Managed Services Print Policy

Saint Louis University

Blue Prints: Managed Print Services Policy

Introduction
Blue Prints: Saint Louis University’s (SLU) Managed Print Services (MPS) program represents a comprehensive solution for managing printing costs, equipment, orders, service, and sustainability initiatives at the University. This policy formalizes current practice to ensure that efficiencies are realized in the following areas:

1. Improve the availability, reliability and service of our printing, copying, scanning and faxing technology.
2. Reduction of print output expenses by using the most cost effective print/copy/scan devices.
3. Improve quality of service while reducing the maintenance expenses of the University’s print/copy/scan devices.
4. Reduce environmental impacts by reducing paper usage, energy consumption, and landfill waste typically associated with toner cartridges and unmanaged printing practices.

Scope
This policy applies to all Saint Louis University units and pertains to all University owned copiers, printers, scanners and fax devices.

Purpose
The purpose of this policy is to provide guidance to Saint Louis University departments for services and support provided under Blue Prints: SLU’s MPS program.

Definitions

Billiken Print: The University’s managed student printing, scanning, and copying solution. Billiken Print makes use of the devices/technology of Blue Prints; however, Billiken Print is managed by SLU personnel and Blue Prints is currently managed by Xerox.

Consumables: Items that are consumed in the impression process for the operation of output devices included in SLU’s fleet. Consumables include: toner, cartridges, staples and parts.
**Fleet:** All of the print output devices managed under the University’s Blue Prints: MPS program.

**Impression:** The production of an image by any print output device which applies ink/toner to paper.

**Managed Print Services (MPS):** The processes and personnel required to provide managerial support of the MPS solution for all output devices in SLU’s fleet, including: systems reporting, billing, issue resolution, day-to-day management, process, cost analysis, and general oversight.

**Multifunctional Device (MFD):** Any network capable document production device that provides multiple capabilities including but not limited to printing, copying, faxing, and scanning.

**Site Optimization:** A process that is designed to utilize factual data for the purposes of determining the proper Output Environment to provide end-users with access to the capabilities that are required to complete their work. This process, Optimization, is used for the purposes of designing, implementing, training, and supporting an Optimized Output Environment.

**Output Device:** An MFD, scanner, fax, printer, and/or copy machine.

**Key Device Contact (KDC):** Key contacts assigned in each department to assist with maintaining the print environment for their department. Duties include receipt and storage of consumables, and coordination of support requests (as applicable).

**Print Device Acquisition**
New devices should be acquired through the Blue Prints: MPS Program. For instruction on requesting a new print device, please refer to the MPS website [http://www.slu.edu/x91298.xml](http://www.slu.edu/x91298.xml) this information is contained under Move, Add, Change or Dispose Equipment Request (MACD).

**Personal Printers**
To achieve benefits of the MPS program, personal desktop printers are no longer purchased or supported on campus. Employees may retain an individual desktop printer if it is recommended by the Human Resources department as an appropriate accommodation for a documented disabling condition. Bringing personally-owned printers on campus is discouraged; employees who bring printers to campus will be responsible to provide their own toner and paper.

Business critical cases for retaining personal desktop printers will be reviewed.

**Device Move, Add, Change or Disposal**
The equipment should not be moved, removed or relocated by the end-user or department. All moves, relocations, and removals must be coordinated through the MPS program to ensure accuracy of University records and limit potential liabilities resulting from damaged equipment.
Departments are responsible for lost or misplaced equipment. The department account will be charged for the full payment of any lost equipment. For instruction on the move, add, change and disposal process, please refer to the MPS website [http://www.slu.edu/x91298.xml](http://www.slu.edu/x91298.xml) this information is contained under Move, Add, Change or Dispose Equipment Request (MACD).

**Key Device Contact (KDC)**
KDCs will be assigned in each department to assist with managing the print environment for their department. A list of KDCs is maintained by Business Services. KDCs are essential to the MPS program to ensure that departmental printing needs are addressed. Duties include receipt and storage of consumables, and coordination of support requests (as applicable).

**Supplies**
The Blue Prints MPS program includes the consumables necessary to ensure continued operation of output devices managed under the program. Consumables include: toner, cartridges, staples and parts. Paper and other media are not included and should be ordered separately through established processes.

**Billing**
Departments will be charged on a price per impression (PPI) basis for actual usage (one price for monochrome only pages and one price for pages that include color). Detailed invoicing will show all costs and page volumes for each print device.

The PPI includes:
- Equipment (including multi-functional devices (MFD), copiers, printers, scanners and fax machines).
- Supplies, excluding paper.
- Preventive maintenance and parts.
- Guaranteed service level response times, with near or on-campus support, break/fix, and supplies replenishment.
- Flexibility in equipment changes.

**Defaults and other Sustainable Print Practices**
1. **Double-sided printing**: To reduce paper consumption, the default setting for all network print devices will be double-sided (duplex).
2. **Monochrome printing**: To reduce costs associated with color printing, monochrome (black/white) printing will be the default setting for all network print devices.
3. **Alternatives to printing**: Faculty and staff are encouraged to consider substituting digital formats instead of paper when feasible. Faculty is encouraged to consider electronic versus paper submission for class assignments as feasible.
4. **Power savings options**: All print devices will be set to use the best available power savings option to reduce energy consumption.
5. **Minimize the use of fax devices:** Scan-to-email functions should be used in place of faxing when possible. Faxing incurs additional costs for phone lines and paper. There are no costs associated with scanning a document.

**Student Printing**
Billiken Print program allows students to print from their personal computer to one of the networked printers on campus. The Billiken Print program establishes process for student printing. For more information, please visit the Billiken Print webpage:  
[https://www.slu.edu/busch-student-center/student-tech-service-center/billiken-print](https://www.slu.edu/busch-student-center/student-tech-service-center/billiken-print)

**Confidential Printing**
All employees occasionally have the need to print a confidential document. Confidential printing needs are not a justification for a personal printer. MFD’s in SLU’s fleet will provide capabilities for secure printing. Employees who print Private Health Information (PHI) as part of their job function should refer to the University policy on “Copying and Printing PHI”  
[http://www.slu.edu/hipaa/copying_printing PHI.pdf](http://www.slu.edu/hipaa/copying_printing PHI.pdf)

**Outside Printing**
To ensure competitive pricing and cost-effective procurement of goods and services, competitive bids must be obtained on outside printing projects with an anticipated cost of $1,000 or greater. Please refer to the University’s Outside Printing Policy  
[http://www.slu.edu/Documents/busfin/Printing_Policy.pdf](http://www.slu.edu/Documents/busfin/Printing_Policy.pdf)