## 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. 
• 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. |