## Printer Management

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Printer Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>This service provides for the support and management of University owned printers.</td>
</tr>
<tr>
<td>Eligibility</td>
<td>This service is available to Furman faculty, staff and students. Printing for guests is available in the Library.</td>
</tr>
<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>
</tr>
<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>
</tr>
</tbody>
</table>
| 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. |