Washington State Department of Enterprise Services

Statewide Print Management Strategies Team

Opportunities for Collaboration – Q4

October 24, 2017 – Quarterly Meeting
1500 Jefferson Street, Olympia – Presentation Room 1st Floor – Enterprise Services

Print Management Strategies Team Resources:
- **Judy Lorenzo, Business Resources Division**
- **David Baker, Business Resources Division**
- **Josh Klika, Contracts & Procurement**
- **Jeff Kesseler, Managed Print & Internal Use**

Guest Presenter: desiree Monroy, Economic and Revenue Forecast Council

Today's Agenda

Time	Topic		Who
9:00	Welcome – Housekeeping for WebEx	Information	Judy
9:05	2017 Print Management Survey Results	Information and Discussion	David, Judy
9:25	Best practices – Economic and Revenue Forecast Council	Information and Discussion	desiree Monroy
9:50	Contracts Update	Information	Josh
10:00	Short Break – WebEx users, please mute phones versus "hold" function	ACTION ITEM	All
10:10	Preparation to Track Baseline Print Costs	Information and Discussion	Judy
10:25	Wrap Up and Next Steps for 2017 Status Report	ACTION ITEM	Jeff

2017 Survey Participants

Agency Type	2016	2017	Increase
State Agencies	31	35	4
Boards and Commissions	15	36	21
Higher Education	30	34	4
Total	76	105	29

38% increase in overall participation!

2017 Survey

WAC 200-380-030 Requirements:

- Print Management policy
- Track baseline costs
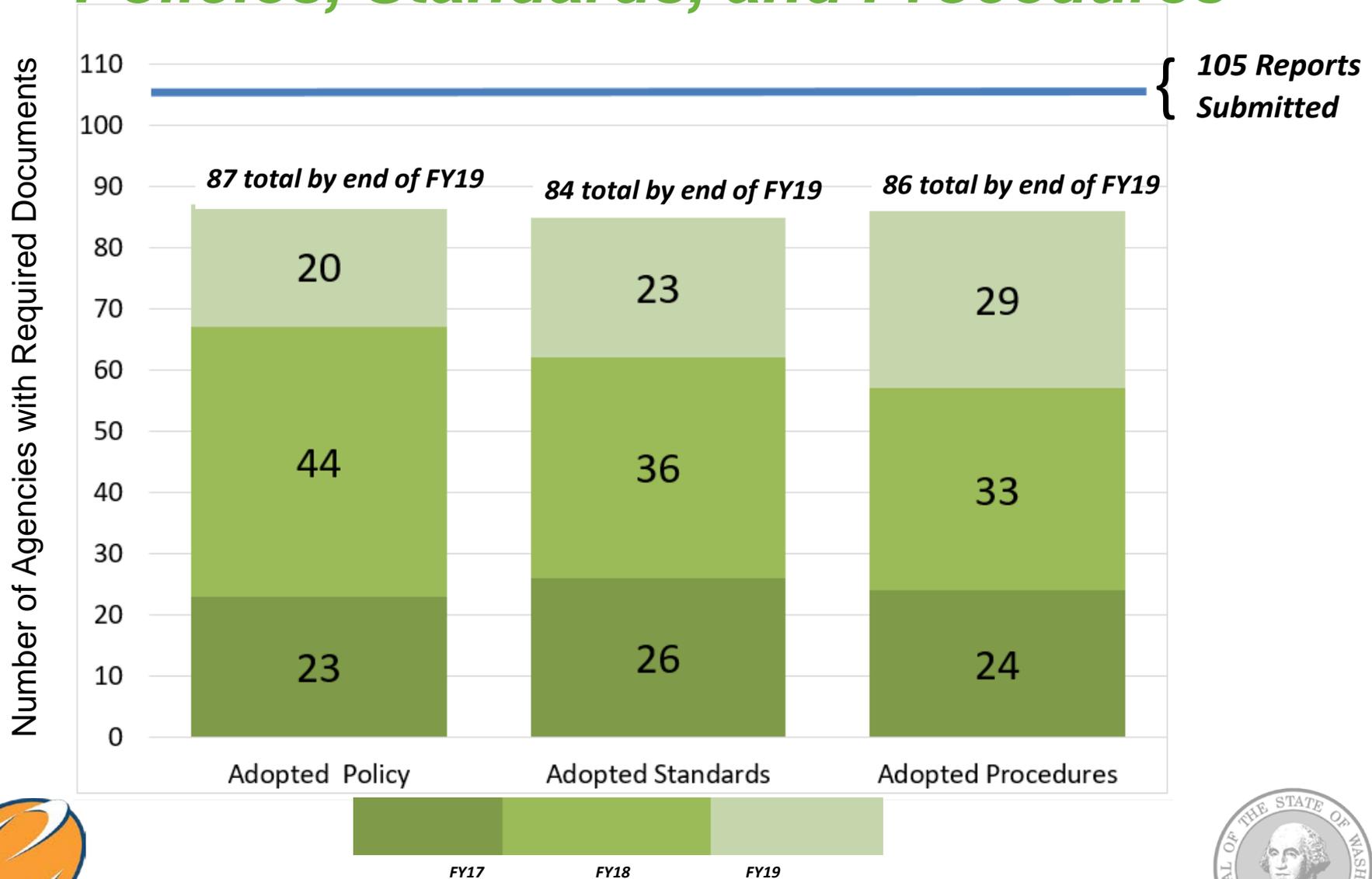- Annual reporting to Enterprise Services

