Statewide Print Management Strategies Team

Opportunities for Collaboration – Q4

October 24, 2017 – Quarterly Meeting
1500 Jefferson Street, Olympia – Presentation Room 1st Floor – Enterprise Services

Print Management Strategies Team Resources:
  Judy Lorenzo, Business Resources Division
  David Baker, Business Resources Division
  Josh Klika, Contracts & Procurement
  Jeff Kesseler, Managed Print & Internal Use

Guest Presenter: desiree Monroy, Economic and Revenue Forecast Council
<table>
<thead>
<tr>
<th>Time</th>
<th>Topic</th>
<th>Topic</th>
<th>Who</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00</td>
<td>Welcome – Housekeeping for WebEx</td>
<td>Information</td>
<td>Judy</td>
</tr>
<tr>
<td>9:05</td>
<td>2017 Print Management Survey Results</td>
<td>Information and Discussion</td>
<td>David, Judy</td>
</tr>
<tr>
<td>9:25</td>
<td>Best practices – Economic and Revenue Forecast Council</td>
<td>Information and Discussion</td>
<td>desiree Monroy</td>
</tr>
<tr>
<td>9:50</td>
<td>Contracts Update</td>
<td>Information</td>
<td>Josh</td>
</tr>
<tr>
<td>10:00</td>
<td>Short Break – WebEx users, please mute phones versus “hold” function</td>
<td>ACTION ITEM</td>
<td>All</td>
</tr>
<tr>
<td>10:10</td>
<td>Preparation to Track Baseline Print Costs</td>
<td>Information and Discussion</td>
<td>Judy</td>
</tr>
<tr>
<td>10:25</td>
<td>Wrap Up and Next Steps for 2017 Status Report</td>
<td>ACTION ITEM</td>
<td>Jeff</td>
</tr>
</tbody>
</table>
### 2017 Survey Participants

<table>
<thead>
<tr>
<th>Agency Type</th>
<th>2016</th>
<th>2017</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Agencies</td>
<td>31</td>
<td>35</td>
<td>4</td>
</tr>
<tr>
<td>Boards and Commissions</td>
<td>15</td>
<td>36</td>
<td>21</td>
</tr>
<tr>
<td>Higher Education</td>
<td>30</td>
<td>34</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td>76</td>
<td>105</td>
<td>29</td>
</tr>
</tbody>
</table>

38% increase in overall participation!
2017 Survey

WAC 200-380-030 Requirements:

• Print Management policy
• Track baseline costs
• Annual reporting to Enterprise Services
2017 Survey Highlights

• 66 are prepared to track baseline print costs
• 26 are NEW to the survey. Welcome!
• 41 agencies have in-plant operations
• Considerable progress demonstrated during the reporting period
Adoption Status as of June 30, 2017
Policies, Standards, and Procedures

Source: 2017 Print Management Status Report Survey
<table>
<thead>
<tr>
<th>Submitted Policies, Standards, Procedures, Plans or Drafts</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Denotes agency with 1,000 or more employees</em></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Attorney General’s Office</th>
<th>Health Care Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big Bend Community College</td>
<td>Life Sciences Discovery Fund Authority</td>
</tr>
<tr>
<td>Cascadia College</td>
<td>South Puget Sound Community College</td>
</tr>
<tr>
<td>Central Washington University</td>
<td>Washington Horse Racing Commission</td>
</tr>
<tr>
<td>Department of Archeological and Historical Preservation</td>
<td>Washington State Board for Community and Technical Colleges</td>
</tr>
<tr>
<td>Department of Licensing</td>
<td>Washington State Department of Agriculture</td>
</tr>
<tr>
<td>Department of Natural Resources</td>
<td>Washington State School for the Blind</td>
</tr>
<tr>
<td>Department of Revenue</td>
<td>Washington State University</td>
</tr>
<tr>
<td>Department of Social and Health Services</td>
<td>Wenatchee Valley College</td>
</tr>
<tr>
<td>Eastern Washington University</td>
<td>Yakima Valley College</td>
</tr>
<tr>
<td>Economic and Revenue Forecast Council</td>
<td></td>
</tr>
<tr>
<td>Employment Security Department</td>
<td></td>
</tr>
<tr>
<td>Everett Community College</td>
<td></td>
</tr>
<tr>
<td>Evergreen State College</td>
<td></td>
</tr>
<tr>
<td>Grays Harbor College</td>
<td></td>
</tr>
</tbody>
</table>
Number of Reporting Agencies by Size
Full Time Equivalents (FTEs)

