ABERDEEN CITY COUNCIL

APPENDIX 2

Print Policy Guidance

12th July 2016

Managed Print Service [PrintSmart] and Bulk Print & Mailing Services

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Purpose

The purpose of this document is to set out clear parameters concerning the use of printing, photocopying, faxing and scanning at Aberdeen City Council. To continue to promote the wide use of resources, supporting the Council's vision and seeking to continually improve environmental performance.

The overall purpose of this print policy is to:

- reduce the cost associated with printing
- ensure a set standard for printing is established
- maximise efficiency and minimise environmental impact
- set ambitious target of reducing print volumes by 20% per annum over the next 3 years

The overlying principle is not to print, but to develop "on screen" solutions so there is no need to print. This supports the Council's "Being Digital" strategy where the use of digital solutions supports staff not having to print documents. If printing is required, this should be in black and white as colour is approximately ten times more expensive. All documents that require printing should support black and white printing wherever possible.

Definitions

- MFD – means multi-functional device capable of printing, copying, scanning and with faxing as an (optional) extra
- Mono – means black and white; a mono device is capable of producing outputs in black & white only
- Duplex printing – means double-sided printing; this allows for a print job to be produced on both sides of paper
- Managed Print Service – means the overall centralised management of the print service, including provision of all devices and support processes. This includes remote management and proactive support, which Xerox will provide as part of managed print service to the council
- Bulk Print & Mailing Services – means the overall centralised management of all internally fulfilled and externally procured print materials such as brochures, mail-outs and all bulk printing requirements, plus the subsequent enveloping, mailing and postage.
- Offices and Establishment – any location that has devices connected to the corporate, curriculum or public networks.

Scope

This policy applies to all aspects of Aberdeen City Council, including corporate and academic settings. This policy is applicable to A4 and A3 printing from convenience copiers (Xerox Multi-Functional Devices) and desktop devices (e.g. printers, scanners and faxes).

Background

Aberdeen City Council spends £1.4 million a year on printing to convenience copiers (Xerox MFDs) and desktop printers. The Council is aiming to minimise both the amount it spends on printing and also the environmental impact of printing. Therefore a target of reducing paper usage by 10% year on year has been introduced. The reduction and consolidation in the number of desktop printers and replacement with more energy efficient devices is also a key target of this policy.

Our previous Xerox contract was based on a process of minimum billing. That is, we paid for a certain amount of prints per device, whether we used them or not. Recent calculations suggest that Aberdeen City Council only used around 60 % of the minimum amount. In addition, staff were still using non-Xerox desktop printers with a further cost impact, even though we weren't using all the Xerox prints already paid for – so effectively paying for these prints twice. In the new contract with Xerox – there are no minimums.

Policy overview

In all Aberdeen City Council offices and establishments the provision of all copying, printing, scanning and faxing equipment, plus the associated service support and provision of all print consumables (except

paper) will be by a single provider. As of 1st April 2016 this provider is Xerox UK Limited via the new Managed Print Service.

Xerox, working with the Councils PrintSmart Project Team will refresh the Councils printer estate over the period April 2016 through to March 2017. A High Level Overview of the Project outlining the stages or phases the projects roll out will use to complete the refresh is detailed in following pages. Remember, as the refresh will be working with many "work streams" e.g. Education, Corporate, Large Buildings, Nurseries, etc. - nearly all of these phases will overlap and be delivered concurrently as part of the process. It is hoped that a high level calendar or schedule will be made available for review of the users and Council staff on the website.

All Bulk or Specialist print materials such as brochures / mail-outs, all Annual Billing printing plus the associated services such as enveloping, postage and mailing are also included via the new Bulk Print and Mailing Service.

The Provider is responsible for the design and implementation of enhanced services for all hybrid mail and postage. All items to mail out will be sent via the Provider to minimise the handling and enveloping of mail, delivering significant savings for the Council.

Refresh Stages

1. Audit of Buildings and all associated print, fax, scan and mailing equipment within each.
2. Current to Future State design and sign off.
3. Implementation per location – including delivery, installation and connectivity of new devices.
4. Training and user support process.
5. Refresh Sign off and existing printer removal.
6. Close and move to post Refresh Business As Usual (BAU).

