## Copier and Print Management

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Copier and Print Management</th>
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<tbody>
<tr>
<td>Description</td>
<td>Printing, copying and scanning services are available in many locations on campus. The location 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.</td>
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<tr>
<td>Eligibility</td>
<td>All faculty, staff, students and guests are eligible for this service.</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>) if you have any problems with this service.</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. Vendor repairs and toner pickup/delivery are available Mon-Fri from 8:00 am – 5:00 pm.</td>
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| 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. |