

Managing Agency Print Operations

Applies To:	Department of Enterprise Services employees
Authorizing Sources:	State law – RCW 43.19.733 through 43.19.757 State rule – Chapter 200-380 WAC Print Management
Information Contacts:	Real Estate Services Division - Internal Facilities Program Business Resources Division - Print and Mail Services
Effective Date:	April 10, 2018
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Sunset Review Date:	March 11, 2020
Approved By:	<hr/> Chris Liu Director

About this policy

This policy puts in place the Department of Enterprise Services' (DES) requirements governing all aspects of print management as defined by [WAC 200-380-020](#). This includes [managed print services](#), [agency-based printing](#) and those print jobs which require the services of a private sector [print shop](#) or another state agency print shop.

This policy is used together with:

- RCW [43.19.733](#) through [43.19.757](#);
- [Chapter 200-380 WAC Print Management](#);
- Statewide [Guidelines for Managing Print Operations](#);
- Supporting DES standards, procedures, and forms.

Purpose

It is the intention of DES that a cost effective, efficient and 'fit for purpose' print management program meets the business needs of DES. This policy provides the structure necessary to to put in place an effective and economical print management program. The purpose of DES's print management program is to:

- Improve efficiencies and minimize the costs of agency-based printing;
 - Establish a framework guiding the development and implementation of print management standards and procedures governing agency-wide print procurement and self-service print activities;
 - Put in place print management strategies.
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Definitions

The following definitions are in addition to the definitions listed under [WAC 200-380-020](#):

Consumable means a product integral to the functioning of imaging equipment with the intent, when depleted or worn, to be replaced or replenished by the user during the normal usage and life span of the imaging equipment. Consumables may include: toner, toner containers, toner bottles, toner cartridges, waste toner cartridges, ink cartridges, ink heads, ink sticks, ribbon ink, thermal paper, copy paper, imaging units, transfer belts, transfer roller, fusers, drum maintenance units, and other associated items.

Desktop device means an imaging equipment product with only one user mapped to the product.

Duplexing means printing or copying on both sides of a piece of paper, e.g., double-sided or two-sided printing or copying.

Duplexing eligible means any imaging equipment that is capable of automatically making double-sided prints or copies.

Employee means Department of Enterprise Services (DES) employees, contractors, volunteers, and board and commission member.

Imaging equipment includes the electronic equipment listed under [WAC 200-380-020](#) (5)(b).

Managed print services for the purposes of this policy means services offered to optimize or manage an organization's document output to meet certain objectives; such as driving down costs, improving efficiency and productivity, or reducing the support workload.

Mobile worker means the same as defined by DES [Policy HR.01.30](#) Mobile Working and Flexible Scheduling – Supporting a Modern Work Environment.

Network device means an imaging equipment product connected to a wired or wireless network with multiple users mapped to the product.

Print management means the overarching general term that applies to the management of all agency printing operations, including agency self-service, and supplier generated printed material, services, and/or equipment.

Print Management Standards for the purposes of this policy means a written document detailing the Enterprise Services' standards to govern all aspects of managed print services, equipment, software, and supplies needed for agency based print operations and the print procurement process.

Printer map means a location on the DES intranet site where employees set up their printers using their computer.

Print procurement It includes the process and associated costs of purchasing all printed products done for the department primarily by our in-plant print operations (Print and Mail Services) or in special cases by another agency's in-plant, or a commercial print vendor.

Single function device means an imaging equipment product that performs only one of the core functions of copying, printing, scanning, or faxing.

Policy Statement

Anyone using agency [managed print](#) devices or acquiring print products or services for DES are to read and comply with this [policy](#).

Through this policy and other actions, agency leadership will:

- Establish governance and accepted behaviors around self-service print activities and print procurement;
- Promote sustainable printing practices and paper use;
- Establish goals and strategies to comply with this policy;
- Grant waivers to this policy as appropriate.

Every DES [employee](#) is responsible for adhering to the requirements and guidance in this policy, which apply to their specific job responsibilities; the [imaging equipment](#) and computers assigned to them; their printing needs and copying practices and related [print procurement](#) practices.

Human Resources will provide new employees a summary of this policy and its supporting requirements during orientation sessions.

Standards, Procedures and Forms

- **Standards:**
 - Print Management Standards and Procedures (under development)
 - [Branding Standards](#)
 - **Forms:**
 - [Print Consultation Request](#)
 - [Correspondence and Templates](#)
 - Desktop Device Request for Waiver ([Request through DES - IT4U](#))
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History

First Effective Date: April 10, 2018

Need a copy of a prior version of this policy? E-mail jack.zeigler@des.wa.gov