During the Current to Future State Design and sign off, Xerox and the PrintSmart Project Team will work directly with identified Key Stakeholders within the buildings and services to ensure full consultation on the proposals. This should take into consideration any responses from users and especially from the Key Stakeholder representing all interested parties. It is important to note that there will be a documented escalation process within Aberdeen City Council should there be a fundamental disagreement on the Future State proposal for each location.

During the Design process Xerox will benchmark the future printing proposal using "Design Principles" agreed by the Council as part of the future print strategy underpinning the new contract. A copy of the final design principles will be linked from HERE once they have been established.

In formulating the new Print Strategy and after consultation with relevant user groups, services key stakeholders representing Education, Corporate Directorates, IT & Transformation, Elected Members etc., the following parameters have been used in agreeing a consistent methodology and structure for printing for the future.

Design Parameters

All Aberdeen locations have been positioned into the most relevant group – ie: Large Academy, Medium Primary, Small Corporate and Libraries.

Design parameters have been set for each group type as the starting point for the Future State design. Each of these Future State designs has been benchmarked, using our MPS partner's significant experience of similar Councils across Scotland, together with the Councils Printing Strategy.

Following the Audit of each location in terms of Current State and any unique requirements, the original designed Future State, will be further reviewed to cover any individual locations including:

- Data analysis of staff numbers, pupil numbers and logistics of each location.
- Current print usage data, as well as other MPS and BPMS appropriate devices and information.
- Spend analysis down to budget level, including analysis of usage versus commitments and spends.
- User feedback and comment from structured engagements and general audits across sample areas of services in preparation of the original ITT being issued.

Design Guidelines

Multi-Functional Devices to form the core of workplace printing, supported with limited number of smaller desktop printers.

There will be a restriction on smaller printers available.

It is hoped that by having a reduced range of MFD and printer models, with a dedicated mix of mono only and colour capable versions, we can meet all the future state design requirements.

The Future State design will also be underpinned by the following criteria:

- No staff will have to tackle climbing or descending stairs to collect print.
- No collecting print by having to go from one main building/annexe to another.
- MFD/Printer access to be available within reasonable proximity for mono printing.
- MFD/Printer access to be available within reasonable proximity for colour printing.
- Not all MFD/printers to be colour printing capable, instead by exception only.
- All MFD/printers to be fully networked to support proactive service and remote diagnostics, meter reading and consumables replenishment.

New Contract Details

The Managed Print Services and Bulk Print & Mailing Services, outsourced services contract will run for 6 years, with 2 x 1 year extensions as an option for the Council to take up with the new supplier, Xerox UK Ltd.

A new charging structure under this contract has been put in place, and comes into effect from 1st April 2016. This includes simplified pricing models, with contract charges based on actual usage with no minimums involved.

For further detail about how this impacts on individual budget holders, please contact the Finance team or email PrintSmart@aberdeencity.gov.uk
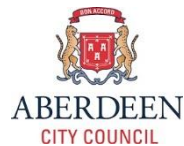
What you can do and Best Practise

There are a variety of practical measures that can be taken to reduce printing costs, and the associated environmental impact. Through this policy you are strongly encouraged to consider the following:

- Don't print unless you really need to.
- Print double sided.
- Print in black and white.
- Print to A4 where possible (A3 paper costs significantly more).
- When creating documents that are likely to be printed – try to minimise the requirement to print in colour or A3, unless a business critical requirement.
- Make all documents available in electronic format.
- Scan paper master copies to create an electronic file and email as an alternative to copy and post.
- To support the new policy – the new MFD/Printers will be defaulted to print double sided, mono and with secure print process to ensure security and minimise wasted prints

