

Print IT, Scan IT, Copy IT,

My Sustainable Print - Managed Print Policy

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1. Introduction

Kingston University is committed to reducing the volume of pages printed resulting in savings of toner, paper and consumables each year as part of its sustainability drive. A number of initiatives are in place to enable the realisation of this objective, including moves towards paperless meetings and online submission of coursework. However, clearly the facility to print to paper will remain important for some time to come. This policy is framed to encourage more efficient printing through the provision of appropriate printing equipment and protocols. All devices abide by the Disability Discrimination Act 1995 (DDA compliant).

A key aspect of this policy is the adoption of a sustainable print service covering all KU campuses which serves both academic and business purposes. It provides parity of service, improved access to imaging and printing capabilities, whilst at the same time aiming to reduce overall costs. Additional environmental benefits are being driven through in the form of more power efficient, multi-function devices and built-in controls to minimise excess consumption through standardised print settings.

The service provides staff and students with high-quality, secure office imaging and printing services conveniently distributed throughout the estate; it also accommodates local or special requirements by incorporating a clearly defined exceptions process.

The overriding objective of the policy is to ensure efficient use of resources whilst maintaining an effective and efficient print, copy and scan service in support of University staff/student, research, teaching and business activities. The policy supports KU's corporate plan.

The following areas are covered by this policy:

- Office printing, copying, and scanning at a faculty, school and directorate level
- Wide format printing
- Printing associated with research equipment
- Remote printing

The following areas are not covered by this policy:

- Specialist printing. e.g.: 3D printing
- The KU Printing Style – the brand guideline is provided by Marcomms
- Large volume printing led by print room
- Personally owned print devices

2. Guiding Principles

All print devices are owned and managed centrally by I&TS and may be moved following agreement between I&TS and local users.

Students are charged on usage. Current costs are provided on My Kingston and Kingston's web site.

Staff print costs are cross charged. Reporting is produced to indicate print usage by directorate and faculties.

Students and staff are able to use all managed MFDs / wide format printers within the University. Devices are distributed across all campuses in convenient and easily accessible locations.

Faculties or directorates with multiple print devices are encouraged to have multiple print champions. The print champions are trained to carry out routine tasks on their local print devices such as; stock control of local paper and paper reordering (using an I&TS code), resolving basic problems, changing toner cartridges and topping up paper. They also act as a focal point for any user queries or issues relating to the print devices in their area and for the delivery of print consumables.

Individual print devices are monitored centrally to maximise their reliability and ensure availability for local users. As the print demands of specific areas of the University change, the print service can modify the specifications of the print device allocated to that area – increasing or reducing local print capability appropriately. Our aim is to support printing from any location on any device where technically possible.

My Sustainable Print provides secure and confidential printing through a controlled print-release feature on all multifunctional and wide format devices. Access to all MFD functionality only occurs when the user enters their personal details into a device of their choice. This is achieved by presenting their University ID Card or logging in using their usual login credentials.

Wherever the business needs of a specific individual or workgroup necessitate a print device or functionality which is different to that provided by this policy they have the ability to request an exception to the policy. All such requests are reviewed and authorised on a case by case basis and approved by the policy owner.

So that the University is able to negotiate preferential deals on the basis of information about the collective needs of all users and to capture scale benefits, the procurement of all print devices and consumables covered by this policy will be sourced via the University’s preferred supplier(s) for such services.

Failure to comply with this policy will add additional, unnecessary costs to operational, teaching and research budgets, and will compromise our ambition to reduce our impact on the environment.

3. Definitions

KU	Kingston University
MFD	Multi-Functional Device - A device that supports most of the following features: Photocopy, Print (Black & White), Print (Colour), Scan, print onto A4 paper and A3 paper
Consumables Store	A store located close to each MFD into which paper and other consumables are delivered by the print service provider (I&TS). As standard one consumables store is provided for each MFD, although exceptions may be agreed locally
Print Champion	Named members of University staff who act as a contact point for local print users and the print service provider (I&TS) regarding day to day use of print devices. In addition, they carry out routine tasks to their local print devices such as: reordering of paper, resolving minor problems, receiving stores, changing toner cartridges and topping up paper
Duplex	Double sided printing
IMAC team	Installations, Moves, Additions & Changes team
DDA	Disability Discrimination Act

4. Policy Relating to Core Functionality

To minimise the cost of standard print requests, the default for all printing and copying of documents is set to black and white (mono) and double sided (duplex). Individuals have the ability to change the parameters to print in colour or single sided.

