

# Acceptable Use Printing Policy

Version 3.1.2 (August 2018)

## Contents

<b>DOCUMENT CONTROL.....</b>	<b>3</b>
<b>1 INTRODUCTION.....</b>	<b>4</b>
<b>2 CORE PRINCIPLES.....</b>	<b>5</b>
<b>3 USE OF MULTI-FUNCTION DEVICES.....</b>	<b>6</b>
<b>4 MANAGEMENT OF DEVICES.....</b>	<b>7</b>
<b>5 PAYING FOR PRINTING AND COPYING.....</b>	<b>8</b>
<b>6 AUTHORISATION AND GOVERNANCE.....</b>	<b>8</b>
<b>7 SECURITY MEASURES.....</b>	<b>9</b>
<b>8 HOME WORKING.....</b>	<b>9</b>
<b>9 CONFIDENTIALITY.....</b>	<b>9</b>
<b>10 RESPONSIBILITIES.....</b>	<b>10</b>
<b>11 REPORTING LOSSES AND OUTAGES .....</b>	<b>10</b>

## Document Control

<b>Policy Version:</b>	1.0
<b>Policy Review Interval:</b>	Annually by the Information Security Group (ISecG) from the date of authorisation
<b>Author:</b>	Director of LISD
<b>Authorised By:-</b>	Information Security Group
<b>ISecG Members:-</b>	Director of Estates and Campus Services (Chairperson) Director of Library and Information Services Division LISD IT and Development Manager Head of IT Infrastructure Services Data Protection Officer
<b>Authorisation Date:</b>	December 2014
<b>Review &amp; amendments</b>	
<b>Policy Version:</b>	2.0
<b>Date of review:</b>	December 2015
<b>Amendments:</b>	Minor
<b>Review &amp; amendments</b>	
<b>Policy Version:</b>	3.0
<b>Date of review:</b>	December 2016
<b>Amendments:</b>	Formatting changes, document numbering standardisation Addition of 11) Losses and Outage advice
<b>Revised by:</b>	IT Governance
<b>Re-authorised By:</b>	Information Security Group
<b>ISecG Members:</b>	Deputy Director, Infrastructure (Chair) Deputy COO and Director of Infrastructure Chief Information Officer Head of Governance, Planning and Compliance Head of IT Governance & ISD Service Strategy
<b>Re-authorisation Date:</b>	17 <sup>th</sup> January 2016
<b>Review &amp; amendments</b>	
<b>Policy Version:</b>	3.1.2
<b>Date of review:</b>	February 2018, August 2018
<b>Amendments:</b>	LISD references amended to ISD following restructure, 6.1 ITSWG to ISecG, date of review amended, August 2018 Chair approved after member circulation
<b>Re-authorised By:</b>	Information Security Group (ISecG)  Deputy Director, Infrastructure Services [Chair] Head of Governance, Planning and Compliance Chief Information Officer Head of IT Governance & ISD Service Strategy Head of Students Records and Finance Business Analyst (Clinical Services) Assistant Director of Finance (Financial Services) Research Support Officer (Systems) Senior Payroll & Pensions Co-Ordinator
<b>Re-authorisation Date:</b>	August 2018

## **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. Efficient. Use will be made of devices that are as efficient and environmentally considerate as possible. Increased use will be made of multi-function devices that have the capability to print, copy, scan and fax and reduce dependency on paper.

2.5. Monitored. Throughout the life of the contract, devices will be regularly monitored ensuring there continues to be enough of the right specification of devices in the right places. The supplier, in conjunction with ISD will then implement any necessary changes in fleet distribution to ensure performance is optimised in a co-ordinated way.

2.6. Consistency. A standard interface and practice across the RVC will allow users to move within the organisation as a whole without having to be shown how to use or interact with technology based on their location. This will also support mobile and flexible working, enabling people to easily access print and copy services at multiple locations, without the need to reconfigure PCs or laptops.

### 3. Use of Multifunction Devices

3.1. Pull Printing. All multifunctional devices within the fleet will provide 'pull printing' capabilities by default. This means that:

- Users can send print, and then go to any device within the MPS solution to retrieve it at a convenient time using their RVC ID card.
- Users can print confidential and sensitive information without fear that someone else will see it on the printer.
- Print can be sent from one location and collected in another.
- Wastage is reduced because if the printout is not collected it can be deleted from the print queue either manually or automatically.

3.2. Ink Jet printers. There will be no or very limited use of ink-jet devices, such devices are inexpensive to buy but are very expensive to operate and maintain for the RVC. Users will need to justify use with a Business Case.

