Statewide Print Management Strategies Team

February 27, 2019 – Quarterly Meeting
1500 Jefferson Street, Olympia – Presentation Room 1st Floor – Enterprise Services

Print Management Strategies Team Resources:
  Damien Bernard, Business Resources Division
  Jason Bippert, Business Resources Division
  Josh Klika, Contracts & Procurement
  Jeff Kesseler, Managed Print & Internal Use
## Today’s Agenda

<table>
<thead>
<tr>
<th>Topic</th>
<th>Who</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome – Housekeeping for Skype</td>
<td>Information</td>
</tr>
<tr>
<td>Print Management Report Update</td>
<td>Damien</td>
</tr>
<tr>
<td>Managed Print Update – DES</td>
<td>Jeff</td>
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<tr>
<td>Managed Print Demo – DES</td>
<td>Jeff</td>
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<tr>
<td>Wrap Up and Next Steps</td>
<td>Team</td>
</tr>
</tbody>
</table>
# Print Management Requirement

<table>
<thead>
<tr>
<th>RCWs &amp; WAC</th>
<th>State Agencies, Boards, Commissions</th>
<th>Institutions of Higher Education</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RCW 43.19.742</strong>&lt;br&gt;DES to establish rules and guidelines for managing print operations</td>
<td>DES only</td>
<td></td>
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<tr>
<td><strong>WAC 200-380</strong>&lt;br&gt;Agencies must adopt a print policy, standards and procedures&lt;br&gt;Determine baseline costs&lt;br&gt;Annual reporting</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>RCW 43.19.733</strong>&lt;br&gt;Managed print required for agencies with 1,000+ employees</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>RCW 43.19.739</strong>&lt;br&gt;Agencies must consult with DES for printing and binding</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>RCW 43.19.745</strong>&lt;br&gt;Agency use of envelopes-Standardization</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>RCW 28B.10.029</strong>&lt;br&gt;Grants colleges independent authority to purchase materials, supplies and equipment</td>
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<td>✓</td>
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</table>
### Print Management Report - Participants

<table>
<thead>
<tr>
<th>Agency Type</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Agencies</td>
<td>31</td>
<td>35</td>
<td>32</td>
</tr>
<tr>
<td>Boards and Commissions</td>
<td>15</td>
<td>36</td>
<td>23</td>
</tr>
<tr>
<td>Higher Education</td>
<td>30</td>
<td>34</td>
<td>23</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>76</strong></td>
<td><strong>105</strong></td>
<td><strong>78</strong></td>
</tr>
</tbody>
</table>

- Sixteen agencies with 1,000 or more FTEs submitted annual reports.
- Twenty-five agencies of varying sizes operate in-plant printing services.
- Forty-eight of the 78 agencies reporting have fewer than 500 FTEs.
Print Management Report – Agency Size

Number of Agencies by Agency Size - Full Time Equivalents (FTES)

Source: 2018 Print Management Survey

- 1-9 FTEs: 11 agencies
- 10-99 FTEs: 15 agencies
- 100-499 FTEs: 22 agencies
- 500-999 FTEs: 14 agencies
- 1,000+ FTEs: 16 agencies
Print Management Report – Policy, Standards, and Procedures

- Adoption Status of Print Management Policy, Standards, and Procedures as of June 30, 2018

<table>
<thead>
<tr>
<th>Policy</th>
<th>Standards</th>
<th>Procedures</th>
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</thead>
<tbody>
<tr>
<td>Completed</td>
<td>29 Completed</td>
<td>24 Completed</td>
</tr>
<tr>
<td>Complete by FY19</td>
<td>31 Complete by FY19</td>
<td>28 Complete by FY19</td>
</tr>
<tr>
<td>Complete by FY20</td>
<td>12 Complete by FY20</td>
<td>15 Complete by FY20</td>
</tr>
</tbody>
</table>
Sixteen agencies greater than 1,000 FTE’s
– Twelve have implemented Managed Print

Thirty-two agencies implemented Managed Print

Number of FTE’s not a factor
• Seventy-five agencies made progress with printer fleet
  – Centralized print areas
  – Managed Print contracts
  – Reducing or eliminating desktop printers
  – Other software/hardware
Print Management Report - Strategies

• Internal education and change management
  – 55% of agencies have taken steps to increase employee awareness of preferred print practices
    • Formal internal team – guiding procurement and management of print usage
    • Formal training on printer and plotter use
    • Supporting staff participation in the Statewide Print Management Strategies Team
Print Management Report – Print Spend

- 69 agencies reported print spend
- Total print cost: $38,066,075
- Total internal use cost $21,120,439
- Total external use cost $16,945,636
Questions/Comments?
Implementation Story of Managed Print

Part two – Enterprise Services

Part one covered our process start

- Inventory of fleet and costs
- Assembling our stakeholder group
- Setting goals for new program
- Issuing scope of work
- Vendor selection and award

Implementation strategy

- Communication plan
- Implementation schedule
- Training plan
- Policy
New virtual servers were created to stand up the Pull Print software, Fax Server, Print Server and SQL database.

- Tools Server
  - FM Audit
- Fax Server
  - Includes SQL database
- Print Server
  - Includes Pull Print Software and Drivers
User Training

Pulled select group of admin assistants and floor leads together for “Train the Trainer” workshops.

Pre-register employee badging prior to deployment day

Developed several handouts covering how to:

• Print
• Scan to Email
• Fax

Our helpdesk ticketing system also includes tips and solutions for common problem resolution.
Implementation

Started replacement at outlying locations first.

- Smaller populations affected
- Refine training based on feedback from deployment

1500 Jefferson was last to implement

- Largest population to train
- Deployment was scheduled by floor
- Multiple domains to accommodate
Cost Comparison

• Old contract costs for fleet averaged approx. $23,000 per month.

• New Managed Print contract costs were projected to be in the $14,000* range but are running approx. $13,000 per month.
  * Based on same average print volume
    – Additional savings realized through less waste generated.
Print Room Tour

• We will provide a brief tour of one of the centralized print rooms after this meeting.

• Groups of 10 at a time
• Please sign in to get a visitors badge to access secured areas
Questions?
Next Steps

We agreed to:
Thank you!

Damien.Bernard@des.wa.gov
Jason.Bippert@des.wa.gov
Josh.Klika@des.wa.gov
Jeff.Kesseler@des.wa.gov

Print Management resources online:

http://des.wa.gov/services/printing-mail/printing-services/print-management