

Executive Track Print Rationalization Conference Group Questions & Comments Event Date: June 3, 2009

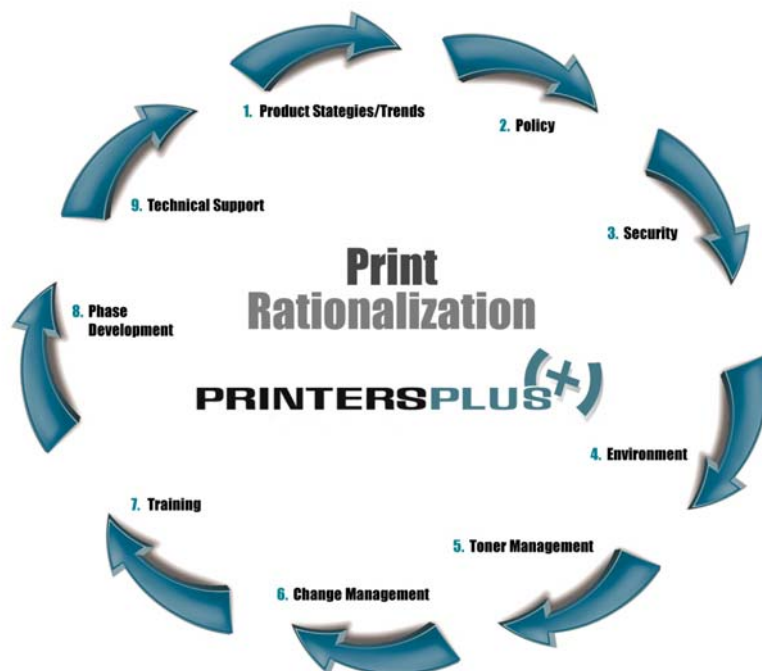
Twenty-four departmental decision makers accountable for accessing, planning and implementing managed print service strategies attended the Executive Track at The Fine Print 2009 Conference held on June 3, 2009. The goal of this particular track was to foster collaboration among departments, educate officials on the print rationalization process, and the benefits and successes involved in this type of consolidation.

Attendees were sectioned into three groups then assigned a team captain. PrintersPlus would present a topic within the “best practice process” (illustration below) and each group would discuss and share their feedback with those in the room.

Moderated by IT Analyst Michelle Warren and engaged by our team captains (MSP Solution Partners), this type of exchange provided great value to all involved as ideas were shared, challenges were discussed and solutions and take away conversations occurred.

Throughout the workshop our team attempted to capture each group’s thoughts and feedback to share with those that attended the conference. PrintersPlus is committed to helping guide departments through this new way of viewing print and sharing this information is one step at helping officials understand the landscape and prepare for the road ahead.

- Group 1:** Team Captains: Jack Steeg, Ringdale & Mark Lalonde, Samsung
- Group 2:** Team Captain: Gary Drysdale, HP
- Group 3:** Team Captain: Al Hill, Xerox



POLICY

What does your department's print policy look like?

- Right now no clear print policy today (most)
- Policy disconnected
- Hard to communicate, hard to develop and to enforce, manage and educate unknown usage

Which objectives or criteria were used when the policy was created?

- Security
- Approval process IT
- Sustainability push
- Standards by dept.
- Ratio of print to users (25-1)
- Forced rules - B&W default, duplex
- Security, no local print and secure mailbox
- Define responsibilities (financial)
- Vendor agnostic (MFP's are leased)
- Scanning log on
- Meet end user needs more efficiently
- Control use of color
- Speed
- Initiate Green Environment.
- Coming but not popular
- Enforcement
- Business case to Senior Mgt.
- TSB-Policy
- Archiving
- Exceptions

List the most important aspects of an effective print policy.

- Needs to make sense (not just control)
- Policy needs to link to strategy (objectives tangible)
- Training and Education
- Communication
- User involvement (Buy In)
- Compliance (Management)
- Reporting Monitoring Managing
- Baseline
- Reduce Cost
- Efficiency- Security
- Health
- Environment
- Reduce Printing

SECURITY

As a user, are you aware of the IT security measures in place for printing?

- Fax to a Network (incoming)
- Yes- know what is there today and the future
- More along the Treasury Board guidelines
- Varied understanding, limited
- Awareness and care factor IT
- Understanding- need to have education

As you shift towards a multi function environment, what security concerns are coming to light?

