NAME OF DOCUMENT	Managed Print Service
TYPE OF DOCUMENT	Policy
DOCUMENT NUMBER	ISLHD CORP PD 14
DATE OF PUBLICATION	September 2021
RISK RATING	Low
LEVEL OF EVIDENCE	N/A
REVIEW DATE	September 2026
FORMER REFERENCE(S)	N/A
EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR	Chief Information Officer – ICT Services
AUTHOR	Project Manager – Health ICT
POSITION RESPONSIBLE FOR THE DOCUMENT	Health ICT Service Manager
FUNCTIONAL GROUP(S)	District-wide
KEY TERMS	Managed Print Service, Canon, FollowMe, sustainable
SUMMARY	This policy provides an overview of the Canon Managed Print Service in use at ISLHD and how it should be used

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1. POLICY STATEMENT

Description

Illawarra Shoalhaven Local Health District has decided to adopt a more sustainable, secure and cost effective way of obtaining general purpose print services, by engaging with Canon for the provision of a Managed Print Service. Individuals and business units within ISLHD may therefore no longer acquire printers and toner through capital purchase, but must, where necessary, engage with Canon under the terms of the relevant contract for these.

Printers deployed within business units are associated with the cost centre of that unit, which is responsible for the monthly cost of both the printer lease and the pages printed at that printer.

Users will print to a single, load-balanced print queue, and will be able to release their jobs for printing at any MPS-enabled printer. This will improve security, as jobs will no longer print immediately and be accessible to passers-by while awaiting pick-up, as well as efficiency and sustainability, as jobs will not be printed unless, and until, specifically released by the requesting user. Jobs not printed by a predetermined cut-off time (currently 24 hours after submission) will be deleted from the print queue.

For certain, business-critical use cases, some applications and functional areas will retain the ability to print instantly, without needing to release each print job.

Printers are configured to contact Canon directly when they require maintenance or new toner supplies.

Exclusions

This policy does not apply to the acquisition, use or ongoing maintenance of medical device / medical system printers or their associated consumables and accessories.

2. AIMS

This policy has been implemented in order to:
- Reduce the annual cost of printing across ISLHD
- Improve the security of printed documents
- Improve the sustainability of the LHD by reducing electricity and paper consumption.

3. TARGET AUDIENCE

All ISLHD staff, contractors and associated workers with access to the ISLHD network for printing purposes.

4.   RESPONSIBILITIES

ISLHD staff, contractors and others with access to the print service **should**:

Use the agreed processes, procedures and tools to acquire, move, change or remove printers.

Release jobs for printing only at their local printer, unless specifically required at a remote location.

Ensure that each unit has nominated a contact person, to be the primary point of liaison with the Canon On-site Services Coordinator, for each printer. This person should also be responsible for managing / storing spare toner cartridges, and reordering paper when required.

Use direct print queues only for approved use cases: the default queues to be used are:
- FollowMePrint and FollowMePrint_Label from individual user PCs, and
- FollowMePrint_Kiosk and FollowMePrint_Kiosk_Label from kiosk PCs.

Access support for faults with the Managed Print Service through the StateWide Service Desk, via telephone on 1300 28 55 33 or online at https://sara.health.nsw.gov.au.

Seek advice, when required, from the Canon On-site Services Coordinator using the email address ISLHD@canon.com.au.

ISLHD staff, contractors and others with access to the print service **should not**:
Open or tamper with printers other than as specifically requested by the printer via an on screen request, for instance to clear a paper jam.

5.   DEFINITIONS
MPS   : Managed Print Service
Canon OSC : Canon On-site Services Coordinator.

6.   DOCUMENTATION (include links to relevant procedures/forms)

The service is supported by an intranet site, which contains FAQs describing the relevant processes and procedures including links to all forms. This site is at:
http://islhdweb.islhd.health.nsw.gov.au/ICT_Services/Canon_MPS/default.asp

7. REVISION & APPROVAL HISTORY

Date	Revision No.	Author and Approval
September 2021	0	**Author:** Project Manager – Health ICT **Approval/Date:** Corporate Policy Recommendation committee/ August 2021 **Approval/Date:** Chief Information Officer / September 2021