

Policy Title: ECU Print

Policy Owner: Director, Facilities and Services Centre

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1. INTENT

This policy details how print solutions are managed in line with the Edith Cowan University (ECU), Managed Print Services (MPS) solution.

All personnel who are responsible for the implementation, support or use of print (document output) infrastructure, print strategy or ordering of fax, print, scanning or photocopy devices – or the approval of such orders - should read and understand this Policy and the associated guidelines.

2. ORGANISATIONAL SCOPE

This policy applies to all ECU students, staff and visitors.

3. DEFINITIONS

TERM	DEFINITION
Duplex	Printing on both sides of a sheet of paper.
Follow-Me Printing	Enables print jobs to be released at any print device on campus by swiping a student/staff ECU ID card. This process offers security of print documents, as they can only be printed when swiped for immediate collection by their owner.
Local Printer	A printer attached to an individual PC.
Mono	Black and white.
Network	The University network, wireless network or local area network (LAN).

4. POLICY CONTENT

4.1 Principles

The University is committed to efficiency and sustainability. The deployment of a standard printing environment will provide a cost-effective and environmentally responsible approach to printing. This will be achieved through the following principles:

- 4.1.1 All users are expected to adhere to the print guidelines set out in the ECU Managed Print Service Guidelines;
- 4.1.2 Only approved print devices will be deployed;
- 4.1.3 No local or personally owned printing devices will be added to the network, unless approved as an exception;
- 4.1.4 Security of University information is critical therefore the release of print jobs or use of devices will require user authentication (via Staff/Student Id Card);
- 4.1.5 Cost-effective and environmentally responsible measures will be used to reduce wastage. These measures include:
 - “Follow Me” printing will be deployed and will be the standard solution for printing on campus;
 - Print settings will be defaulted to mono;
 - Duplex printing;
 - Automatic standby mode of operation;
 - Each of the print queues will automatically delete print jobs that have not been printed within a defined time period (12 hours); and
 - Scan to email will only be available after user authentication and is defaulted to the users ECU email address only.

4.2 Exceptions to the Standard Printing Environment

- It is recognised that there will be exceptions to the deployment of shared devices in certain circumstances. These commonly include, but are not limited to:
 - Desktop printing requirements for staff with physical disabilities;
 - Inability to install shared devices due to fire regulations;
 - Inability to install shared devices due to limitations on network port installation; or
 - A specialist requirement of the business area (3D Printing, wide format, etc.).
- Where required, and supported by an approved [NON SOE Printer Request \(Speciality Device\)](#), certain local/speciality print devices will be included as exceptions within the ECU Managed Print Service.
- Exception to the Principles in 4.1 must be approved by the relevant Dean or Centre Director, and the Director Facilities and Services.

5. ACCOUNTABILITIES AND RESPONSIBILITIES

In relation to this policy, the following positions are responsible for the following:

Policy Owner

The Director, Facilities and Services will have day to day authority to undertake, manage and implement the roles and functions of this Policy.

Dean or Director

Deans and Directors should be aware of their obligations as they pertain to this policy.

Students, Staff and Visitors

All members of the University community are required to comply with the content of this policy and to seek guidance in the event of uncertainty as to its application.

6. RELATED DOCUMENTS

6.1 The policy is supported by the following Guidelines:

- ECU Managed Print Services Guidelines

6.2 Other documents which are relevant to the operation of this policy are as follows:

- [NON SOE Printer Request \(Speciality Device\)](#)

7. CONTACT INFORMATION

For queries relating to this document please contact:

