1. Introduction

This document will set out the approved methods of using print devices, and printing within the Organisation, whilst maintaining cost-effectiveness and efficiency. For the purpose of the policy, production of printed materials will be through the following output equipment:

- Network printers
- Multi-functional devices (MFDs); a combination of print, copy, scan and potentially fax functionalities

2. Scope

This print policy applies to all staff operating and requiring print, scan and photocopy functions at the Trust’s networked sites.

Following the full migration to the Trust network, and extension of the managed print service in due course, this policy will also apply to the community sites.

3. Aims

3.1 To give clear guidance on the use of print devices and output options

3.2 To avoid unnecessary purchase of print devices and consumables

3.3 To encourage all users to consider whether printing is necessary or desirable, and think before printing

3.4 To provide the awareness, and reduce the risk of any IT Security and Information Governance breaches

3.5 To promote the awareness and understanding of the features of a managed print service
4. **Duties (Roles and responsibilities)**

4.1 The Executive Team is accountable to the Trust Board for ensuring Trust-wide compliance with policy.

4.2 Directorate managers and heads of service are responsible to the Executive Team for ensuring policy implementation.

4.3 Managers are responsible for ensuring policy implementation and compliance in their area(s).

4.4 All staff are responsible for complying with this policy.

5. **Definitions**

5.1 MFD – means Multi-Functional Device, capable of printing, copying, scanning and possibly faxing

5.2 Mono – means Black and White; a mono device is capable of producing outputs in black & White only

5.3 Duplex printing – means double-sided printing; This allows for a print job to be produced on both sides of paper

5.4 Managed Print Service – means centralised management of a print estate. This includes remote management and proactive support. Xerox will provide a manage print service to the Trust

5.5 The Trust – refers to Newcastle upon Tyne Hospitals NHS Foundation Trust

5.6 MPS – means Managed Print Service; This refers to the establishment and management of the Trust’s print estate by Xerox

6. **General Principles**

6.1 **Equipment Configuration & Features:**

   6.1.2 Multi-Functional Devices (MFDs) – These shall be networked to the Trust’s IT infrastructure and configured to provide print, copy and scan functions. All MFDs are fitted with Scan to PDF capabilities. The scanned document will be sent as PDF file to the user’s email address (outlook mailbox).

   6.1.3 Networked Printers – The printers shall be networked to the Trust’s IT infrastructure

   6.1.4 Power Save Auto Shut off – all new equipment will be configured in Power Save Auto Shut off mode
6.1.5 Duplex Printing – all devices will automatically default to double side printing, when this feature is available

6.1.6 Black & White Printing – all devices will be standard black & white default printing. Some devices will be configurable for colour printing

6.1.7 Tray configuration – Each tray in a device will be set up for and loaded with a media type; e.g. plain paper, letterheads, label, etc. This will be in line with local procedural / operational processes and requirements

6.1.8 Follow-you Printing – This, also known as pull printing, will be made available to all groups / department. Follow-you will be enabled as the standard default on all devices except eRecord printers. This will enable the flexibility for a print job to be picked up from any similar device regardless of location, removing the restriction to print to a particular device. Due to application constraints, follow-you printing will not apply to eRecord, Apex, E3 and eFin

6.1.9 Secure Access Printing – This will be made available to all groups / department and enabled as the standard default on all devices except eRecord printers. This secure / authenticated printing will enable the use of swipe cards or pin codes to release print jobs from the pull-print enabled printers. Due to application constraints, secure printing will not apply to eRecord, Apex, E3 and eFin

6.2 Printing Standards:

6.2.1 All printing and copying is to be Black & White (mono). Colour printing should be used only when and where critically and operationally necessary

6.2.2 All printing will be set to double-sided prints as standard. Single sided printing should only be used when and where critically and operationally necessary.

6.2.3 Existing fax machines will continue to be in use until an appropriate solution resulting from due local process and requirement analysis is agreed

6.2.4 Document scanning will be performed as mentioned in 3a) above. Any previously owned scanners (scan-only devices) can remain, but will have no technical support cover (not be supported by IT)

6.2.5 All usage of the devices will be audited. Staff are expected to refrain from using the devices for production of personal materials.

