Finance and Resources Committee

10am, Thursday 3rd March 2022

Multi Functional Device and General Print Policy

Executive/routine
Wards
Council Commitments

1. Recommendations

1.1 It is recommended that Committee approves the Multi Functional Device (MFD) and General Print Policy.

Richard Carr

Interim Executive Director of Resources

Contact: John Arthur, Head of Business Support

E-mail: john.arthur@edinburgh.gov.uk | Tel: 0131 529 7260

Report

Multi Functional Device and General Print Policy

2. Executive Summary

2.1 The purpose of this report is to propose the Council's Multi-Functional Device and General Print Policy for approval by the Committee.

3. Background

3.1 The Digital and Smart City Strategy was approved at Committee on 6 October 2020 and sets out the City of Edinburgh Council's approach to the sustainable development and delivery of technology to support the Council and enable Edinburgh to become a Smart City, covering the period 2020- 2023.

3.2 One of the initiatives in this strategy is the Paperless Strategy, key elements of which are to reduce the use of colour printing ink in devices; the general reduction in the usage of copiers and printers; and reducing the amount of paper used across the Council.

3.3 The Contract Award for Managed Print Services covering the replacement of MFDs and printers throughout the Council (including within Education), and the replacement of high volume printers used by Print Services, was approved at Finance and Resources Committee on 3 December 2020.

4. Main report

4.1 To support Managed Print Services meet the objectives of the Paperless Strategy and achieve the savings identified, a new Multi-Functional Device and General Print Policy has been developed.

4.2 The policy sets out expectations of users of the new MFDs and printers along with Printing Good Practice Standards that should be used when using MFDs and printers.

4.3 These standards will remain under regular review and will be updated as required.

5. Next Steps

5.1 The new policy will be brought to the attention of all employees.

5.2 The good practice standards will be updated and communicated to employees as required.

5.3 The Policy will be reviewed as required, and in line with any changes to business practices.

6. Financial impact

6.1 Reduced costs associated with transport, postage, paper, copier use and storage of documents will contribute to the overall savings agreed as part of the Council budget

6.2 A business case has been developed to set out savings targets to be achieved through device reductions in year one of the Managed Print Services contract, followed by reductions in the number of prints put through devices and paper usage, annually thereafter.

7. Stakeholder/Community Impact

7.1 Key representatives from Council services have been involved in weekly project meetings since the project was initiated

7.2 The replacement of MFDs and printers is an internal process and no specific public engagement has been undertaken.

7.3 An integrated Impact Assessment was carried out for the deployment of the printing technology referred to in this policy and no adverse affects for equality or sustainability were identified or anticipated

7.4 Positive impacts identified are;

    7.4.1 improved air quality and reduced carbon emissions through less vehicle journeys required to transport paper documents across city

    7.4.2 minimised waste by promoting the retention of documents and copies of these digitally rather than in paper format

8. Background reading/external references

8.1 [Contract Award for Managed Print Services](#)

8.2 [Digital and Smart City Strategy 2020-2023](#)

8.3 [Guidance on Orb](#)

9. Appendices

9.1   Multi-Functional Device and General Print Policy

9.2   Printing Good Practice Standards

Multi Functional Devices and General Print Policy

3 March 2022

Control schedule

Version control

Approved by		Finance and Resources Committee	
Version	**Date**	**Author**	**Comment**
0.1	24/12/21		
0.2	06/01/22		
0.3	27/01/22		
0.4	16/02/22		
0.5	23/02/22		

Subsequent committee decisions affecting this policy

Date	Committee	Link to report	Link to minute

Multi Functional Devices and General Print Policy

Policy statement

1.1   This policy has been developed to support the new contract for Multi Functional Devices (MFD) and printers, and the Council's drive to increase sustainable practices, reduce the use of paper, and reduce costs of printing.

Scope

2.1   The following areas are covered by this Policy
- General use of devices
- Consumables
- Monitoring
- General Printing
- Outsourcing printing
- Responsibility for devices

2.2   This policy applies to all permanent and temporary Council employees, volunteers, people on work placements, school staff and school community volunteers, and elected members.

