

Print Management Standards & Procedures

Applies to: Department of Enterprise Services divisions, programs, and employees.

Authorizing sources:

[RCW 43.19.733](#) through [43.19.757](#) – Policy direction

[WAC 200-380](#) – Rule

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A. Introduction

These Standards and Procedures implement the Enterprise Services [Managing Agency Print Operations Policy RES.02.01](#). Successful implementation of agency's print management strategies and practices requires a corporate commitment to understand the policy, the legal requirements, and all aspects of the print management standards and procedures.

Within our agency, not all divisions and programs have the same volume, frequency, or complexity of print needs. These standards and procedures acknowledge and accommodate these differences while seeking to create a uniform approach to achieve measurable efficiencies and costs savings.

This document is intended to:

1. Summarize the agency requirements governing all aspects of print management as defined by WAC 200-380-020.
 2. Provide employees with resources and best practices to achieve success in learning, and teaching others, how best to obtain printed materials needed to perform their job duties and deliver the agency mission.
 3. Define core print management strategies Enterprise Services will focus on beginning in 2018.
 4. Guide the implementation successfully.
 5. Establish thresholds defining the most efficient and cost effective methods for obtaining a variety of printed document/products necessary to deliver the agency mission.
 6. Outline the roles and responsibilities of leadership, divisions, and individual employees, including specific roles for several divisions who are tasked to provide the infrastructure.
 7. Drive actions that will result in improvements to the agency's financial health and increase its ability to measure efficiencies gained.
 8. Establish a plan for compliance with state tracking and reporting requirements.
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B. Strategies and Best Practices

Strategies

Enterprise Services has three core strategies to achieve efficiencies and costs savings related to annual print consumption:

1. Implement a managed print services contract.
2. Direct all print procurement to Print and Mail Services for consultation to avoid exceeding thresholds on the internal multifunction devices.
3. All print requests, procurements, and expenditures will be tracked and reported.

These strategies are intended to support our agency mission, our day-to-day operations, and our financial health.

Best Practices

This section of the Standards and Procedures provides a list of a variety of helpful hints and examples of best practices that Enterprise Services is committed to use to the fullest extent possible. There will be occasions that are the exception to these rules of thumb, but rare and employees and teams should justify the deviations.

Default settings for Multifunction devices (Printing and copying using non-default printing and document settings are permitted when legal regulations or protocols require having different settings. In those instances, employees may override the default settings and utilize the necessary settings.):

- Black-and-white or grayscale printing;
- Draft, economy or fast mode printing; and
- All duplexing eligible imaging equipment shall automatically print and copy in duplex mode as the default;
- Margins of .5" on each side;
- Line spacing of 10 pts; and
- Body font size 11 pts;
- Sleep mode enabled.

Plotter use:

Though the plotters can print from a variety of program applications, we strongly recommended that you print from a pdf file. This helps flatten the image of complicated pages and gives you a thumbnail of the finished plot to prevent unnecessary reprints due to formatting errors.

Ink coverage for output materials done on a plotter on a multifunction device should not exceed 65% of a 24 x 36 inch sheet for efficiency, and margin settings should be set to this size.

Helpful Habits

- Using "Shrink to Fit" or "Shrink One Page" for print jobs;
- Printing multiple slides or pages from a presentation or document on each page;
- Reviewing jobs in print preview and printing only the necessary pages;
- Removing unneeded content from print jobs;
- Removing unnecessary backgrounds, shading and graphics from print jobs (such as web page ads or banners);
- Printing in color only when necessary;

- Limiting the publication, printing, and storage of hard copy documents and presuming that information should be provided and retained in an electronic form, when permitted by law, and consistent with applicable records retention requirements;
- Identifying and using, as much as possible, alternatives to printing such as increasing use of collaborative software and other cloud computing tools to distribute, store and edit documents online, such as Skype or WebEx;
- Saving to networked drives and distributing files electronically;
- Sharing with meeting participants if you do decide to provide handouts that you plan to so that they don't do the same, or vice versa by letting them know you will be sharing digitally only and if they prefer hard copy they need to do that;
- Learn the options for the use of recycled paper when requesting large quantities of the same product or the print job has numerous pages.

