

## Print Management – Desktop

### Description:

For desktop printers that have been approved by the IT department, the department will provide a service to implement, install, maintain and support desktop printing assets used to support College services.

### Features:

- Install desktop printers to meet the needs of users.
- Identify print capacity requirements and printer features needed by user.
- Identify physical requirements needed to operate printing components (i.e. equipment clearance, electrical and network connectivity).
- Decommission print infrastructure components upon replacement.
- Provide consulting services and support for installation, deployment and operation.
- Provide troubleshooting and technical support services for all non-physical issues.
- Label print device with identification tags and track printer locations, and owners.
- Look for campus wide efficiency using similar models to reduce overall toner/ink and staffing needs.

### Service Administrator (owner):

PC Technician

### Availability:

8:00am -4:00pm M-F except for holidays and shutdowns. Potentially reduced hours for summer.

### How to Request Service:

IT Help Desk - 518.327.6465, [itteam@paulsmiths.edu](mailto:itteam@paulsmiths.edu), or ticket entered into [helpdesk.paulsmiths.edu](http://helpdesk.paulsmiths.edu).

### Initiated:

Escalated Incidents or Problems from the Service Desk  
Approved work requests

### Charges:

- When repair is outside of IT-covered repairs, referrals may be made to fee-based service agencies
- When replacement is outside of IT-covered printers
- When new printer purchase is initiated by department without IT approval or preapproved budget

### Deliver Channels:

- Satisfied work requests
- Consulting and support

### Prerequisites:

- Desktop printers must be owned by Paul Smith's College.
- In case of new printer there must be a need that is not met by an existing printer.

### Key Service Targets:

- Initial contact with user within 1 business day
- Verify printer requirements with users having 100% of requests requiring purchases prior to placing order.
- User satisfaction as measured through positive responses in 90%+ of sampled surveys.

**Estimated FTE:**

**Risks\Clarifications:**

- The IT department will not support non-campus owned printers.
- The IT department will not support printer that have not been initially approved for purchase by the IT department.
- The IT department doesn't provide physical repairs for desktop printers.
- This is a new service