# Print Policy

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1. **Introduction**
   1.1. As part of consideration of a University-wide print strategy, a project was jointly undertaken by the Procurement Office and IT Services to evaluate the arrangements for printing and photocopying. A campus-wide audit was carried out by an external supplier of all printers, photocopiers, scanners and fax machines and a detailed report was submitted.
   1.2. The University had in excess of 2000 devices, resulting in a high cost of ownership and significant impact upon the environment. The report provided evidence that these could be reduced significantly by replacing the inefficient and unsustainable devices with a managed print solution, consisting of shared multifunctional devices and networked printers.
   1.3. The report was presented to the University’s Procurement Review Group in 2009. Following a successful trial in three departments, it was agreed that the solution should be implemented campus-wide. This is now underway and the service is known as York Print Plus (YPP).
   1.4. The University is committed to reducing its environmental impact and this policy aims to ensure that printing and copying is carried out in the most sustainable way possible by all users. The policy is intended to complement wider University strategies, such as the Sustainability Strategy and Waste Strategy and also the IT Services Acceptable Use Policy.

2. **Effective Date**
   2.1. This policy is effective from 01 June 2014

3. **Approval Status**
   3.1. Approved

4. **Aims & Objectives**
   4.1. The aim of this policy is set out how the managed print solution will be implemented and managed
   4.2. The implementation of the policy will ensure the service meets its main objectives which are:
   4.3. To contribute to the University’s sustainability targets by reducing energy consumption and consumable waste (such as scrap paper, ink and toner cartridges)
   4.4. To reduce printing and copying costs by offering scan to email, duplex printing, purging of uncollected printing and also by standardising on a smaller number of device models, leading to reduced lease, consumable and maintenance / support costs
   4.5. To reduce administration time and cost in departments by offering a centrally managed service for consumables and support and automatic recharging for usage
   4.6. To provide improved printing/copying/scanning facilities and quality of output
   4.7. To provide improved support and maintenance
5. **Scope**

5.1. This policy applies to all staff, associates, students and visitors of the University of York ("users"). It covers the use of all printers and multifunction devices owned by the York Print Plus service that have been deployed into University departments, public areas and subsidiary companies.

5.2. The policy does not apply to devices that are outside of or exempt from YPP, for example:

5.3. Laboratory equipment that has attached printing hardware or will not function without a specific type of printer that cannot be provided under YPP

5.4. Specialist printers for labels / tickets / payslips or other similar devices

5.5. Some non-YPP fax machines and flatbed scanners (can be exempt if requested)

5.6. Devices within departments that have not yet adopted YPP

6. **Roles and Responsibilities**

6.1. The York Print Plus Executive Group is responsible for ensuring that the provisions of this document are satisfactorily implemented and complied with. Where appropriate they must introduce business processes, supporting risk management systems and effective monitoring processes to ensure that they meet the requirements of this document.

6.2. The York Print Plus Support Team will provide a market leading, bespoke service to University staff and students by ensuring that they deliver:

6.3. Reliable, cost effective and sustainable printing, copying and scanning facilities

6.4. Flexible and tailored deployments of service infrastructure that accommodate and adapt to short, medium and long term changes

6.5. Responsive support and maintenance in accordance with the Service Level Agreement

6.6. New technologies as available, including mobile devices and cloud computing

6.7. Departmental Administrators are responsible for ensuring that departmental colleagues and associates are familiar with this policy and for reporting any necessary changes to the York Print Plus Support Team such as new starters / leavers / workorder changes.

6.8. Users are responsible for complying with all aspects of this policy. In the event of a serious breach of policy, such as causing wilful damage to a device or persistent breaches of copyright law, then this should be investigated by their line manager in the first instance and may ultimately lead to disciplinary action.

7. **Review of Policy**

7.1. This policy is owned by the York Print Plus project team and will be reviewed by the YPP Executive Group on an annual basis.

8. **Further Guidance**

8.1. Further guidance on any aspect of this policy can be obtained by contacting a member of the York Print Plus team. Please visit [www.york.ac.uk/yorkprintplus](http://www.york.ac.uk/yorkprintplus) for details.
9. Policy Statement

9.1. General Device Information

9.1.1. All YPP devices are provided and managed by the York Print Plus Support Team, working in partnership with the University’s external partner for managed print equipment and services.

9.1.2. The YPP service provides reliable, high quality and confidential printing, photocopying, scanning and (if configured) faxing. All YPP devices will use laser technology and be duplex and network capable. Management software will be used to enable tracking for both charging and device alerts, i.e. faults and consumable monitoring. These devices will replace personal and inkjet printers wherever appropriate.

9.1.3. All multifunction devices provided under YPP will offer standard functionality only, i.e. printing, copying, scanning, stapling, sorting and collating (fax upon request). Access to A3 and colour devices will be provided in where required if possible.

