OCT 29 MPS Rulemaking Work Session Summary

SCOPE
Identify successful print management strategies

AT A GLANCE
- Stakeholders strongly appreciate respectful approach (working actively together, listening, providing options/choice)
- Timeline revised to shorten formal comment period and lengthen work together time (see revised timeline below)
- Added 2 work sessions and 1 tentative work session
- Captured many successful strategies used by state agencies and offered by business community
- Involved traditional print business
- Rules website to be updated to promote understanding and participation (add resource area, free form input/comment tool, links to related state work)
- Added parking lot for topics outside of rulemaking scope (ex. Changes to legislation)
- Some businesses and state agencies perceive a value/implementation disconnect between the copier contract and the managed print services contract
- Stakeholder preference is for strategies to live in the guidelines

STRATEGIES SUGGESTED
- Implement and aggressively use software
    - Need to determine who purchases/who owns; how/why
    - Most device software is brand specific
    - Needed to provide a system wide database (usage, location, physical characteristics of the printed product)
    - Reporting capability
    - Cannot improve without data
    - Agencies own data – however, data must be shared. See Education below.
- Implement "follow me" print
- Address the value/use of scanning hardware
- Controlled assimilation:
    - Understanding costs of transition
    - Continuous redeployment of existing equipment to end of life
    - Current/future supply costs
    - Define print needs and wants
- Increase electronic distribution – Reduce hard copy distribution
- Put in place other device types (ie. scanning devices) in conjunction with paper output only devices
- Education→ Knowledge and understanding is critical to success
    - Visibility and transparency
    - Ability to capture and assess data
    - Workflow analysis and utilization analysis critical to education
    - Review data on a periodic scheduled basis **and use new knowledge**

- Top → down implementation – Executive management must support and promote in order to be successful
- Logistics – physical closeness of user to input/output, need to consider transportation costs (trucking, etc)
- Consider socio-economic goals of the state
  (*JZ note*: the following examples are from the Washington Purchasing Manual (2007):
    - To substantially increase the procurement of green products;
    - To enhance and maximize employment and career advancement opportunities for disadvantaged persons and persons with disabilities and increase the number employed and their wages by purchasing products and/or services manufactured or provided by Washington State Certified Community Rehabilitation Programs;
    - To discourage barriers to opportunities for Washington based businesses desiring to do business with other states;
    - To support a diverse supplier pool, including small, veteran, minority, and women-owned firms, and encourage their participation in state business
- Create an agency internal print team – must be diverse and involve IT
- Put in place customer focus groups. Both internal and external
- One size does not fit all – multiple strategies need to be available for agencies to be successful or continue to be successful. For example: Allow managed print services through hardware contract
- Standardization benefits:
    - Equipment
        - Reduced training costs when using a single brand/type
        - Ability to quickly redeploy device and associated supplies in line with agency needs/changes
        - Reduced supply costs (inventory, management, logistics, acquisition)
- Put print policies and guidelines in place in place
- Address print shop activities (traditional print):
    - More vendors on contract in order to increase customer options
    - Master contract for print shop services: Tier 1 and Tier 2 printers
- Print is a physical process that needs to be as close to end user as practicable following:
    - Agency policies and guidelines
    - Rules based printing
        - Automate use of duplex
        - Restrict color output to certain types of print jobs
        - Cancel unauthorized print jobs (such as email)
        - Route print jobs for greater efficiency
        - Route print jobs for greater security

SUGGESTIONS OUTSIDE OF SCOPE
- Legislative changes
- Fast track/Streamline acquisition processes

DELIVERABLE COMMITMENTS
- Provide Meeting Summary and schedule to stakeholders before next work session
- List of print vendors on contract and WEBS Registration instructions to Bill Schumacher
- Update rules and guidelines to stakeholders before next work session

- Update the rules website
- Provide a solution to allow stakeholders to participate remotely
- Post the Sample State Agency Print Management Strategy Report to the website

CHALLENGES

Short time frame between work sessions needed to get to finished product by Dec 2:
- Max time between work sessions limited to 1 week (see timeline below)
- Prior commitments by DES Team and Stakeholders alike presents challenges for all to actively participate in work sessions
- Resource limitations creates a barrier to timely deliverable commitments to stakeholders
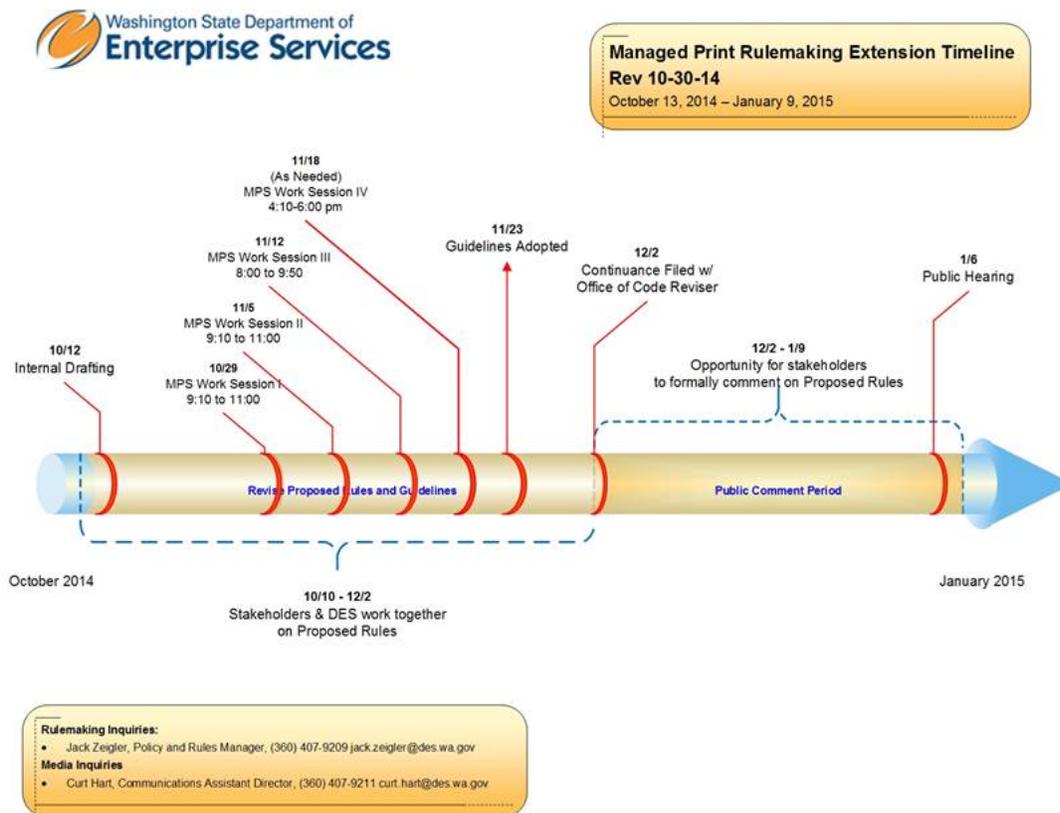
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