

Print Policy

Document Control	
Title	Print Policy
Authority	
Review Date	The policy should be reviewed 6 months after initial approval and then annually thereafter
Status	Approved by Print Board
Policy Effective Date	
Associated Policies and Document	This policy should be read in conjunction with the following documents: <ul style="list-style-type: none"> • UAL Print Strategy
Any questions about this policy, or requests for further information should be directed to:	

Version History			
Date	Version	Reason	Author
13/08/2015	0.1	Initial Draft	Dawn Bolton
	0.2	Updated to reflect feedback from Darren Martyn, Marcus Saunders, Helen Davies and Martin Hodinkinson	Dawn Bolton
17/09/2015	0.3	Incorporated feedback from Print Board meeting held 15/09/15	Dawn Bolton

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Introduction

Objectives of the Policy

The purpose of the policy is to support the implementation of a robust and cost effective print management service in line with the strategy for printing services for staff and students at the University of the Arts of London (UAL)

The policy gives guidance on how the University will provide a consistent approach to the allocation, access and usage of printers.

Print and its associated functions will be delivered through a “managed” print service to provide printing, photocopying and scanning capability through the deployment of Multi-Functional Devices (MFDs)

Scope

The scope of this policy covers all staff and student areas, across all of the University’s buildings.

The policy does not include specialist printing facilities.

Distribution

The approved policy should be distributed to:

- Deans
- Directors of College Administration (DOCAs)
- Chief Information Officer
- Associate Director Service Management
- Director / Head of Technical Resources (HOTRs)
- Single Point of Contact (SPOC)
- Heads of Administrative Departments
- Librarians
- Staff Union representatives
- Student Union representatives
- Local Information Managers

Staff will be advised of this policy during their induction and of the University’s requirement for them to adhere to the conditions contained within it.

This policy will be placed on the University website. The above groups will be responsible for ensuring that staff in their departments read and understand the policy.

Policy Owners

The Associate Director of IT Service Management is responsible for this policy and the on-going maintenance, review and update of this policy. The policy review will include collaboration with the SPOCs, HOTRs, DOCAs and Device Steering Group.

The policy should be reviewed on a yearly basis

Definition of the University

University is defined as the sites and physical buildings which comprise the Colleges across London and University Services as follows:

- University Services at Holborn, Kings Cross and Elephant & Castle
- Camberwell College of Arts
- Chelsea College of Arts
- Wimbledon College of Arts
- Central Saint Martins
- London College of Communication
- London College of Fashion
- Artscom
- Accommodation Staff Offices (Halls of Residence)

General Policy Statement

In order to operate efficiently, the University must ensure its print assets are procured, deployed and managed effectively. The following key elements will govern this policy:

Networked

- All printing devices should be networked.

Locally attached (single use) printers

- The use of local connected printers attached to a workstation will not be permitted.

Allocation Policy

The University plans to rationalise its print estate, with the consolidation of devices, to ensure the print service operates within a cost effective level and with an increased efficient support model.

The University will consider the following factors in the allocation of multi-functional print devices:

- The positioning of the Multi-functional devices should normally be capable of servicing at least 15 staff
- The nearest printer should normally be no more than 30 metres away
- The nearest printer should normally be on the same floor as the user

Practicalities of space, accessibility and health and safety regulations will be considered and adhered to where required.

All devices will operate with secure, follow me printing, where printing can only be released with an active UAL account via presentation of a valid ID card or by supplying network login credentials.

Approval process

- All printers and MFDS must be purchased from the University's approved list of standard printers in the IT catalogue.
- Where an individual requires a device other than a standard MFD, a request will need to be submitted with a supported business justification. The request will be reviewed by the college Single Point of Contact(s) (SPOCs), who will then grant an approval or request further information.
- Each college has been assigned a SPOC. (Refer to the appendix for further details)

Default settings

- MFD settings for photocopying will be default to A4, black & white and double-sided.
- Applications print options will default to A4, black & white and double-sided.
- The user will need to specifically select alternative options such as A3, one sided or and colour prints within the application or at the MFD, depending on the operation being performed.
- Separate defaults may be applied to Student printing where single sided printing is required.

Print Release Expiry Time

- Print jobs which are not released to a printer will be deleted overnight.

Power saving configuration

- Printers and MFDs will be set to achieve the optimal power saving configuration.

Scanning Facilities

- Increased use of scanning facilities will be encouraged, supporting the University's 'Digital First' aspirations to reduce photocopying.

Scan to Email/Scan to USB

- The standard MFD which are provided will include the ability scan to email or scan and save to a USB approved device.

One University wide Contract

All main student and staff MFDS at the University will be covered under one university contract.

