

Guide to current service offering – PC and Print

The project to migrate desktop and print devices to a centrally managed service has been suspended for the foreseeable future. The following policy will apply to the provision or replacement of devices.

PCs, Macs and Linux hardware service

The service is based on providing a device of choice for users* from a standard IT Services offering, through leasing agreements with suppliers Dell and Apple, supported by a centrally managed service. Schools and Institutes are asked to give sufficient notice to ensure on-time delivery – we ask that you allow 20 days for ordering, building and installation of a device.

*Funding of devices for PhD students and pooled/loan devices (e.g. laptops) in a School/Institute office are funded by the School or Institute.

Support for existing members of staff requiring replacement

Where a device is either no longer fit for purpose, or beyond economical repair, IT Services will replace on a like-for-like* basis. Where a user then requests an upgrade/higher specification (e.g. additional RAM to run memory intensive applications, screen quality, accessibility) from the standard IT Services' offering**, this must first be approved by the School/Institute Manager and funded from the School/Institute budget.

*desktop PC; laptop; Mac device

**The standard support and desktop provision from IT Services is for one device per user.

Should there be a need for a device to be used both in the office and at home/other locations we promote the laptop, docking station and monitor solution in the office.

Please refer to the service catalogue to view the standard range of models available.

Note: if the user has access to the central File Store, the QMUL policy is that documents and files should be stored centrally, NOT on the device hard drive for security reasons – this therefore should not necessitate the need for higher capacity storage.

Support for new members of staff

Situation: Starter in a newly created role

Solution: IT Services will provide the current standard device which is a Dell All-in-One desktop, unless a specific request is made for a higher specification Dell, Dell laptop or current standard Mac device.

Should a higher specification Dell or Mac model be required any additional cost must be approved by the School/Institute Manager and funded from the School/Institute budget.

Situation: Starter in a replacement role

Solution: The replacement member of staff should ideally take the previous incumbent's device. Should the replacement require an alternative device or an upgrade (e.g. additional RAM) this should be requested in advance, and any additional cost must be approved by the School Manager and funded from the School/Institute budget.

Process: A request for replacement should ideally be made by the School/Institute Manager via LANDesk clearly indicating if the current device can be removed. By doing so, it is assumed that School Manager approval is given and negates the need for the Service Desk to forward for approval. Should the process of ordering in a School/Institute be undertaken by someone other than the manager, then please include the manager's emailed confirmation.

A member of Campus Customer Support (CCS) will be in touch to make arrangements for installation/replacement. Where local IT support is available, CCS will liaise with them.

Print Service

The Print element of the Project aimed to migrate all users to a centrally managed print (Fleet) service with Konica. This service delivers a flexible user experience which includes additional functionality, for example pull printing, the ability to scan documents to email, and monthly financial reporting to help manage your printed output and spend.

Our aim is to continue to work with those Schools/Institutes wishing to join the Fleet service and who have yet to migrate, the benefits that migrated Schools have experienced and how the service can benefit them in the future.

We would recommend that you discuss your print requirements with the Central Print Service who will assist in developing a detailed comparison of your current costs versus future costs if adopting the Fleet service. To get started please call Service Desk on ext 8888.

IT Services will no longer be able to provide support to those Schools/Institutes continuing to use Non Fleet printers to manage the procurement, installation, physical hardware support, routine hardware maintenance or automated consumables (toner and paper) delivery for these devices.

Campus Customer Support (CCS) on request will install drivers for these Non Fleet printers, and give subsequent support, but this service will be chargeable and will not take priority. The encoding of staff to budget codes on Non Fleet printers is also the responsibility of the School/Institute.

Current charging structure for centrally managed print service

Cost per click/page	Mono	Colour
A4 single	3p	12p
A4 double sided	6p	24p
A3 single	6p	24p
A3 double sided	12p	48p