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Next Review Date: 29/06/2023

Reviewers:

Shahid Rashid - Assistant Director of Platforms & Service Delivery
Henrik Brogger - Head of IT Service Delivery
David Nye - Service Transition & Acceptance Manager, IT Services
Shelim Miah - Risk & Governance Manager
Rachel Bence - CIO of IT Services

Policy Owner

Name / Position:
Shahid Rashid - Assistant Director of Platforms & Service Delivery

Revision History

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<th>Description</th>
<th>Author</th>
<th>Date</th>
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<td>V 1.0</td>
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Authorisation

Name / Position:
Shahid Rashid - Assistant Director of Platforms & Service Delivery

Signature: Shahid Rashid

Date: 29/06/2020
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1 Policy Statement

1.1 The purpose of the policy aims to ensure that all print/copy devices are procured, supplied and maintained by one central print supplier managed by IT Services, and prioritise that printing and photocopying is carried out in the most sustainable and cost-efficient way possible.

1.2 This policy also intends to compliment University strategies, such as the Sustainability and Waste. The Central Print Services (CPS) will review the current service every 3 - 5 years and procure the latest print technology, print solution, sustainable products to benefit Queen Mary University staff and students going forward.

1.3 This policy mandates:

- All printers are to be installed and procured by the managed print service across Queen Mary.
- Provision of a reliable organised fleet and improved service.
- All print devices to become secure “pull print” and compatible with all Queen Mary systems.
- Central Print Services will ensure devices are not, tied to an individual user but can be used by all.
- Ease of management and central monitoring of equipment will allow more responsive, proactive servicing by the central print supplier.
- Used consumables will be removed and recycled by the central print supplier.
- Improve service SLA’s, with reviews quarterly by Departmental Managers and CPS team.
- Ensure the correct external maintenance contracts are in place, with appropriate SLA’s and defined performance indicators.
- To comply with the Queen Mary environmental agenda.
- Printers will have one managed print queue allowing staff to collect print from any central print device across all college locations.

1.4 Suggestions on the policy and SLAs are welcomed and should be submitted to your Faculty Relationship Manager (FRM).

The policy also supports wider Queen Mary sustainability strategies:

https://www.qmul.ac.uk/about/sustainability/index.html

- Environmental policy.
- Carbon Management and Implementation Plan.
- Sustainable Procurement Policy and Procedures.
2 Scope

2.1 This policy applies to the printing facilities offered by Queen Mary to all staff, students and visitors across all campuses including Malta in relation to printing, photocopying and scan to e-mail.

1.2 This policy is effective from the date of approval and applies to all Students and Staff.

3 Policy Detail

3.1 The Central Print Service team will manage all aspects of the print service and devices, including software, procurement, recycling and consumables.

3.2 Managed print devices are required to be approved, procured, installed and supported by the Central Print Services team.

3.3 The printer devices will be monitored by trained technicians, for faults and consumable levels (during the hours 08:00 - 18:00) using the Central Print Services Dash Board. Therefore, the vast majority of failures, faults and consumable requests will be actioned before users are aware of any issues.

3.4 All requests for engineer support, paper supplies, printer consumables, toner installation and print credit refunds will be required to have a ticket raised and logged on the IT Service Management tool via the IT Service Desk (servicedesk@qmul.ac.uk).

https://www.its.qmul.ac.uk/support/helpdesk/index.html

3.5 Print devices will be provided to departments determined by staff ratio and departmental needs. Where-ever practical, printers will be shared and placed in communal areas. The ratio of print devices to users, will be based, on the optimum number of print devices to meet Queen Mary requirements and deliver financial efficiencies.

3.6 Recharging

All central print devices are set to ‘Click’ rate and charged based on actual usage only. This includes all print device rentals, support costs and consumables. All costs for printing will be managed centrally. The usage for each user within the allocated budget code for the Schools, Institutes and Professional Services is recharged monthly by IT Services, on the basis of usage level only (per click charge). All central print devices (within contract) will be on the managed network to ensure that full information on print volumes can be processed remotely.
The click charge will cover:

- Paper supplies.
- Consumables (toner and staples).
- Leasing of the print device.
- Support and maintenance.
- QM Fleet Service Management.

3.7 Paper Supplies

All Schools, Institutes and Professional Service Staff will be required to monitor their own paper supplies. A4 & A3 paper is delivered to each campus, on a once weekly delivery drop to help reduce CO2 created by this service. Any paper requests will need be placed via the IT Service Desk by the cut off days stated below. Any orders placed after this date will be delivered the following week. All paper costs are covered in the click charge. In emergency, additional to stocks can be arranged for delivery. CPS also hold an emergency stock of paper at each site.

- Mile End / Whitechapel - Order Monday for delivery Wednesday.
- Charterhouse Square, Bart’s and Lincoln’s Inn Field - Order Tuesday for delivery Thursday.

In order to comply with Queen Mary sustainability strategy, all paper supplied are strictly environmental & social standards certified by the FSC, PEFC and EU Ecolabel and is included in the service for Central Print devices.

