Dear Oakland-based UCOP Colleagues:

We would like to update you on the Print Management Initiative, UCOP's effort to improve the efficiency, quality, cost, sustainability and management of print devices and related services throughout all four of our office locations in downtown Oakland.

The initiative is part of a larger and ongoing effort to achieve cost savings and greater efficiencies in administrative operations throughout the UC system and follows the example set by UCSF and UCSB on very similar initiatives over the past year. Developed by Procurement Services, the Office of Strategic Change Resources, Information Technology Services and the Print Management Initiative Project Team, it has the strong support of President Yudof and the UCOP Senior Management Group.

The latest component of the initiative is our agreement with Xerox, whom we have selected 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 practices.

Our goal is to provide a service that you as a print user will find better and faster to use, and greener and more secure, while simultaneously bringing UCOP's printing operations into line with current industry best practices, as follows:

- **Enhance the user experience** by providing better quality printing, unlimited access to devices throughout OP, security measures for sensitive printing on networked devices, and a dedicated help desk with specified response times.
- **Consolidate printer utilization** by transitioning from a decentralized system of too many poorly maintained devices to a core fleet of new, state-of-the-art multifunction devices with copying, printing, color, scanning and faxing capability on every floor.
- **Improve cost and sustainability** by upgrading to energy-efficient devices, moving high volume onto the most cost effective and efficient devices, and reducing our device-to-user ratio to 1:10 from its current overall ratio of nearly 1:2.

Implementation will begin this month and be accomplished in three phases over the next year, as follows:

- **Phase 1, March to August 2012:** Plan, install and train on new equipment, and move 80 percent of our printing to the core set of high-volume print devices.
- **Phase 2, September 2012 to February 2013:** Transition medium-volume equipment to the core, adding another 10 percent, for a total of 90 percent of printing on the core.
- **Phase 3, March 2013 and ongoing:** Transition low-volume printers off the fleet through attrition, moving the remaining volume to the core.

*Individuals will not be asked to give up existing desktop printers at this time* but will be expected to print to our state-of-the-art machines in time. Additionally, our old printers will not be replaced as they fall out of warranty or into disrepair; naturally, exceptions will be made for individuals with special needs.

We will begin the first phase by setting up meetings with UCOP groups and floors to assess printing needs and practices. This process will inform the design of the new system and help ensure that equipment and service plans support specific operations and demands. We will also offer updates, information sessions, demonstrations and systematic user training in the coming months.

At this time, the Print Management Initiative will be implemented only in Oakland-based facilities but may be expanded to other UCOP locations in the future.

Donna Collins of the OP Shared Services Coordination Center will oversee the project, and Robert Judd from the Office of Strategic Change Resources will be project lead. Both Donna and Rob will work closely with UCOP departments and Xerox to ensure that implementation is carried out smoothly and according to schedule.

More information will be shared with you in the coming weeks. In the meantime, if you have questions or concerns, please contact Donna at donna.collins@ucop.edu or 987-0327, or Rob at robert.judd@ucop.edu or 987-9899.

Thank you for your ongoing partnership in this important effort to build an improved printing services program and bring UCOP up to a higher standard of smart printing.

Sincerely,

Peter Taylor                                              Nathan Brostrom
Chief Financial Officer                          Executive Vice President, Business Operations