



STEERING COMMITTEE RECOMMENDATION APPROVAL REQUEST

Process: Printing from within Campus Management

Description of Recommendation:

Various printing scenarios have evolved over the years to meet campus needs. Some of these scenarios were dictated by the technology that was available at the time and can be improved upon with the use of current software and networked printers/copiers. For example, in some cases, letters, labels and reports are printed on impact printers in the IT Data Center and then delivered to designated departments on campus. In these cases, the formatting options are severely limited, and there are delays associated with deliveries of print-outs. In other cases, electronic work orders are issued from the legacy system with indicators for the kind of correspondence that needs to be generated along with mail-merge ready lists of recipients. The letters are printed in departments, and the labels in the IT Data Center. The letters must wait for the arrival of the labels, there may be mix-ups in matching the labels to the letters, the labels may be lost, etc.

The implementation of CM provides a good opportunity for analyzing current printing practices for potential improvements. This recommendation proposes that the following guidelines be followed when developing printing solutions from within CM:

- Use distributed printing rather than centralized printing where practical.
- New departmental printer purchases should follow agreed-upon standards, e.g., be network-enabled rather than locally connected.
- Use window envelopes rather than separate labels and letters.
- Replace pre-printed forms with SAP generated forms where possible.
- Take advantage of electronic means for communication where possible, e.g., by using e-mail rather than paper memos and online reports rather than printed.

Underlying Opportunities:

The migration to CM presents an ideal opportunity to modernize and standardize printing, with the goal of improving quality and efficiency and enabling end users to better manage their own printing needs.

Pros Supporting the Recommendation:

- A much wider array of formatting options will be available including color and graphics, whereas with impact printing only one font size was possible.
- End users will be able to manage their own printing needs. They will be able to initiate printing at their convenience, select the appropriate output device, and have immediate access to the results.
- The need for deliveries will be reduced, resulting in lower overall cost.
- By using window envelopes, cases of mismatching labels with letters will be eliminated.
- Occasionally there are cases in which departments no longer need paper reports, but that message does not get communicated to IT, and IT continues to create and deliver the reports. By moving the management and initiation of print requests to the end-user, there will be fewer cases of wasted printing.
- IT uses several million pre-printed forms each year. The cost of purchasing these forms can be eliminated by generating them from within SAP.
- The University provides an on-campus printing option to departments through Printing Services. This unit is set up to handle contemporary printing needs, including the packaging of outgoing mailings for efficient distribution, and should be utilized where possible providing that its services remain competitive.

Cons Against the Recommendation:

- Some departments may not have access to printers that can handle the required load, support duplex printing, and are capable of being accessed from SAP.
- Becoming “enabled” implies that departments will have to take on additional responsibility for managing their printing needs.
- It may be necessary to provide additional training to departmental staff.
- There will be added costs to departments for items such as paper and printer cartridges.
- There will be added development costs to generate formerly pre-printed forms from SAP.

Issues, Concerns, or Currently Unresolved Aspects of the Recommendation:

- How will new printers be funded?
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For further information about this recommendation, contact:

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