FAQs:
Printing Smarter: Print Management at UCOP

WHAT IS PRINTING SMARTER?

Printing Smarter, also known as the Print Management Initiative or simply print management, is UCOP's effort to improve the efficiency, quality, cost, sustainability and management of printing and copying devices and services throughout all four of its downtown Oakland office locations. It is being implemented only in Oakland-based facilities at this time but may be expanded to other UCOP locations in the future.

WHY IS THIS CHANGE NECESSARY?

UCOP offices currently have a large number of decentralized print and copy devices, including many personal desktop printers, that provide uneven quality and limited access, and management and maintenance are inconsistent. There is currently no security measure for printing confidential documents to networked devices. Overall energy efficiency is poor, with the majority of printing volume handled by the most expensive devices, and our current device-to-user ratio is roughly 1:2, far below the industry standard of 1:12.

Printing Smarter will address all these issues as part of UC's larger and ongoing effort to achieve cost savings and greater efficiencies in administrative operations. UCOP has selected Xerox to provide comprehensive printing equipment and management services with the dual goal of ensuring that staff have the equipment and support they need to be productive while also achieving operational efficiencies and sustainable best practices.

WHAT ARE THE SPECIFIC ADVANTAGES OF THE NEW DEVICES OVER OUR EXISTING MACHINES?

Xerox is installing a total of 85 devices to meet the printing needs of UCOP. Three models will make up the bulk of this new fleet, including the Work Centre 7535 color printer, the Work Centre 5150 black-and-white printer, and the Phaser 3635 black-and-white tabletop printer. These devices are state of the art, multifunctional and energy efficient. They will provide better quality, more versatility and increased capacity for high-volume jobs as well as copying, color, faxing and scanning capability on every floor. Also available will be security measures for printing sensitive documents on networked printers and unlimited access to devices throughout OP offices. Xerox will maintain the equipment as well as a dedicated help desk with specified response times to support the fleet. Supplies will also be centrally managed, with Xerox handling toner cartridges and UCOP's Building and Administrative Services Center (BASC) handling paper supplies.

WE'VE BEEN HEARING ABOUT THIS PROJECT FOR A LONG TIME. HOW IS IT THAT PRINT MANAGEMENT IS FINALLY HAPPENING AT UCOP?

Print management is strongly supported by President Yudof and senior leadership and is consistent with their commitment to improve administrative efficiencies at UCOP. The project follows the example set by UC San Francisco and UC Santa Barbara, campuses that have enacted similar initiatives over the past year. Facilitation is being made possible largely through the agreement with Xerox, a company with expertise in the area of implementing print management programs in both corporate and academic settings, and through a new emphasis in UCOP business operations on change management.

Supporting the effort are staff from BASC and the Office of Strategic Change Resources (OSCR), both managed by Karla Campbell. Serving as project director is Donna Collins, who has mobilized a multi-departmental network of UCOP staff groups, including a Core Group, a Task Force, a team of key contacts ("Department Super Users") and others who are significantly involved in preparation and decision-making to ensure thoughtful planning of processes and smooth implementation.

HOW ARE DEPARTMENTS BEING CONSULTED ABOUT THE DEVICES AND SETUPS THAT CAN BEST MEET THEIR SPECIFIC WORK-RELATED NEEDS?

Project Director Collins is working with OSCR staff to consult with each department, floor by floor, to determine specific needs and practices, including office footprint, workload volume, types of printing and specialized software that must be accommodated by the new devices and printer layout. Following installation, this dialogue will continue to troubleshoot any problems that arise and ensure that the new devices are satisfying standardized criteria such as printer volume, types of specialized jobs needed, and distance employees need to walk to printers to pick up print jobs.

WHEN WILL THE NEW PRINTERS BE AVAILABLE?

New devices will be installed beginning Monday, May 14, with deployment occurring in four stages throughout May and June and scheduled for completion by Monday, July 9. Delivery and deployment will be staggered floor by floor, with installation, testing, user training and resolution of any issues completed on one floor before moving to the next. Consequently, schedules are subject to change. Installation is currently scheduled to begin at the locations listed below on these dates and in the order shown:

- Beginning May 15: 20th St. floors 3 and 4
- Beginning May 30: Broadway floor 14; Kaiser floors 12 and 10; Franklin floor 9
- Beginning June 12: Franklin floors 10 and 6; Kaiser floors 7, 3, 5 and 6
- Beginning June 20: Franklin floors 12, 7, 5, 8 and 11

HOW WILL DISRUPTION BE MINIMIZED BETWEEN REMOVAL OF OUR OLD MACHINES AND INSTALLATION OF THE NEW ONES?

Existing devices will not be removed until the day new devices arrive. However, on installation day in your area, you will need to print to an alternate device for approximately four hours. You will be notified via e-mail several days before installation and receive instructions on how to map to an alternate printing device during this transition. It is strongly advised that you test this mapping process before installation day to make sure you have printer access during the four-hour period and can continue working.

HOW AND WHEN WILL WE BE TRAINED ON THE NEW DEVICES?

Immediately after installation on specific floors, staff will receive "green-button training" — a 10-minute demonstration of basic operations — by Xerox personnel on their new devices. Anyone desiring more detailed instruction can attend 30-minute training sessions, which will be scheduled floor by floor at the device within two days of installation. The UCOP-wide team of Department Super Users will receive their training, consisting of 120 minutes of in-depth instruction, before devices are deployed on their floors.

