



QML Central Print Service Policy

February 2014

Executive Summary

Introduction

The Queen Mary Senior Executive (QMSE) approved in June 2012 a business case to enable IT Services to deliver the Enhanced Printing for Staff and Students Project (EPSS).

The EPSS project will deliver a centralised modern printing facility that provides a consistent and high quality service (print/scan/copy/fax). Supported by the introduction of a QML Central Print Policy and improved utilisation of IT Service's **CopyShop**, the project will significantly improve print services, reduce the College's carbon footprint and achieve cash savings in excess of **£700k** per year.

The EPSS Project board supported by Finance and Procurement have developed and agreed a set of eight key principles which form the basis of the Central Print Policy. These principles have been designed to support the QML Strategic Plan and its Environmental Agenda.

This document sets out the overview principles of the Central Print Policy and the policy statement. It also defines the Central Print Service (internal and external printing) that IT Services undertakes to provide to the whole of QML.

The Overview Principles for the QML Central Print Policy

Key Principle 1. All print/copy devices will be procured, supplied and maintained by one central print supplier managed by IT Services

- By taking advantage of economies of scale ensure the best possible value for money is achieved in the procurement, management and maintenance of devices
- Ensure devices are not tied to an individual but can be used by all
- Ensure devices are compatible with all QML systems
- Ensure the correct external maintenance contracts are in place, with appropriate service level agreements and defined performance indicators
- Ensure the best price/quality is achieved by centrally procuring common consumables across the whole fleet of printers
- Ease of management and central monitoring of equipment will allow more responsive proactive servicing by the central print supplier.

- Used consumables such as toner cartridges will be removed and recycled by the central print supplier eliminating the problem of how to dispose of such items
- Departments can just utilise the service rather than be concerned with the day to day running and maintenance of devices.

Key Principle 2. Wherever practical, printers/copiers will be shared. The ratio of print devices to users will be based on the optimum number of print devices to meet QML requirements and deliver financial efficiencies.

- Reduce power usage and comply with the QML environmental agenda
- Printers will have one managed print queue allowing staff to collect print from any central print device/MFD across all college locations
- Allow ease of central management and maintenance thereby improving reliability
- Realise cash savings through a reduction in overall print/copy costs.

Key Principle 3. The usage of individual desktop printers will be minimized. They will be removed as the new central print devices are rolled out, unless an approved business case allows them to be kept as exceptions.

To retain current individual desktop printers a business case will need to be approved by the Faculty Operating Office or Chief Operating Officer. This approval must then be submitted to IT Services so that the individual printer is not removed when the new service is rolled out.

- Ensure the maximum savings can be achieved by the EPSS project.

Key Principle 4. The default setting for all printers will be black and white, and double sided. This may be overridden by the user at the time of print if necessary.

- Ensure the lowest cost of print to the end user is the default
- Maximise the overall cost cash savings of the project
- Power savings increased from printing black and white copies only
- Double sided printing saves 50% of paper used.

Key Principle 5. Large print runs (over 300 sides) should be directed to the **CopyShop** for printing on the larger devices. In the first 12 months, a 'Pop Up' will appear on your screen advising use of the **CopyShop** facilities whenever you attempt to print over 300 sides. Your department will receive monthly reports on large volume prints highlighting savings made or additional costs incurred as a result of observing or not observing this principle.

- Printing large print runs on local printers is inefficient, expensive and blocks a machine from being used by other users for a prolonged period of time.

Key Principle 6. 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.

- Ensure the best value for money and quality is achieved by central procurement
- Ensure the optimum utilisation of the **CopyShop** and the Colleges investment in specialist equipment.

Key Principle 7. All print consumables (paper and toner) will be procured and supplied by central suppliers managed by IT Services and recharged as part of the overall per page cost.

- The best possible price is achieved for paper and toner with stocks held centrally and delivered to printers as required.

Key Principle 8. Charging will be based on a "Pay as you print" basis and collected from Schools, Institutes and Professional Services budget centres via a journal on a monthly basis. The print service will be self-financing and charges will be set to recover full costs.

- The full cost of printing/copying will be understood.