Definitions

3.1 The definitions below concern specific terms and descriptions used in this policy

Device – printer or Multi-functional device (MFD)

MFD – Multi-functional device capable of printing, photocopying and scanning
Printer – device capable of printing only

Mono – a mono device is only capable of printing in black and white

Colour – a colour device is capable of printing in both mono and colour

Large Volume Printing – Any print run in excess of 20 clicks or that requires extensive staff effort.

Specialised Printing – Any printing that cannot be produced fully by an MFD, including larger volumes.

PaperCut – the print management software used with the new devices

ARMA – device monitoring software for consumables and faults

Microsoft Teams – communication platform with cloud storage and file sharing

OneDrive for Business – cloud storage and file sharing

SharePoint – cloud storage and file sharing

Toner - ink cartridges used in devices

myLetters – write and send letters directly to Royal Mail to print and post

Buffer Stock - extra supply of toner held on site

Apogee portal – the portal to report technical faults with a device

Policy content

4.1   The preferred method of communication and document storage is digital. You should only print when digital methods are not available or appropriate.

4.1.1 General device use

- Refer to the Printing Good Practice Standards for current good practice guidance on printing in the most cost effective, efficient and sustainable way.
- You must not use MFDs and printers for personal printing, photocopying or scanning.
- You should not print Council documents at home unless you have to. If you do print at home, you must ensure that you have appropriate arrangements in place to ensure that documents can be stored securely and disposed of confidentially when no longer required.
- Home printers requiring to be attached to Council laptops will require a CGI change request, which should be authorised by your Service Director as the Information Asset Owner.   Caution should also be exercised when disposing of printing and scanning devices as a significant number of modern day printers and scanners have internal hard drives and memory which store information. If not sanitised correctly prior to disposal this could result in inadvertent exposure of information contained within.   If you need further advice on secure disposal and sanitisation, please contact informationsecurity@edinburgh.gov.uk

- It should also be noted that printer drivers should be kept up to date, any non-compliant or non-supported drivers captured by our automated vulnerability scanning tools may be subject to automatic removal.
- Before printing or photocopying, consider alternatives:

    - Display documents on screen/by projection at meetings
    - Use approved Council systems e.g. Microsoft Teams, SharePoint or OneDrive for Business, to share and edit work with your colleagues and partner organisations
    - Read and edit documents on screen using desktops/laptops/tablets
    - Scan paper documents and share them digitally with those who need copies, and save them digitally
    - Use myLetters for letters/documents you need to send by mail, which securely sends the document directly to Royal Mail to print and post.

- You must sign in to use a device using your unique PIN number and sign out when you have finished. If you fail to sign out after using a device, you will be automatically signed out after 1 minute.
- You must not share or allow anyone else to use your PIN number and retrieve prints, make copies or use the scan to email service under your name.
- Print jobs you do not release from a device will be deleted after 24 hours.
- If you have a problem using a device, for example you are unable to print, make a copy or scan a document, you must report the fault. Guidance for reporting MFD faults is available on the Orb and on posters at devices to direct you to where to report faults.

4.2.1 Consumables

- The default paper used in devices is defined by the Contract Manager and should be recycled paper, unless it is necessary to use a specialised paper.
- ARMA, monitoring software on the devices, detects the toner levels in devices. Replacement cartridges are automatically ordered and delivered to the device location. If devices are not on ARMA, manual ordering of consumables is required and should be done using the Apogee portal
- Requests to order buffer stock must be raised with the Contract Manager for authorisation.

4.3.1 Monitoring

- To fully manage all printing across the Council, print management software called PaperCut is used. This software is on the devices and allows the collection and reporting of detailed management information on usage.
- Management reports will be provided to directorates on a quarterly basis to monitor usage and costs.

4.4.1 Outsourcing

- When there is a requirement to print a large number of copies or a significant amount in colour, this must be arranged through Print Services. [Guidance about Print Services](#) can be found on the Orb.
- Specialised print jobs must not be outsourced directly by a service. These print jobs must be arranged through Print Services, who will use a framework of suppliers to source the best price and quality for the required job if it cannot be done inhouse.

