Use of ICT Services Policy

Print Services Management Protocol

1. Purpose
This Protocol describes the mandatory steps to optimise operational costs associated with print services across the Department of Health.

2. Scope
This Protocol applies to all employees, contractors and consultants within the Department of Health divisions, agencies and commercialised business units.

3. Supporting documents
Authorising Policy and Standard/s:
- Use of ICT Services Policy
- Use of ICT Services Implementation Standard

4. Related documents
- Queensland Government Enterprise Architecture (QGEA), Department of Science, Information Technology, Innovation and the Arts (DSITIA):
  - Print Services Policy
  - Print Services Guideline
  - Use of ICT Facilities and Devices Policy (IS38)

5. Print management
Significant financial benefits can be realised from appropriately managing and optimising costs associated with print services.
These services relate to office printing on any printing device including desktop printers, Multi-Function Devices (MFDs) and imaging devices (e.g. facsimiles and photocopiers).

5.1 Consolidate printing devices
A printer to user ratio of 1:30 shall be deployed within the Department of Health where it satisfies business requirements for printing.
Work units shall conduct an assessment of the printing environment and decommission printers identified as excess to requirements.
Device models and manufacturers should be consolidated to a standard set of devices to achieve purchasing and servicing economies.
The use of small desktop printers should be discouraged and printers should be replaced with more energy efficient devices as soon as practicable and no later than at their end of asset life.
5.2 **Optimise print devices settings**

To derive cost benefits from optimising print settings, all print devices shall be set to default to:

- monochrome
- double sided printing
- draft print quality with toner saving settings.

Where print devices provide specialised printing that cannot be set to the above default settings, these devices shall not be used for general printing purposes.

5.3 **Manage printing volumes and toner usage to ensure optimum cost minimisation**

The following additional activities shall be used where possible to reduce overall printing costs:

- **minimisation of paper copies through:**
  - use of mobile devices such as laptops and tablets and providing documentation in a compatible and accessible format
  - use of TV screens and projectors in meeting rooms
  - use of electronic record keeping where available
  - use of online collaboration tools
  - use of the locked print/print release feature available through the print options window
  - identifying if paper copies will be made available when attending meetings.
  - advising the authoring unit about errors in templates that contribute to printing waste.

- **minimisation of toner usage through:**
  - use of graphics which require minimal toner
  - only utilising colour printing or copying for critical business needs
  - using white space in documents rather than large blocks of colour
  - minimising cell fill in Excel spreadsheets
  - ensuring that when colours are used in documents (e.g. charts/graphs), that the components can be distinguished from each other when printing in monochrome (e.g. shades of grey or use of patterns).

- **minimisation of document length through:**
  - minimise use of page breaks, margins, headings (i.e. documents optimally formatted and sized for printing)
  - formatting spreadsheets and documents for printing
  - ensuring that documents are designed to be printed in monochrome (i.e. taking into account the abovementioned strategies)
  - using print preview to check and correct layout before printing
  - printing only the required section of a document
using simple page numbering in documents (especially PDFs) to avoid confusion when attempting to print out specific pages
– print multiple pages per sheet if appropriate
– proof reading documents online before printing
– sharing hard copy documents (e.g. when staff are collaborating on projects)
– using the print version icon (if available) on webpages to remove advertisements or copying the content before printing.

• consideration of records management alternatives such as:
  – where there are no legal restrictions, the use of portable document format (PDF) as an archival option as a substitute for hard copies
  – where records originate in digital form, these should be retained and managed in the digital form
  – format documents for online viewing with hyperlinks and other aids to provide a streamlined reader experience

Note: Further information relating to records management can be located on the Records Management Team website and by contacting user.records@health.qld.gov.au.

• implications for marketing, branding and communications for example:
  – designing marketing materials in monochrome (particularly where the materials are for internal use, and/or are printed in house)
  – evaluating the need for heavy images and block colours and looking for alternatives
  – looking at alternatives to printing e.g. marketing online
  – evaluating costs of printing in-house versus an external supplier – the department can utilise QGCPO 793-09 which is a standing offer arrangement for the supply of digital and offset printed products and associated services

• derive cost savings from the waste produced by print services by taking actions including:
  – ensuring paper waste and toner cartridges are removed through appropriate recycling channels (including security bins for classified documents) and that employees are aware of the facilities available
  – ensuring waste removal schedules are being used effectively (i.e. that multiple pickups are not scheduled unless necessary)
  – determining whether the paper used can be of a lesser weight/grade (60gsm instead of 80gsm) or made from recycled materials whilst not impacting on the operation or availability of printer equipment.

5.4 Software options for managing printing

The following software options shall be considered for improving print management within the department:

• Use print accounting software to track and monitor usage per printer and ideally per user to ensure optimal deployment and management of print resources.
Provide a locked print (pull printing) feature which uses a personal identification number (PIN), access card, biometric device or other means of personal identification to release print jobs. This means that printers only release the printout when a user physically does so at the printer. This mitigates security concerns and requirements for personal printers as each user can only release their own documents meaning sensitive documents are not left on central printers. This also provides the ability to delete the print job or allow the job to automatically expire and be deleted from the queue.

Use page re-composition software to reduce the amount of extraneous material printed such as when printing from websites where users may print multiple pages of advertisements or blank pages when trying to print an article or document. The software should allow users to easily eliminate images, text or pages of a document where only a portion is required.

6. Review
This Protocol is due for review on: 29/04/2016
Date of Last Review: N/A
Supersedes: New

7. Business Area Contact
Director, Strategy and Architecture Office, Planning, Engagement and Performance Directorate, Health Services Information Agency (HSIA)

8. Definitions of terms used in the policy and supporting documents
Refer to the Use of ICT Services Policy.

9. Approval and Implementation
Policy Custodian:
Executive Director, Planning, Engagement and Performance, HSIA

Responsible Executive Team Member:
Chief Information Officer, HSIA

Approving Officer:
Ray Brown, Chief Information Officer, HSIA

Approval date: 03 April 2014
Effective from: 01 April 2014

Version Control

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<td>1.0</td>
<td>ICT Policy</td>
<td>07/03/2014</td>
<td>Finalised for approval</td>
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