For more information regarding our current paper supplier, please visit:

https://www.ebbpaper.co.uk/fsc--pefctrade-chain-of-custody.html

3.8 Printer Device Functionality

The standard print settings will be defaulted to A4 mono (black and white) and set to duplex (double sided). These settings should not be changed unless there is a business need. All print devices can:

- Print
- Photocopy
- Scan (to e-mail)
- Print A4 & A3
- Staple
- Mono (black and white) and colour documents
- Follow - You Printing

In order to achieve the highest savings possible the recommended level of print volume is as follows:

- Small - Printing requirements (up to 150 pages): Use managed print devices.
- Large volume printing (over 150 pages): Should be assigned to the CopyShop for printing.

Print jobs not retrieved after 24 hours will automatically be delete from the print queue.
For more information regarding printing at Queen Mary, please visit:

https://www.its.qmul.ac.uk/services/staff/printing/

All external print/ copy requests will go through the CopyShop who, working with the customer’s specification, will decide whether the job will be fulfilled internally or by approved external printers.

https://www.its.qmul.ac.uk/services/service-catalogue/items/copy-print--binding-service---copyshop.html

4 Provision of Support

4.1 The Supplier:

- IT Services will manage the relationship with the supplier of the print fleet.
- The supplier will operate to agreed SLAs to repair and maintain a high level of service and then reviewed on a quarterly basis.
- The Print Dash Board System monitors the level of consumables. When this drops below the 20% usage the system will automatically place an order with the supplier to deliver. The supplier will then deliver the consumables to the device. Where the user is confident in undertaking the installation of the consumables they should do so, otherwise a ticket should be raised with the IT helpdesk.

4.2 IT Services:

- IT Services technician will monitor all devices on a regular basis and liaise with the supplier regarding all issues and queries.
- IT Services is responsible for staff and student software and will monitor the usage of all card readers.
- IT Services will be responsible for the implementation of this policy.
- IT Services will maintain a minimum stock level of all consumable parts.
- IT Services will provide training to Staff and Students on user interface, clearing paper jams and installing toner on installation any further training can be requested through helpdesk ticket.

4.3 Support and Guidance:

Staff and Students will be provided with support and guidance via training, posters and web links for the following:

- How to use Follow - You Printing and register your ID card.
- How to change default print settings and clear paper jams.
- How to report faults and request consumables.
- Admins within schools and departments will be trained on how to install consumables and top up paper supplies.
5 Individual Desktop Printers

5.1 Queen Mary is transitioning from unmanaged to managed environments. As part of the transition, all desktop printers are to be removed by IT services and replaced with managed print devices.

5.2 Should you require a desktop device contact Central Print Services to help complete an ITS Business Case that needs to be approved by the School Manager and the Central Print Services Operations Manager. A desktop printer will only be approved under the following conditions:

- The member of staff has impaired mobility and finds it difficult to access the nearest shared printer.

5.3 Once the business case is approved, IT Services will provide and install the desktop printer and recharge back to the users’ departmental budget.

5.4 Approved desktop printer consumables, will be required to be financed from the users’ departmental budget. If the device fails, the department is responsible for engaging its own support contract.

5.5 The Business Case will be reviewed annually by the School Manager and Central Print Services Operations Manager. Desktop printing will not be covered by the click rate.

6 Home Printer Requests

6.1 Requests for home printing devices will not be supported by the University.

7 Environmental Impact

7.1 To help reduce paper and print usage end users are asked to:

- Reduce printing by having documents available in electronic format e.g. Before lectures, make notes available on QM Plus rather than printing out a paper copy.
- Scan to e-mail master copies, which can be saved as a document on your device.
- All printers are defaulted to duplex settings to instantly reduce paper usage.
- Only print in colour when you have completed your final document.

8 Expectations

8.1 In the event of an exception that is not addressed by this Policy the matter will be firstly referred to the Central Print Services Operations Manager for advice and guidance, then to Shahid Rashid for a decision (Assistant Director).

8.2 Shahid Rashid will then make a decision or refer this to ITSIB for guidance.
9 References

9.1 DG03, DG04, DG06, DG08 - https://www.its.qmul.ac.uk/governance/policies/index.html

10 Appendix

10.1 Appendix A - Definitions

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<th>Meaning</th>
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<tr>
<td>Follow – You Printing</td>
<td>Follow - You printing is a cloud printing system which allows you to send your printing jobs from any University PC or Mac. You can login to any of the Follow - You managed printers located at various places on campus to collect the documents you sent. Follow - You Printing simplifies workflow to minimize printed waste, protect confidential documents and increase user productivity. Follow - You Printing ensures users print only what they need, preventing, unnecessary printing and waste. It also helps protect document confidentiality as no document, is printed until, the user is present at the output device.</td>
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<td>Click Rate</td>
<td>The ‘click’ rate (1 click equals one side of paper), reflects the total cost to produce. This includes all print device rentals, support costs and consumables.</td>
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<td>SLA’s</td>
<td>Service level agreements.</td>
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