University Of York Print Policy

1. Policy

1.1. This policy aims to ensure that printing and photocopying is carried out in the most sustainable and cost-efficient way possible. This policy is also intended to complement University strategies, such as the Sustainability Strategy and Waste Strategy and also the IT Services Acceptable Use Policy.

1.2. To achieve the above aims all print hardware will, in the main, be part of the University Managed Print Service (MPS) (formerly known as the York Print Plus Service).

1.3. All hardware that is part of the MPS will be procured in line with University Financial Regulations regarding preferred suppliers.

1.4. The MPS requires the cost of providing the service to be recovered by charging service users for print and copy jobs. As such the provision of the hardware will depend on the costs involved, and the expected/actual print usage levels.

1.5. The MPS will provide duplex-capable networked printing hardware. A3, colour and staple-capable devices will be provided where needed as long as expected / actual print usage will support the total cost of ownership.

1.6. Upgrading hardware to be capable of sending / receiving faxes will be at department cost.

1.7. Where it is not cost effective or efficient to provide hardware required by a department, agreement may be made for the department to cover any shortfall of income vs cost incurred by the service.

1.8. The MPS will supply all consumables required for the continued operation of the hardware e.g toner / ink, fusers, maintenance kits, staples, rollers and white A4/A3 paper.

1.9. The MPS will provide a facility for users with pay account to add credit to their accounts, and for departments to provide additional credit quota.

1.10. The MPS will provide a facility for visitors to use the copy functionality.

1.11. The MPS will provide a mechanism for departmental users to be charged to a departmental workorder.

1.12.   The Desktop and Printing Services (DPS) team, in conjunction with relevant stakeholders, will define the location and type of hardware in any new or redeveloped building/area, based on both the requirements of the end users and the financial constraints of the service.

1.13.   Hardware location and specification will be reviewed periodically by the DPS team. Devices may be subject to change in location or functionality in order to fulfil the MPS sustainability and cost targets.

2.   Aims

2.1.   The aim of this policy is to set out how the Managed Print Service (MPS) is implemented and managed, and to define both service and end user responsibilities.

2.2.   The MPS will provide good quality, low cost printing, copying and scanning services to the University.

2.3.   The MPS will contribute to the University's sustainability targets by reducing energy consumption and consumable waste.

2.4.   The MPS will provide means of reducing printing and copying costs by providing a print release system (reducing unwanted prints), duplex and mono default settings and improved scanning functionality.

2.5.   The MPS will reduce administration time and cost at department level by offering centrally managed consumable supply, hardware procurement and support.

3.   Scope

3.1.   This policy applies to all staff, associates, and students of, and visitors to, the University of York.

3.2.   It covers the use of all multifunction and single function printers managed by the service.

4.   Exemptions

4.1.   Standalone faxes, label/ticket printers are not covered by this policy.

4.2.   This policy does not apply to multifunction and single function printers not managed by the service.

4.3.   Hardware (eg lab equipment) that is not compatible with the MPS' systems (after reasonable efforts have been made) may require stand alone print devices.

5. Roles and Responsibilities

5.1.   The DPS team within IT Services are responsible for ensuring the aims of this policy are satisfactorily implemented.

5.2.   University departments are responsible for ensuring all staff within their department are familiar with this policy.

5.3.   University departments, with assistance from DPS team (where appropriate), are responsible for ensuring user account details are correct.

5.4.   All users should take due care when using devices. Where reasonable care has not been taken, IT Services may seek to recover any costs of damages.

5.5.   Users are responsible for ensuring print/copy jobs have the correct settings, such as number of copies, duplex, staple, colour etc.

5.6.   Users are responsible for complying with all relevant legislation whilst using the service, with particular regard to data protection and copyright.

5.7.   All users of the service are responsible for complying with this policy.

6. Usage Reports

6.1.   Management software will be used to record and charge for device usage. Reports will be made available to Departmental Administrators 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 eg 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.

7. Charges/Pricing

7.1.   Charges for printing and copying will be inclusive of all elements of providing the service, including (but not limited to) hardware, software, ink/toner, paper, maintenance, repair and support.

7.2.   Charges are set out on this webpage - https://www.york.ac.uk/it-services/printing/students/ and https://www.york.ac.uk/it-services/printing/staff/charges/

7.3.   Charging for users with a workorder will be run monthly.

7.4.   Charges for users with pay accounts will be debited from the account immediately.

7.5.   Scans are not charged.

7.6.   IT Services will provide a free quota to all Undergraduate and Taught Postgraduate students. The free quota will be applied on a yearly basis and be the equivalent of 60 sides of mono, double sided, A4 printing. To qualify for the free quota the student's course length must be at least two academic terms.

8.   Refunds

8.1.   The MPS will refund print jobs that are not completed due to technical failure. Refunds will not be made for jobs printed incorrectly due to user error (eg not selecting "colour").

8.2.   Any unused credit will not be refunded. Any operational excess will go towards improving the service.

9.   Service standards

9.1.   The MPS will operate under advertised service standards for IT.

9.2.   Support is provided in the first instance by the IT Support Office then the DPS team.

9.3.   Hardware-related faults will be assigned to the third party onsite engineer.

9.4.   The DPS team will ensure any third party companies involved in the provision of this service adhere to agreed contractual obligations relating to it.

9.5.   The DPS team and Procurement office will hold quarterly service review meetings with the third party service provider and the service will be measured against the performance measures outlined in the Service Level Contract.

9.6.   Complaints will follow the advertised [IT Services complaints procedure](#).

Review

This policy is owned by Information Services Senior Management team.
Reviewed: March 2019
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