



BSC-005 DEPARTMENTAL MULTIFUNCTIONAL DEVICES (MFD's) AND UPRINT

PURPOSE

The purpose of this policy is to provide guidance to University of Miami departments for all of their duplicating needs, printing solutions, leasing of output devices, and related service and support.

DEFINITIONS

- 1) **Canon Solutions America, Inc. (CSA):** University-wide contract provider of all output devices and the management of print related services.
- 2) **Equipment Ordering Form (EOF):** Form used by University Departments to order equipment, equipment removal and/or relocations.
- 3) **Impression:** This is a print from an output device which refers to ink/toner applied to a side of paper.
- 4) **Fleet:** All of the output devices managed by the University of Miami contract.
- 5) **Manage Print Services (MPS):** The administrative department responsible for the management of all print services at the University of Miami.
- 6) **Multifunction Device (MFD):** Any network capable document production device that performs at least two of the following tasks: print, copy, fax, and scan.
- 7) **Output Device:** An MFD, scanner, fax, printer, and/or copy machine.
- 8) **Program Standards:** The University standards for equipment installations. New equipment will be configured to default black & white and duplex output, as well as, mailbox and/or secure print.
- 9) **TCO Assessment Proposal:** Cost Proposal prepared in a Dashboard format outlining the Total Cost of Ownership of the University department in need of print services and output devices.

10) UPrint: The University's managed student printing, scanning, and copying solution, under the support of University of Miami Information Technology (UMIT).

11) Duplex: Printing double-sided

12) Simplex: Printing single-sided

13) Mailbox and Secure Print: Built-in MFD security features to protect against confidentiality breaches. These print standards help protect the private information of our patients and students. These functionalities are designed to hold print jobs in electronic format until released by the owner at the device. "Secure Print" requires a user passcode as an extra step to secure print jobs. "Mailbox Print" does not require a user passcode. UM IT Security recommends "Secure Print" as the preferred method.

PROCEDURE

Managed Print Services (MPS) manages the University-wide contract with Canon Solutions America, Inc. (CSA), for the provision of all output related equipment which encompasses the leasing or purchase of Multifunctional Devices (MFD), printers, scanners and faxes. MPS is also responsible for the management and support of UPrint (the University-wide wireless print solution for students)

University departments are to obtain print services and related equipment (MFDs) from CSA, the approved University-wide print equipment and services contractor, by completing the MPS Equipment Ordering Form (EOF) found at www.miami.edu/mps. Requests for new output device placement or replacements must adhere to the process outlined in this policy and will require the approval of the Managed Print Services Department.

Billing for output devices and printing volume will be charged to departments on a monthly basis using the departmental account number provided on the initial EOF submitted by the department when the equipment was first ordered. It is the department's responsibility to notify MPS of changes to account numbers used for billing.

EQUIPMENT PLACEMENT

Departments requesting output devices will be assessed for the proper placement of equipment which will result in a Total Cost of Ownership (TCO) Proposal. Departments will have the opportunity to review the TCO Proposal and provide feedback.

Device features vary and will be provided depending on departmental needs and recommendations from the approved vendor and MPS. The monthly lease

payment will reflect the cost associated with the equipment model and any added accessories. Monthly charges will also include the cost per copy for black and white and color printing based on the department's monthly print volume.

Due to its high total cost of ownership, the University discourages the leasing or purchase of single-function devices. Departments who are in need of a single-function device must complete and submit a signed MPS Equipment Order Request Form, along with a need justification, to MPS for approval.

To request a device, departments must complete the EOF found at www.miami.edu/mps. Select "Departmental Fleet" on the right-hand side menu. If equipment is to be replaced, the form must include the serial number of the existing device and you must select "Replacement" on the form.

SCANNERS

All of Canon's multifunction devices have scanning capability. In addition, individual Canon scanners can be purchased or leased through the MPS Program. For information on scanners, please submit an EOF and an MPS staff member will contact you.

