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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<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.  
                         - Provide consulting services 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.  
                         - Provide consulting services for installation, deployment, and operation.  
                         - Provide troubleshooting and support services for printers and print infrastructure. |
| 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. |