Policy Owner	Director, Facilities and Services Centre
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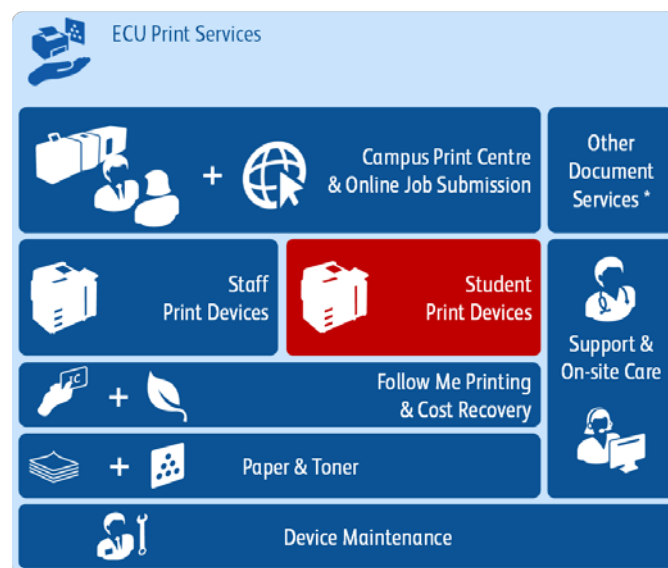
8. APPROVAL HISTORY

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ECU MANAGED PRINT SERVICES GUIDELINES

1. INTRODUCTION

These Guidelines are to be read in conjunction with the [ECU Print Policy](#) and apply to ALL staff, students and visitors of the University utilising any or all of the print services provided under the ECU Managed Print Services solution. By following the solution, the University can simplify technical support, reduce impact on the environment and realise substantial cost and efficiency savings.



*Other Document Services refers to Mail/Courier, Print Procurement and Creative Services.

2. PRINT GUIDELINES

- All printing and copying will default to mono (black and white). Colour printing should be used only when and where critically and operationally necessary. User input is required to change between mono and colour.
 - **Students** will have access to two print queues, one solely for mono printing and one for colour.
 - **Staff** will have access to a single print queue. The default print setting is mono.
 - Each of the print queues will automatically delete print jobs that have not been printed within a defined time period of 12 hours.
- All printing will default to duplex as standard. Single sided printing should only be used when and where critically and operationally necessary.
- The standard solution for printing on campus is via Follow me Print (FMP). This provides automatic confidentiality as the user must be present to retrieve the print job. End users are provided with the ability to delete print jobs at the device where a job has been submitted in error.
- All multifunction devices will automatically switch to stand-by mode after a defined period of non-usage. User intervention will reactivate the device within a short time.
- Scan to email will only be available after user authentication. Scan to email will also be restricted to the users ECU address only to comply with University requirements.

- Users who have both a student and staff ECU ID card need to ensure the appropriate card is used when conducting Student or Staff activities respectively.
- Users are to ensure they comply with University Policy when capturing and/or distributing documents.
- Cost-effective and environmentally responsible measures are to be used to reduce wastage. Users are reminded to:
 - Refrain from printing emails and web pages where possible and utilise default settings of mono and duplex;
 - Use multi-image-per-page printing where possible; and
 - Use electronic document distribution (i.e. scan to email) where possible to reduce the reliance on printed documents.

3. DEVICES

- Only approved print devices will be deployed.
- All Printing Services supplied under the ECU Managed Print Service are provided as a shared resource for all users, no single user or department is the “owner” of a device. ECU shall not own, lease, purchase or seek to procure any print device without the engagement of ECU Facilities. No device will be older than 4 years.
- Wherever possible, print devices will be positioned in designated utility rooms / copy areas, otherwise print devices will be positioned at key locations in common areas.
- The print service will have a maximum distance to walk to a printer in line with industry best practice (a maximum of 30m for mono and 60m for colour), where building configurations allow.
- All requests for the purchase of print devices or consumables are to be logged via the [Move, Add, Change or Delete \(MACD\)](#) form and submitted to the Managed Print Helpdesk.
- ECU staff are not permitted to purchase any print devices, consumables or other print related peripheral using their University Credit Card. Purchases made on University Credit Cards will be deemed to be a personal expense and subject to reimbursement.
- Printers are only to be moved by authorised staff due to OH&S and manufacturer warranty’s restrictions. All requests for re-locations are to be initiated via the [Move, Add, Change or Delete \(MACD\)](#) form and submitted to the [Managed Print Helpdesk](#).
- No personally owned printing devices are to be connected to the ECU network under any circumstances. Network security settings may prevent the connection of unknown devices to the network and Facilities and Services will remove any identified devices.
- It is recognised that there will be exceptions to the deployment of shared devices in certain circumstances. Where required, and supported by an approved [NON SOE Printer Request \(Speciality Device\)](#), certain local/speciality print devices will be included as exceptions within the ECU Managed Print Service. If, by exception/approval, a local/speciality device is approved, it is to be networked and registered on the Print Devices Register.

