

Multifunction Printers/Copiers Operation of Printing Managed Services (MPS) - Policy & Procedures

1.0 Purpose

- 1.1 This policy explains how to operate, use, and maintain multifunction printers/copiers at AUIB University, under their Managed Printing Services Agreement (MPS). It aims to ensure printing services are efficient, reliable, secure, and cost-effective. Guidelines are in place to ensure that these resources are being used in compliance with AUIB's regulations.

2.0 Scope

- 2.1 This policy applies to all personnel, including students, staff, faculty, and authorized people who have access to the university's printing services.
- 2.2 Students, staff, and faculty members are provided with their assigned badges (Identity Magnetic Cards) for using the printing services.

3.0 Definitions

- 3.1 Managed printing services (MPS) - a service provided by a third-party vendor for the management, maintenance, and supply of multifunction printers and copiers. It includes equipment, software, and support to optimize printing processes and reduce costs.
- 3.2 Multifunction printers/copiers (MFPs) - devices that combine multiple functions such as printing, copying, scanning, and faxing into a single unit.
- 3.3 Identity magnetic card (badge) - a physical card issued to university personnel, including students, staff, and faculty, used for authentication and access to printing services.
- 3.4 Information and Support Center (ISC) - the support service responsible for assisting with technical issues and maintenance related to printing services.

4.0 Policy

General Use

- 4.1 Only authorized personnel may use MPS. Users must log in with their university credentials to access MPS services.
- 4.2 MPSs should be used for university-related tasks only. Personal use is discouraged to conserve resources and manage costs effectively.
- 4.3 Print only necessary pages and use black and white printing when color is not required.
- 4.4 The cost of printing is allocated to the appropriate department/ college or individual account based on usage.
- 4.5 All print jobs must be stored securely, and printed jobs should be collected promptly to prevent unauthorized access. Printed documents should not be left unattended.

- 4.6 Users should default to duplex (double-sided) printing to save paper.
- 4.7 Users should always use print preview to avoid unnecessary printing.
- 4.8 Printing should be limited to essential documents and materials required for academic or administrative purposes only.
- 4.9 Staff and faculty members are encouraged to explore alternative methods of document distribution, such as email or digital sharing platforms, to minimize reliance on printed materials.
- 4.10 Staff and faculty members are required to collect printed materials promptly upon completion of the printing process, ensuring they are not left unattended in printer rooms.
- 4.11 Staff, faculty members, and students are expected to utilize printers and copiers responsibly, minimizing unnecessary printing and paper wastage.
- 4.12 Staff and faculty members must stick to printing policies and guidelines, including restrictions on excessive printing and guidelines.
- 4.13 Printing confidential or sensitive documents should be done with caution, ensuring that printed materials are collected promptly to prevent unauthorized.
- 4.14 Staff and faculty members should avoid printing multiple copies of documents unnecessarily.
- 4.15 Staff and faculty members are expected to familiarize themselves with and abide by the provisions outlined in this policy to ensure the responsible use of printing resources.
- 4.16 Confidential or sensitive documents, especially exam materials, must be printed properly and securely as per AUIB IT's document printing procedures and guide, using the employee badge, and logging from the printer system when done.
- 4.17 AUIB adopts sustainable printing practices, such as printing double-sided (duplex) whenever possible and utilizing electronic documents to reduce paper consumption.
- 4.18 Users must report to the IT department any unauthorized access or misuse of a printing machine.
- 4.19 Failure to comply with printing policies may result in disciplinary action, including restrictions on printing privileges or administrative sanctions.
- 4.20 Instances of non-compliance or misuse of printing/copying resources will be investigated by the appropriate university authorities and may result in disciplinary measures.

Maintenance and Support

- 4.21 The IT team performs regular maintenance checks and refills supplies (toner, paper).

4.22 Users should report any issues with MPSs to the Information and Support Center (ISC) helpdesk immediately.

4.23 The IT team coordinates service calls for any repairs beyond routine maintenance.

5.0 Procedures

5.1 Use PIN codes, swipe cards, or biometric IDs to access printers and copiers.

5.2 Ensure that only authorized users have access to specific printing functions and sensitive documents.

5.3 Implement cost-saving measures such as double-sided printing, default black-and-white printing, and restricting color printing to specific users or departments.

5.4 Monitor and analyze printing costs and usage to find ways to save money and improve efficiency.

5.5 Use print management software to monitor and control print jobs, track usage, manage quotas, and enforce printing policies.

5.6 Schedule regular maintenance and servicing of all printers and copiers to prevent breakdowns and ensure they run smoothly.

5.7 Keep all devices updated with the latest firmware and security patches.

5.8 Educate users on secure printing practices, like not leaving sensitive documents on the printer tray and securely disposing of printed materials.

5.9 Set up a helpdesk or support service to assist with troubleshooting and technical issues related to printers and copiers.

Related Policies and Documents

Data Handling Access Storage Policy

Information Management Policy

Computer Centers Policy