9.1.4. YPP will provide devices in locations agreed with departments, devices must not be subsequently moved without permission.

9.1.5. The device will show the approximate cost of the job before commencing to print, copy or scan. Once the job has been completed successfully, the actual cost of the job will be debited from the user’s account or workorder.

9.1.6. YPP will supply all consumables for the YPP MFDs and printers on a just in time basis. This includes all toner/ink, staples and white recycled 80gsm A3/A4 paper.

9.2. Pay User Service Specifics (Students / Visitors)

9.2.1. The YPP service will provide all of the printers and multifunction devices required by the student body. Student devices will be located in PC rooms, study spaces and other public locations around the University and will be clearly publicised.

9.2.2. Pay Users will typically not have access to devices in staff areas.

9.3. Tracking User Service Specifics (Staff)

9.3.1. For the purposes of this document any student whose printing and copying costs are fully covered by a department (e.g. some postgraduates) are considered staff.

9.3.2. The YPP service will provide all of the printers and multifunction devices required by staff at appropriate locations around the University. Staff areas will undergo a ‘Balanced Deployment’ process and a mix of shared access MFDs and printers will generally be provided. However exceptions may be made where this is not practical or possible, e.g. individual printers may be allocated to staff with an identified disability or where access is restricted.

9.3.3. Tracking Users may use any YPP device across the University, including those in other buildings / departments, student classrooms and public areas (subject to access).

9.3.4. The Tracking User charges for using the devices are detailed on the IT Services printing webpage and following periodic review by the YPP Steering Group may be subject to change.

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9.3.5. The cost of the job will be recharged directly to the user’s default departmental workorder. In the event that the device malfunctions during the job, the device will not charge the user’s workorder.

9.3.6. All staff usage will be totalled per user, per week by the management software and any recharges will appear in Agresso on a weekly basis against the default workorder. Any further apportionment of the charges will need to be done by the department as a manual journal.

9.3.7. Staff device usage will be reviewed periodically by the YPP Steering Group and may be subject to changes in location, model or functionality in order to fulfil both the project’s sustainability targets and individual device volume targets.

10. Usage Reports

10.1. Management software will be used to record and charge for device usage. Reports will be provided regularly to Departmental Administrators / YPP Superusers detailing the usage and costs for their department or area. As these reports are broken down to user level and contain identification details for individuals, they are subject to all applicable legislation e.g. Data Protection legislation and the University Data Protection and Information Security Policies. They must only be used as necessary, for their stated purpose, in full accordance with the Data Protection Principles and should be kept and disposed of securely, in a timely manner.

11. Charges / Pricing

11.1. YPP will charge an all-inclusive cost per copy / print / scan. The charges for Tracking and Pay users are set out on the IT Services webpage at [www.york.ac.uk/yorkprintplus](http://www.york.ac.uk/yorkprintplus).

11.2. The charge includes all costs associated with the provision of the service, including (but not limited to) hardware, software, licensing, support service, maintenance, repair, consumables and the supply of 80% recycled white A4/A3 paper.

11.3. YPP’s cost model is based on the devices being located in areas that are accessible to all, to ensure they meet the manufacturer’s average recommended volume levels across the fleet. In the event that the project team is asked to deploy a device into a ‘restricted access’ area then it may be necessary to agree a joint liability approach with the requesting department. In the event that the device does not meet the agreed annual volume target, the department will be asked to contribute to any shortfall to ensure that YPP can meet the cost of supplying the device. Usage will be monitored and reported on.

12. Service Level and Complaints

12.1. YPP will operate under defined service levels detailed in a separate document. In the first instance any complaints, comments or queries should be submitted to the IT Support Office where they will be passed on to the YPP Service Manager / Project Manager as appropriate.
12.2. Performance against the service levels will be monitored by the University’s Procurement Office. Any issues will be reported to the YPP Steering Group and service modifications will be made as appropriate to prevent recurrence.

13. Glossary of Terms Used

13.1. York Print Plus (YPP) – The project team and organisational structure providing the printing, copying and scanning service to the University.

13.2. The YPP “Service” is the printing, copying, scan to email and fax hardware, software, infrastructure and also support staff, webpages etc.

13.3. Multifunction Device (MFD) – A device capable of printing, copying and scanning to email.

13.4. Balanced Deployment – The process of auditing an area, assessing the device requirements and providing a suitable print, copy and scanning solution. This is done in consultation with the local staff and any installation is reviewed after 3 months to ensure it is fit for purpose.

13.5. “Pay User” – A user that must have credit in order to print, i.e. an undergraduate student.

13.6. “Tracking User” – A user whose printing costs are debited from a department budget, i.e. staff.