A range of machines have been provided under the agreement and have been selected to ensure they meet the technical capability, capacity, reliability, are cost effective and environmentally sustainable.

Essential supplies such as toner cartridges are covered as part of the agreement and therefore there is no additional cost for these items.

All MFDS will have the facility to provide secure printing by default (i.e. users will need to present their individual ID cards or type in their UAL username and password in order release a print job from the printer).

The speed and size of the machine provided will depend on the local requirements.

Reports will be produced periodically to review staff printing usage, to ensure print usage and activity is aligned to the University's policies on the environment and sustainability.

Lifecycle Management

All MFDs should be leased for 3 years. No MFD should be purchased

Supported Devices

UAL have agreed a selection of printers which align to the UAL print strategy and requirements of staff and student for non-specialist printing. These printers will ensure there is a consistent printing experience across the University for both staff and students, providing high-quality outputs and reducing operational costs.

These devices have been tested to ensure a level of quality to meet the needs of UAL and for compatibility on existing systems and print infrastructure

These printers will be available to procure via the IT catalogue.

Provision of MFD Printers

As part of the UAL print strategy all MFDS will be leased from the agreed supplier. However there may be circumstances, where it is appropriate for the allocation of a dedicated printer, these are considered under the **exceptions** section

All MFDS will have the facility to provide secure printing by default (i.e. users will need to present their individual ID cards in order release a print job from the printer).

Exceptions

It may be appropriate for the allocation of a dedicated printer in certain circumstances.

Single use printers will only be available in exceptional circumstances, with a business justification and the explicit agreement of the local college SPOC.

Student Printing

The following key elements will apply to student printing:

- All student printing that is released via the managed print system will be networked will be to a networked MFD (or printer)
- Print jobs will be released via their student identification card or username and password entry.
- Every student will have a printing account, which they need to maintain with a positive balance to release their print jobs or photocopy. Scanning is free
- Students can pay for printing or check their print balances via:
 - Kiosks located through the University
 - Online portal
 - Mobile application (CampusM)
- The cost of printing and copying will be clearly displayed at each device location.
- MFD settings for photocopying will be defaulted to A4, black & white and double-sided. Students will need to select alternative settings if different options are required.

- Applications print options will default to A4, Black & white and double-sided, Students will need to select alternative settings if different options are required.
- Students will continue to have access to specialist printing, such as large format or other print finishing at various locations throughout the University (See Specialist printing section)

Specialist Printing

Located at each college are printing bureaus which can accommodate more specialist printing, where requirements are for:

- Large volumes of printing
- High quality printing
- Heavier media
- Larger than A3 print requirements
- Large format laser, inkjet and plotter devices

Information pertaining to these printing services can be located on the respective college Intranet, in the “facilities” section

Reduction of Local Printers

Where an individual is currently in use of a local printer, the user will be contacted by IT services with a view to removing the local printer and ensuring access to a MFD is provided, unless the individual is covered under an exception.

Toners, Paper Supplies & Maintenance

Automated toner replacement is included as part of the MFD maintenance, therefore these do not need to be ordered separately.

The aim is for all MFDS to be enabled with a mechanism which notifies the supplier when the toner stock is low.

IT Services will manage the relationship with the supplier.

All paper purchased for printing should be purchased through the University agreed supplier.

This supplier is under the agreed framework of choice and the University has secured competitive pricing. Queries concerning required paper should be directed to the Procurement team.

The default paper weights should be 80 gsm for black & white and 120 gsm colour.

Print Management Solutions

UAL currently uses two print management solutions to manage all print output across the University (Uniflow and Pcounter).

These solutions enables the control and release of print jobs to requestors and allows for the collection and reporting of management data, such as how many pages have been printed, the site location and by whom. It provides visibility of other resource utilisation, such as power consumption.

Technical Support

Students - MFD Support

Local support staff will be the first point of contact for issues with MFD devices. Typically these will be areas such as the, IT Open Access, Learning Zones and college Libraries.

Staff - MFD Support

Staff will be expected to perform basic troubleshooting or basic tasks for MFDS. For more involved issues, the IT Service Desk will be the first point of contact.

For further information concerning support issues refer to the staff printing intranet page.

Disposal of Printers

All requests for disposal of printers, should be raised by contacting the IT Service Desk.

Appendix

IT Catalogue	
Single Point of Contact (SPOCs)	<p>An individual (or individuals) who act as a focal point at each college for information concerning IT purchases. The SPOC will also provide a level of approval for all IT purchases at their respective college.</p> <p>Information pertaining to SPOCS can be located on the staff printing intranet page</p>
MFD	Multi-functional device - All in one device which incorporates printing / scanning / photocopier functionality