   Best Practise

- It is the responsibility of every Council employee to manage print in a responsible manner.
- It is the responsibility of every Council employee to secure their print jobs. Secure print will be set as standard on MFDs, please inform the local key contact should this not be the case at any time.
- It is the responsibility of every Council employee to inform the local key contact of any noticed concerns/faults with a print device.
- The preferred communication and storage methods are electronic. Print only when absolutely necessary and in line with local operating procedures.
- Delete your unwanted print jobs from the print device queue if no longer required. As part of MFD set up, any unprinted documents will be automatically purged after a set period - ie: 24 hours.
- Use multi-image-per-page printing where possible to minimise print and paper costs.
- PowerPoint presentations are usually lengthy and include a large amount of colour. Whenever possible, print in outline mode or hand-out mode with multiple slides on one page.
- When designing PowerPoint presentations, use the corporate Aberdeen City Council template available on The Zone which has a white background to reduce the amount of toner or ink needed to print.

Equipment Configuration & Features

- Multi-Functional Devices (MFDs) – these shall be networked to the Council's IT infrastructure and configured to provide print, copy and scan functions. All MFDs are fitted with multiple Scan functions. The default scanning method will be determined by the Councils IT and Security team to ensure compliance. Desktop Printers – ALL printers shall be networked to the Council's IT infrastructure.
- Power-Save, Auto Shut-Off – all new equipment will be configured in Power-Save, Auto Shut-Off mode to minimise energy use and support our environmental principles.
- Duplex Printing – all devices will automatically default to duplex printing unless by exception and agreed by the PrintSmart Project Team as part of implementation.
- Black & White Printing – all colour capable devices will be defaulted to standard mono printing. Colour should only be used when business critical and users will be able to select colour printing per print job, as necessary.
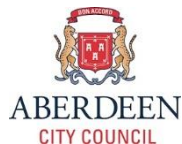
- Paper Tray Configuration – set up of each paper tray in a device will against a standardised criteria agreed by the PrintSmart Project Team and in line with local procedural / operational processes and requirements.
- Secure Printing – this will be set as standard default on all MFDs as part of deployment, for all staff / Services unless by exception. This secure printing will enable users to have a unique PIN code to release print jobs from the MFDs.

Printing Standards

- All printing will be set to duplex prints as standard. Single sided printing should only be used when and where business requirements dictate this.
- Existing fax machines will continue to be used until an appropriate solution agreed during the MFD pre-install audit is activated.
- All general documents scanning will be undertaken using MFDs. Any previously owned scanners (scan-only devices) will be removed unless the MFD pre-install audit confirms otherwise. For any specialist scanning requirements, this should be raised via the PrintSmart Project Team for exception escalation.
- Staff will refrain from using any Xerox device for production of personal materials.
- Use of devices will be audited. Usage data and other management information provided, as part of the new Managed Print contract, will be used to charge services as determined by the Council's Finance Service. The new MPS contract charging is based on an all-inclusive 'click charge' per print. Colour printing is approximately **10 times** more expensive than mono, hence should only be used for business critical requirements.
- The supply of paper for each device will be managed by the Service and Authorised Officer identified during the MFD pre-install audit. All paper supplies will continue to be managed through the Council's existing contracted suppliers for paper.

Other measures to reduce environmental impact

- Recycle Paper – Most people are now very good at recycling, providing a recycle bin is in a convenient place. We also have facilities to recycle confidential papers, however please use these bins appropriately. Confidential waste costs the Council a lot more to dispose of.
- Cartridges - All print cartridges can be recycled. Most come with pre-paid postage in order to encourage you to return cartridges so that they can be reused. For the new Xerox contract there will be an agreed process for recycling cartridges across the Council – this will be confirmed soon.
- Hard Copy to Digital - Instead of mailing or faxing a hard copy document, use scan and email where possible. This not only saves paper and printing costs, but also saves on phone and postage costs.
- Do not switch off new Xerox MFD/Printers. This affects the proactive remote service support. The new devices will all be set to automatically activate energy save mode after set period of inactivity. Energy Save mode minimises energy consumption and the associated environmental outputs, compared to switching device on/off every morning/night.

