## Printer Management

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Printer Management</th>
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<tbody>
<tr>
<td>Description</td>
<td>This service provides for the support and management of University owned printers.</td>
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<tr>
<td>Eligibility</td>
<td>This service is available to Furman faculty, staff and students. Printing for guests is available in the Library.</td>
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<tr>
<td>How to Request Service</td>
<td>Contact the IT Service Center (864.294.3277 or <a href="mailto:service.center@furman.edu">service.center@furman.edu</a>) or visit the IT Service Center in the lower level of the Library.</td>
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<tr>
<td>Availability</td>
<td>Multi-function device services are available 24x7 when campus is open. The service may be affected by scheduled maintenance on various systems. Repairs and toner pickup/delivery are available Mon-Fri from 8:00 am – 5:00 pm.</td>
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| Charges | • Students – There is no charge for this service for students but there is a paper quota.  
• Faculty and staff – No charge for this service for printers on the replacement cycle. Departments will be charged for toner and repairs for printers not on the replacement cycle.  
• Guests – Printing is available for a fee in the Library. |
| Service Line | IT Service Center |
| Features | • Plan, install, configure and test print infrastructure components and connectivity.  
• Identify print capacity requirements and features needed by user.  
• Provide printers to meet the needs of the user.  
• Decommission printers and print infrastructure components when replaced or no longer needed.  
• Provide consulting services and support for installation, deployment and operation.  
• Provide troubleshooting and support services for printers and print infrastructure.  
• Maintain network and server infrastructure for printers requiring network access.  
• Label devices with ID tags and track printer locations and owners.  
• Manage and maintain printer spare parts and inventory.  
• Manage and maintain printer toner supply.  
• Provide chargeback billing and reporting for departments.  
• Plan, design, build, test, implement and maintain the software used to track printing/copying usage and to enforce the quota system for students. |
| Owner | Mike Gifford |
| Pre-requisites | • Functioning network infrastructure  
• Print servers are available  
• Papercut print management system is available  
• Person reporting problem provides sufficient data, including the asset tag, to research the problem  
• Printer must approved for use on the Furman network  
• Printers have not exceeded their useful life (6 years for laser printers) |
| VP Customer | Vice President of Finance and Administration |
| Delivery Channels | • Completed work requests  
• Consulting and support |
| Service Targets | • Response levels during business hours (M-F 8am-5pm) based upon priority: High – 4 hour response, Medium – 8 hour response, Low – 2 day response)  
• TechQual Survey indicating user satisfaction above minimum expectations. |