

# Policy on Printers, Copiers and Other Imaging Devices

## Introduction

Imaging at Fermilab is a labwide service managed by the Core Computing Division (CCD). This policy describes the basic rules for imaging devices at Fermilab; details of specific procedures are given at

<https://fermipoint.fnal.gov/organization/cs/ccd/Projects/managedprintserv/SitePages/Home.aspx>

For the purposes of this policy, imaging devices include printers, scanners, photocopiers, and fax machines. This policy does not apply to services offered by CCD/Information Resources/Print Services, or to special purpose devices such as cameras, plotters for mechanical drawings, 3-D printers, or color printer/plotters for scientific posters and banners.

Imaging devices represent a significant cost to Fermilab both in acquisition and in operation, as well as a cyber security risk if they are not configured properly. Moreover, individual decisions about device purchases result in too many different kinds of devices, requiring extra effort for support and supply purchases and lack of flexibility if one device goes down. Finally, unmanaged devices can compromise energy conservation efforts.

## Managing imaging devices as a service

All imaging devices, consumables (except for paper), and device maintenance service at Fermilab will be acquired through the CCD service. Devices will be selected from a list of approved supported models providing the appropriate levels and types of service (black and white vs. color printing, printing vs. multi-function devices, etc.). In particular, enough printers will be equipped with secure printing (where the documents are not printed until the user is physically present at the printer and confirms their identity) so that most individuals will not need to have printers located in secure locations.

The service will monitor device consumables (other than paper), keep the devices properly supplied, and track/report device utilization by user.

## Deployment of imaging devices

CCD, in conjunction with management of laboratory facilities, will manage the deployment and/or redistribution of the appropriate set of devices to provide both high device utilization and user convenience. The service will be robust against downtime on any individual device, so that users can continue their work even if their nearest device is down. Devices will be acquired (and replaced with newer models) by CCD.

## Requesting additional devices

If a lab organizational unit feels that the provided devices are not providing adequate service (either because of insufficient capacity or missing functionality), a supervisor can request additional devices by opening a request ticket through the Service Desk. Reasons for the increased need will be documented and decisions about additional deployments will be recorded. Initial decisions will be made by CCD, and disagreements will be resolved by the Deputy CIO.