College Central Print Policy

Purpose and Scope

The purpose of this Policy is to support the implementation of a print management strategy which is cost effective, efficient, enhances print quality and minimises the environmental impact of Queen Mary, University of London (QML). This Policy gives detailed guidance on how QML will allocate printers and multi-functional devices (MFDs) which provide photocopying, printing and scanning to Faculties, Schools, Institutes, Departments, Professional Services, teams and individual users. In addition this Policy sets the guidelines on printing volumes and the best use of printing devices, including the central reprographics service, the **CopyShop**.

This Policy is intended to help reduce energy consumption as a result of ICT and contribute towards reaching the College's carbon reduction target (in 2011-12 the College emitted 25770 tonnes of CO₂) and play a key part in helping reduce consumable waste such as paper, ink and toner cartridges, transfer kits and imaging drums thus effectively reducing the total cost of printer ownership; supporting the College's Strategic aims. The Policy also aims to reduce the number of different toner cartridge types, reducing administration and storage.

Overall aims and objectives:

- Efficient printing with associated time savings
- Provision of a better service including quality output
- Secure printing
- Meeting future needs for document print management
- Improving environmental performance and minimizing environmental impacts
- Improved cost control and cost savings including environmental impact

The Policy also supports wider QML sustainability strategies:

- Environmental Policy
- Carbon Management and Implementation Plan
- Sustainable Procurement Policy and Procedures
- ISO 14001: Environmental Management System
- Sustainability Action Plan 2012-13

General Policy Statement

In order to operate efficiently, QML must ensure that its assets are procured, deployed and managed effectively.

The following key elements will govern this print Policy:

- Central Print devices/MFDs* must be approved, obtained and installed via IT Services only.
- All Central Print devices including MFDs will be networked.
- Central Print devices/MFDs will be defaulted to A4, mono (black and white) and double sided. Specific overrides will be required for A3, single sided and colour prints.
- Ratios of printing devices to staff will be agreed as part of this Policy (*please see section 3*).
- Pull printing not retrieved after **24 hours** will be automatically deleted from the print queue.
- Recommended levels of print volumes for different print devices will be set as part of this Policy (*Please see section 5*).
- All devices will be set to achieve optimum environmental benefits. including default double sided printing, energy saver modes etc.
- The central fleet of print devices and MFDs will be monitored by the central print supplier for faults and consumable requirements between 8.00 – 6.00 using the Central Print Dash Board System. Therefore the vast majority of failures, faults or consumable requests will be actioned before users are aware of any issues.
- The IT Helpdesk will support users with reprint queries and log/record any other requests which will be assigned to the appropriate support team.
- The central print supplier and IT Services will manage the supply and delivery of all paper and toner to all central print devices and MFDs. This will ensure a constant supply, quality and fit for purpose materials at a controlled cost. Trained staff within the departments (superusers) will install the paper and toner in the devices.
- All central print devices and MFDs are set to “Pay as You Print” costs, based on actual usage only. This will be recharged to Faculties, Schools, Institutes, Centres, Departments and Professional Services quarterly. This includes other areas such as libraries and laboratories.
- The ‘click’ rate (1 click equals one side of paper) see *glossary*, reflects the total cost to produce. This includes all device and support costs and consumables.

These devices will include all new devices provided by the nominated single supplier and any legacy devices that **have been agreed within the contact. These will form the Central Print Copy Fleet. IT Services and the Central Print Services will **not** support any other device unless agreed.*

1. Provision of Print Devices and MFDs

All the central print devices and MFDs will be leased through one central print supplier.

QML aims to operate a modern fleet that will evolve with industry developments. The Supplier will operate within this commitment.

2. Provision of Support

The Supplier

- The Supplier is responsible for the overall maintenance of the fleet
- The Supplier will monitor the print fleet with the aid of a Central Print Dash Board System
- The Supplier will operate to agreed SLAs to make repairs and to maintain a high level of service
- The Supplier will supply consumables (toners and staples).

IT Services

- IT Services is responsible for the support of the network system
- IT Services is responsible for the technical wellbeing of the Print Management System.
- IT Services will manage the Supplier to ensure SLAs are met
- IT Services will liaise with the supplier in the management of the College print fleet.
- IT Services will supply paper
- IT Services will manage the delivery of toners and paper to print devices and MFDs.