6.2.6 Cost allocation / Charging: The follow-you functionality will enable users to print from any follow-you enabled device, and not just their local devices. It is envisaged that the equitrac management tool, integrated in the Xerox solution, will provide informative usage report that will enable Finance to charge the relevant users’ departments accordingly for each device. Where / if this is not obtainable, devices will be charged back on a device level based on the department they reside in. A percentage of this charge will be passed to other areas based on the expected usage.
6.2.7 Click Charges (print costs): Colour printing cost 10 times more than mono.

6.2.8 Media Supply: Supply of media (paper) for the print devices will be provided by the local department(s) as usual. The relevant key user will ensure that the device is replenished with paper.

6.3 Acquisition of non-standard Printers:

6.3.1 Acquisition of print devices outside the contracted Xerox fleet and agreed print strategy will not be supported. Installation of such a device and/or the associated software drivers will not be permitted, in line with Access Control and Software Control policies.

6.3.2 Charitable funds cannot be used to purchase devices and/or associated consumables.

6.4 Requisition Management for additional / replacement devices:

6.4.1 Xerox will manage the device list and move, add, change and dispose (MACD) process in conjunction with the Trust.

6.4.2 Requests for additional devices have to be made via the IT Service Desk with a business case sponsored by the relevant directorate lead. This will be reviewed and authorised by the IT Director.

6.4.3 A Change Control Note will have to be completed and ‘signed off’ by the Trust and Xerox for each addition to the Contract; an ‘addition’ to the contract could be a ‘one-off’ printer/MFD requirement or a whole building/area/department. A copy of the signed ‘Change Control Note’ would be lodged with Supplies.

6.5 Retention of old devices:

Old devices (current devices prior to the deployment) will not be retained. Every new device will tested after installation. The old device(s) will be removed once the new one is confirmed working for the users.

6.6 IT Security:

6.6.1 Loss of swipe card & risk of unauthorised access: It is the responsibility of the staff to follow normal Trust procedures and report loss of their card as soon as it happens. This is to avoid the possibility of unauthorised use of the card to access confidential print jobs.

6.6.2 Print Job Retention Period: To ensure maintenance of security, and to avoid print server overload, the maximum period a print job will be retained and available for printing is 12 hours.
6.6.3 Device out of paper / paper jam: If a device runs out of paper or jams while releasing a print or copy job, ensure that paper is reloaded or jam is cleared to complete the printing. If this is not done by the user, and later reloaded or cleared by a different user, the rest of the print job will be printed out to the visibility of this other user and possibly left lying on the print device for all to see. This poses a risk of confidential information lying around.

6.6.4 Confidentiality: Any printout found lying on a device should be handed over to the owner. If owner is unknown, it should be dropped into confidential waste, and not left on the device. It is the responsibility of every Trust employee to secure their print jobs.

6.7 **Best Practice:**

6.7.1 It is the responsibility of all Trust employees to manage print usage in a responsible manner.

6.7.2 It is the responsibility of all Trust employees to inform the local key contact of any noticed concerns / faults with a print device.

6.7.3 The preferred communication and storage methods are electronic. Print only when necessary and in line with local operating procedures.

6.7.4 Print only when necessary. Delete your print jobs from the print device, if no longer required.

6.7.5 Printing is set to default to mono. Use colour only when absolutely necessary. Colour printing is ten times (10x) more expensive than mono.

6.7.6 Printing is set to duplex as default; single-sided printing should only be used in exceptional situations.

6.7.7 Use multi-image-per-page printing where possible.

6.7.8 PowerPoint presentations are usually lengthy and require a large amount of network and printing resources to print.

6.7.9 Whenever possible, print in outline mode or hand-out mode with multiple slides on one page.

6.7.10 When designing PowerPoint presentations, use white backgrounds versus dark to reduce the amount of toner or ink needed to print.

6.7.11 For large documents with multiple pages, print to the MFDs located within your department. MFD costs are lower than those of printers.
7. Training

Training will be provided to users by Xerox and the Trust’s Training team as the devices are deployed. User Guides and other relevant useful information will be available on the Trust’s intranet site.