2017 Survey Highlights

- 66 are prepared to track baseline print costs

- 26 are **NEW** to the survey. **Welcome!**

- 41 agencies have in-plant operations

- Considerable progress demonstrated during the reporting period

Adoption Status as of June 30, 2017 Policies, Standards, and Procedures

Source: 2017 Print Management Status Report Survey

Submitted Policies, Standards, Procedures, Plans or Drafts

Denotes agency with 1,000 or more employees

Attorney General's Office *
Big Bend Community College
Cascadia College
Central Washington University *
Department of Archeological and Historical Preservation
Department of Licensing *
Department of Natural Resources *
Department of Revenue *
Department of Social and Health Services *
Eastern Washington University *
Economic and Revenue Forecast Council
Employment Security Department
Everett Community College
Evergreen State College
Grays Harbor College

Health Care Authority *
Life Sciences Discovery Fund Authority
South Puget Sound Community College
Washington Horse Racing Commission
Washington State Board for Community and Technical Colleges
Washington State Department of Agriculture
Washington State School for the Blind
Washington State University *
Wenatchee Valley College
Yakima Valley College

Number of Reporting Agencies by Size Full Time Equivalents (FTEs)

Source: 2017 Print Management Survey

- 500-999 FTEs: 16
- 100-499 FTEs: 29
- 1-9 FTEs: 18
- 10-99 FTEs: 22
- 1,000 + FTEs: 20
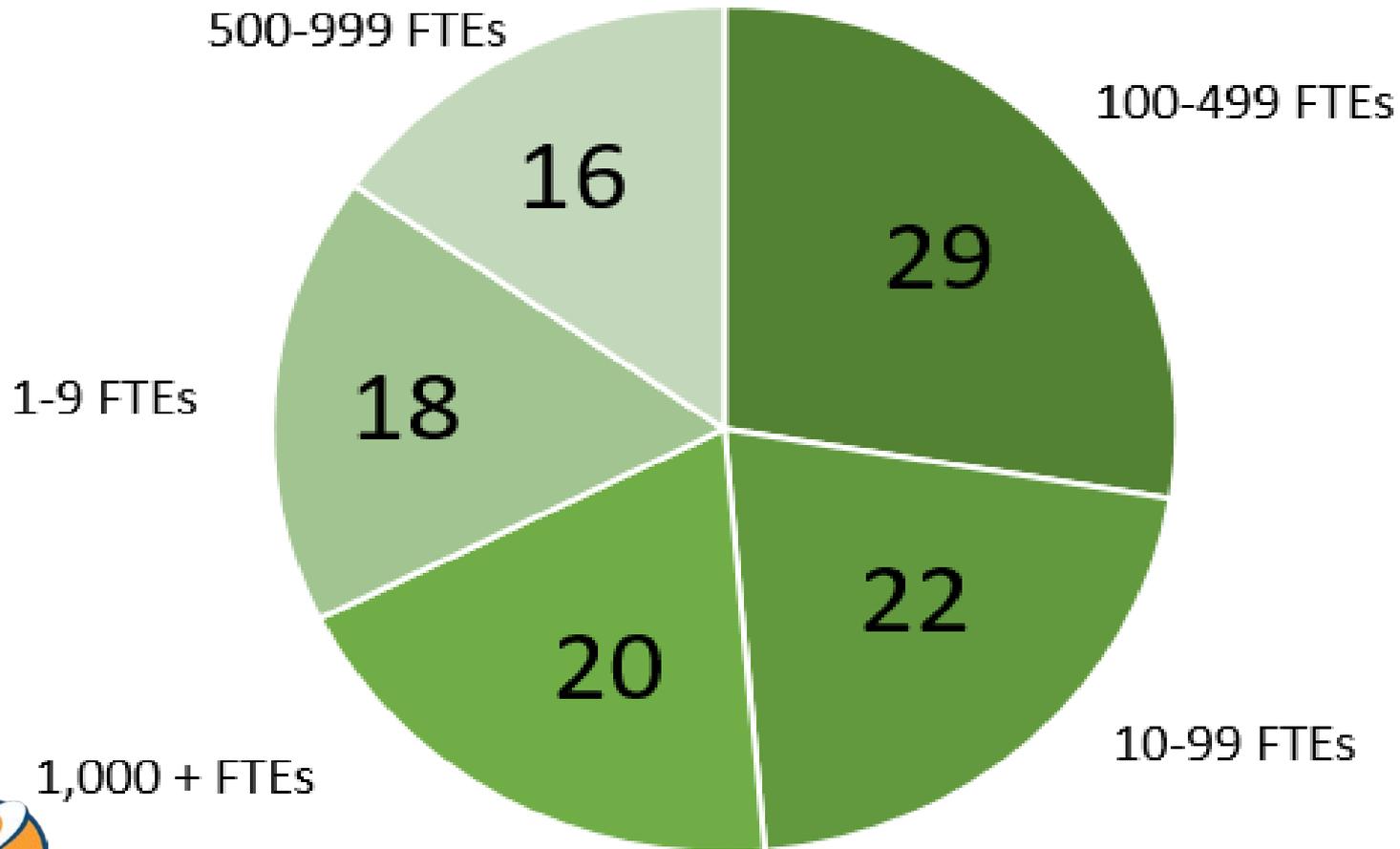
Survey Follow Up

