



END USER COMPUTING - NETWORK ATTACHED PRINTER SUPPORT

Effective JULY 1, 2020

SUPPORT OVERVIEW

The OTS approach for providing services and support for all State technology is to utilize Lines of Service as a mechanism to adequately and appropriately recover the cost of operations related to each of the services. In order to further standardize EUC support operations as a line of service, network attached printers must be counted as a supported and managed device included in the Enterprise Device Support line of service.

The EUC Enterprise Device Support rate of **\$60 per device per month** is being applied to all purchased or legacy out of warranty network attached printers to cover the cost of the initial setup and ongoing operational management and support requirements.

The EUC Network Copier and Warrantied Printer Support rate of **\$30 per device per month** is being applied to all network based copiers and printers that are either rented through the Office of State Procurement copier contract or have an active service agreement or warranty with a third party provider. This service is applied to cover the EUC related support costs at a reduced rate to account for services already provided directly through the copier rental vendor or printer warranty vendor.

WHAT IS INCLUDED

Every network attached printer and copier requires EUC support throughout the lifecycle of the device. The line of service rate provides for the following services:

- Initial device setup on the network
- Initial device setup on the OTS print server
- Installation of the device drivers on customer computers
- Setup of scan to email address books on the device
- Setup of scan to folder network shares on the device
- Service Desk phone support for device incidents and requests
- Service Desk ticket system for logging incidents and requests
- Field Operations technician travel and onsite support for device incidents and requests
- Coordination of support calls with third party warranty providers as needed
- Assistance to third party warranty providers for onsite support as needed

WHAT IS NOT INCLUDED

Hardware Warranties

Network attached printers may have an active factory or third party warranty that is purchased with the device or renewed annually as part of a maintenance contract. These contracts are paid for and utilized separately from the EUC Enterprise Device Support costs. Hardware warranties provide for the replacement of failed equipment and some consumables but do not include services that are required for the daily operational support or management of the device.

Managed Print Services

Managed print services is a separate line of service offering not related to stand-alone device support for network attached printers and copiers. Additional information is available from EUC regarding the



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benefits and cost savings options available through the implementation of fully managed and optimized printing environments.

Desktop Printers

Desktop printers are not officially supported and are billed per hour of support at the OTS Personnel IT Technical Support Specialist standard rate. Support is provided on a best effort only basis. EUC does not obtain quotes for desktop printers or make recommendations for models of desktop printers.

NEW HARDWARE ORDERS

All new printer hardware purchases must be approved by OTS using the Ivanti procurement ticket request process. Orders for equipment that were not approved by OTS will not be allowed to be installed on the network or on an OTS managed workstation/computer. EUC has published a list of standard and supported network printing devices that can be ordered and should be referenced in the OTS procurement ticket. If a class of network printer is needed and not listed on the OTS standards list, EUC print management staff will work with you to obtain the necessary quotes and approvals for the order to be placed. If a desktop printer model is required for agency business purposes, the assigned OTS ARM will be responsible for getting a quote, completing the purchase with their PCard, receiving the order and delivering the device to the customer.