**Washington State Department of Enterprise Services**

# Statewide Print Management Strategies Team

## February 27, 2019 – Quarterly Meeting
**1500 Jefferson Street, Olympia – Presentation Room 1st Floor – Enterprise Services**

**Print Management Strategies Team Resources:**
Damien Bernard, Business Resources Division
Jason Bippert, Business Resources Division
Josh Klika, Contracts & Procurement
Jeff Kesseler, Managed Print & Internal Use

# *Today's Agenda*

| Topic | | Who |
|---|---|---|
| **Welcome – Housekeeping for Skype** | Information | Jason |
| **Print Management Report Update** | Information & Discussion | Damien |
| **Managed Print Update – DES** | Information & Discussion | Jeff |
| **Managed Print Demo – DES** | Tour | Jeff |
| **Wrap Up and Next Steps** | Discussion | Team |

# *Print Management Requirement*

| RCWs & WAC | State Agencies, Boards, Commissions | Institutions of Higher Education |
|---|:---:|:---:|
| **RCW 43.19.742**<br>**DES to establish rules and guidelines for managing print operations** | DES only | |
| **WAC 200-380**<br>**Agencies must adopt a print policy, standards and procedures**<br>**Determine baseline costs**<br>**Annual reporting** | ✓ | ✓ |
| **RCW 43.19.733**<br>**Managed print required for agencies with 1,000+ employees** | ✓ | ✓ |
| **RCW 43.19.739**<br>**Agencies must consult with DES for printing and binding** | ✓ | ✓ |
| **RCW 43.19.745**<br>**Agency use of envelopes-Standardization** | ✓ | ✓ |
| **RCW 28B.10.029**<br>**Grants colleges independent authority to purchase materials, supplies and equipment** | | ✓ |

# Print Management Report - Participants

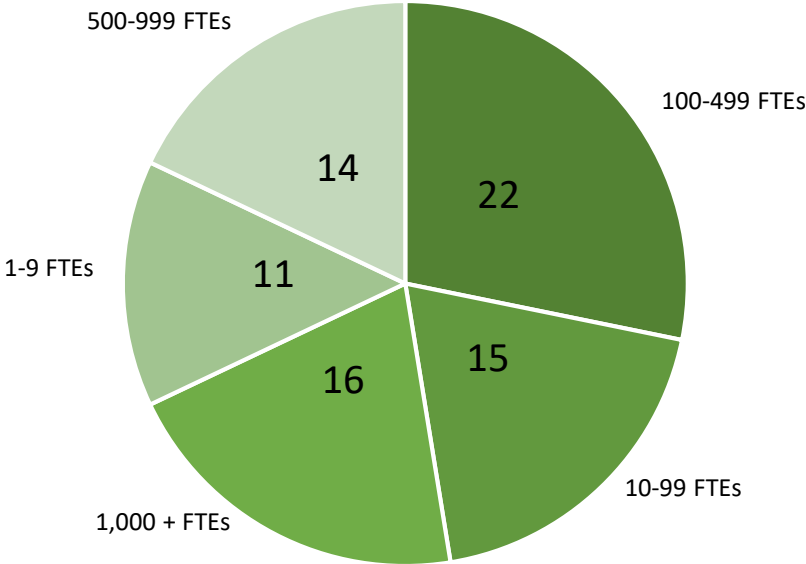| Agency Type | 2016 | 2017 | 2018 |
|---|---|---|---|
| State Agencies | 31 | 35 | 32 |
| Boards and Commissions | 15 | 36 | 23 |
| Higher Education | 30 | 34 | 23 |
| Total | 76 | 105 | 78 |

- Sixteen agencies with 1,000 or more FTEs submitted annual reports.

- Twenty-five agencies of varying sizes operate in-plant printing services.

- Forty-eight of the 78 agencies reporting have fewer than 500 FTEs.

# *Print Management Report – Agency Size*

**Number of Agencies by Agency Size - Full Time Equivelants (FTES)**
*Source: 2018 Print Management Survey*

# *Print Management Report – Policy, Standards, and Procedures*

- Adoption Status of Print Management Policy, Standards, and Procedures as of June 30, 2018

| Policy | | Standards | | Procedures | |
|---|---|---|---|---|---|
| Completed | 29 | Completed | 24 | Completed | 27 |
| Complete by FY19 | 31 | Complete by FY19 | 28 | Complete by FY19 | 27 |
| Complete by FY20 | 12 | Complete by FY20 | 15 | Complete by FY20 | 15 |

# *Print Management Report – Managed Print*

- Sixteen agencies greater than 1,000 FTE's
  - Twelve have implemented Managed Print

- Thirty-two agencies implemented Managed Print

- Number of FTE's not a factor

# *Print Management Report - Strategies*

- Seventy-five agencies made progress with printer fleet
  - Centralized print areas
  - Managed Print contracts
  - Reducing or eliminating desktop printers
  - Other software/hardware

# *Print Management Report - Strategies*

- Internal education and change management
  - 55% of agencies have taken steps to increase employee awareness of preferred print practices
    - Formal internal team – guiding procurement and management of print usage
    - Formal training on printer and plotter use
    - Supporting staff participation in the Statewide Print Management Strategies Team

# *Print Management Report – Print Spend*

- 69 agencies reported print spend
- Total print cost: $38,066,075
- Total internal use cost $21,120,439
- Total external use cost $16,945,636

# *Print Management Report*

Questions/Comments?

# *Implementation Story of Managed Print Part two – Enterprise Services*

## Part one covered our process start

- Inventory of fleet and costs
- Assembling our stakeholder group
- Setting goals for new program
- Issuing scope of work
- Vendor selection and award

## Implementation strategy

- Communication plan
- Implementation schedule
- Training plan
- Policy

# *Server builds*

- New virtual servers were created to stand up the Pull Print software, Fax Server, Print Server and SQL database.
  - Tools Server
    - FM Audit
  - Fax Server
    - Includes SQL database
  - Print Server
    - Includes Pull Print Software and Drivers

# *User Training*

Pulled select group of admin assistants and floor leads together for "Train the Trainer" workshops.

Pre-register employee badging prior to deployment day

Developed several handouts covering how to:

- Print

- Scan to Email

- Fax

Our helpdesk ticketing system also includes tips and solutions for common problem resolution.

# *Implementation*

## Started replacement at outlying locations first.

- Smaller populations affected
- Refine training based on feedback from deployment


## 1500 Jefferson was last to implement

- Largest population to train
- Deployment was scheduled by floor
- Multiple domains to accommodate

# *Cost Comparison*

- Old contract costs for fleet averaged approx. $23,000 per month.

- New Managed Print contract costs were projected to be in the $14,000* range but are running approx. $13,000 per month.

  * Based on same average print volume
  – Additional savings realized through less waste generated.

# *Print Room Tour*

- We will provide a brief tour of one of the centralized print rooms after this meeting.


- Groups of 10 at a time
- Please sign in to get a visitors badge to access secured areas

# *Questions?*

# *Next Steps*

We agreed to:

# Thank you!

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Print Management resources online:

[http://des.wa.gov/services/printing-mail/printing-services/print-management](http://des.wa.gov/services/printing-mail/printing-services/print-management)