The survey asked how Enterprise Services could help print management implementation be successful. There were three choices plus "other."

1. Assist with internal facilitation
2. Additional information about Print Management
3. Consultation regarding Managed Print Services

Three most common "other" themes.

- Tracking print costs
- Statewide communication (meetings, website)
- Sample policies, templates, guidelines

Outreach Discussion

- Agency facilitation
  - Sharing the value of Print Management
  - Managed Print Services
    - Contracts
    - Software/hardware
- Special Meetings/WebEx on a topic
  - Calculating print costs
- Increased information on the website

Questions?

Best Practices:
Boards, Commissions, and Councils

Assistance with policy development was a theme in the survey.

- Support specific to small agencies requested
- Please welcome **desirée Monroy** with the Economic and Revenue Forecast Council to share an approach

Developing a Policy:
Economic and Revenue Forecast Council

How we got started?

– Research

» DES Guidelines for Managing Print Operations

» Reviewing past print assessment (2008)

» Borrowing from other agencies' existing print policies

Developing a Policy:
Economic and Revenue Forecast Council

How we got started, continued

- Research
  - » Google: "how to reduce print costs"
  - » Printer's manufacturer has information about power usage/lifetime prints etc…
  - » Accounting records for supply orders

Developing a Policy:
Economic and Revenue Forecast Council

- What we hoped to accomplish?
  - Meet the requirements of the law by the date required
  - Confirm that our practices are working

Developing a Policy:
Economic and Revenue Forecast Council

April 2017 ➤➤ August 2017

Research

Staff review period

Policy adopted and report submitted

Developing a Policy:
Economic and Revenue Forecast Council

- Challenges/barriers and how we made it work?
  - Changing culture
    - "Who moved my printer?"
  - Default settings (duplex, print to PDF)
- Was it accepted by staff?
  - With time…
  - …and with the "printing police"
  - By the time the policy was circulated, they were already on board
- What about the Council?
  - We did not seek approval nor recognition from the Council

Measuring Success:
Economic and Revenue Forecast Council

Map ID	Make & Model	Monthly Lease Costs	Annual Toner Costs	B&W Overage Rate / CPI	Color Overage Rate / CPI	Average Monthly Color Volume	Average Monthly B&W Volume	Total Monthly Cost
1	HP LJ 8100			$0.020				$40.54
2	HP LJ 3390 fax							
3	HP LJ 4200dtn			$0.026				$5.27
4	Canon IRC 5180	$162.00		$0.008	$0.040	472	43,018	$525.00
5	Canon S630		$68.58					$5.72
							Total Ave Monthly	$576.53
							Ave Annual	$6,918.41
							Average Cost per Impression	$0.0011

