Balanced Deployment Process

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Introduction

The York Print Plus project is a joint Procurement and IT Services initiative to provide a managed print service to the University. The project aims to reduce the environmental impact of printing and copying by replacing our unsustainable, old and inefficient printers and photocopiers with new HP multifunction devices and networked printers.

This document details the process of adopting the York Print Plus managed print service, known as “Balanced Deployment”.

The balance is providing the appropriate number of printers and copiers to allow the day to day operation of staff to continue, whilst meeting the environmental and financial constraints of the project.

Each department will have individual requirements so each balanced deployment exercise is done from scratch with full consultation with the end users.

York Print Plus have a number of dedicated staff within IT Services but hardware supply, consumable supply and break / fix support is provided by the University’s print partner – DTP Group. DTP also provide several key aspects of the balanced deployment process.
The balanced deployment process

Phase 1: pre audit
Meetings are held with key users to discuss a potential move to York Print Plus. The process is explained in detail, and the benefits and constraints are discussed. A date for a full audit of the area is agreed.

Phase 2: audit
York Print Plus and DTP representatives will visit a department/area. The following information will be gathered on current printer and copier hardware:

- location
- make
- model
- manufacture date
- serial number
- current page count (mono and colour)
- IP address
- MAC address
- how the device is currently connected

The York Print Plus representative will be on hand to speak to staff about current requirements, consider possible improvements and listen and respond to any concerns or queries staff may have.

This phase also provides an important opportunity to assess the location, which assists with the redesign process.

Phase 3: redesign
Using the audit data, DTP design a printing and copying solution for the department. A full breakdown of the current printing fleet vs potential York Print Plus solution is given, covering environmental impact and costs.

DTP will liaise with York Print Plus and/or the department for any further information or input they need during this process.

The key criteria of the redesign are:

- current capacity and speed of existing devices
- current volumes of printing and copying
- physical layout of the building
- user requirements recorded during the audit
- any planned changes, eg expansion, reduction in staff, refurbishment

The new solution will usually consist of a balance of multifunction devices and networked printers. It will offer a full printing, copying, and scanning service for the department, ensuring that there are sufficient devices, capable of handling the volume.
Specific user requirements will also be built into the solution as far as reasonably practicable. Details of the new locations of devices will be shown on floor plans of the area.

**Phase 4: consultation and sign off**
DTP and York Print Plus will meet with key users to discuss findings and present the proposed solution. The report is made available after this meeting for distribution to staff for internal discussion.

If the department do not accept the proposal, Phase 3 will be repeated, taking feedback into account.

Only when the proposed solution is signed off by the Head of Department will the process proceed to the next phase.

**Phase 5: installation**
York Print Plus will arrange for DTP to order in the new hardware. We will also check a number of things with the department, including current staff / workorder association, if copy cards are needed etc.

When DTP have the stock available they will inform York Print Plus who will liaise with the department to arrange a suitable installation date.

New devices are then installed and users trained. Old hardware will be removed and either held by York Print Plus if it can be reused, or passed on to our recycling partner.

**Phase 6: post installation review**
A meeting is arranged three months after the installation to gather feedback and make any adjustments to the system.

Following this formal review, any issues with device location, performance, suitability etc can be raised with the York Print Plus team as and when they occur.