- Fax, Scanning
- Protection in the unit itself ie. hard drive
- Documents in tray, pull printing
- Define and deploy standards
- Policy has not caught up to technology, MFP security concerns.
- Printed pages left behind, PIN, /Pull and Swipe Card not being used
- Concerned with hard drives, saved data, who is engaged

**How is the security issue being addressed within the department?
Are both IT/management discussing /collaborating on it?**

- Access Control
- Encryption
- IT working with Security
- User driven and confusion, users pushing for change not all of collaborating, IT security outdated seen as an obstacle.
- No wireless printing
- Device and people – internal and accidental behaviour

ENVIRONMENT

What does your department's environmental program/strategy look like?

- Convoluted to use (PWGSC)
- Some guidelines re energy, green office, nothing on Printers
- Not enough policy, need high level goal
- Needs to be business of green
- Reuse /recycle policies
- Somewhat consistent with procurement policies
- Toner Recycling Kits
- Eco fonts 20% reduction
- Devices
- Electrical
- Defaults –B/U Duplexing

Have you evaluated your department's environmental impact as relates to printers? What does that look like?

- Some start
- Need lay mans terms
- No assessments to date, need baseline
- Don't know what environment looks like
- Senior Level
- Universal move to duplexing
- Ontario Government trees saved
- End of life disposal

What has your department done to reduce its carbon footprint?

- Universal push comes from students
- Environment Canada gives data to users so they feel they can impact toner hydro, cost paper etc.
- Limiting power
- Force suppliers to handle cradle to grave
- Not a consolidated approach, IT driven
- Small initiatives not an overall strategy
- Need assessment first.
- Communication Strategy and Training needed
- Largest capacity Toner
- OEM Compatible
- Battery recycling

TONER MANAGEMENT

Do you have a toner management strategy in place within your department? Why? / Why not?

- There is no real toner management in departments
- Yes on leased
- Some spares on purchase
- Seeing demand for cost per page
- No, IT doesn't own print and /procurement, not consistently using tools
- Central Purchasing
- Consolidate –process- suppliers
- Too small department
- Predicting when how many

How big of a concern is toner management in your department – scale of 1-5?

- Can negotiate toner price for 4-5 years
- Toner pricing in Gov't is well below market price
- Toner management is very important
- Sometimes better to go for more expensive printer and cheaper toner
- User: 1
- Departments: 2-3
- IT Group: 4-5
- Should be more communication as to why

How many different types of toner are purchased within your organization? Do you know what your department spends on toner? How is it purchased?

- Lots, Varies from 4-90+ types of toner
- Both vehicles
- 5K call up
- 1 Dept. estimated \$465,000

CHANGE MANAGEMENT

What do you feel are the key factors when implementing a change management strategy? Who should be involved?

- Senior management Buy-In
- Clearly articulate and communicate (GOALS)
- Make people involved "their idea"
- Communication
- Stakeholder Involvement buy in
- Well-understood Vision/ objectives
- MGT
- Understanding concerns/needs

What is the biggest challenge when facing a change in print strategy?

- Culture shock (walk)
- Printers are viewed as personal assets
- Perception to negatively effect productivity (Demoralizing)
- Monitoring printing (Big brother watching)
- Concern for lost funding
- People aspect, lack of willingness
- Budget
- Common Vision
- Sustainability, reinforcement, business process
- Client acceptance
- Measuring and monitoring
- Finding correct solution
- Business Process

How important is training within your organization on scale of 1-5. How so?

- 4-5
- Awareness is important
- Need constant communication
- Training is less important than above

TECHNICAL SUPPORT

****As time was a concern and technical support was discussed in the technical workshop we did not do Technical support in the Executive workshop****

TYPICAL ENVIRONMENT

Based on “As IS” and “To Be” print environments where does your organization reside on a scale of 1-5.

- 1-4

What does your current environment look like? Do you have a printer-to-person ratio standard? Which elements do you have in place?

****Only ratios documented****

- 1.2 to 1
- 6 to 1
- 15 to 1
- 2 to 1
- 10-1 printer
- 30-1 MFP
- 13-1
- 5-1

Where do you want your print environment to be in the next 3-5 years?

- HP
- Almost paperless
- Print Ratio 25 to 1
- Controlling content = controlling printers
- Procedures need to change for example: (need 3 copies)
- Future generation won't print.
- Optimized
- Managed