Staff policy

Managed Print Copy Scan (MPCS) service

Introduction

The University is introducing as a service a centralised print copy scan facility as a replacement for multiple desktop devices. Multi-Function Devices [MFD] that provide print copy and scan facilities will be provided for the use of all members of the University.

1. Aims

The policy aims to support the following:

1.1 Reduce the overall cost of printing by centrally providing a secure, high quality, low cost printing facilities.

1.2 Reduce the carbon footprint by offering alternatives to printing and reducing the total quantity of printing devices.

These will be achieved through the following mechanisms,

1.3 The provision of multi-function devices that allow scan to email, USB and cloud.

1.4 Default settings of black and white, and duplex printing.

1.5 High volume low cost per page machines with a long life cycle.

1.6 Producing output only when the owner of the job explicitly releases it by authenticating. This is done by using a staff card or logging in to the device using your username and password.

1.7 Supporting scan to email and scan to USB removing the need to print paper.

1.8 Ensuring that all members of the University can use all MFD's so that there is not proliferation of devices because different cost centres are funding adjacent devices.

2. Location

The location of MFD's will be decided using a number of criteria. The intent is to ensure that the most appropriate type of machine is provided for users within a manageable distance from their workspace

2.1 An MFD will aim to serve at least 20 people.

2.2 More specialised requirements such as high volume, A3 colour printing and stapling will be provided within a reasonable distance of high-volume users.

2.3 Alternative arrangements will be put in place for those with restricted mobility.

2.4 Where the ability to place a centralised device is constrained by the layout of the building alternative arrangements will be made.

3. Confidentiality and security.

To ensure that confidential paper output remains so the devices will not produce output unless the individual that requested it is present at the MFD. Where the volume of print is so large that remaining by the MFD is impractical alternatives will be provided where the MFD is located in a public space:

3.1 Small volume prints can be released from nearby devices in office areas.
Large volume prints can be sent to <service name?>
3.2 A device can be requested to be temporarily installed in an office for the duration of the high volume printing.

4. Funding

4.1 All paper and toner will be centrally provided at no additional cost to Departments, Centres and Sections.

5. Paper and Toner

Where the MFD is located in an office, the office is responsible for:

5.1 Requesting paper and toner from central stores.
5.2 Removing simple paper jams.
5.3 Reporting device malfunction to the helpdesk helpdesk@essex.ac.uk

If the MFD is in a corridor then these services will be provided centrally, though the storage of paper to feed the device may be requested in a nearby location.

5.4 Reported faults, jams and paper outages will be repaired in under 4 hours on average. Whilst a device is out of commission the ability to print copy scan is not removed as the nearest available alterative device may be used.

6. Old Printers

Surplus printers, scanners or copiers can be collected by IT Services by contacting the Helpdesk Helpdesk@essex.ac.uk. Devices will be repurposed for University events such as registration or sent for responsible recycling with any funds raised going to the student hardship fund. Toner for these older printers is expensive, so please think carefully about ordering new toner for old devices.

7. Reports

Quarterly reports that look at usage by individuals will be produced to monitor output. Where volumes are particularly high the user will be helped to find ways whereby the volume can be reduced.