# Copier and Print Management

| Service Name | Copier and Print Management |

## Description
Printing, copying and scanning services are available in many locations on campus. The locations have multi-function devices which can perform all of these tasks on one device. Fax services are available as an option for departmental multi-function devices.

## Eligibility
All faculty, staff, students and guests are eligible for this service.

## How to Request Service
Contact the IT Service Center (864.294.3277 or service.center@furman.edu) if you have any problems with this service.

## Availability
Multi-function device services are available 24x7 when campus is open. The service may be affected by scheduled maintenance on various systems. Vendor repairs and toner pickup/delivery are available Mon-Fri from 8:00 am – 5:00 pm.

## Charges
The charges listed below include device, toner and repairs:
- **Students** – There is no charge for this service, but there is a quota.
- **Faculty and staff** – Charged fee for each impression (13 cents for color, actual costs for staples and other supplies).
- **Guests** – Service available for a fee in the Library.

## Service Line
IT Service Center

## Features
- Printing, copying & scanning at multi-function devices throughout campus
- Cost per page includes toner, paper and repairs as well as device costs
- Identify requirements and features needed by user
- Provide MFD to meet the needs of the user
- Decommission MFD when replaced or no longer needed
- Provide consulting services and support for installation, deployment and operation
- Provide troubleshooting and support
- Maintain network and server infrastructure
- Label devices with ID tags and track printer locations
- Coordinate repairs with managed print service vendor
- Manage and maintain printer toner supply
- Provide chargeback billing for departments
- Maintain and support the managed print software to track printing/copying usage on campus and to enforce 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

## VP Customer
Vice President of Finance and Administration

## Delivery Channels
- Completed work requests
- Consulting and support

## Service Targets
- Requests for supplies are fulfilled next day.
- Requests for repairs are submitted to vendor within 2 hours.
- Vendor technician to be onsite within 6 hours.