The use of colour significantly increases the cost of printing and its environmental impact. Colour should therefore be limited to documents produced for external distribution purposes or where internally required for clarity and understanding (examples include external facing documents and graphical reports).

It is recommended that individuals consider carefully the need to print and, where possible, should not print the following documents:

- E-mails
- Printed documents for archive where no legal or University requirement is present
- Material where electronic versions of the documents are available online:
- Student handbooks
- User guides
- Meeting agendas and minutes
- Lecture slides
- Documents that get updated frequently e.g. draft policy and strategy documents
- Purchase orders

The following documents should normally not be printed in colour:

- Documents for internal use where colour is used solely for decorative purposes
- Documents featuring the University corporate logo which can be black and white for both Internal and external use
- Draft documents
- Documents with colour background such as PowerPoint presentations with colour templates
- Internal forms and templates

The system is set to alert users when they print, such as all costs to students, and for staff if jobs have been sent in colour, to ensure the user is aware of the costs.

5. Large Print Page volume

When printing large volumes individuals should consider submitting the job to the Penrhyn Road print room to avoid printing delays for others. To reduce the risk of accidentally printing large volumes the system will warn if over 150 pages are sent to print in one job. Any jobs with over 1,000 pages will be halted. If a user has a need to print over this limit they can either use the print room, split the job into smaller sections, or contact the service desk for a workaround.

6. Paper

The University utilises standard 80gsm A3 and A4 paper which should be fully recycled. This is procured from a single supplier and is of a quality and standard supported by the print service provider. All paper for the MySustainable devices is purchased using an I&TS budget.

7. Consumables

Consumable item levels, excluding paper, are monitored and replacements are distributed when levels run low to avoid them running out.

The print service provider provides a recycling service for print consumables that is accessible to users at convenient locations and regularly collected. Unwanted waste paper will be recycled via established processes using recycling bins around campuses.

8. Desktop Printers

This policy aspires to eliminate desktop and standalone print devices from the University environment, except where they are absolutely necessary for business needs or for reasons of geographical location, office design, disability or where legacy systems are hard-coded for a specific device and no viable alternative is available.

9. Copying

No standalone copiers should be used within the University. Copying functionality is provided through MFDs. Copying (duplication) functionality is provided based on specific requirements for each site.

10. Scanning

It is a key aim of this policy to reduce the volume of physical documents and fax documents by adopting scan-to-email and scan-to-folder as standard. This reduces the overall cost of the legacy activities copying, faxing and physical storage. In addition, the following benefits can be expected:

- Improved workflows (digitise, automate and streamline document-intensive processes)
- Cost reductions
- Reduced need to manage physical paper records and storage by utilising digitised media formats and repositories.
- Reduction in the number of physical fax lines required, leading to cost savings on line rental.

All MFDs are equipped with colour scanners to enable colour scanned documents.

11. Locations

To ensure that print devices meet people's needs, the location, management and maintenance of all devices are managed centrally by the print service provider. Regular reviews will take place to optimise efficiency and overall value for money whilst minimising the environmental impact of our print activity. Where it is found that these factors can be improved, the print service provider will work with local manager(s) to identify how the local print service can be adapted.

Print devices are placed in locations to which University staff/students have free and ready access and which comply with Health and Safety requirements.

Every effort has been made to ensure that individuals have reasonable access to a print device to carry out their print, copy, scan needs.

Wherever possible nobody should have to go outside a building to access their print device– though the majority of print devices managed by the print service are available to everybody if necessary.

12. Security

As virtually all printers are shared it is necessary to allow for documents to be printed securely. This facility is known as 'Pull' printing and is enabled on most print devices. By equipping the print device with the "pull" facility, printing does not commence until an individual sanctions a specific printer by using their University ID card or their username and password.

In principle, the print service will ensure that all devices located within public areas have the "pull" print facility enabled. In addition all MFDs that contain hard disk storage are encrypted, and any devices removed or disposed of are securely wiped or destroyed in accordance with KU security policies and established WEEE compliance processes.

13. Regular Service Reviews

The print service provider will regularly liaise with local management teams in order to ensure that the print service meets the local needs of users. Where changes are proposed, a consultation process will enable the development of revised print specifications for the defined area.

Once the print service provider has agreed a course of action, a notice of the change will be displayed prominently next to the affected print device(s). In normal circumstances a minimum notice period of 10 working days will be given.

