Information Technology Policy

Multi-Function Equipment Management Policy

ITP Number	Effective Date
ITP-PLT002	January 9, 2019
Category	**Supersedes**
Platform	ITP-PLT010, ITP-PLT015
Contact	**Scheduled Review**
RA-ITCentral@pa.gov	December 2022

1. Purpose

This Information Technology Policy (ITP) establishes procedures for the configuration and management of copier, fax, printer, and scanner equipment connected to Commonwealth networks.

2. Scope

This ITP applies to all offices, departments, boards, commissions, and councils under the Governor's jurisdiction (hereinafter referred to as "agencies"). Agencies not under the Governor's jurisdiction are strongly encouraged to follow this ITP.

3. Policy

All Multi-Function Devices (MFDs) connected to agency networks, including copier, fax, printer, and scanner equipment are to be managed by the agency IT staff, who will work with the current Commonwealth equipment provider to determine telecommunications equipment specifications, network connectivity requirements, and device configurations.

Procurement of MFDs

Agencies are to procure MFDs through the Commonwealth Digital Multifunctional Devices contract 6100044411. All MFDs offered on this contract meet the Commonwealth's required security specifications and are in compliance with this policy.

As part of the management for MFDs, the following technical concerns are to be addressed by the agency:

- IT departments are to create standards for network connectivity, security, user profiles, scan export resolution, and infrastructure-related configuration topics for devices connected to the network. If units are strictly stand-alone analog copiers not connected to a network, IT does not need be involved.
- Scanning resolutions for the device is to be set at a level that will not burden the agency's network bandwidth and email storage capacity. Transmitting large files can cause networking issues and can degrade throughput. User-selected scanning options, such as high dpi settings, grayscale, and page sizing can cause file sizes to grow, potentially causing e-mail inboxes to reject the transmission due to file size limitations.
- MFDs are often equipped with hard drives, which may contain data that is "cached" or stored during day-to-day use. Refer to ITP-SEC015 *Data Cleansing Policy* for procedures regarding data cleansing of these hard drives.
- Service calls for the equipment are the responsibility of the program area, unless there

is a technical issue concerning network connectivity that needs to be addressed by the IT staff or the unit is being replaced.
- Administrative/procurement personnel are responsible for the purchasing and leasing of multi-function equipment, establishing user and business requirements, and other non-IT related matters.

Each agency is to assess its current print environment <u>every two years</u> 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-PLT002A *Guidelines for Rightsizing the Office Print Environment.* All <u>Office Class Print Devices</u> are to be used as a <u>Shared Resource</u> and not exclusively assigned to any one individual.

Prior to deployment, agencies are to configure all printer devices with naming standards as directed in OPD-PLT002B *Printer Naming Standards.*

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

The type of print device, including department and location information, is to be kept on file and updated as necessary. Refer to OPD-PLT002A *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 allow access only to 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.

4. Responsibilities
4.1 Agencies shall
- Procure and manage all MFDs in accordance with this policy.
- Configure and monitor the device to function on the network after it is delivered and set up.
- Develop and maintain an assessment process to be conducted every two years for all multi-function equipment managed by the agency.
- Comply with ITP-SEC015 *Data Cleansing Policy* when disposing of MFDs.

5.   Related ITPs/Other References

Definitions of associated terms of this policy are published on the Office of Administration's public portal: http://www.oa.pa.gov/Policies/Pages/Glossary.aspx

Commonwealth policies, including Executive Orders, Management Directives, and IT Policies are published on the Office of Administration's public portal: http://www.oa.pa.gov/Policies/Pages/default.aspx

- Management Directive 205.34 Amended *Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*

- OPD-PLT002A *Guidelines for Rightsizing the Office Print Environment*

- OPD-PLT002B *Printer Naming Standards* (Authorized CWOPA personnel only) (Contact RA-ITCentral@pa.gov for requests)

- ITP-ACC001 *Information Technology Digital Accessibility Policy*

- ITP-SEC015 *Data Cleansing Policy*

- eMarketplace: http://www.emarketplace.state.pa.us/

6.   Authority

Executive Order 2016-06 *Enterprise Information Technology Governance*

7.   Publication Version Control

It is the Authorized User's responsibility to ensure they have the latest version of this publication, which appears on https://itcentral.pa.gov for Commonwealth personnel and on the Office of Administration public portal: http://www.oa.pa.gov/Policies/Pages/default.aspx. Questions regarding this publication are to be directed to RA-ITCentral@pa.gov.

8.   Exemption from This Policy

In the event an agency chooses to seek an exemption from the guidance within this IT policy, a request for a policy waiver is to be submitted via the enterprise IT policy waiver process. Refer to ITP-BUS004 *IT Waiver Review Process* for guidance.

This chart contains a history of this publication's revisions. Redline documents detail the revisions and are available to CWOPA users only.

Version	Date	Purpose of Revision	Redline Link
Original	01/08/2019	Base Document Consolidated ITP-PLT010 *Commonwealth of Pennsylvania Policy for the Management of Networked Multi-Function Equipment* and ITP-PLT015 *Office Class Printer Device Policy* into policy Added procurement guidance for multi-function devices.	N/A
Revision	11/08/2019	Added OPD-PLT002B *Printer Naming Standards* Moved Definitions to online glossary	Revised IT Policy Redline <11/08/2019>

Revision	12/21/2021	• Updated Responsibilities and Related ITPs/Other References Sections • Added links	Revised IT Policy Redline <12/21/2021>