4.5.1 Responsibility for Devices

- Devices must only be moved or removed by the supplier. An online request form must be completed and this will be made available on the Orb.
- Requests for an additional device must be made using the online form. All requests are subject to an assessment against usage data of the existing devices and ensuring other alternatives are being used, such as sharing documents digitally and making use of the new Scan to Email function, use of one to one devices through the Empowered Learning programme where appropriate, as well as any changes to the occupation of a location.
- Requests for devices for new buildings should be made using the online form and in a timely manner ahead of the building becoming operational, to allow ordering of the devices and arrangements for installation to be made.
- To ensure MFDs and printers are appropriately managed and maintained throughout the Council estate, new/additional devices must not be obtained from out with the contract without prior authorisation from the Contract Manager. All devices deployed have been rigorously security checked so only contracted and approved devices must be plugged into the Council's networks.
- Everyone has a responsibility to take care of the MFDs and printers they use. This means reporting faults if they occur, refilling paper when trays are empty, and replacing toners when required.

Implementation

5.1   The new policy will be brought to the attention of all employees.

5.2   PaperCut software will allow device usage to be monitored and interventions made if usage falls out with the policy.

Roles and Responsibilities

6.1 Service Directors have a general responsibility to ensure that printing and device use within their service area is managed according to this policy

6.2 Managers must ensure that this policy and associated guidance are understood and followed in their service areas by employees who make use of MFDs and printers

6.3 Employees, including elected members, must read, understand and follow this policy when undertaking any use of the devices.

Related documents

7.1 [Guidance on Orb](#) (for training and device operating materials)

7.2 [Information Governance Policy](#)

7.3 [ICT Acceptable Use Policy](#)

7.4 [Digital and Smart City Strategy 2020-2023](#)

Integrated impact assessment

8.1 An integrated Impact assessment was carried out for the deployment of the printing technology referred to in this policy and no adverse affects for equality or sustainability were identified or anticipated.

Risk assessment

9.1   The risks of not implementing this policy include;

- Failure to meet environmental and sustainability targets
- Failure to meet cost savings
- Network Security could be compromised
- Data Security could be compromised

Review

10.1   This policy will be reviewed as required, and in line with any changes to business practices.

Printing Good Practice Standards

Think before you print

Our long-term plan is to go paperless. Where possible, save and share information electronically. This will help you to:

- provide information more quickly
- reduce storage, costs and our carbon footprint
- contribute towards our net zero emissions by 2030

Can you save and share your information electronically?

- Use your laptop or tablet and approved Council systems to share, view and edit documents online
- Where possible use email rather than post
- Help to reduce our paper records and the need for scanning paper documents in the future, by providing information digitally
- Review which forms and documents you currently use in paper format and develop online versions instead
- We recognise that some people may have accessibility requirements and need paper versions of documents, but this should be the exception.

General printing good practice

- After considering electronic alternatives, if you have to print, only print in black and white and double sided where possible
- Preview your documents before printing to make sure they look as expected and prevent re-printing.
- Print only the pages of a document you require.
- Use recycled paper where possible
- Contact Print Services for large volume, colour heavy print jobs and specialised print jobs. It costs significantly less for Print Services to do this on their printers, than on multi-functional devices.
- Where possible, use email rather than post. If you do have to write to someone, you must use myLetters. Provide links to online information rather than include enclosures where appropriate.

Exceptional Printing

We recognise that within our education settings and some service areas, printing needs are different.

- Printing of resources such as worksheets, Social Stories and visuals/symbols, in colour, single sided and using other paper types such as card or coloured paper, may be necessary for Additional Support for Learning needs and within classrooms.

- Printing in colour or on specialist paper to support pupil evidence for portfolios and exams, or the production of formal or legal documentation, may also be necessary within education settings and some service areas.

- Consider how the provision of individual digital devices through the Empowered Learning Programme can help reduce the need for printing of resources such as worksheets by sharing these resources electronically.

- Pre-plan your resources and use [Print Services](#) to help reduce the cost of your print job
    - What documents or resources do you need printed e.g.?
        - Large volume of prints
        - Colour heavy prints
        - Booklets
        - Posters/flyers
        - Prelim papers
        - Specialist jobs e.g. Year books, Christmas cards
    - How many copies do you need?
    - When do you need it? Print Services can turnaround jobs quickly.