

## Office of the Chief Information Officer Enterprise Policy

### CIO-107: Enterprise Managed Print Services Policy

**Effective Date:** 10/4/2018

**Last Revised:** 11/16/2020

**Last Reviewed:** 11/16/2020

#### Policy Statement

This policy provides a structured set of principles for Enterprise Managed Print Services (MPS). The policy provides guidance in decision-making and practices that optimize resources, mitigate risk, and maximize return on investments.

#### Definitions

Direct IP printing: Printing from a device directly to a printer using Internet Protocol, without using a print queue on a print server.

Printer: A device that affords a singular function of providing a printed output.

Copier or Multifunction Device: A device that provides multiple functions including printing, scanning, copying, and in some cases, FAX capabilities.

Scanner: A dedicated device, typically located on a user's desktop, designed for the singular purpose of inputting scanned documents and images to an attached computer.

#### Policy

The Commonwealth Office of Technology (COT) offers MPS to all Commonwealth governmental agencies. The MPS is mandated for use in all agencies within the executive branch of Commonwealth government and available to all other agencies upon request. This policy outlines responsibilities for COT and for agencies.

COT must assess the business needs of each agency upon MPS entry, and provide each agency an optimization plan based on industry norms and best practices for equipment and equipment placement. This plan may be adjusted based upon unique agency needs. COT must provide devices, device drivers, support, and repair services for MPS. COT must authorize agency device contacts to manage day-to-day user-level activities.

COT may conduct a periodic review of each device's use to ensure optimal utilization of devices. Long-term (defined as six months or more) overutilization or underutilization of MPS devices shall be reported by COT to the agency COT contact. COT may take corrective action including adding, upgrading, downgrading, or removing devices. Agencies may provide input into the corrective action.

Agencies shall encourage their staff to use electronic means instead of printed materials whenever possible. Agencies shall assign at least one staff member to act as a device contact for each device in their agency. Agencies shall not use Direct IP printing or use local printers and copiers unless the MPS Project Manager (PM) approves an exemption in writing.

To promote efficiency and cost savings for large printing tasks, agencies shall consider the use of *Production Print Services*.

Agencies shall request adding, moving, removal, or relocation of devices using the MACD (move/add/change/disposal) form available at the [Kentucky Managed Print Services website](#). Agencies shall not relocate devices covered by MPS. If the agency deems it necessary to temporarily move MPS devices, the Agency is financially responsible for damage to, or misuse of, equipment.

COT must ensure MPS default settings are configured for black-and-white printing in duplex mode. Agencies shall ensure that personnel print all documents in black-and-white and in duplex mode, unless other printing modes are necessary for agency business operations. Agencies shall not print e-mails or faxes unless retention of printed documents is required, or agency business processes require production of paper versions.

### **Authority**

[KRS 42.726](#) authorizes the Commonwealth Office of Technology (COT) to develop policies and compliance processes to support and promote the effective applications of information technology within the executive branch of state government.

### **Applicability**

All executive branch agencies and non-executive branch agencies using COT-managed infrastructure or services shall adhere to this policy. This includes employees, contractors, consultants, temporaries, volunteers, and other workers within state government.

### **Responsibility for Compliance**

Each agency shall ensure that staff within their organizational authority are made aware of and comply with this policy. The agency is responsible for enforcing it. Organizations may modify this policy to fulfill their responsibilities, but shall obtain approval through an exception request. Staff should refer to their internal policy, which may have additional information or clarification. Unauthorized and/or neglectful actions regarding this policy may result in disciplinary action up to and including dismissal. COT may require additional service charges for remediation efforts due to non-compliance with this policy.

### **Maintenance**

COT's Privacy and Audit Support Branch is responsible for administrative coordination to maintain this policy, including review of this policy by the appropriate organizations at least every two years.

### **References**

- [CIO-060 Acceptable Use Policy](#)
- COT-F027 KITS Exception/Addition/Modification Request Form – Link to the e-form available in [COT Forms library](#)
- [Kentucky Information Technology Standards \(KITS\) Library](#) ('Catalog')
- [Kentucky Managed Print Services website](#)
- [KRS 42.726](#)
- *Production Print Services* – Production Services Branch (24x7 phone support: 502-564-7946; e-mail: [COTBatchFormsSupport@ky.gov](mailto:COTBatchFormsSupport@ky.gov))