Source: 2017 Print Management Survey

- 1,000 + FTEs: 20 agencies
- 10-99 FTEs: 22 agencies
- 100-499 FTEs: 29 agencies
- 500-999 FTEs: 16 agencies
- 1-9 FTEs: 18 agencies
Survey Follow Up

The survey asked how Enterprise Services could help print management implementation be successful. There were three choices plus “other.”

1. Assist with internal facilitation
2. Additional information about Print Management
3. Consultation regarding Managed Print Services

Three most common “other” themes.

• Tracking print costs
• Statewide communication (meetings, website)
• Sample policies, templates, guidelines
Outreach Discussion

• Agency facilitation
  – Sharing the value of Print Management
  – Managed Print Services
    • Contracts
    • Software/hardware
• Special Meetings/WebEx on a topic
  – Calculating print costs
• Increased information on the website
Best Practices: Boards, Commissions, and Councils

Assistance with policy development was a theme in the survey.

- Support specific to small agencies requested
- Please welcome desirée Monroy with the Economic and Revenue Forecast Council to share an approach
Developing a Policy: Economic and Revenue Forecast Council

How we got started?

– Research

» DES Guidelines for Managing Print Operations

» Reviewing past print assessment (2008)

» Borrowing from other agencies’ existing print policies
How we got started, continued

– Research

» Google: “how to reduce print costs”
» Printer’s manufacturer has information about power usage/lifetime prints etc…
» Accounting records for supply orders
Developing a Policy: Economic and Revenue Forecast Council

• What we hoped to accomplish?
  – Meet the requirements of the law by the date required
  – Confirm that our practices are working
Developing a Policy: Economic and Revenue Forecast Council

April 2017

Research

Staff review period

Policy adopted and report submitted

August 2017
Developing a Policy: Economic and Revenue Forecast Council

• Challenges/barriers and how we made it work?
  – Changing culture
    » “Who moved my printer?”
  – Default settings (duplex, print to PDF)

• Was it accepted by staff?
  – With time…
  – …and with the “printing police”
  – By the time the policy was circulated, they were already on board

• What about the Council?
  – We did not seek approval nor recognition from the Council
# Measuring Success: Economic and Revenue Forecast Council

<table>
<thead>
<tr>
<th>Map ID</th>
<th>Make &amp; Model</th>
<th>Monthly Lease Costs</th>
<th>Annual Toner Costs</th>
<th>B&amp;W Overage Rate / CPI</th>
<th>Color Overage Rate / CPI</th>
<th>Average Monthly Color Volume</th>
<th>Average Monthly B&amp;W Volume</th>
<th>Total Monthly Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>HP LJ 8100</td>
<td></td>
<td></td>
<td>$0.020</td>
<td></td>
<td></td>
<td></td>
<td>$40.54</td>
</tr>
<tr>
<td>2</td>
<td>HP LJ 3390 fax</td>
<td></td>
<td></td>
<td>$0.026</td>
<td></td>
<td></td>
<td></td>
<td>$5.27</td>
</tr>
<tr>
<td>3</td>
<td>HP LJ 4200dtn</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Canon IRC 5180</td>
<td>$162.00</td>
<td>$0.008</td>
<td>$0.040</td>
<td>472</td>
<td>43,018</td>
<td></td>
<td>$525.00</td>
</tr>
<tr>
<td>5</td>
<td>Canon S630</td>
<td>$68.58</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$5.72</td>
</tr>
</tbody>
</table>

Total Ave Monthly $576.53

Ave Annual $6,918.41

Average Cost per Impression $0.0011
# Measuring Success: Economic and Revenue Forecast Council