The notice will provide details of the change, the date when the change will occur and an email escalation route, to be handled by the print service provider, for staff who wish to comment about the proposed change. After the consultation period all comments will be reviewed by the print service provider and departmental print manager who will decide how to proceed with the proposed change. Should the parties fail to reach agreement at this point the print management team should be consulted.

14. Change Process – IMAC (Installations, Moves, Additions & Changes) / Projects

Process for changes requested by the area including advance notification of office moves.

The implementation of the print service moves us away from the concept of basing print around a specific device to that of continually monitoring and adapting the deployment of devices to meet changing demands for print. Regular central monitoring of usage should, under normal circumstances allow the print service provider to detect and proactively implement required changes before the need arises. Departmental reorganisations, changes to office layouts, “reasonable adjustments” for disabled staff, building developments, projects etc will also necessitate manual intervention on an ad-hoc basis.

Whenever an area wishes to initiate a change to the printers which serve them, the departmental manager should request via the Service Desk portal, using the online form in Appendix B: “Advanced notification of change” which is then sent to the I&TS IMAC team. Upon receiving a request the print service provider will review it and liaise with the requestor and (if different) the departmental manager within 5 working days.

Possible outcomes are:

- Carry out work as requested/agreed with requester. In which case the lead times, shown below, for the work to be carried out, will apply
- Refer to the exceptions process
- Reject the request

In the event that the resultant outcome is not considered suitable by the requester the exceptions process detailed later in this document should be followed to challenge the suppliers’ decision/proposal.

This process covers any change request including:

- New builds/building alterations
- Change in print volume
- Reasonable adjustments to accommodate the need of disabled staff or students
- Change in required functionality
- Office moves
- Removal

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Whenever a change has been agreed one or more of the following actions will be required. The approx lead times for this work are shown in brackets:

- Moving/swapping existing print device (**3** weeks)
- Providing a new printer (**2** weeks)
- Providing a new MFD (**5** weeks)
- Hardware/software change to device (**1** week)
- Removing a print device (**2** weeks)

NB. For projects involving more than 3 new print devices an additional one month's notice will be required.

15. Exception Process

Whilst the aim of this policy is to set common standards across the University it is understood that there are areas, individuals or situations which require special consideration. For this reason an exception process has been agreed as follows:-

Complete the Online Request for Exception form (Appendix A – example of information required)

- Complete the Online Request for Exception form (Appendix A – example of information required)
- The information will be considered against this policy, taking into account the following factors: location of current devices, environmental, impact on staff, special circumstances, technical and commercial.
- A decision will be given within 5 working days of submission.
- The decision of the service owner will be final.

16. Print Service Support and Advice

The MFD service provider provides a Service Desk facility which will have two main functions:

1. To assist users of the MFD service with any queries they may have regarding the use of the service.
2. To receive reports of any faults or problems which University staff or students are having with the MFD service or individual devices.

Like other I&TS services information on support is available through;

<https://mykingston.kingston.ac.uk/MYSUPPORT/ITSUPPORT/Pages/default.aspx>

or

<https://staffspace.kingston.ac.uk/dep/it-services/Pages/default.aspx>

Staff who are encountering difficulties with the supplier's maintenance, support and advice facilities should escalate their concerns to the Service Desk whereupon it will be investigated and a response provided within 5 working days.

As the service is a follow / pull service, should any device not be working, users can simply attempt to use the next nearest device, after reporting the problem device.

17. Associate Users – New and existing – KP collaborative partner accounts

Whenever there is a requirement for an associate to use the print service, an account is required. The print use of any associate will be associated to the faculty/directorate who sponsors the individual. I&TS reserve the right to charge non-University individuals for printing.

18. University ID Card

If a new or replacement University ID card is required, further information on this process can be obtained via <https://mykingston.kingston.ac.uk/myuni/Pages/id.aspx>

Details on how to register your ID card to your print account can be found within the knowledgebase: knowledge article on the service desk [portal](#); KB: 918 - Registering ID cards to use the new printers.

19. Research Equipment Print

Research print requirements should be directed to existing KU print devices within this policy. If a piece of research equipment needs a specially configured print device the change notification process should be followed notifying the print service provider of your special requirements.

20. Remote Printing Policy

Printing off site to the MFDs is possible either via the My Desktop Anywhere service, by emailing attachments that require printing to either print@kingston.ac.uk where they can be released as normal or Print-mono@kingston.ac.uk. In addition a mobility print service is also available from mobile devices and laptops. Details of how to use this service can be found on MyKingston.