C. Roles and Responsibilities

ENTERPRISE SERVICES LEADERSHIP

Leadership supports the implementation of the governance around internal use/self-service print and print procurement activities by:

- Promoting employee engagement in this agency-wide effort.
- Supporting additional strategies to comply with the policy and the authorizing sources.
- Approving expenditure tracking and reporting procedures.

ALL AGENCY DIVISIONS AND PROGRAMS

- Collaborate with Enterprise Services' Business Resources, Finance, and Real Estate Services divisions to meet the reporting requirements of WAC 200-380.
- Send employees to available print management training.
- Provide new employees with access to the print management policy and the standards and procedures as part of standard on-boarding and orientation sessions.
- Determine their division's respective print needs on an appropriate cycle.
- Rely on and seek consultation from the Business Resources and Marketing and Communications divisions to maximize efficiencies and cost savings while adhering to appropriate branding standards.
- Utilize [myPrint](#), the online print ordering tool, or its successor, to place print orders that cannot be efficiently and cost effectively done by self-service copier equipment.

REAL ESTATE SERVICES, INTERNAL FACILITIES PROGRAM

- Provide oversight to agency-wide managed print services, including equipment inventory.
- Determine and deploy appropriate equipment settings to maximize efficiencies and cost savings jointly with ETS.
- Collaborate internally to:
 - Create and deploy training materials;
 - Track the progress and future success of strategies;
 - Ensure the policy and associated requirements remain accurate, relevant, and current;
 - Research, evaluate, and forecast trends in technology and processes.

- Establish an appropriate reporting cycle for, at a minimum:
 - Device usage and expenses;
 - Fleet assessment;
 - Other metrics as needed.
- Collect and compile internal use data sufficient to inform establishing a copier cost chargeback program.
- Jointly review and recommend action on requests for desktop device waivers with Enterprise Technology Services.

FINANCE DIVISION

- Evaluate data, in coordination with agency leadership, once a sufficient amount is collected, to:
 - Define and administer a copier cost chargeback program to make sure chargebacks are fair, understandable, and defensible;
 - Capture, track, and manage chargebacks in a manner that is transparent and promotes individual, program, and division accountability;
 - Provide accurate and detailed cost recovery neutral chargebacks to divisions and programs so that program, division, and overall agency costs can be lowered and opportunities to become more efficient are identified.
- Define an appropriate review cycle for the chargeback program that allows for adjustments in fees to maintain a cost recovery neutral status.
- Collaborate with Business Resources and Internal Facilities to define the framework for meeting the financial reporting requirements of WAC 200-380.
- Facilitate communication to divisions of new financial coding procedures as outlined in the framework.

BUSINESS RESOURCES DIVISION, PRINT AND MAIL SERVICES

- Collaborate internally to:
 - Create and deploy training materials;
 - Track the progress and future success of strategies;
 - Ensure the policy and associated requirements remain accurate, relevant and current.
- Administers, oversees, and provides all print procurement products and services required by Enterprise Services, in-plant or through the farmout process.
- Manage and implement the print procurement consultation process, collaboratively with Marketing and Communications.
- Manage internal print orders and their production work schedule.
- Serve as the central point of contact for meeting the reporting requirements of WAC 200-380.
- Collaborate with Finance and Internal Facilities to define the framework for meeting the financial reporting requirements of WAC 200-380.
- Research, evaluate, and forecast trends in printing technology and processes.

CONTRACTS AND PROCUREMENT

- Manages statewide master contracts related to managed print services, equipment, and supplies to support implementation of the policy, standards and procedures.

- Acquires managed print services and supporting equipment not acquired by Enterprise Technology Services.

