



EXECUTIVE VICE PRESIDENT—
BUSINESS OPERATIONS

OFFICE OF THE PRESIDENT
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April 13, 2012

PRINT MANAGEMENT INITIATIVE TASK FORCE

Dear Task Force Members:

Thank you for your interest in participating on the Task Force that will advise on implementation of Print Management Initiative and the deployment of centralized Print Management Services. We will be working with the Xerox team to define and install critical functionalities providing print services, for UCOP Oakland-based employees, that are better, faster, easier to use, greener and more secure, while simultaneously bringing UCOP's printing operations into line with current industry best practices. The objectives are as follows:

- **Enhance the user experience** by providing better quality printing, unlimited access to devices, measures for secure 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.

The role of the Task Force members is to:

- Participate on the Task Force for the next 12 months
- Attend meetings (possibly weekly the first few months, then move to monthly) – possible involvement in sub-group meetings
- Assist with the implementation of best practices within UCOP
- Speak on behalf of their organizations and bring any concerns/issues to the Task Force's attention
- Keep the organization apprised of the project status and be the point person to disseminate information when needed

Following is the Task Force's charge for the duration of the Print Management Initiative implementation project:

I. Confirm Deployment Plan

It is expected that the Print Management Services system will be operational during the second quarter of 2012. The Task Force needs to work with the project team to confirm the deployment plan and the Print Services Help Desk procedures.

The Task Force will also guide the development of related procedures to the print services which could include:

- Desk Top Printer Exceptions
- Intra Department Use of Printers
- Department Recharge for Device Usage
- Department Usage Feedback
- Print Device Attrition
- Consumable and Paper Distribution

The Task Force is further encouraged to address other implementation issues in a working group structure as well, if it finds that smaller groups will expedite the process. The Task Force may also expand the charge to include essential work items not enumerated below.

II. Change Management

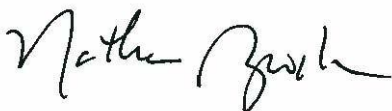
The Print Management Initiative involves substantial change to the individuals and departments. The Task Force needs to guide and help to implement a change management plan that will successfully lead to the needed changes in the UCOP culture.

III. Communications

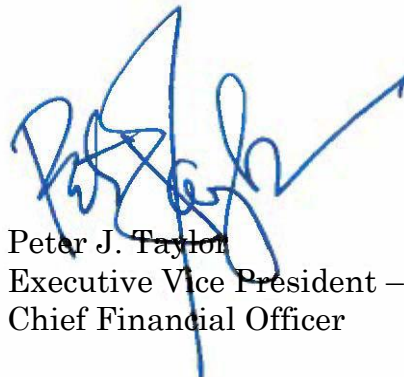
The Task Force will help guide the communications related to the Print Management Initiative. They will also provide feedback on how well the initiative is being communicated to the UCOP managers and users.

Enclosed is the Task Force membership list. We are estimating that it will take approximately three to five percent of your time over the next six months with less effort over the following six months. As a Task Force member, we need you to be our champions as we design and launch the OP Print Management Services.

Sincerely,



Nathan Brostrom
Executive Vice President –
Business Operations



Peter J. Taylor
Executive Vice President –
Chief Financial Officer

Enclosure

cc: Associate Vice President Reese
Executive Director Hisgilov
Director Campbell

Task Force Membership

Project Director: Donna Collins
Project Lead: Robert Judd

Business Owner: Karla Campbell

NAME	DEPARTMENT	BUILDING/FLOOR(S)
Beverly Barker	Office of the General Counsel	Franklin – 8 th , 5 th
Robert Baum	Information Technology Services (ITS)	Franklin – 7 th 20 th Street – 3 rd Kaiser – 12 th , 3 rd
Sutton Bennett	Executive Offices/Academic Senate	Franklin – 12 th
Ryan Chan	Academic Planning, Programs and Coordination (APPC)	Franklin – 11 th
Pat Cheney	CFO – Procurement Services	Franklin – 10 th
Aliya Dibrell	Retirement Administration Service Center (RASC)	Kaiser – 6 th
Linda Kane	Health Sciences and Services	Franklin – 11 th
Michael Kusiak	Office of Research and Graduate Studies	Franklin – 11 th
Laureen O'Connell	Human Resources	Franklin – 5 th , 6 th Kaiser – 10 th
Karen Tomajan	CFO - Business Resource Center (BRC)	Franklin – 9 th , 7 th
Jay Valancy	Office of Loan Programs	Franklin – 6 th
Claudia White	Ethics, Compliance, and Audit Services	Franklin – 5 th
Alicia Wilson	Budget and Capital Resources	Franklin – 6 th
Jian Wu	Office of the Secretary of The Regents	Franklin – 12 th