## 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. |