

TITLE

PRINTERS AND OTHER MANAGED OUTPUT DEVICES**SCOPE**

Provincial

DOCUMENT

1166

APPROVAL LEVEL

Chief Information Officer

SPONSOR

Information Technology

INITIAL EFFECTIVE DATE

September 24, 2015

CATEGORY

Information & Technology Management

REVISED

Not applicable

PARENT DOCUMENT TYPE & TITLE

Not applicable

NOTE: The first appearance of terms in bold in the body of this document (except titles) are defined terms – please refer to the Definitions section.

If you have any questions or comments regarding the information in this standard, please contact the Policy & Forms Department at policy@albertahealthservices.ca. The Policy & Forms website is the official source of current approved policies, procedures, directives, and practice support documents.

OBJECTIVES

- To define how requirements for **output devices** (e.g. printers, fax machines, scanners, and photocopiers) within Alberta Health Services (AHS) will be fulfilled to ensure business needs are being met in the most cost effective and sustainable manner for devices identified to be in scope of the Lexmark Managed Print Service Agreement.
- To promote the best output device workflow in support of reducing environmental footprint.

APPLICABILITY

Compliance with this standard is required by all Alberta Health Services employees, members of the medical and midwifery staffs, Students, Volunteers, and other persons acting on behalf of Alberta Health Services (including contracted service providers as necessary).

STANDARD ELEMENTS

AHS is committed to deploying appropriate output devices to ensure efficient use of resources while meeting clinical and business requirements. The intent is to manage and reduce hardware, consumable costs, support, and carbon footprint while fulfilling output device needs. This is accomplished by defining standards and guidelines taking into account the unique requirements throughout the organization.

1. Exclusions

1.1 This standard does not apply to the following output devices:

- a) dot matrix printers;
- b) thermal printers;
- c) non-clinical labels;
- d) mobile printers;
- e) wide format plotters;
- f) embossers; and
- g) slip printers.

2. Usage

2.1 Output devices shall only be used for AHS business.

2.2 Desktop fax capabilities shall be used where available.

2.3 Users of output devices and desktop fax capabilities shall comply with the:

- a) *AHS Transmission of Information by Facsimile or Electronic Mail Policy*;
- b) *AHS Access to Information (Physical, Electronic, Remote) Policy*;
- c) *AHS Information Technology Acceptable Use Policy*; and
- d) *AHS Surplus Equipment Management CPSM Corporate Directive*.

3. Standards

3.1 All output devices shall be connected to the network and identified with a standard Lexmark barcode, e.g., LX123456.

3.2 Output devices shall be shared. Requests for output devices for individual use only are subject to approval.

3.3 Output devices shall combine print, fax, scan, and copy capabilities wherever possible by way of **multi-function printers** (MFP).

3.4 Output devices shall have the following default configuration:

- a) **duplex printing** on all devices (some exceptions will apply where one sided print is required to support the business); and

- b) black and white on all colour devices.
- 3.5 Output devices shall support confidential printing using a secure print release or a personal identification number (PIN) release feature. Requests for output devices solely for confidential printing purposes are subject to an exception and approval process.
- 3.6 **Universal serial bus (USB) Flash Drive** printing is not permitted as it has been identified as a security risk.
- 3.7 Placement of output devices shall primarily be centralized on each floor (limited only by building layout). Consideration shall be given to current print volumes and device locations.
- 3.8 Output devices shall be located such that physical access is within approximately 75 feet, wherever reasonable. AHS workers with physical limitations may have output devices installed to accommodate their needs, subject to an exception and approval process.
- 3.9 Access to output devices with special print features and functionality (e.g. color, finishing requirements) may exceed the walk distance in some areas.
- 3.10 Where there are a small number of users (e.g. less than 10) on multiple floors or in nearby, but unconnected buildings (e.g. campus environment), output devices shall be placed in a way that eliminates the need for users to go to another floor or another building to access an output device.
- 3.11 Appropriate output devices shall be determined based on:
- a) specific clinical and business print requirements;
 - b) print volume requirements; and
 - c) number of users per device.

