Project Details

**Project Name:** Printing Project

**Project Team Leads:** Ryan West, Andrew Jenkins

**Project Manager:** Nichole Singer

Project Overview

Increase visibility of services and efficiency of printer purchase decision making. Advertise print services to offer reports to departments on their printers. Reduce effort required to support printers. Create a best practice for decommissioning printing devices (printers/MFDs) that contain hard disk drives or other data storage devices. Assist users in purchasing an appropriate printer for their needs.

Project Purpose and Benefits to Campus

Decrease the total cost of printing on campus through standardization of printing hardware and easier access to print accounting data. Create online service(s) guide(s) to direct users through the printer selection and purchasing process of the recommended printers. Create decommissioning process to meet security concerns for devices that may have stored sensitive data.

Potential Implementation Cost

TBD at a future date

Anticipated Cost Savings Categories

TBD at a future date

Project Team

Ryan West – Project lead and Service Owner
Andy Jenkins – Project lead and Distributed Representative
Nichole Singer – Project Manager
Michael Frangi – OneIT Process Guide
Lance Bolton – Sponsor/Program Office
Tracy Scott – Sponsor/Service Owner
Rachel Napoli – Sponsor/Program Office

Target Dates

**Target Start Date:** November 2017
**Target Go-live Date:** May 2018
Project Scope Statement

- Evaluate available printer models and select printer recommendations in situations where a printer is necessary
  - Create a OneIT services webpage that recommends printer configurations
- Evaluate charged printing
  - Develop Partner Printing service to be self-sustaining and encourage departments to be more efficient
  - Allow Partners’ to pick and choose a printer/paper that works for their needs and pick the costs that are appropriate for them.
- Utilize the Workflow process for informing IT Consultants on purchases which will enable them to discuss with the user why the purchased printer was initiated and redirect the request if necessary
  - Shared Services informs consulting group (ETM)
- Take inventory of existing shared printers
  - Offer needs assessment of inventory
  - Offer print consulting (analysis of usage, optimization, etc.)
- On OneIT Technology Consultants repair service webpage:
  - Please fill out form (create and link a form) if support is needed for a recommended printer under warranty.
  - For support of a non-recommended and/or out of warranty printer, please contact affiliated repair partners <i.e. ERBS Computer Associates, Jim from Ricoh, etc. >.