8. Equality and Diversity

The Trust is committed to ensuring that, as far as is reasonably practicable, the way services are provided and the way staff are treated reflects their individual needs and does not unlawfully discriminate against individuals or groups. This policy has been properly assessed.

9. Monitoring Compliance with the Policy

<table>
<thead>
<tr>
<th>Standard / Process / Issue</th>
<th>Monitoring and Audit</th>
<th>Method</th>
<th>By</th>
<th>Committee</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request for additional device(s)</td>
<td></td>
<td>Formal request via the service desk</td>
<td>IT Director</td>
<td>Ad-hoc</td>
<td></td>
</tr>
<tr>
<td>Usage</td>
<td></td>
<td>Equitrac reports on usage; departments will be charged for usage; paper supply is responsibility of the local department(s).</td>
<td>Individual department heads</td>
<td></td>
<td>Quarterly</td>
</tr>
<tr>
<td>Confidentiality</td>
<td></td>
<td>Monitor incidents of breach of confidentiality; datix reporting</td>
<td></td>
<td></td>
<td>Ad-hoc</td>
</tr>
</tbody>
</table>

10. Consultation and Review of this Policy

Following prior reviews by the Print Optimisation Project board and team, this policy has been reviewed in consultation with the Employment Policies and Procedures Consultative Group and Clinical Policy Group.

11. Implementation of the Policy (including raising awareness)

A summary of the key changes will be notified to managers following implementation. Further advice and guidance will be available from the IT Department.
12. Additional Documents

- Access Control Security Policy
- Software Control Policy

Author: IT Service Management
This form must be completed and attached to any procedural document when submitted to the appropriate committee for consideration and approval.

<table>
<thead>
<tr>
<th>Policy Title: Print Policy</th>
<th>Policy Author: Mrs Ada Okoli – IT Project Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Does the policy/guidance affect one group less or more favourably than another on the basis of the following: (* denotes protected characteristics under the Equality Act 2010)</td>
<td>Policy does not affect any group more or less favourably than another and is underpinned by the Trust’s overriding policy on Equal Opportunities.</td>
</tr>
<tr>
<td>- Race *</td>
<td></td>
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<tr>
<td>- Ethnic origins (including gypsies and travellers)</td>
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<tr>
<td>- Nationality</td>
<td></td>
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<tr>
<td>- Gender *</td>
<td>see above</td>
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<tr>
<td>- Culture</td>
<td></td>
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<tr>
<td>- Religion or belief *</td>
<td></td>
</tr>
<tr>
<td>- Sexual orientation including lesbian, gay and bisexual people *</td>
<td></td>
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<tr>
<td>- Age *</td>
<td></td>
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<tr>
<td>- Disability – learning difficulties, physical disability, sensory impairment and mental health problems *</td>
<td></td>
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<tr>
<td>- Gender reassignment *</td>
<td></td>
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<tr>
<td>- Marriage and civil partnership *</td>
<td></td>
</tr>
<tr>
<td>2. Is there any evidence that some groups are affected differently?</td>
<td>There is no evidence to support any group is affected differently</td>
</tr>
<tr>
<td>3. If you have identified potential discrimination which can include associative discrimination i.e. direct discrimination against someone because they associate with another person who possesses a protected characteristic, are any exceptions valid, legal and/or justifiable?</td>
<td>n/a</td>
</tr>
<tr>
<td>4(a). Is the impact of the policy/guidance likely to be negative? (If “yes”, please answer sections 4(b) to 4(d)).</td>
<td>No</td>
</tr>
<tr>
<td>4(b). If so can the impact be avoided?</td>
<td>n/a</td>
</tr>
<tr>
<td>4(c). What alternatives are there to achieving the policy/guidance without the impact?</td>
<td>n/a</td>
</tr>
<tr>
<td>4(d). Can we reduce the impact by taking different action?</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Comments: |

Action Plan due (or Not Applicable): |

Name and Designation of Person responsible for completion of this form: Mr Andy Jardine, Director of IT .............................. Date: 01/12/12

Names & Designations of those involved in the impact assessment screening process: Employment Policies and Procedures Consultation Group ..........................

(If any reader of this procedural document identifies a potential discriminatory impact that has not been identified on this form, please refer to the Policy Author identified above, together with any suggestions for the actions required to avoid/reduce this impact.)