Measuring Success:
Economic and Revenue Forecast Council

Device	Agency MFD	Shared MFD
Physical space costs/storage of devices and supplies	$286.68 ($23.89 per sq. ft. through October 2021 (estimated 1 sq. ft. for printer))	$286.68 ($23.89 per sq. ft./month through October 2021)
Consumables and supplies	Toner: $238.99 (12,500 pages) Paper: $67.29 (case)	Included in monthly fee
Maintenance costs		Included in monthly fee
Energy costs	$1.68 ($0.14 per sq.ft.)	$1.68 ($0.14 per sq.ft./month)
Lease expenses		$1,500 ($125/ month)
Acquisition and disposal expenses	$1,723	Included in monthly fee
Depreciation (20%/year)	($1,378)	N/A
Total estimated fiscal year costs:	$939.64	$1,788.36

2017 total annual printing costs: $2,728

2008 total annual printing costs: $6,918

Savings: $4,190/annually

Developing a Policy:
Economic and Revenue Forecast Council

- What we've learned
  - Something small can make a big difference
  - Printing is unnecessary when you have good technology
- How we've benefitted
  - $$$
  - Sustainability: reducing paper waste
  - Less paper clutter
  - Easier to find documents

Developing a Policy:
Economic and Revenue Forecast Council

Next steps

- Is there a plan to maintain or update as conditions change?
  - » Yes, already seeing opportunities with our Council meetings and moving that direction
  - » Our plan requires annual review in conjunction with inventory tracking

desirée Monroy

desireeM@dor.wa.gov

Questions?

Contract Resources

- Leverages buying power
- There are several [Master Contracts](#) related to a print environment.

- https://des.wa.gov/services/contracting-purchasing/current-contracts

Current Contracts

Search Contracts

Search results for keywords: **print**

All Active Contracts ▾	or

| print | | Go |

Enter 1 - 5 keyword(s), contract # or partial vendor name

Click on column heading to sort search results

Contract #	Contract Title
02012	ACTIVE FOR MPS REPORTS ONLY
07712	BULK ENVELOPE PARENT CUT SHEET PAPER
06213	CARAHSOFT ITSM SOFTWARE & SERVICES
10103	CI- UMBRELLA CONTRACT
05214	NASPO COPIERS, PRINTER & RELATED DEVICES
00215	NASPO MANAGED PRINT SERVICES
06012	NASPO MOBILE PHONES
01014	WIRELESS POOLED MINUTES

05214 is for:

- **the lease, rental or purchase of copiers, printers and related devices**
- **software bundles that enable and enhance the devices.**

00215 is for:

- **managed print services and not lease, rental or purchase of equipment.**

Current Contracts

Current Contracts

05815 is for desktops, laptops, tablets, servers, and storage including related peripherals (monitors, modems, etc.)

Questions?

Short Break

Thank You in Advance

For those on the phone, please keep your phone on mute during the break.

Please do not put your phone on hold. This often plays music over the WebEx and cannot be muted by others.

Prep to Track Baseline Print Costs

"Is your agency prepared to track baseline costs and your fiscal year print spend beginning July 1, 2017?"

- How do colleges and universities track print expenditures?
- Agency size and location considerations
- Legal requirements
- How can this be leveraged into savings?