WHAT OTHER SUPPORT WILL WE HAVE ONCE THE DEVICES ARE INSTALLED?

Other resources that will provide ongoing staff support include:

- A dedicated Xerox HelpDesk (1-855-365-9046) will provide preventive maintenance and repair with specified response times, in coordination with UCOP's TechDesk.

- Signage posted at each machine will outline steps for basic functions.
- The Print Management website will serve as a clearinghouse for multiple resources. The site is still under construction, and resources will continue to be added to it, including Quick Guides for operating the Xerox machines, a list of Department Super Users on each floor and other key contacts, updated installation and training schedules and other resources.
- Ongoing training will be offered for Department Super Users.

HOW WILL WE KNOW WHOM TO CONTACT WHEN SERVICE IS NEEDED?

The Xerox HelpDesk (1-855-365-9046) is available for reporting problems with UCOP machines; they also have access to a problem log and may be able to repair some problems remotely. For problems like paper jams and toner cartridge installation, the team of approximately 30 UCOP Department Super Users is undertaking specialized training on the new devices and will serve as first responders for other users on their floors. The Work Management Center (510-987-0600) is available to provide support as needed.

I HAVE MY OWN DESKTOP PRINTER AND HAVE NEVER USED A NETWORKED DEVICE. I'M CONCERNED I'LL HAVE TO WALK TOO FAR OR WAIT AT THE PRINTER, AND HOW CAN I BE SURE MY PRINT JOBS WON'T BE LOST?

For individuals who are used to having their own printer at their desk, using a networked device will require training and a change in habits. Printers are being placed as centrally as possible on each floor, based on current volume, so that individuals will not need to walk too far to pick up their print jobs. The new printers will be faster, some will be dedicated to larger jobs, and there will be clear guidelines established for how to map to a printer in your area that is available for your job at any given time.

As with any shared device, networked printers require certain behaviors out of consideration for your fellow users, such as not taking print jobs that don't belong to you and not placing undue demand on a single printer for large jobs; training materials are being developed to address these issues.

WILL MY DESKTOP PRINTER BE TAKEN AWAY FROM ME?

Because personal desktop printers are not cost and energy efficient, they will no longer be supported under Printing Smarter, and no new desktop printers will be purchased. Individuals will not be asked to give up existing desktop printers at this time, but these machines will not be replaced as they fall out of warranty or into disrepair. If you currently have a desktop printer, follow the established procedures for ordering supplies for it. Naturally, exceptions will be made for individuals with special needs on a case-by-case basis.

HOW DO I PRINT CONFIDENTIAL DOCUMENTS ON A NETWORKED PRINTER?

Each employee with have a PIN code that will identify specific jobs printed or copied on the networked devices. When you have a confidential job, you simply send it to the printer as a secure document and enter your PIN code when you are present at the printer. Your job will not hold up other jobs but will be sitting in the queue, awaiting your code before it prints. This eliminates the need for printing identifying cover sheets, saving paper and time.

WHAT OTHER CHANGES WILL WE SEE?

Probably the biggest change will be that individual usage will be tracked through network accounting feeds and recharged to departments. Some printing charges are hidden now because some printers are owned and maintained by departments, while others are owned and maintained by the Building and Administrative Services Center (BASC). As a result of the departmental recharges, it will appear that print

management is costing departments more; however, overall it is expected to save UCOP an estimated 35 percent over the current state. BASC will also be able to track usage and volumes on all machines and reallocate resources as needed.

HOW WILL DEFAULT SETTINGS BE HANDLED ON THE NEW MACHINES, AND WILL WE BE ABLE TO SELECT OUR OWN SETTINGS FOR SPECIFIC JOBS?

Some settings will be standardized, for example black-and-white printing, which will be set as a default because it saves resources. But users will be able to customize settings to accommodate the demands of their print jobs, using duplex (double-sided) printing, color, collating and stapling, three-hole punch or other special papers, and other settings. These functions will be covered in training and support materials.

CAN WE PRINT FROM ANYWHERE TO ANY PRINTER IN UCOP'S OAKLAND OFFICES, AND HOW WILL WE BE ABLE TO SELECT SPECIFIC PRINTERS TO MAP TO?

With the security measures described above, employees will be able to print from their computers to any of the networked devices in all UCOP Oakland locations. Training will include details on how to search printers in the various office locations and floors to find a device that is near you and available to print your job as needed.

WILL WE BE ABLE TO PRINT FROM MOBILE/WIRELESS DEVICES?

Printing capability from mobile devices, such as iPads, tables and smartphones will be implemented in Phase 2, following installation and training of the new equipment (see more below about project phases 1, 2 and 3).

WHAT ARE THE OTHER PHASES OF THE PROJECT, AND WHEN WILL IT BE FULLY OPERATIONAL?

Printing Smarter will be completed in three phases during the next year. In addition to installation and training, the goal of Phase 1 (March to August 2012) is to move 80 percent of our printing to the core set of new high-volume print devices. In Phase 2 (September 2012 to February 2013), medium-volume equipment will also be transitioned to the core fleet. In Phase 3 (March 2013 and ongoing), low-volume printers will be transitioned off the fleet through attrition.

WHERE SHOULD I GO FOR MORE INFORMATION AND UPDATES?

Staff will continue to be informed on a floor-by-floor basis as installation and training come to their areas. Regular updates will be posted to the Print Management website and reported in *Link* as the project rolls out. If you have additional questions, please send them to printingsmarter@ucop.edu.