

Print Management – Networked

Description:

Provides a service to support shared college network printers and multifunction devices used to support IT and business services.

Features:

- Assist 3rd party print vendors to plan, install, configure and test print infrastructure components and connectivity.
- Assist 3rd party print vendors to provide printing, copying & scanning at multi-function devices throughout campus
- Provide basic troubleshooting and support, escalating unresolvable issues to 3rd party vendor.
- Maintain network and server infrastructure necessary for printing.
- *Maintain and support the managed print software to track printing/copying usage on campus and to possible enforce quota system for students.*

Service Administrator (owner):

Systems Administrator

Availability:

Printing capability available 24/7. Service available 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, or ticket entered into helpdesk.paulsmiths.edu.

Initiated:

- Approved Work Requests
- Escalated Incidents or Problems from the IT Service Center
- IT Managers for planned improvements/changes

Charges:

Support of printing is at no cost to the customer. Depending upon function and status, some equipment is leased by the College and support charges might be rendered by 3rd party vendors.

Deliver Channels:

- Satisfied work Requests
- Consulting and Support

Prerequisites:

- 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 be approved for use on the Paul Smith's College network.

Key Service Targets:

Help feedback 90%+ positive.

Start and complete times for various call types are listed below with respective reliability for SLA compliance

- User satisfaction as measured through samples surveys with 90%+ positive responses
- Contact on all calls within one business day
- Personal contact on all critical and urgent issues within 4 hours
- Immediate escalation and notification on all calls that cannot be resolved at the IT Service Center

Estimated FTE:

Risks\Clarifications:

In general, the IT department supports the infrastructure around network printers but does not support the printer itself including consumables, parts, repair and maintenance. The college leases networked printers from a 3rd party who also provides support.