages in any combination).
- Everyone on GRCCNET will have access to a black and white mfd within the facility in which they are located and/or a network printer within their work group.
- Color printing is best done in Printing Services however Color printers will be available to those work units with sufficient volume to justify placement (there will be a minimum departmental cost commitment).

### Section D - Desk Top Printer Placement/Replacement Standards

- More than 100 feet from a network printer
- Customer Service implications
- Lab or Classrooms requiring print capabilities
- ADA considerations
- High print volume (in some cases)
- Extremely sensitive or confidential document printing that cannot be handled using the privacy capabilities of the printer.

VI. Entities Affected by This Policy

All faculty and staff of GRCC

VII. Who Should Read This Policy

Executive Budget Control Officers

Budget Control Officers

Faculty and staff who need any campus print services

VIII. Related Documents

The true cost of laser printers

Copy Cost Comparison

IX. Contacts

Douglas Miller – Director Operations and Solutions

Robert Engmark – Executive Director Technology Tactical Plan

Robert Eluskie – Director Enterprise Systems and Infrastructure

X. Definitions

MFD – Multi-Functional Device capable of copying, printing, faxing, and scanning.

XI. Procedure

- Requests for printer placement or replacement must meet the Standards.
- A needs assessment will follow to determine appropriate device placement.
- Installation and training will follow approval of placement recommendations.

XII. Forms

Document Management Needs Assessment