Bulk Printing, Postage & Mailing

- All externally procured print must be fulfilled through the new Xerox Bulk Print and Mailing Services, currently within Woodhill House, transferring to the new Print and Mailing Centre opening in Aberdeen City March 2017.
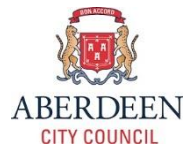
- All Bulk Postage and Mailing will be fulfilled through the new Xerox Bulk Print and Mailing Services contract, facilitated and brokered via the current Aberdeen City Marketing and Design Team. **[Hotlink to be added]**
- As of April 2017, all external mailing (regardless of number of mailings) will be fulfilled through the new Xerox Bulk Print and Mailing Service.

Acquisition of non-standard printers

- There will be no acquisition of print / scan / fax devices outside the Xerox print contract. Purchase and installation of such devices and / or the associated software drivers will be in breach of policy and managed as such.
- Charitable (or similar) funds should not be used to purchase print devices and / or associated consumables for use within a council office or establishment.

Requisition Management for additional / replacement devices

- Xerox will manage the new MFD/print device fleet and the move, add, change and dispose (MACD) process in conjunction with the Council's Print Manager.
- Requests for additional devices must be made via the Print Manager and IT Service Desk with a business case sponsored by the relevant Service Manager. This will be reviewed and authorised by the Print Manager and the Service Manager's appropriate Head of Service.
- A 'Change Control Note' must be completed and 'signed off' by the Council via the Print Manager and Xerox for each addition to the contract after fleet implementation. An 'addition' to the contract could be a 'one-off' printer / MFD requirement or the requirements to support a new building or service. A copy of the signed 'Change Control Note' must be lodged with Commercial & Procurement Services by the Print Manager. PrintSmart@aberdeencity.gov.uk

Retention of old devices

Devices in existence prior to 1st April 2016 will not be retained, unless by exception and approved by the PrintSmart Project Team. Upon installation, testing and confirmation of the working status of the new device(s), the legacy device(s) will be removed.

Device / Print Security

- All users will be set up with a secure PIN code to allow authorised use of the new MFD devices. For security purposes, and to avoid print server overload, there will be a maximum period a print job will be retained and available for printing – i.e. 24 hours.
- If a print device runs out of paper, or jams whilst releasing a print or copy job, the owner of that print or copy job must ensure paper is reloaded or jam cleared to complete the task.
- Any printed material found lying on a print device should be passed to the owner. If the owner is unknown, it should immediately be put to confidential waste and not left on the print device.
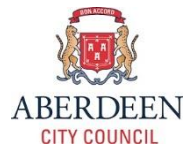
Training

Various forms of Training will be provided to users in line with the new equipment deployment and User Guides and other relevant useful information will be available on The Zone. More communication on training will be provided once implementation phase commences.

Roles and Responsibilities

- The Print Project Board is accountable to the Corporate Management Team for ensuring Council wide compliance with the Print Policy and associated procedures.
- Directors and Heads of Service are responsible to the Project Board for ensuring the implementation of the Policy and associated procedures.
- Service Managers are responsible for ensuring implementation and compliance with the Policy and procedures within their teams.
- It is the responsibility of all staff to comply with the Policy and associated procedures.

Categories of Print and Copy

For any large amount of printing or for any specialist printing requirements, this should be routed through the Aberdeen City Marketing and Design Team **[hotlink]** and onto the new Bulk Print & Mail Service being provided by Xerox. This will be a much more effective use of staff time and Council efficiency, plus will produce a better quality print for any specialist work. In addition, printing and copying in bulk at an office MFD monopolises the machine and prevents other people from using it.

Print and Copy Equipment

- Under the new MPS service from Xerox, when you have an MFD available it is more efficient to print to this compared to a desktop printer. All non-essential desktop printers will be removed.
- As part of the Future State design of the new Print Service, consideration will be given to provide contingency and back up in the event a device is not available. However, Aberdeen City Council does not support the principle of keeping a desktop printer simply as a backup device in every location, unless by exception.
- Under the new Xerox contract services, there will be a central pool of emergency devices available to support single printer sites. An agreed process o access this facility will be communicated later.
- It is essential that you do not purchase any IT print/copy/scan/fax equipment without consulting IT & Transformation and the PrintSmart Project Team. There is currently a ban on purchasing any desktop printers as these are a significant financial burden to Aberdeen City Council. This ban also applies to the use of Tesco schools vouchers (or equivalent) or donations from PTAs for any IT purchases. All future desktop printer requirements will be managed via the Xerox MPS contract and the PrintSmart Project team.
- All Xerox MFDs should be networked to support the principles of the Managed Print Service and the overall Council objectives from this project. If your new MFD is not networked please submit a request for this through the ICT Service Desk.