3.1 MONITORING AND REPORTING

- All networked printers and multifunction devices will be monitored for reporting. At a minimum the following will be reported: device performance; print volumes (by user and cost centre); device status; device utilisation rates; and exceptions/breach of print policy.
- On a quarterly and yearly basis the device volumes and individual utilisation levels will be reviewed, and if required, recommendations made to re-locate printers to ensure optimal usage. This will occur where printers are under/over utilised over some months and after

consultation with ECU has been completed. All printer relocations will be communicated to users in advance and will be planned for minimal business interruption.

4. TECHNICAL SUPPORT / CONSUMABLES

4.1 Managed Print Helpdesk – 24/7 Telephone Support

- A Helpdesk will be available 24/7 for call-logging purposes.
- The Helpdesk contains trained staff who can provide support for troubleshooting, first level technical enquiries, consumables requests and general enquiries.
- All users are to report any concerns or faults with a print device to the Managed Print Helpdesk.
- Users can contact the Managed Print Helpdesk via the phone number listed on the print device or via email to fxgsteam@aus.fujixerox.com.

4.2 On-Site Support

- On-site support will be provided by DocuCare. DocuCare complements the Helpdesk by providing maintenance and first response maintenance services to improve equipment uptime and maintain equipment performance.
- Services will be available during Business Hours between 7.30am to 5.00pm at Joondalup, Mt Lawley and South West Campus'.
- All multifunction devices will have proactive monitoring, meaning that alerts will be generated when a consumable is low or the device has a technical issue. More serious technical issues will be reported directly to the Helpdesk.
- DocuCare is responsible for arranging printer maintenance, the supply and replenishment of toner, paper and staples (standard 80gsm) and disposal of any printers under the Managed Print Service. Users will not normally be required to replenish toner or paper.
- Paper Jams or any technical fault should only be addressed by trained DocuCare operators.
- There will be designated local representatives who may undertake the refill of paper and provide first line triage. This will be agreed on a site by site basis. These representatives will be referred to as Print Champions.

4.3 Consumables

- Replacement toner is automatically ordered when the current toner reaches a pre-determined reorder level.
- It is the responsibility of DocuCare to replace the toner when required, and dispose of the old cartridge in the toner recycling bin/s provided.
- The ordering and replenishment of staples is also the responsibility of DocuCare.
- Paper is provided under the ECU Managed Print Service for supported equipment only. The standard paper included will be Fuji Xerox Performer Carbon Neutral 80gsm in either A4 or A3 sizes. All other paper requests are to be submitted to the Print Centre with a department cost code.
- ECU staff who purchase any printer, print toner, paper, or other print related peripheral do so at their own risk. Purchases made on ECU corporate cards will be deemed to be a personal expense and subject to reimbursement.

5. THE PRINT CENTRE

- The Print Centre is available for both staff and students and is best utilised for jobs which cannot be accommodated through other campus print resources.
- The Print Centre will facilitate the purchase and delivery of all other paper requests.
- The Print Centre receives payment via:
 - EFTPOS services for students.
 - The provision of the relevant ECU Cost code for staff.
- Services available include:
 - Larger print jobs such as course readers;
 - Jobs requiring finishing (staple, binding, hole punch, laminating); and
 - Speciality jobs (business cards, envelopes, posters, assignment presentations).

6. COMMUNICATION, AWARENESS AND TRAINING

- DocuCare will provide end user training through pre-scheduled sessions or requests as needed.
- ECU communication and awareness campaigns are designed to make end users aware of the impacts of their printing, both financial and environmental, and educate end users on how they can help to deliver more sustainable printing outcomes.
- Through the implementation of campaigns such as “Think before you print”, measurable reductions in printing volumes and costs can be achieved. These targeted campaigns will be customised to meet the University’s specific needs and the supplier will work collaboratively with the University to determine the most appropriate messaging and medium for these communications.

7. CONTACT INFORMATION

Any queries relating to this document please contact:

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