2017 Cost Tracking Survey Responses
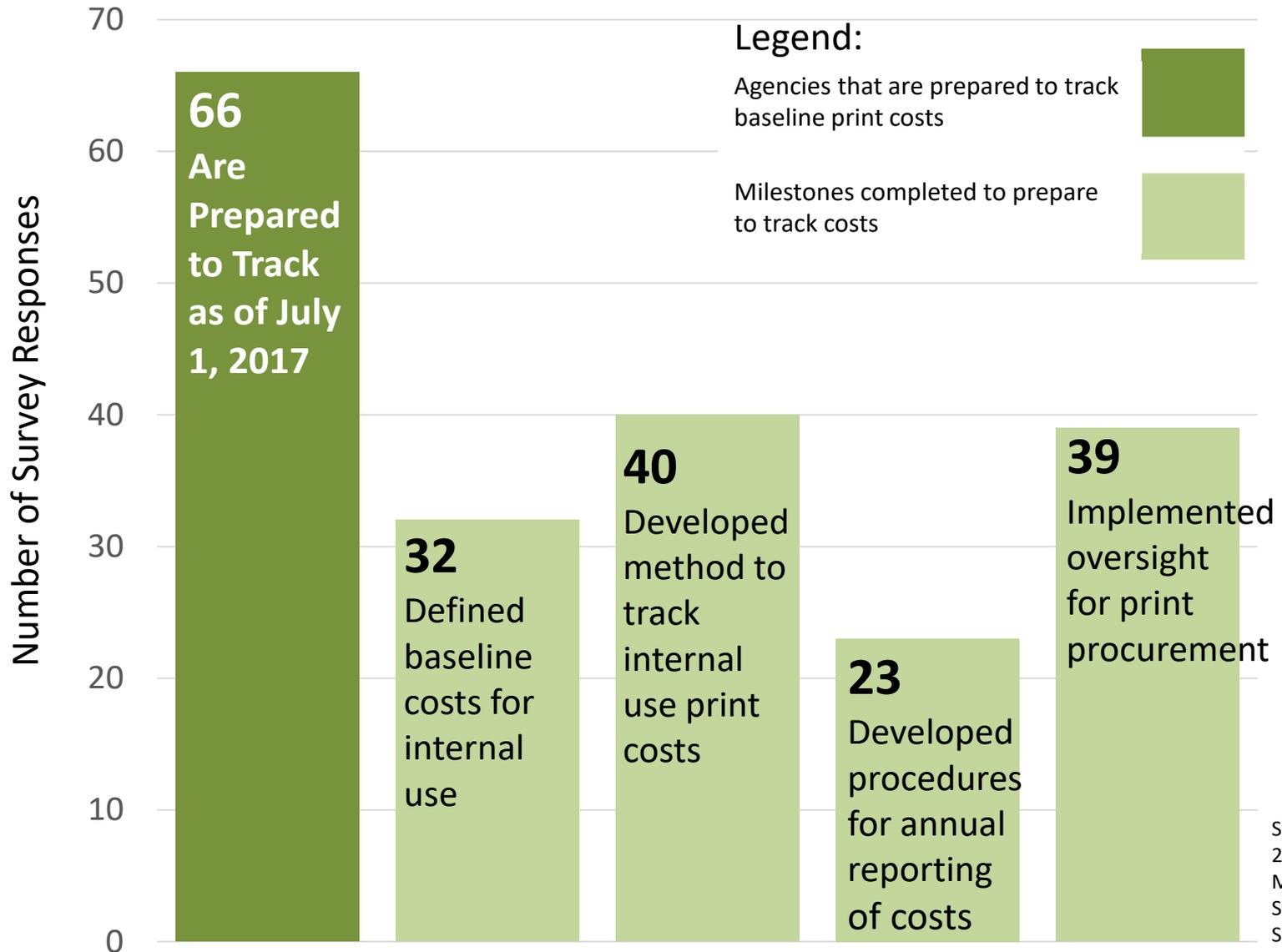
Source: 2017 Print Management Status Report Survey

Baseline Cost Tracking

- After our Statewide Print Management Strategies Team meeting in April, Enterprise Services worked with the One Washington Project to identify the best accounting codes for tracking print management expenditures.

- July 1, 2017, to June 30, 2018, will be the first fiscal year for some of the new codes.

Cost Consideration Questions

- How does tracking reduce expenses and create efficiencies?
- Understanding the factors and needs driving decisions can influence practices.
- We spend $XXX for this service or product. Is this the best way to meet this specific program need?

What are your agency action items?

- Are there existing tracking mechanisms?
- Do you know who to work within your agency?
- Is there anyone currently involved or interested in being involved?

Survey Highlights

The 2017 survey yielded more than sixty open-ended responses for this question.

- Many requested assistance on the topic of tracking print costs in the survey.

- How can we best follow up?