<table>
<thead>
<tr>
<th>Device</th>
<th>Agency MFD</th>
<th>Shared MFD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical space costs/storage of devices and supplies</td>
<td>$286.68 ($23.89 per sq. ft. through October 2021 (estimated 1 sq. ft. for printer))</td>
<td>$286.68 ($23.89 per sq. ft./month through October 2021)</td>
</tr>
<tr>
<td>Consumables and supplies</td>
<td>Toner: $238.99 (12,500 pages) Paper: $67.29 (case)</td>
<td>Included in monthly fee</td>
</tr>
<tr>
<td>Maintenance costs</td>
<td></td>
<td>Included in monthly fee</td>
</tr>
<tr>
<td>Energy costs</td>
<td>$1.68 ($0.14 per sq.ft.)</td>
<td>$1.68 ($0.14 per sq.ft./month)</td>
</tr>
<tr>
<td>Lease expenses</td>
<td></td>
<td>$1,500 ($125/ month)</td>
</tr>
<tr>
<td>Acquisition and disposal expenses</td>
<td>$1,723</td>
<td>Included in monthly fee</td>
</tr>
<tr>
<td>Depreciation (20%/year)</td>
<td>($1,378)</td>
<td>N/A</td>
</tr>
<tr>
<td>Total estimated fiscal year costs</td>
<td>$939.64</td>
<td>$1,788.36</td>
</tr>
</tbody>
</table>

2017 total annual printing costs: $2,728  
2008 total annual printing costs: $6,918  

**Savings: $4,190/annually**
Developing a Policy: Economic and Revenue Forecast Council

• What we’ve learned
  - Something small can make a big difference
  - Printing is unnecessary when you have good technology

• How we’ve benefitted
  – $$$
  – Sustainability: reducing paper waste
  – Less paper clutter
  – Easier to find documents
Next steps

– Is there a plan to maintain or update as conditions change?
  » Yes, already seeing opportunities with our Council meetings and moving that direction
  » Our plan requires annual review in conjunction with inventory tracking

desirée Monroy
desireeM@dor.wa.gov
Questions?
• Leverages buying power
• There are several Master Contracts related to a print environment.

• https://des.wa.gov/services/contracting-purchasing/current-contracts
Current Contracts

Search Contracts

Search results for keywords: **print**

Enter 1 - 5 keyword(s), contract # or partial vendor name
Click on column heading to sort search results

<table>
<thead>
<tr>
<th>Contract #</th>
<th>Contract Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>02012</td>
<td>ACTIVE FOR MPS REPORTS ONLY</td>
</tr>
<tr>
<td>07712</td>
<td>BULK ENVELOPE PARENT CUT SHEET PAPER</td>
</tr>
<tr>
<td>06213</td>
<td>CARAHSOFT ITSM SOFTWARE &amp; SERVICES</td>
</tr>
<tr>
<td>10103</td>
<td>CI- UMBRELLA CONTRACT</td>
</tr>
<tr>
<td><strong>05214</strong></td>
<td><strong>NASPO COPIERS, PRINTER &amp; RELATED DEVICES</strong></td>
</tr>
<tr>
<td><strong>00215</strong></td>
<td><strong>NASPO MANAGED PRINT SERVICES</strong></td>
</tr>
<tr>
<td>00012</td>
<td>NASPO MOBILE PHONES</td>
</tr>
<tr>
<td>01014</td>
<td>WIRELESS POOLED MINUTES</td>
</tr>
</tbody>
</table>

05214 is for:
- the lease, rental or purchase of copiers, printers and related devices
- software bundles that enable and enhance the devices.