User Support

- The IT Help Desk will support users with reprint queries and log/record any other requests which will be assigned to the appropriate support team.

Superusers

- Trained staff within departments (Superusers) will install replacement consumables and top up paper supplies. New Superusers will be trained every six months to take into account staff turnover.

3. Faculties, Schools, Institutes, Centres, Departments, Professional Services – Printers and Multi-Functional Devices

All Schools and Professional and Student Services will be provided with a variety of print devices/MFDs with a minimum capacity to print, photocopy and scan (to email), A4 and black and white (mono) documents. All print devices/MFDs will also have the facility to provide secure pull printing.

Depending on staff numbers and specific requirements:

- The number and specification of devices will be assessed based on staff requirements and room layouts
- Smaller printing device may be required to provide backup
- Where medium to high volume colour printing requirements exist, a colour print device/MFD may be provided
- Where high quality colour prints or print volumes higher than 300 sides are required, the **CopyShop** should be commissioned.

4. Individual Desktop Printers

Current individual desktop printers will be removed as the new central print devices are rolled out.

If your work environment dictates that a current individual desktop needs to be retained, it must be supported by a business case approved by the Faculty Operating Officer or Chief Operating Office. If it is approved, all costs for support and consumables will be paid from departmental budgets. If the device fails, the department is responsible for engaging its own support contract. If there is no support contract in place, a IT Services helpdesk ticket can be raised which will be handled on a “best efforts” basis.

Once the device comes to the end of its life, the business case should be reviewed by the Faculty Operating Officer or Chief Operating Office. If approved, IT Services will supply a replacement device from the preferred supplier and support it. All costs for the device and consumables will continue to be paid from departmental budgets. Desktop printing will not be covered by the click rate.

It may be appropriate for the allocation of an individual desktop printer in the following circumstances:

- Remote/isolated office with a single member of staff, or **3** or less staff (this would be as an alternative to a nearby print device/MFD)
- Specialist printing that may be required – enrolment payments, restaurants and other sales outlets, receipting requirements, external functions
- Where small volume colour printing requirements exist, in addition to larger volume monochrome requirements (these would only be provided in the circumstance where no colour-enabled MFD was available)
- The member of staff has impaired mobility and finds it difficult to access the nearest shared printer.

5. Print Volumes

A flat rate click charge will be applied across QML, however the cost of printing to the College varies depending on the print device used, the costs per page (1 side) will typically be higher on smaller printing devices. It is therefore recommended that the following print hierarchy is followed to enable the College to achieve the highest savings possible:

- Small-mid range printing requirement (**up to 300 sides**): Use print devices/MFDs
- Large volume printing: On requests for over 300 sides, the print management system will direct the user to the **CopyShop** for printing on the larger devices.

6. Toners and Staples

- The supply of toners and staples are included in the service for central print devices and MFDs
- All toner cartridges will be appropriately recycled.

7. Paper Supplies

- The supply of paper (QML approved, environmental wood free stock) is included in the service for central print devices and MFDs
- All paper will be procured by IT Services. By bulk buying the paper, QML will save money
- Central Print devices and MFDs will be supplied with paper on a regular basis
- Should you need additional paper supplies for unsupported individual desktop printers, please email requests to thecopyshop@qmul.ac.uk or obtain in person from the **CopyShop**. Users will be charged for this paper.

8. Support and Guidance

Users will be provided with the following support and guidance:

- How to change default print settings
- How to use Pull Printing
- How to use relevant areas of the print management software
- How to report faults and request consumables
- How to request estimates and send projects to the **CopyShop**
- Superusers within departments will be trained how to install consumables and top up paper

Support, information posters and a user website will be made available.

9. Recharging

All costs for printing will be managed centrally. IT Services will recharge Faculties, Schools, Institutes, Departments and Professional Services on the basis of usage level only (per click charge). All central print devices/MFDs (within contract) will be networked to ensure that full information on print volumes has been captured remotely.