3.3. Personal printers. The use of personal printers attached directly to a PC will be by exception where there is a clear need. The new way of printing is fully secure and enables shared devices to be used for confidential and sensitive printing. Users will need to justify use with a Business Case.

3.4. Colour Printers. Colour printing has a high cost per page compared to black and white and, as a result, users are expected to minimise the need for colour as much as possible. Provision of shared networked colour facilities will be made on each campus to deal with occasional colour printing requirements. This will be minimised as far as possible to ensure only large colour capable devices are provided where they are cost effective. Colour printing should be avoided where possible or consideration given to whether in terms of cost effectiveness and quality this should be outsourced. Where there is a need for dedicated or local colour printing this will need to be justified in a Business Case.

3.5. 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.

3.6 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 ISD.

3.7. 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 ISD.
- 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.

3.8. Duplex Printing. All devices will default to duplex printing (printing on both sides of the paper). Users will be able to access single sided printing where this is required. This ensures such printing is only by choice and not by accident.

3.9. Scanning. Scanning capabilities will be provided as part of the multi-function devices. This will support developments towards the paperless office.

3.10. 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.

3.11. Information. The printing facilities will be proactively managed by ISD 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.

## **4. Management of Devices**

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

4.2. ISD 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.

4.3. The user shall not alter or repair the equipment. In the event of a fault occurring contact the ISD Helpdesk on Ext 5181 or email [helpdesk@rvc.ac.uk](mailto:helpdesk@rvc.ac.uk). Should a repair be required the Helpdesk will call the supplier.

4.4. For general help and advice on MFDs/DTPs contact the ISD IT Helpdesk on Ext 5181 or email [helpdesk@rvc.ac.uk](mailto:helpdesk@rvc.ac.uk).

## **5. Paying for Printing and Copying**

5.1. The contract charges will be recharged and monitored as follows:-

- The RVC has entered into a single fleet contract with a single Supplier for the provision of print and copy services.
- The cost is calculated on a 'cost per click' basis.
- Each RVC department will contribute proportionately to the cost of the contract
- Each month the monitoring software will be used to report volume of usage by site, directorate and department to monitor recharging costs.

5.2. Toner. Users will not need to order toner. It will be provided by the supplier as part of the contract. Departmental printers will have nominated local personnel who will take responsibility for ensuring that replacement toner is available, as it is required. Open access printers will be maintained by ISD staff. Toner will be automatically ordered by the printer by email when the level falls to 20% and will be delivered to the department where the printer is located. Spare stocks of toner will be available in site based stores and held by departments/ISD. Training will be provided for designated people so that they have the capability to change toner, clear paper jams and so forth.

5.3. Paper. Paper, labels and other stationery will need to be ordered through the usual RVC purchasing channels. Again, each departmental device will have nominated personnel who will ensure that paper is ordered as required, whereas ISD will supply paper for open access devices. Due to the shared nature of the MFDs/DTP the consumers of paper may be from different departments each with its own budget for stationery. Therefore paper will be ordered against site based cost centres with the same cost centre being used by all RVC services on that site. The monthly reports from the monitoring software will be used to monitor paper usage by sites, directorates and departments.

## **6. Authorisation and Governance**

6.1. The Information Security Group (ISecG) 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.

6.2. The appropriate Head of Department is responsible for requesting any additional MFD/DTPs via ISD's IT Purchasing service ([itpurchasing@rvc.ac.uk](mailto:itpurchasing@rvc.ac.uk)). All purchases must be made through ISD/Finance. The costs of the selected solution will be billed to the appropriate budget.

6.3. 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.

6.4. 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 ISD 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.

## **7. Security Measures**

7.1. Departments are not to dispose of IT equipment including MFDs/DTPs themselves. Managers are to contact ISD 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 (2012/19/EU).
- 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 to meet current UK Data Protection legislation.

7.2. 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 is agreed

## **8. Home-working**

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

## **9. Confidentiality**

9.1 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.

## **10. Responsibilities**

10.1. 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.

10.2. 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 ISD IT Helpdesk.

## **11. Reporting losses and outages**

11.1 Where replacement toner deliveries have not arrived to departmental printers automatically or delivered toners have gone missing, the issue should be reported to the IT Helpdesk at the earliest opportunity for further investigation to be made. Similarly, where open access devices are found to be non-operational having no paper, toner or display an error message the fault should be reported to the IT Helpdesk via [helpdesk@rvc.ac.uk](mailto:helpdesk@rvc.ac.uk) or x5181 stating the device number shown on the equipment (eg. MPS001) and the details of the problem (and error code where available).

11.2 On receiving reports ISD staff will log the issue and conduct first line investigations before escalating the fault to the service provider where necessary, on behalf of service users.