

**Information Technology Policy  
Commonwealth of Pennsylvania  
Governor's Office of Administration/Office for Information Technology**

<b>ITP Number:</b>	<b>ITP-PLT015</b>	
<b>ITP Title:</b>	<b>Office Class Printer Device Policy</b>	
<b>Issued by:</b>	<b>Deputy Secretary for Information Technology</b>	
<b>Date Issued:</b>	<b>April 28, 2008</b>	<b>Date Revised: December 20, 2010</b>
<b>Domain:</b>	<b>Platform</b>	
<b>Discipline:</b>	<b>Print Device</b>	
<b>Technology Area:</b>	<b>Office Class Printers</b>	
<b>Revision History Date:</b>	<b>Description:</b>	
<b>08/19/2010</b>	<b>Added new contract numbers</b>	
<b>12/20/2010</b>	<b>ITP Refresh</b>	

**Abstract:**

Office class printer space is identified as an area where large potential savings can be realized through standardization and by the correction of inefficient sizing business practices. The overall goal is to reduce the total cost of ownership for office class printers by reevaluating the manner in which these devices are purchased, placed and supported throughout the Commonwealth enterprise.

Currently, more than twenty-five thousand office class print devices from over twenty different vendors exist throughout the Commonwealth. The majority of these (over twenty thousand) include paid support through a vendor maintenance contract. By adopting standards for specific classes of office printers, immediate volume-based savings are realized in hard costs areas such as new purchases and leases (devices and supplies), as well as ongoing support costs.

By reevaluating the current environment, additional "soft" costs savings are realized while improving overall end-user productivity. An assessment and consequential rightsizing of devices based on device placement, volume statistics, and user requirements will lead to considerable productivity gains and reduced costs in these areas.

Office class print devices covered in the scope of this ITP include the following:

- Small and medium office monochrome and color laser printers.
- Monochrome and color multi-function or all-in-one devices.

**Note:** Small office class devices support approximately one to five users and medium office class five to fifteen users. Most environments employ a mixture of these devices with their placement depending on logistics and physical layout.

**General:**

This ITP applies to all departments, boards, commissions and councils under the governor's jurisdiction. Agencies not under the governor's jurisdiction are strongly encouraged to follow this policy.

**Policy:**

All office class network print devices and supplies are to be purchased from Contract 4400002000-Kyocera. Specialty printers (e.g., plotters, portable, and MICRO printers) are to be obtained from the peripherals Contracts 4400007143-Pomeroy and 4400002811 e-Plus.

Small Networked, Multi-Function Devices (MFDs) and related services are to be purchased from contracts 4400007143-Pomeroy or 4400002811 e-Plus. Large Networked, Multi-Function Devices (MFDs) and related services are to be leased (only) from contract 4600013235 IKON

Each agency is to conduct an assessment of its current print environment every two years to determine if any rightsizing or realignment of equipment is necessary. Guidelines and best practices to carry out this assessment are provided in the attached OPD-PLT015A, *Guidelines for Rightsizing the Office Print Environment*.

All office class print devices are to be used as a shared resource and not exclusively assigned to any one individual.

**Note:** Printing of confidential information is no longer a valid justification for an individual having his/her own personal printer. Current printer offerings include secure print technology that addresses this issue.

Agencies are to utilize the Enterprise Remedy Asset Management System to keep record of all print devices. The type of print device, including department and location information, is to be kept on file and updated as necessary. Having this information will make it easier to complete biannual assessments. Refer to OPD-PLT015A *Guidelines for Rightsizing the Office Print Environment*. The printer attribute information to be collected includes:

- Printer make, model and type
- Print speed in pages per minute (PPM)
- Duty cycle (total monthly output capacity)
- Approximate age of device
- Auto-duplex capable (yes or no)
- Network capable (i.e., has its own network interface card and Internet protocol address (yes or no))

Automatic-duplex (double-sided copying/printing) is to be included on all devices that have that capability available. Legacy printers that do not have this capability are to be contained and plans for a replacement to new technology need to be put into place.

Color print devices are to be managed and configured to only allow access only to the specific groups and users identified as having a valid business justification for color printing. The default print setting for these devices is to be black and white, requiring the user to manually choose the color selection when color printing is required. Additional information on managing equipment can be referenced in ITP-PLT010, *CoPA Policy for the Management of Network Multi-Function Equipment*.

#### **Support Agreements:**

One year on-site maintenance is included with the purchase of equipment from Contract CN00026571. Agencies are to ensure that leased equipment and devices still under the manufacturer's warranty are not included on the third party maintenance contract.

Agencies are to determine when and if devices are to be moved to or removed from the third party maintenance contract.

When determining the required service level for office class printers, it is important to consider whether other available devices are capable of performing the required print tasks.

#### **Refresh Schedule:**

All standards identified in this ITP are subject to review annually or upon request by the Enterprise Architecture Standards Committee.

**Exemption from This Policy:**

In the event an agency chooses to seek an exemption, for reasons such as the need to comply with requirements for a federally mandated system, a request for waiver may be submitted via the Commonwealth of PA Procurement and Architectural Review (COPPAR) process. Requests are to be entered into the COPPAR Tool located at <http://coppar.oa.pa.gov/>. Agency CIO approval is required. Contact your agency [CoP Planner](#) for further details or assistance.

**Questions:**

Questions regarding this policy are to be directed to [ra-itcentral@pa.gov](mailto:ra-itcentral@pa.gov).

**Policy Supplements:**

ITP-PLT015A: Guidelines for Rightsizing the Office Print Environment

**References:**

[ITP-PLT010](#): CoPA Policy for the Management of Network Multi-Function Equipment