ENTERPRISE TECHNOLOGY SERVICES

- Providing support for the technology related aspects of managed print services including all application and database servers needed for the managed print services.
- Install, configure, and support applications and hardware.
- Determine and deploy appropriate equipment settings to maximize efficiencies and cost savings jointly with Facility Services Program.
- Manage daily operations, maintenance needs specific to servers and databases, and issue escalation.
- Operating as the primary point of contact relative to:
 - Enabling and establishing the default settings and features required by the standards and procedures, on all network devices and computers;
 - Coordinating the installation of desktop print applications including standard and approved custom configurations.
- Making sure related hardware and software meet the Office of the Chief Information Officer's security policy and related security standards.
- Operating as the agency lead for interactions with WaTech.
- Jointly review and recommend action on requests for desktop device waivers with Facilities Services Program.

MARKETING AND COMMUNICATIONS

- Post the Managing Agency Print Operations policy, the related standards and procedures, and other supporting forms and resources on the insideDES website and the Enterprise Services' internet policy portal as appropriate.
- Assist to implement the print procurement consultation process, collaboratively with the Business Resources Division, Print and Mail Services.
- Update branding standards periodically.
- Collaborate on training related to branding standards and communication to increase agency uniformity of printed materials used internally and externally.

INDIVIDUAL EMPLOYEES

- Every employee is responsible for adhering to these standards and procedures as it applies to their specific job responsibilities.
- Each employee with print procurement approval authority, purchasing authority, or payment duties is responsible for their respective fulfillment of applicable accounting and reporting requirements.

Employees with ideas for additional process improvements, or actions with potential to result in reduced expenses and increases in efficiencies are strongly encouraged to share.

D. Training Development and Deployment

Training for all employees will include how to best:

- Utilize special features multifunction devices and plotters;
- Conduct a print needs assessment;
- Seek consultation; and

- In special cases, how to override default settings for special print jobs.

Business Resources, Real Estate Services, and Communications and Marketing will jointly develop the training to highlight roles, responsibilities, and resources to contact with specific questions or issues.

Current employees are required to complete the training within 90 days of the availability of the training module and new employees within 30 days of date of hire, following availability of the training.

E. Financial Health – Tracking and Reporting Requirements

Expenditure tracking and reporting information is currently under development and the end of June 2018 is the targeted milestone date for sharing internally. The July 1, 2017 to June 30, 2018, preliminary financial report will be based on selected codes in the Chart of Accounts. Following the evaluation and quality of this first report the methodology will be modified as needed for future annual reporting cycles. The evaluation will consider how to best:

- Track expenditures at a meaningful level of detail;
- Code expenditures;
- Prepare for the annual cycle of Reporting.

A Charge Back Program for Internal Use Print Consumption

Achieving complete visibility to the total cost of ownership of the copying and imaging infrastructure will inform changes to copier cost allocations. Allocation of multifunction device costs will continue in the same manner as in SFY 2018 until a chargeback program is established. This chargeback program will strive to balance to financial burden of print consumption to those that are the greatest users, without denying access to print options for others.

Print Procurement Consumption

Print and Mail Services can supply each division with an annual accounting of materials done at the Tumwater facility or procured by a third party private print shop vendor, also known as the farmout program. Keeping track of print purchased elsewhere is the responsibility of the individual program and division.

F. Managed Print Program

- The Printer Fleet Assessment is an inventory of all devices used to print materials that are self-service in nature. A managed print services contract is structured to allow for the right sizing of the fleet as printing usage changes.
 - What is included in the Fleet? Where are the devices located? What does it cost to pay for their electricity? How much floor space do they take up? What are the true costs?
 - Assessment Cycle – A cycle for assessment will happen periodically.
- Managed Print Services Contracts and Equipment Procurement.

Prior to acquiring new imaging equipment, purchasers must complete a total cost of ownership assessment to determine if leasing equipment or acquiring [print management services](#) is more cost effective than purchasing new equipment.

Prior to acquiring new employee's self-service devices/ equipment, purchasers shall consider all internal and governmental sources of used and refurbished products, to determine if any available products may meet their needs.

