Printing Acceptable Use Policy

(ISP06)

Document Control

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1. Introduction

1.1. Purpose: The purpose of this document is to ensure direction in the choice and use of appropriate printing, copying, scanning and faxing facilities throughout the Royal Veterinary College. Its purpose is to make sure the RVC's facilities are deployed to optimum effect; to ensure access to high-quality and cost-effective local print and copy facilities while also delivering efficiencies and value for money across the College.

1.2. Objectives: The objectives of the policy are to:
- Ensure quality and productivity – maintaining print quality and productivity whilst minimising volumes and costs.
- Reduce carbon emissions– fewer, more efficient, devices will enable a reduction in carbon emissions and reduction in electricity and paper costs.
- Reduce environmental impact-less equipment and consumables to dispose of.
- ensure understanding of the environmental impact and costs of printing and make sure that all are fully aware of these and can make informed decisions through central collation of management information.
- Best Value - ensure that the RVC obtains value for money from contracts.
- Increase security and confidentiality – via the reduced chances of print being left on printers by accident or printed out at an unintended device through authentication at the printing devices.

1.3. Scope

1.3.1. The policy applies to all full-time and part-time employees of the RVC, contracted third parties (including agency staff), students/trainees, secondees and other staff on placement with the RVC, and staff of partner organisations with approved access. It applies to all areas in support of teaching, clinical, research and business objectives.

1.3.2. The policy applies to all local printers, photocopiers, scanners, faxes and multi-function devices.

1.3.3. This policy excludes devices which perform specific line of business functions such as large scale document scanning devices, wide format plotters, clinical label printers and/or other output from clinical systems on non standard media.

1.4. Background

1.4.1. A recent external audit of printing and copier devices across service areas suggested that financial efficiency savings, non-financial savings and environmental benefits are achievable. It highlighted the following:

- Some areas are over resourced with devices
- Some devices get very limited usage
- Some copiers are producing quite high volumes

- Some digital copiers are not networked
- There are some usb or parallel port devices that are not available for networking
- There are colour ink jet printers with high consumable costs in use

1.4.2. No single service area owns or manages all printing devices and each area funded its own copiers/printers.

2. Core Principles

2.1. Shared Devices. All computer users will be expected to print to shared networked MFDs/DTP rather than to dedicated personal printers. MFDs/DTP may be shared with members of their own workgroup or with staff from other workgroups or departments where practicable to generate efficiencies. This is not to be at the expense of staff time or by its implementation to impact on operational outcomes. The full audit ability of the solution allows for internal charges to be made accurately and equitably.

2.2. Right Number, Right Location. Deployment of MFDs/DTPs will ensure each area has the right number of local devices to meet printing volumes. The aim will be to deploy fewer devices, using each device to its capacity. Detailed investigations based on a thorough printing audit will establish where and what the current printing fleet is and this will be used to formulate the new deployment based on this policy and the chosen solution.

2.3. Business Case. Where departments want additional facilities (for example personal printers, colour ink-jet or additional MFDs/DTPs) over and above the recommendations based on volume requirements, staff numbers and floor plans, Heads of Departments will need to write to justify an exception to the policy with an agreement that the additional cost implications of this deployment will be met by the cost centre in question.

2.4. Letter Heading. Users must follow RVC branding guidelines given on the Intranet. The guidelines include document templates which must be used by all staff. The guidelines are designed to minimise the need for pre-printed letter heading stationary and the need for multiple paper input trays.

2.5. Paper Trays. The paper trays of MFDs/DTPs will be configured in a limited number of standard ways. Users must not reconfigure printers or swap paper trays without first obtaining permission from LISD.

2.6. Label Printing. Users must follow the following guidelines for printing labels. Failure to follow these guidelines could result in the RVC being liable for repairs to the printer should labels become stuck in the mechanism.

- Labels should only be used in the manual tray
- Avery or Banner labels must always be used. The use of any other label must have permission in writing from LISD.
- Labels must be loaded correctly into the tray to minimise risk of misfeeding.