The click charge will cover:

- Paper
- Consumables (toner and staples)
- Leasing costs of the print devices/MFDs
- All support and maintenance costs
- QM Fleet Service Management

10. Environmental Impact

Measures to help reduce paper and print usage:

- **'Think before you print'** don't print unless you really need to, The **CopyShop** will run on-going internal campaigns to encourage and suggest ways to reduce waste and the appropriate use of print devices/MFDs.
- Aim to reduce printing by having documents available in electronic format in good time, e.g. make lecture notes available on QM Plus before the lecture, make meeting papers available by email or web before the event and view meeting papers on a laptop or tablet (if available) rather than printing out a paper copy.
- Scan paper master copies to create an electronic file and e-mail as an alternative to a copy by post. Where practical continue to hold master files in an electronic not paper format
- Use the default duplex setting. This instantly saves 50% paper use.
- Only print in colour when you have completed your final document. (It should be noted that the cost of a colour copy on a central print device and MFD is the same, regardless of whether a full colour page or just a small colour logo, strapline or email address is printed).
- Use the **CopyShop** on high volume prints to reduce the print cost, save your own time and avoid burning out your own printers.

Other practical measures to reduce environmental impact:

- QML will use toner cartridges that provide the highest volume of prints.
- QML will use approved remanufactured cartridges or bottled toner where appropriate.
- All QML staff will apply energy saving measures and be responsible for their own work area e.g. switch printers off completely outside normal hours, where power saving functions are not available.
- All office areas will locate paper recycle bins near printers and copiers. This is serviced by Domestic Services, Estates and Facilities.

- All print is printed on post-consumer recycled paper and/or Forest Stewardship Council (FSC) certified paper (and favour papers made with process chlorine free (PCF) or elemental chlorine free (ECF) pulps)
- All inks will be vegetable based.
- Where possible, externally printed jobs will be delivered directly from the print supplier to the user therefore avoiding unnecessary storage and logistics.
- Where possible, large completed print jobs will be stored by the print supplier until the user is ready to distribute them therefore saving on storage space.

11. Disposal of Printers

- Statutory Instrument 2006 No.3289, the Waste Electrical and Electronic Equipment Regulations, requires that the College disposes of its electrical and electronic waste in a controlled way through licensed disposal companies.
- IT Services will take responsibility for correct legal disposal of all printers supplied under Policy.

12. External Print Procurement Statement

- All external print services will only be commissioned by the **CopyShop** based at the Mile End campus of Queen Mary, University of London
- It is the responsibility of the **CopyShop** to work with Procurement to maintain a vetted list of external print service suppliers. The **CopyShop** will contract these suppliers reviewing performance periodically and escalating with Procurement where appropriate. The selection within the vetted list of a specific supplier for a specific task will be carried out in accordance with the QM Financial Regulations. This will be undertaken in consultation with key print stakeholder throughout QML
- The **CopyShop** will operate a transparent service and act in the interest of the client at all times.

13. Governance and Review of Policy

- IT Services will be responsible for the implementation of this policy and SLAs.
- Suggestions on the policy and SLAs are welcomed and should be submitted to your Faculty Relationship Manager (FRM). This may be but not restricted to cost, quality, environmental impact, efficiency and so on.
- The policy and SLAs, will be reviewed on an annual basis by IT Services representatives, (this will be the Assistant Director Student & Staff Services and the Head of IT Business Support Service in conjunction with key service users).

Glossary

Click rate – cost per single side of print

EPSS – Enhanced Printing for Staff and Students project

MFD – Multi Functional Device which prints, copies, scans and faxes

Pull printing – print is stored on a server until the user releases it from the printer by either touching their id card on the printer reader or by entering their username and password on the printer.

SLA – Service level agreement

Key IT Services Contact Points

IT Helpdesk

IT Helpdesk Monday-Friday 08.00 – 18.00	0207 882 8888
Email Address	its-helpdesk@qmul.ac.uk

The CopyShop

The CopyShop Monday-Friday 9.00 – 17.00	020 7882 7670
For Enquires and Finance	0202 7882 5426
Email Address	thecopyshop@qmul.ac.uk

IT Business Support Service Student & Staff Services and IT Transition

Head of IT Business Support Services – Kris Bush	0207 882 3480
Email Address	k.bush@qmul.ac.uk
IT Assistant Director Student & Staff Services – David Boakes	0207 882 5887
Email Address	d.boakes@qmul.ac.uk