See the Contracts and Purchasing [environmentally preferred purchasing](#) website for green purchasing resources and guidance.

Acquisition standards

The following sustainable acquisition standards apply to new imaging equipment and consumables:

- Imaging equipment
 - Imaging equipment must be EPEAT---registered (95% of applicable acquisitions);
 - Imaging equipment must be ENERGY STAR qualified (100% of applicable acquisitions);
 - FEMP---designated and low standby power requirements are covered by ENERGY STAR qualified and EPEAT---registered products.
- Consumables
 - Copy and print paper must contain at least 30% postconsumer recycled content (95% of applicable acquisitions);
 - Ink and toner cartridges should be remanufactured (95% of applicable acquisitions);
 - Ink and toner should have bio-based content (95% of applicable acquisitions).

Purchasing preferences for multifunction devices:

When acquiring imaging equipment, purchasers shall use state [master contracts](#).

- Multifunction devices over single function devices;
- Network devices over desktop devices;
- Duplexing eligible devices over non---duplexing eligible devices;
- Equipment that can be remotely managed;
- Equipment that provides Personal Identification Number (PIN) and/or Personal Identity Verification (PIV) badge/smart card printing;
- Equipment that provides access control lists to allow resetting mandatory duplexing printing or black and white printing;
- Equipment that provides status alerts (i.e., they are not working, need toner ordered, are out of toner) to either a central management console or via email; and
- Equipment that has clear methods to block outbound communications and to clear all memory and storage areas of images of scanned, copied, or printed products.

End-of-life Management

All agency owned non-MPS multi or single function internal use printers should be reused or recycled following [State Surplus property disposition requirements](#). See the agency guidance on environmentally sound [disposition](#) of imaging equipment and the [state master contract](#) for recycling electronic equipment.

All used equipment that is being sent for reuse and recycling shall undergo media sanitization procedures. See the OCIO [Standard No. 141.10](#) Section 8.3 Media Handling and Disposal.

All used paper and ink/toner cartridges shall be reused or recycled. See the state [master contracts](#) for requirements on environmentally sound disposition of consumables, including paper, ink and toner cartridges.

Desktop Printer Phase-Out Plan

DES is moving toward network-based printing as a means of servicing users and shall remove all obsolete and underutilized desktop devices.

Removal of desktop devices and replacement with network devices shall be planned and implemented to maintain the user-equipment ratio specified in the standards and procedures. Desktop device removal will follow the schedule provided by the managed print vendor or divisions may wait for desktop devices under their oversight to fail or become obsolete. This schedule will only apply to devices that are not under warranty or other service agreement.

No maintenance or repairs shall be performed on desktop devices. When a desktop device becomes inoperable, it shall be recycled according to agency and state disposition requirements. These desktop devices will not be replaced. Affected individuals shall transition to a network device for their printing needs. Furthermore, new requirements for desktops printers will be fulfilled from excess or reallocation of newer devices. Desktop printers taken out of service will have toner and ink cartridges removed for use in remaining printers, where possible.

DES shall only maintain black and white ink and toner cartridges for desktop devices for which there are five or more that use the same type of cartridge. The purchase of all other ink and toner cartridges for desktop devices is the responsibility of the program with the desktop device.

Employees are prohibited from bringing in their own printer.

Waivers for Equipment Procurement

Desktop Devices and Single Function Devices:

Waivers from the desktop device prohibition may be issued for existing devices until 30 days after the effective date of the standards and procedures. After that date, no waivers will be issued for existing devices. All waivers must be requested using the Desktop Device Request for Waiver form.

Desktop devices shall only be issued under compelling circumstances. Convenience is not a valid reason for issuing a desktop device to an individual. Some examples of exceptions include cases in which the agency or facility is complying with the Americans with Disabilities Act or where external customer support is provided such as the [State Surplus](#) Store cashier window.