Security

To ensure the highest standard of confidentiality, and to reduce the incidence of printing items that are not needed, a standardised secure printing process is being adopted within Aberdeen City Council. This means that to retrieve a print job, a user is required to summon their prints at the MFD by entering their secure PIN code. This means that printing will not be physically produced unless the user is present at the MFD.

Any uncollected printing will be automatically purged from the MFD print queue, after a standardised period of time – i.e. 24 hours. This eliminates the occurrence of unwanted printing sitting in a print tray, plus supports the principles of reducing waste and the associated costs and environmental output.

Fax Policy

- Aberdeen City Council has a policy of replacing routine use of fax with email communications for security and efficiency reasons, wherever possible.
- All directorates should use the Aberdeen City Council email to securely exchange service user information with other directorates, both inside and outside the organisation, to avoid printing, faxing and mailing. There may be special cases for specific areas that need to be treated as exceptions. Approval for these would need to be sought from the relevant management team and forwarded to the PrintSmart Project Team.

Payment for Printing

As of April 2016 the Councils budgeted costs for printing under the new contract has been split proportionately and allocated via departmental annual budgets, controlled by the Council's Finance service.

- In line with Aberdeen City Council's Financial Regulations, directorates must not outsource any bulk or specialist (non MFD/printer standard work) print work directly to external organisations. Instead all should be routed via Aberdeen City Marketing and Design Team **[hotlink]** onto the new Xerox Bulk Print & Mail Service for onward fulfilment, whether in-house or otherwise.

Management Information

Commercial & Procurement Services and the PrintSmart Project Team are now monitoring print use on both MFDs and desktop printers. Excessive use will be highlighted further reviewed with the appropriate Service Managers.

Policy Review

It is recognised that due to regular changes within the Council infrastructure, together with the specific requirement to conduct an extensive audit of the existing BPMS infrastructure, there will be a requirement to revisit this Policy document to update as necessary within the next 12 months. Technology changes and advances occur rapidly in the print industry this policy will therefore be reviewed every 12 months by the Technical Projects Lead Officer.

Monitoring Compliance with the Print Policy and associated procedures

Standard/ Process/Issue		Monitoring and Audit			
	Method	By	Committee	Frequency	
Request for additional device(s)	Formal request via IT & Transformation and the C&PS PrintSmart team.	Head of Service		Ad-hoc	
Usage	Management reports on usage; Services will be charged for usage; paper supply is the responsibility of local Authorised Officers as determined during MFD pre-install audit.	Service Managers & Authorised Officers		Quarterly	
Data Protection	Investigate any breaches of Data Protection.	Security Architect		Ad-hoc	

Index of Documents

Revision Date	Previous Revision Date	Summary of Changes
31 January 2016		Creation of Draft document to use for AC and ACC
5 February 2016	31 January 2016	Revisions following consultation with Aberdeenshire Council Head of Customer Communication & Improvement and Commercial Manager, Commercial & Procurement Services.
7 February 2016	5 February 2016	Revisions following consultation with key stakeholders and Project Board.
26 April 2016	ACC created draft	AC final draft version, redrafted for ACC communications. Forwarded to Paula Fullerton for comments and ACC project team members inc. Paul Alexander.
20 May 2016	ACC created draft	Communications: Paula Fullerton added comments for review.
31 May 2016	20 May 2016	Final reviews with Paula Fullerton/Kevin Watt, meeting.
7th July 2016	20 May 2016	Final reviews with Keith Fraser / Paula Fullerton. No comments added from Project Board circulation 26 April 2016. Raised at Project Board Meeting.
12 July 2016	7 July 2016	Final draft to Project Board for consultation sign off process and governance.