1. Statement

The Department of Health is committed to reducing its usage of, and the cost associated with printing services. This Standard outlines the mandatory steps to optimise operational costs associated with print services across the Department of Health.

2. Scope

Compliance with this standard is mandatory.

This standard applies to all employees, contractors and consultants within the Department of Health divisions and commercialised business units.

This standard may be adopted by Hospital and Health Services (HHS) and re-branded as a local HHS standard, or used as a base for a local HHS specific standard.

3. Requirements

Significant financial benefits can be realised from appropriately managing and optimising costs associated with print services.

These services relate to printing on any printing device including owned desktop printers and Multi-Function Devices (MFDs), as well as printers managed through a Printing and Imaging as a Service (PIaas) arrangement.

The requirements outlined in this Standard align with the Queensland Health PaperLite initiative.

3.1 Printing and Imaging as a Service (PIaas)

- Prior to purchasing an MFD all business units shall investigate a managed service option, where applicable.
- When considering managed service, business units should ensure printing, imaging, scanning, faxing and optical character recognition are provided.

3.2 Consolidate printing devices

Where a managed service is not available, business units should consider:

- a printer to user ratio of 1:30 shall be deployed within the Department of Health where it satisfies business requirements for printing
- conducting an assessment of the printing environment and decommission printers identified as excess to requirements
- consolidating device models and manufacturers to a standard set of devices to achieve purchasing and servicing economies
- discouraging the use of small desktop printers, where applicable, and replace with more energy efficient devices as soon as practicable and no later than at their end of asset life.

3.3 Decommissioning of devices

- Prior to purchasing an MFD or managed service option, all business units should ensure decommissioning procedures are included in the contract by the vendor to delete the memory of all devices prior to decommissioning.
3.4 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
- locked print.

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

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

- minimisation of paper copies
- minimisation of toner usage
- minimisation of document length.

Note: Detailed information relating to the above print cost reduction can be found in the Print Services Management – Hints and Tips Factsheet.

Cost savings can be derived 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.

3.6 Roles and responsibilities
To optimise and manage operational costs associated with print services, the Cost Centre Manager shall be responsible for overseeing:

- business unit printing activities
- education awareness programs
- championing PaperLite initiatives.

All staff shall be responsible for their individual printing behaviours.

3 Legislation
Relevant legislation includes, but is not limited to, the following:

- Public Sector Ethics Act 1994
- Public Service Act 2008
- Information Privacy Act 2009
- Public Records Act 2002
4 Supporting documents

Supporting documents

- Use of ICT Services Policy
- Use of ICT Services Standard
- Bring Your Own Device (BYOD) Standard
- Print Services Management Hints and Tips Factsheet

Related policy or documents

- Code of Conduct for the Queensland Public Service
- Queensland Government Enterprise Architecture, Department of Science, Information Technology, Innovation (DSITI)
  - Print Services Policy
  - Print Services Guideline
  - Use of ICT Facilities and Devices Policy (IS38)
  - Authorised and Unauthorised Use of ICT Facilities and Devices Guideline
  - Information Security Information Standard – IS18
  - Recordkeeping Information Standard – IS40
  - Retention and Disposal of Public Records Information Standard – IS31
- Queensland Government Contracts
  - ICTSS.14.04 Print and Imaging as a Service (PlaaS)
- Department of Health
  - Data Management Policy
  - Information Security Policy
  - Recordskeeping policy
  - Clinical Records Management Policy
  - Department of Health – PaperLite Initiative Concept Brief
- Queensland Health
  - Discipline HR Policy E10
  - Requirements for Reporting corrupt conduct HR Policy E9

Version Control

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>7 Mar 2013</td>
<td>Approved for publishing</td>
</tr>
<tr>
<td>1.1</td>
<td>21 May 2015</td>
<td>Transferred to new template, reviewed by ICT Policy Unit</td>
</tr>
<tr>
<td>2.0</td>
<td>6 Sept 2017</td>
<td>Approved by the Architecture and Standards Committee</td>
</tr>
</tbody>
</table>