G. Managed Print Operations and Maintenance

A. Managed Print Software and Security

Equipment Ratio/Network Device Placement

[Real Estate Services Internal Facilities](#) (RES) shall optimize the number and types of print devices allocated throughout DES. Target ratios for the number of users per device are:

- Authorized users to a network multifunction device not to exceed 38:1.
- Authorized users to one (1) network printer not to exceed 4:1.

- Actual device allocation may vary depending on such factors as space configuration and print volume requirements.
- Network Installed Programs.
- The MPS software application shall be configured to manage print outputs and identify print trends, as well as limit unnecessary printing.
- The MPS software application shall be installed either on all print servers, or across the network on all computers that send print jobs to network devices. Print tracking will start 60 days after the policy goes into effect and will track and notify each employee of the total number of pages printed from their computer. Print counts will be reset quarterly.

The MPS software application will be set to notify employees as applicable:

- Provide a warning when a black-and-white job is sent to a color device, and make a suggestion for a more resource efficient black-and-white printing device;
- Prohibit and/or provide user notification when employee attempts to print from a non-work related website;
- Provide user notification for jobs over 500 print images, indicating the cost for large volume copier print jobs and require confirmation, suggesting use of the agency Print and Imaging Services copy center in Tumwater; and
- Provide user notification for jobs over 1000 print images, requiring use of the agency Print and Imaging Services copy center in Tumwater.

Specific restrictions will be identified and set by [Real Estate Services Internal Facilities](#) (RES) together with Enterprise Technology Services. The software notification will provide a point of contact for questions or concerns

B. Supplies – Toner, Paper, Staples etc.

The majority of supplies needed for internal use / self-service printing will be provided as part of the managed print services contract and individual employees or divisions will not need to purchase supplies. For non-MPS locations, supplies will need to be requested through Internal Facilities.

H. Print Management Program – Print Procurement

- For guidelines on agency branding refer to Marketing and Communications [Branding Standards](#)
- Consultation with Business Resources Division, Print and Mail Services

[Print and Mail Services](#)

Address: 7580 New Market Street SW, Tumwater, WA 98501

Phone: (360) 407-2250

Email: printing@des.wa.gov

All employees are required to use Print and Mail Services when print and copy jobs meet one or more of the following criteria:

- Total printing job exceeds 1000 pages and required deadline is greater than 3 working days;
- Require non-standard paper type (i.e., cardstock, glossy, photograph);
- Require non-standard paper size;
- Require inserting and mailing for greater than 200 pieces;
- Require finishing beyond the capability of the local MFD;
- All other printing needs that cannot be met using the local MFD;
- If a print job is put out for bid, the Print and Mail Services must be included in the bid solicitation. All solicitations must be posted on the state's common vendor registration and bid notification system and results provided to the department. All bid specifications must encourage the use of recycled paper and biodegradable ink must be used if feasible for the print job per RCW 43.19.736;
- For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs per RCW 43.19.739;
- [Online Ordering Using myPrint or its Successor](#)
myPrint offers secure online shopping to give you fast, convenient access to print services any time, any place. These applications give you the power to create and manage a wide variety of printing tasks in one central location, from any computer with Internet access.

myPrint: Create, submit, and manage print orders from your desk any time of day or night. (Registration required, contact Print and Mail Services for details.) Use design templates and an online catalog system to build custom-printed business cards, letterhead and other documents. Then view a proof, place your order, and even track the status of your job from the same central location. Your username and password give you access to the system and ensure you see only the templates and catalog options that relate to your organization. For more information, or to set up a new account, please contact your Customer Service Representative (CSR).

- [State Standard Envelopes - RCW 43.19.475](#).

I. Resources at Enterprise Services

Webpage:

Please refer to the [Enterprise Services print management web page](#) for additional information, such as Statewide Guidelines for Managing Print Operations, annual reports, applicable rules and laws, and policies and best practices from other agencies.

J. Related Forms

- Print Consultation Request
- [Correspondence and Templates](#)
- Desktop Device Request for Waiver ([Request through DES - IT4U](#))

K. History

Amended

Amendment date – Not applicable

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