CSUB MANAGED PRINT SERVICES PROGRAM PROCEDURES

Glossary of Terms

Common terms related to printing and the printing industry found within this document:

Per Click Charge: This is a term used to refer to the cost to print one page, i.e., one "click". This term can refer to a copy of a single page, a black and white printed page, or a color printed page.

MFD: Multi-Function Device. This is a common term used for devices that can perform multiple functions like printing, copying, scanning, and faxing.

MPS: Managed Print Services. This acronym/term refers to managing all printing services across an enterprise organization.

SOW: Statement of Work. This is the official agreement between CSUB and American Business Machines which defines the scope and responsibilities of work to be performed by each.

OEM: Original Equipment Manufacturer. This is the manufacturer of the equipment. In this case Cannon is the primary OEM under this agreement.

ACDM: Add, Change, Dispose, Move. Through this process you can request to add a new printer, change an existing printer, move a printer to a new location, or ask that your printer be disposed or removed from your office.

ITS: Information Technology Services.

WELCOME TO MPS

CSU Bakersfield has launched a Campus Wide Energy Conservation and Management Program as part of our commitment to a sustainable campus community. Managed Print Services (MPS) is a crucial part of this initiative. The MPS program has proven over the years to save CSU's considerable money in the way of:

- Reduce energy consumption, emission levels and solid waste
- Elimination of printer purchase costs
- Reduce climate impact by minimizing the number of printing devices at the University
- Reduce expense of consumables by using the most cost-effective print/copy/scan devices;
- Reduce the maintenance and upkeep expense of cost of all devices.
- Achieves the CSU'S recommendation to centralize the managed print function
- All prints will be defaulted to two-sided printing to save paper and drive sustainable practices.
- Secure print prevents unauthorized users from seeing documents by holding jobs in the print queue until you release the job with your authentic password.
- Recycling improvements

There are five exemptions granted to CSUB that allows desktop printers to be purchased and they are:

- The need for special forms other than Legal and labels
- Staff who are located more than 100 feet from an MFD printer
- Disability accommodation
- Special security accommodations
- Special research, instruction, or lab environments approved by departmental MPP.
  - *Note: this option allows the department to purchase a non-standard device but requires department to fully support all repairs, maintenance, and supplies for each device purchased under this exemption.*

MPS Program Operation

The MPS program is a partnership with CSU Bakersfield (CSUB) and American Business Machines (ABM).

Ricoh and CA Reding provides:

- The printers and multi-function devices.
- All service, paper, toner supplied
- A maintenance contract for all machines in the program
- Knowledgeable service technicians (8-5, M-F)
- Access to offsite service specialists
- An account management team that meets monthly with CSUB/Ricoh

CSUB IS RESPONSIBLE FOR:

- The purchase of special paper and forms
- Staples
- The payment of click charges for direct use of the MFD/Printers

This process is provided to ensure that the program can grow and change as CSUB does the same. Through the MPS process, CSUB may request a different printer/MFD or additional printers and MPS/Ricoh will analyze the stated needs of CSUB to determine the best fit to accomplish the business tasks of the University.

There are many studies done to show how much more expensive desktop printing is compared to a Managed Print Services Program such as CSU's program. All other staff are expected to use the network attached printers and Multi-function devices located throughout the campus.

Costs

Multi-Function Printers & Copiers	$40.00 per month
Black & White copies	$0.08 each
Color copies	$0.49 each