00215 is for:
- managed print services and not lease, rental or purchase of equipment.
Current Contracts

Search Contracts

Search results for keywords: toner
--- Select Contract List ---

Enter 1 - 5 keyword(s), contract # or partial vendor name
Click on column heading to sort search results

<table>
<thead>
<tr>
<th>Contract #</th>
<th>Contract Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>04615</td>
<td>NASPO INK AND TONER</td>
</tr>
<tr>
<td>04411</td>
<td>OFFICE SUPPLIES &amp; PAPER</td>
</tr>
</tbody>
</table>

04615 is for toner and ink cartridges.
**Current Contracts**

### Search Contracts

Search results for keywords: desktop

- Select Contract List – or

**desktop**

Enter 1 - 5 keyword(s), contract # or partial vendor name

Click on column heading to sort search results

<table>
<thead>
<tr>
<th>Contract #</th>
<th>Contract Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>05815</td>
<td>COMPUTER EQUIPMENT</td>
</tr>
<tr>
<td>08913</td>
<td>NASPO PUBLIC SAFETY COMMUNICATIONS EQUIPMENT</td>
</tr>
<tr>
<td>0812</td>
<td>SAS SOFTWARE LICENSE CONTRACT</td>
</tr>
</tbody>
</table>

05815 is for desktops, laptops, tablets, servers, and storage including related peripherals (monitors, modems, etc.)
Questions?
For those on the phone, please keep your phone on mute during the break. Please do not put your phone on hold. This often plays music over the WebEx and cannot be muted by others.

Thank You in Advance
Prep to Track Baseline Print Costs

“Is your agency prepared to track baseline costs and your fiscal year print spend beginning July 1, 2017?”

• How do colleges and universities track print expenditures?
• Agency size and location considerations
• Legal requirements
• How can this be leveraged into savings?
2017 Cost Tracking Survey Responses

Legend:
- Green: Agencies that are prepared to track baseline print costs
- Light Green: Milestones completed to prepare to track costs

66
Are Prepared to Track as of July 1, 2017

32
Defined baseline costs for internal use

40
Developed method to track internal use print costs

23
Developed procedures for annual reporting of costs

39
Implemented oversight for print procurement

Number of Survey Responses
Source: 2017 Print Management Status Report Survey
Baseline Cost Tracking

• After our Statewide Print Management Strategies Team meeting in April, Enterprise Services worked with the One Washington Project to identify the best accounting codes for tracking print management expenditures.

• July 1, 2017, to June 30, 2018, will be the first fiscal year for some of the new codes.
Cost Consideration Questions

- How does tracking reduce expenses and create efficiencies?
- Understanding the factors and needs driving decisions can influence practices.
- We spend $XXX for this service or product. Is this the best way to meet this specific program need?
What are your agency action items?

• Are there existing tracking mechanisms?
• Do you know who to work within your agency?
• Is there anyone currently involved or interested in being involved?
Questions?
Survey Highlights

The 2017 survey yielded more than sixty open-ended responses for this question.

• Many requested assistance on the topic of tracking print costs in the survey.

• How can we best follow up?
Questions and Discussion

These requests for assistance fall into three additional categories related to print management implementation:

• Print Management Consultation Services
• Continued Statewide Outreach and Communications
• Requests for Samples of Policies, Standards and Procedures
Adoption Status as of June 30, 2017
Policies, Standards, and Procedures

Number of Agencies with Required Documents

<table>
<thead>
<tr>
<th></th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adopted Policy</td>
<td>23</td>
<td>26</td>
<td>24</td>
</tr>
<tr>
<td>Adopted Standards</td>
<td>44</td>
<td>36</td>
<td>33</td>
</tr>
<tr>
<td>Adopted Procedures</td>
<td>20</td>
<td>23</td>
<td>29</td>
</tr>
</tbody>
</table>

87 total by end of FY19
84 total by end of FY19
86 total by end of FY19

Source: 2017 Print Management Status Report Survey

Addressing data gaps

105 Reports Submitted
What We Agreed to Today:

Enterprise Services will:

1. Follow up with agencies that requested assistance in the survey and seek clarification from agencies on data gaps.

2. Publish the 2017 Consolidated Print Management Status Report, and the policies, standards and procedures submitted with the 2017 survey on the web.

3. Work with agencies as requested to encourage further changes to the Chart of Accounts sub-sub objects.

4. Share after implementation of the key card system and managed print services.

Employment Security will share at the January meeting.
Thank you!

Judy.Lorenzo@des.wa.gov
David.Baker@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