Questions and Discussion

These requests for assistance fall into three additional categories related to print management implementation:

- Print Management Consultation Services
- Continued Statewide Outreach and Communications
- Requests for Samples of Policies, Standards and Procedures

Adoption Status as of June 30, 2017 Policies, Standards, and Procedures
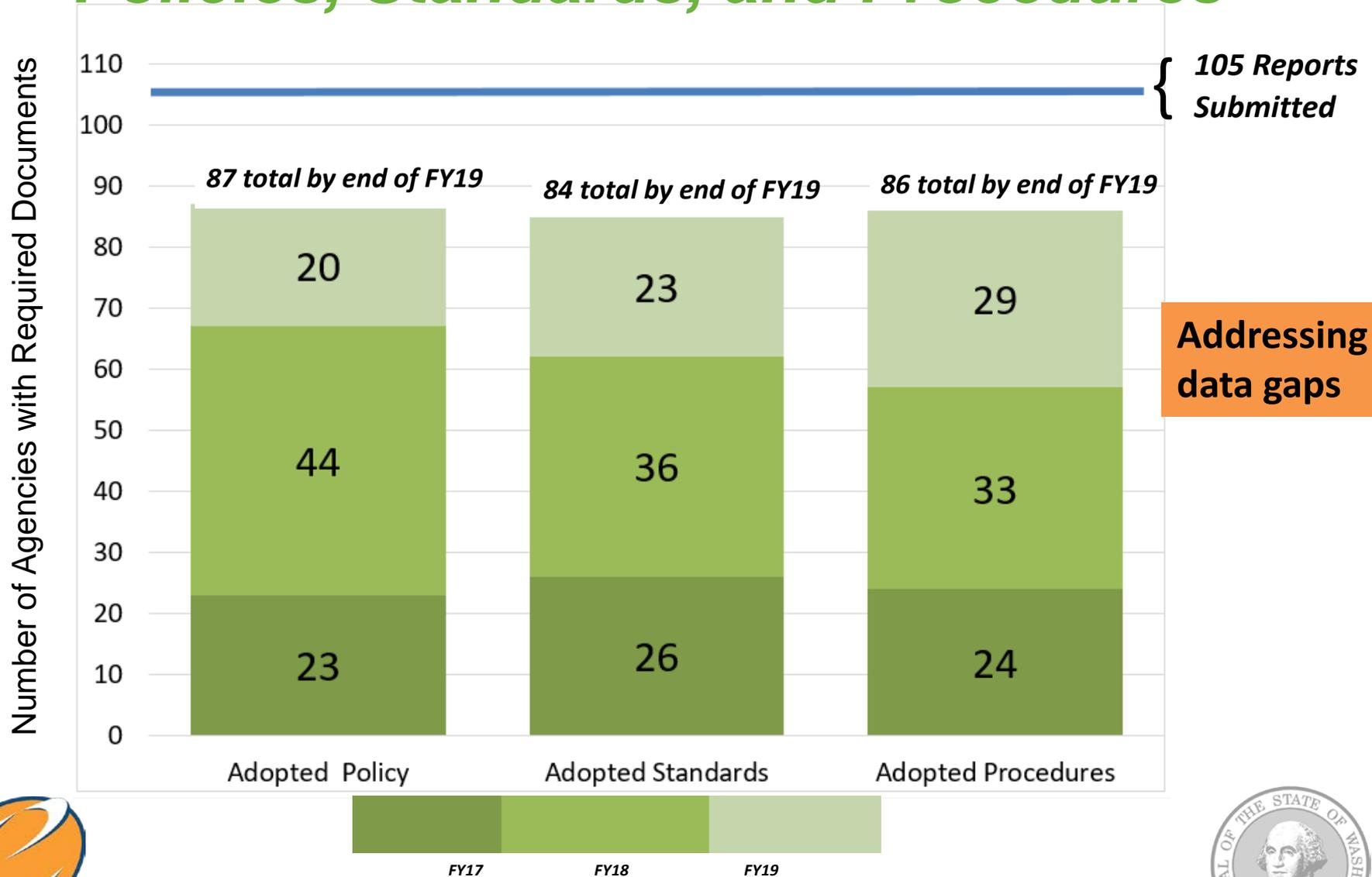
Source: 2017 Print Management Status Report Survey

What We Agreed to Today:

Enterprise Services will:

1. Follow up with agencies that requested assistance in the survey and seek clarification from agencies on data gaps.

2. Publish the 2017 Consolidated Print Management Status Report, and the policies, standards and procedures submitted with the 2017 survey on the web.

3. Work with agencies as requested to encourage further changes to the *Chart of Accounts* sub-sub objects.

4. Share after implementation of the key card system and managed print services.

Employment Security will share at the January meeting.

Thank you!

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Josh.Klika@des.wa.gov

Jeff.Kesseler@des.wa.gov

Print Management resources online:

http://des.wa.gov/services/printing-mail/printing-services/print-management