21. Standard Print Rates

Current charges are as per the advertised list and can be found online. Scanning is free. Printing and copying costs are charged per side.

Costs will be regularly reviewed incorporating input from Finance and Sustainability.

Staff (via directorate or faculty) and students will be recharged at the same rate.

22. Refunds and Problems Printing

High quality printing, copying and scanning devices that offer our users a range of options are provided in the LRCs and various locations around campuses. However, machine malfunctions and system errors do occur from time to time. In such cases KU will endeavour to rectify any problems and reimburse you as quickly as possible.

In the event of a printing/copying problem always speak to a member of staff immediately as we are unable to refund without evidence of the problem.

Refunds will only be credited to your online print account as no cash refunds are possible.

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Please note that we are unable to refund unused credit. Students who are near to completing their course are advised not to add more money onto their account than they expect to use.

This is in accordance with the University's Acceptable Use Policy - Facilities, published on the University website:

Printing credit in a student account will not be refunded at any time during the year or at the end of the academic year. Continuing students will carry their printing credit to the following year. Students leaving the University will not be refunded.

Details of the refund policy can be found here:

<https://mykingston.kingston.ac.uk/library/usinglracs/facilities/Pages/photocopying.aspx>

Minor print quality problems

Given the high output of MFDs, you may experience minor differences in quality between machines. Minor colour or tonal mismatches will inevitably occur so if you require professional standard printouts you may prefer to use a specialist printing service. KU makes every effort to ensure our machines are maintained and serviced on a regular basis.

Mistakes within the document

Staff and Students are responsible for checking their work before printing. We will not issue refunds for user errors such as misspellings, typos and incorrect page numbers.

23. Copyright

All staff, students and visitors to the University are individually responsible for using copyright protected materials within the limits of the law. Copyright infringement is a serious matter that can lead to criminal prosecution in some cases.

An overview of copyright for staff and students can be found here:

<https://mykingston.kingston.ac.uk/library/Documents/Referencing/Copyright%20advice.pdf>

Further guidance can be obtained from copyright@kingston.ac.uk

24. Key Links

MFD Help: <https://mykingston.kingston.ac.uk/library/usinglracs/facilities/Pages/photocopying.aspx>

Wide Format Printing: <https://mykingston.kingston.ac.uk/library/usinglracs/facilities/Pages/Wide-format-printing.aspx>

Copyright Group: <https://committees.kingston.ac.uk/sites/is/copyrightgroup/default.aspx>

I&TS: <https://mykingston.kingston.ac.uk/mysupport/itsupport/Pages/default.aspx>

L&LS: <https://mykingston.kingston.ac.uk/library/Pages/default.aspx>

Committees site: <https://committees.kingston.ac.uk/Pages/default.aspx>

Sustainability: <https://mykingston.kingston.ac.uk/myuni/sustainability/Pages/default.aspx>

Appendix A: Request for Exception Example

In line with the University's My Sustainable Print Policy a case for exception must consider the following: Impact on staff/students, local anomalies and environmental impact along with any technical or commercial implications.

<https://portal.kingston.ac.uk/ServiceDesk.selfservice#servicecatalogue> (printer request)

Name / KU number:	
Location: Campus, Building, Floor, Room Number	
Faculty / Directorate:	
Email address:	
Date:	
Details of Special Requirement:	
Please describe what it is you require:	
Reason for this Request:	
Please describe the reasons why you need to do this.	
What measures have you considered and/or taken to try and overcome the need to make this request?	
Signed	by:
Name:	
Date:	

Appendix B: Change Notification Example

This form should be used to notify the KU print service provider of any of the following changes:

- New builds/building alterations
- Change in print volume
- Reasonable adjustments to accommodate the need of disabled staff or students
- Change in required functionality
- Office moves
- Removal

<https://portal.kingston.ac.uk/ServiceDesk.selfservice#servicecatalogue> (Printer move request)

Name KU number:	
Location: Campus, Building, Floor, Room Number	
Faculty / Directorate:	
Email address:	
Date:	
Change in requirements, please provide details of:	
Details of the change you are requesting:	
The reasons why the change is required:	
Any key dates associated with this change*:	
<small>* Subject to the stated minimum time periods detailed within the Print Policy</small>	
Signed by:	
Name:	
Date:	