DELIVERY, INSTALLATION AND TRAINING

Estimated time of delivery is ten (10) business days from the date MPS receives the order request form signed by the department. The approved vendor is responsible for delivery and set up of the device with environmentally-friendly specifications approved by the University. Following installation, the vendor will provide training for all end-users.

PROGRAM STANDARDS

The University standards for equipment installations are designed to achieve cost-savings, increase productivity, ensure security, and support the University's environmental "Green U" initiative.

All output devices under the University-wide contract with CSA are rated by the Electronic Product Environmental Assessment Tool (EPEAT) as having greener designs and performing with cleaner production.

New equipment will be configured to default black & white and duplex output, as well as, mailbox and/or secure print. There will be a 90-day hold on requests for new printers or requests for default setting changes once a department's new fleet has been installed.

MOVES, REMOVALS AND RELOCATIONS

The equipment is never to be moved, removed or relocated by the end user or department. All moves, relocations, and removals need to be coordinated through MPS, to ensure the accuracy of University records. Departments are responsible for lost or misplaced equipment. The department account will be charged for the full payment of any lost equipment.

EQUIPMENT SERVICE AND SUPPLIES

Service calls and toner orders are free of charge through the Managed Print Services Program and may be placed via Canon's Help Desk at 1-855-477-4783 or emailing them at csa_um_hd@csa.canon.com. A service call must be placed in order for a technician to be dispatched to assist.

Single-function printers and output devices not under the MPS Program will require to be serviced by the original equipment manufacturer (OEM) or local service/support provider.

To order paper, employees should utilize Staples through the Ariba system. For specific questions regarding Ariba or how to place an order please contact Purchasing at 305-284-5751. Paper purchases are the sole responsibility of each department and are not funded by MPS or CSA.

Once equipment is installed, CSA will provide training to the University's employees on the new equipment. Departments needing additional training may contact the Canon Help Desk.

MONTHLY BILLING

Departments are charged monthly based on volume of prints generated plus the lease rate for the equipment. Lease rates vary depending on the type of equipment, color option, and additional accessories added. Cost per copy also varies between black & white and color prints. As part of the MPS Program toner costs, service calls, and parts are included.

Copiers, printers, scanners, and faxes purchased outside of the MPS Program will incur toner cost, as well as costs for repair service, maintenance and parts.

UPRINT (MobilePrint)

UPrint is a University-wide wireless printing solution made available to University students. This solution allows students to print from laptops, mobile devices and scan to email. For cost efficiency, black & white jobs should be released from black & white devices. Duplexing (double-sided) is the University's preferred method of

printing, as it supports the Green U environmental initiative. UPrint is managed by UMIT, with assistance from Canon.

It is the lab manager's responsibility to attend to UPrint equipment malfunctions, place service calls, and order toner. Lab managers can contact the UM Help Desk at 305-284-6565 or via email at sthd@miami.edu (Student Technology Help Desk).

COPY CENTER

For large print jobs or jobs not supported by your MFD please contact the copy center at:

*Rosenstiel Copy Center
Miller School of Medicine
Rosenstiel Medical Science Building, Room 2094
Phone: 305-243-6298*

The copy center is open during normal business hours from 8:00 a.m. to 5:00 p.m., Monday–Friday. The Copy Center is able to accommodate pick-up and delivery of print job requests across University campuses.

The following are University policies and procedures to be followed if you plan to have examinations duplicated at an on-campus copy center:

1. Exams will not be copied for anyone other than a faculty member or designated authorized teacher assistant/aide.
 - a. If the faculty member has delegated exam duplication, the faculty member will notify the copy center of their designated assistant.
2. Alert the copy center of when exams will be dropped off.
3. Proper identification (Cane Card) must be shown to copy center staff.
4. No students will be allowed in the vicinity during the duplicating of the exams.
5. The authorized person requesting the exam copies must remain in the copy center for the duration of the duplication process.
6. The copy center will make the duplication of exams priority and will advise the faculty member or designee of completion.
7. Originals and all copies, including spoilage, will be given to the authorized person requesting the exam copies for appropriate disposal.

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<http://library.miami.edu/copyright/>

For additional concerns please reference the US Copyright Law located at <http://copyright.gov/>