- Trays must not be overloaded.
- Labels must only be fed through the device once as the printing process affects the properties of the sheet/labels and increases the chance of labels becoming detached in subsequent use.
- Labels should be checked to ensure none are lifting from the sheet to avoid the chance of it coming detached inside the device.
- Labels should not be used outside the 'use by' date of the pack as this will affect the properties of the glue/gum and increase

2.7. Fax Machines. Separate analogue fax machines are costly to run (often being based on ink-jet technology), require a telephone line and take valuable desk space. MFDs can be fitted with analogue fax capabilities or can be used to access more sophisticated and cost effective centralised fax communication solutions. The following principles will be adopted:

- The purchase of new analogue fax machines will be restricted and only be possible when supported by an authorised Business Case. Users will be directed to share existing fax facilities where feasible.
- When MFDs are being deployed into workspaces existing analogue fax machines will be removed where practical and with the approval of the users.

2.8. Information. The printing facilities will be proactively managed by LISD by using software that tracks usage to an individual and departmental level and enables the RVC to see the volumes of printing and copying undertaken. Analysis of these volumes will enable the RVC to make informed decisions about new ways of working to improve the printing service to users and increase efficiency and reduce costs.

3. Management of Devices

3.1. MFDs/Desktop printers are only to be procured via the College procurement process under the fleet contract.

3.2. LISD will provide advice to staff on the suitability of the various MFDs and desktop printers available and will recommend a standard device from the range available. Purchase of a device other than this standard will not normally be considered.

3.3. The user shall not alter or repair the equipment. In the event of a fault occurring contact the LISD Helpdesk on Ext 5181 or email helpdesk@rvc.ac.uk. Should a repair be required the Helpdesk will call the supplier.

3.4. For general help and advice on MFDs/DTPs contact the LISD Helpdesk on Ext 5181 or email helpdesk@rvc.ac.uk.

4. Authorisation and Governance

4.1. The RVC's IT Strategy Working Group (ITSWG) will be responsible for the governing the delivery of this policy and will receive regular reporting from the service and usage monitoring tools built in to the solution.

4.2. The appropriate Head of Department is responsible for requesting an additional MFD via LISD's Customer Services Managers. All purchases must be made through LISD/Finance. The costs of the selected solution will be billed to the appropriate budget.

4.3. When approving the procurement of an MFD/DTP, managers should consider whether facilities are already within reasonable distance of the user in an effort to ensure each device is used to capacity.

4.4. Before moving an MFD/DTP to another location, approval must be obtained from the Supplier of the MFD/DTP fleet. The appropriate Departmental Administrator will contact LISD who in turn will seek approval from the supplier. This is to ensure the supplier has accurate records for the supply of toner to site.

5. Security Measures

5.1. Departments are not to dispose of IT equipment including MFDs/DTPs themselves. Managers are to contact LISD before disposing of any equipment:

- The RVC has a legal responsibility to ensure that computers are disposed of properly under the Waste Electrical and Electronic Equipment (WEEE) Regulations of the European Parliament and Council Directive on Waste Electrical and Electronic Equipment (2002/96/EC).
- MFDs/DTPs will be on lease contracts and are not owned by the RVC.
- The RVC must ensure that confidential data is removed from fixed storage media and is responsible for wiping clean all hard drives.

5.2. Multifunction Devices contain a hard drive on which data is stored prior to printing on paper. In order to minimise risk of loss of confidential or RVC sensitive business information the following provisions will be put in place:

- Data will be stored in an encrypted format
- Hard drives will be cleaned prior to disposal of MFDs at the end of contract
- A confidentiality agreement with the manufacturer will be agreed

6. Home-working

6.1. Home workers should only print documents containing personal or confidential information on RVC devices.

7. Confidentiality

7.1. All users will need to use their College ID card to access printing or copying facilities. These ID cards and associated account details must not be shared with others.

8. Responsibilities

8.1. All personnel using MFD equipment must take all reasonable measures to safe guard the equipment and are to ensure that its use is in accordance with this policy.

8.2. All personnel using MFD equipment are expected to be properly trained and follow the guidance available on the Intranet. If in doubt users should contact the LISD Helpdesk.