

# WINNIPEG REGIONAL HEALTH AUTHORITY PRINT GUIDELINE

## SCOPE:

- The Print Guideline is a region wide guideline, applicable to all WRHA Corporate & Direct Service Operations and WRHA Acute Care funded sites and programs, issued by the WRHA Corporate Office.
- The Print Guideline applies to all employees of WRHA Corporate & Direct Service Operations and WRHA Acute Care funded sites and programs, as well as any contract employees or independent contractors in the service of WRHA and WRHA funded sites and programs that may be using WRHA networks and printing equipment.
- The Print Guideline applies to all WRHA activities that have a printing component, including but not limited to day-to-day business operations, eHealth initiatives, new software and application rollouts, and projects.
- The WRHA has entered into an Agreement with Independent Print Management Group Inc (IPMG) until October 31, 2015. IPMG will provide consulting services to the WRHA regarding all print output and equipment.
- All questions/concerns pertaining to print devices should be directed to Bruce Farrant at IPMG by email [bfarrant@ipmgroup.ca](mailto:bfarrant@ipmgroup.ca) or phone 905-604-4494.
- Within each site, a representative from either Materials Management or administration will be assigned to be the contact person to work with IPMG.
  - For Corporate: Manager, WRHA Administration & Policy
  - For Community: Chief Administrative Officer Community Health Services and Manager, Facility and Support Services

## PURPOSE:

The Print Guideline has been developed to achieve a region wide strategic direction for all print output and equipment. Specifically, the objectives of the Print Guideline are to:

- Reduce cost through the use of high efficiency print devices while continually removing low efficiency, redundant equipment.
- Where recommended, eliminate individual and departmental print devices and replace them with multifunctional print devices.
- Improve environmental responsibility and reduce waste through the use of duplex (two sided) printing wherever possible, and the elimination of unnecessary print output.
- Improve procedures for safe disposal of print equipment to ensure the security and privacy of information.

- Promote and ensure end user access to Secure Print technology to ensure the security of all printed information.

## GUIDELINES

1. **Compliance with the Print Guideline** – All end users are expected to comply with the WRHA Print Guidelines. The cost savings and the positive effect on the environment depend on universal adoption of the Print Guidelines. Any exceptions to the Print Guidelines will be evaluated on an individual case basis by IPMG.
2. **Print Technology** – The WRHA will employ a set of technology tools to ensure compliance with the overall principles of the Print Guideline, which include but are not limited to:
  - Default duplex settings (two sided printing) across all print platforms
  - Secure Print functionality at the print driver level
  - Device level reporting to promote departmental accountability
3. **Print Activity Tracking** – The WRHA will employ the use of network software technology to monitor the activity of all print devices. This is the methodology by which the WRHA is billed for all equipment, maintenance and consumables. As such, any non-sponsored print assets on the WRHA network will be decommissioned.
4. **Secure Print Technology** – is a system designed to assist multi-functional device users. It provides the user with controls to release print jobs on command. This prevents print jobs from accidentally being picked up by other users, and protects confidential documents. Secure Print Technology can reduce printing output by 15%.
5. **Redundant Assets** – The WRHA has developed a concentric model to govern the deployment of new print equipment for all sites and departments. The concentric model is targeted to ensure that a print device is available within a 40 foot radius of every work station. Where feasible, all print devices found to be redundant under the new model will be removed or managed at the discretion of the WRHA.
6. **Device Acquisition** – all sites and programs require prior approval before procuring any replacement or additional print equipment, including procurements through eHealth. The approval process is an additional step in the standard procurement process. The approval process requires the submission to IPMG of a completed WRHA Print Equipment Request form. IPMG will consult with eHealth regarding all procurement requests. If the request is approved, the WRHA Print Equipment Request form must accompany the approved purchase requisition and / or applicable hardware/software form. If the request is not approved, an exception can be granted through an appeal process to the Executive Director, Planning & Corporate Services. IPMG will reply to all requests within 24 hours.

7. **Move/Change** – The benefits derived from the WRHA Print Guideline are based on both location and usage. When employees or departments move, print equipment will not automatically move with them. All moves and/or changes that involve or impact print output and equipment require prior approval from IPMG including any moves and/or changes related to employee or departmental relocations. Contact Bruce Farrant at IPMG by email [bfarrant@ipmgroup.ca](mailto:bfarrant@ipmgroup.ca) or phone 905-604-4494 to request approval for any moves or changes.
8. **Consumable Acquisitions** – The WRHA has moved to a single source device consumable strategy in order to achieve maximum savings for the region and convenience for end users. Consumable will be managed by the vendor automatically. Consumables cannot be purchased outside of the Print Guideline requirement.
9. **Cost Per Image** – To promote cost transparency and standardization across the region, the WRHA is moving towards an all inclusive, cost-per-impression model for all print devices that covers full maintenance on equipment, toner and consumables.
10. **Maintenance and Service** – eHealth will be the single first point of contact for all print device maintenance and support services. Contact eHealth Service Desk at 940-8500

## **GENERAL PRINTING PROCEDURES**

1. When a print job is sent the user will be required to enter a PIN into the driver interface, and again at the output device to release the job in compliance with Secure Print Technology. The requirement to enter a PIN can be over-ridden by the user if deemed unnecessary. If, after a predetermined time the print job is not released, it will be deleted from the memory queue of the print device.
2. Printers are to be used for documents that are relevant to the day-to-day conduct of business at the WRHA. Printers should not be used for personal use.
3. Installation of individual printers is not permitted due to the cost of maintaining and supporting individual print equipment.
4. Avoid printing e-mail messages. Instead, use the folders and archiving functionality available in e-mail applications to organize and view messages. Be sure to archive e-mail folders on a regular basis.
5. Promote print preview to avoid printing a document just to see what it looks like.
6. Color printing is typically not required by most users. Given this selective need, as well as the high cost per page to print color copies, the number of color-capable printers available has been minimized. Avoid printing in color whenever possible.
7. Efforts should be made to limit paper usage by taking advantage of duplex (two sided) printing features offered by some printers and other optimization features (e.g. printing six PowerPoint slides per page versus only one per page).
8. Efforts should be made to limit toner use by selecting light toner and lower dpi default print settings.

9. Avoid printing large files, as this puts a drain on network resources and interferes with the ability of others to use the printer. Print jobs over 200 pages must be directed to centralized devices/print services where applicable/available – or to a printer that has been designated for large print jobs.
10. Many printers do not support certain paper types, including vellum, transparencies, adhesive labels, tracing paper, card stock, or thicker paper. If there is a need to use any of the paper types, consult with the vendor to determine which machines can handle these specialty print jobs.

## **PRINT TECHNOLOGY SPECIFICATIONS**

1. A concentric model has been created which is targeted to ensure that a print device is available within a 40 foot radius of every work station.
2. The goal is to have a document printed by the device within 3 minutes of end user demand.
3. Print Drivers will be set to default to two sided printing (duplex).
4. Documents over 200 pages must be redirected to centralized devices/print services where applicable/available.
5. Secure Print Technology will be mandated for users as the default standard.
6. Standardization of equipment is a guiding principle to optimize savings financially and environmentally.

## **COST GUIDELINES**

1. Equipment acquisitions are covered under the all inclusive cost per impression agreement in place with the selected print equipment vendor.
2. Toner costs are covered under the all inclusive cost per impression agreement in place with the selected print equipment vendor.
3. Maintenance costs for equipment are covered under the all inclusive cost per impression agreement in place with the selected print equipment vendor.
4. Long distance costs for faxing are covered by each department.