4. Device Requests

- 4.1 Output device requests shall be initiated using AHS' Information Technology (IT) Customer Service Portal and require the following approvals:
- a) requestor's direct report; and
 - b) IT.
- 4.2 Any output device acquired outside of the IT device requests process shall be prohibited from receiving any:
- a) technical support of the device;
 - b) maintenance or repair of the device;

- c) network capability; and
- d) print supplies.

4.3 AHS may disconnect and/or remove any output device acquired outside of AHS' IT Customer Service Portal.

5. Decommissioning

5.1 Output devices shall be decommissioned:

- a) at the end of lease; or
- b) as determined on an age/break-fix/vendor-support basis.

5.2 Output device storage media including, but not limited to, mechanical or non-mechanical hard disks, flash memory, or any other storage technology that can retain memory after power has been removed, shall be rendered inaccessible and shredded.

5.3 Disposal of output devices shall be in accordance with the AHS *Surplus Equipment Management CPSM* Corporate Directive.

6. Security

6.1 Output devices shall be secured by one or more of the following methods:

- a) located in a **secure environment**;
- b) PIN-based secure printing;
- c) security swipe cards; or
- d) login and passwords.

6.2 Output device hard drive(s) shall be encrypted if the specific model supports encryption.

7. Support

7.1 Staff should attempt to resolve common issues via self-support methods, if available, using:

- a) onscreen instructions;
- b) supplied documentation; or
- c) user manuals and/or frequently asked questions (FAQs) support guides.

- 7.2 Staff shall contact the IT Service Desk (available on Insite) to report output device issues that they cannot resolve.

8. Consumables

- 8.1 Staff should follow their standard supply procurement process for non-Lexmark printers, paper, labels, staples, and other output device consumables.
- 8.2 All new Lexmark printers shall be on an automatic consumable replacement program called **Proactive Consumable Management (PCM)** for toner. Cost for consumables for these devices, with the exception of paper, are not the responsibility of individual department budgets and shall be managed out of a centralized IT budget.
- 8.3 Lexmark consumables should not be purchased or obtained outside of the PCM process.
- 8.4 Expired Lexmark cartridges shall be placed in the box that the replacement arrived in and brought to the site designated mail area for the return, safe disposal, and recycling of the cartridge.
- 8.5 Staff should contact the IT Service Desk if:
- a) a consumable item has not been received within the specified timeframe (after verifying against the tracking information that the cartridge has not been delivered); or
 - b) a defective consumable needs to be replaced.

9. Training

- 9.1 Output device instructions and manuals are provided on Insite under the IT team page.

DEFINITIONS

Duplex printing means printing on both sides of a sheet of paper.

Multi-Function Printer (MFP) means an output device that does two or more of the following: prints, faxes, scans, or photocopies.

Output device means any device that converts digital or photocopied information to a hard copy. This includes printers, fax machines, MFPs, photocopiers, scanners, label printers, and mobile printers.

Proactive Consumable Management (PCM) means a process that monitors the toner and when it is close to being in need of replacement an automatic alert is triggered and an order is placed automatically. As part of this process a “consumables contact” is identified who will serve as the primary focal point for each device (e.g. will receive the automated shipment confirmation

emails; recipient for the physical consumable shipments to the site, confirm the consumable has been installed in the device).

Secure environment means an environment where only individuals that are governed by AHS policies typically have access.

Universal serial bus (USB) Flash Drive means a portable data storage device that fits into a USB port which can also be called a “thumb drive” or “USB drive.”

REFERENCES

- Alberta Health Services Governance Documents:
 - *Access to Information (Physical, Electronic, Remote) Policy (#1105)*
 - *Information Technology Acceptable Use Policy (#1109)*
 - *Surplus Equipment Management CPSM Corporate Directive (#11-02)*
 - *Transmission of Information by Facsimile or Electronic Mail Policy (#1113)*

VERSION HISTORY

Date	Action Taken
September 24, 2015	Initial approved
September 24, 2015	Initial effective
September 2018	Scheduled for review