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**OFFICE OF INFORMATION SERVICES**

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TO: Undersecretaries  
ISIS Technical Coordinators

FROM: Whit Kling  
Deputy Undersecretary

SUBJECT: ISIS HR and Network Printing

In a memorandum dated January 16, 2003 we outlined ISIS HR hardware and software requirements for this year. One of the recommendations contained in that correspondence was for agencies to convert from local printing to network printing.

During the initial ISIS HR implementation, local printing was implemented statewide. Time and experience have since proven that decision must be changed because local printing creates an additional load on the ISIS HR servers. During peak usage times, the volume of printing is sufficient to impact overall system performance. For example, on payroll Mondays, when print volume is heavy, agency timekeepers sometimes experience problems entering their data into the system in time for the payroll cycle. When network printing is utilized, print management tasks are handled by network print servers, thus reducing the load on the HR servers and allowing server resources to be dedicated to other system tasks.

Since local printing is managed by the ISIS HR servers, a network problem in a single agency, or even a problem with a single user's PC, can affect all other users and their ability to access the system. They may experience printing delays or system performance problems. In fact, a single user with a problem can hang the entire server, making the system completely unavailable to all other users. Network printing provides a mechanism to isolate a problem to the single user and also limits each user's ability to impact others.

For several months, OIS has been working to convert user departments from local printing to network printing but has only been partially successful in this effort. Only three departments, including DOA, have converted. Two departments have indicated it is not practical within their departments due to design of their local area networks. The remainder of the departments have not responded to inquiries from OIS.

We are requesting your support of our efforts to convert your department to network printing. We realize converting to network printers may not be possible in the short term for all users in all agencies. In fact, it may not ever be practical in some situations. However, our analysis indicates the majority of ISIS HR users could be converted with little cost or effort on the part of the agency.

Agencies using personal printers rather than shared, network-attached printers will not be able to implement network printing without relocating existing printers to a common area for shared access or purchasing additional printers for that purpose. We suggest that you consider including justification for this purpose as part of your department's budget request for FY 04-05.

OIS will be contacting your department's technical coordinator(s) in the next few weeks to discuss the process and establish a schedule for conversion. In the meantime, if there are any questions, please contact (225) 342-2677, Options 1, 3.

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