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| Overview: |

The University pays for a Managed Print and Copy Service (MPCS) which includes the supply and maintenance of a fleet of Multi-Function Devices (MFDs) and printers. This is a highly cost effective and environmentally friendly way of providing printing capability to staff, students, and visitors to the University.

In 2016 the University was producing ~24 million print copies per year and prior to the Covid-19 pandemic this was circa 14 million copies per year, the largest reduction being student printing.

2022/23 utilisation statistics show we are now only producing circa 5 million copies per year.

Over the years we have gone through a process of looking at utilisation across the board and reduced our printer fleet to ensure we offer a service that is fit for purpose. Today we have 241 devices with the capability of producing over 5 million copies per month, it is therefore unaffordable to maintain the current fleet of devices producing less than 450,000 copies per month.

The intention is that any printers producing less than 10,000 prints per year are removed with the parameters of 1 per building in most cases and 1 per floor for high student and staff facing areas.

The purpose of this document is to provide clear and transparent guidance on the process for exceptional circumstances regarding the retaining of printing equipment as this will have additional financial costs to the University that must be justified.

**How to tell what devices are in scope**

Please see [HERE](https://365abdn.sharepoint.com/:x:/r/teams/PROJ_PrintandCopy/Shared%20Documents/General/Assets/24%20new%20device%20list.xlsx?d=w6c20ee68352943cb90967b1c2359a359&csf=1&web=1&e=HyWdOS) for the list of advertised devices on the campuses.

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| The Exception Process: |

1. It should be assumed the only devices available are listed as advertised on campuses, without exception. Requests for new and to maintain existing devices not listed will be managed by the following process in the event of an exception request. Please submit your form by 17th May 2024 5pm:
2. The user of the device has a recognised disability precluding the use of an alternative device:
3. In this case, the staff member’s Line Manager should approve as they see appropriate using the *Exceptional Use of Printers* form
4. The form is passed to the Head of School/Section (if different from the Line Manager from point i.) for approval
5. The approved form should be copied to the IT Service Desk ([servicedesk@abdn.ac.uk](mailto:servicedesk@abdn.ac.uk?subject=Printer%20Exception%20Criteria)) for review and final Project Board approval or the Printer Exception Panel once the project has ended.
6. The user of the device requires it for specialist technical reasons beyond the working capabilities of any nearby contracted device.
7. In this case, the staff member’s Line Manager should approve as they see appropriate using the *Exceptional Use of Printers* form
8. The form is passed to the Head of School/Section (if different from the Line Manager from point i.) for approval
9. The approved form should be copied to the IT Service Desk ([servicedesk@abdn.ac.uk](mailto:servicedesk@abdn.ac.uk?subject=Printer%20Exception%20Criteria)) for review and final Project Board approval or the Printer Exception Panel once the project has ended.
10. The user of the device requires it for business reasons that are not covered by points a. and b. above which make it critical for the user to have a printer. **Please note** that as we have a secure pull print service confidentiality is **NOT** deemed a business justification.
11. In this case, the staff member’s Line Manager should approve as they see appropriate using the *Exceptional Use of Printers* form
12. The form is passed to the Head of School/Section (if different from the Line Manager from point i.) for approval
13. The approved form should be copied to the IT Service Desk ([servicedesk@abdn.ac.uk](mailto:servicedesk@abdn.ac.uk?subject=Printer%20Exception%20Criteria)) for review and final Project Board approval or the Printer Exception Panel once the project has ended.

# Retaining of Printers Request Form

Name:

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Job title and department:

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Location/room number:

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Current printer details (make/model):

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Please put a cross (x) in the relevant box(es) below to let us know why you believe you require to retain the printer:

Disability reasons

Technical reasons

Business reasons

Please provide further details here:

Line manager signature: Date:

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Line manager print name:

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Head of School/Section signature: Date:

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Head of School/Section print name:

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