



# Standard Operation Procedure (SOP)

## Topic: Printer and Toner Requests

Updated: November 1, 2019

**Purpose: Identify CRC IT procedures for requesting printers and toner to provide consistency and ensure compliance with college business process.**

**Note:** All printer requests will be reviewed by CRC IT for feasibility, to ensure efficient use of resources and to minimize campus-wide toner costs. New printers will not be purchased if IT has in inventory a printer that will meet the department requirements.

### **Printer Requests:**

Shared (network) printers are to be used by departments to maximize utilization of available resources and minimize campus-wide toner costs. Personal office printers (USB connected) may be purchased with the department Dean's approval; however, **the costs of the printer, repairs, supplies, and toner will be paid by the department**; unless the personal office printer is required for one of the following business requirements:

- The printer is needed to print high risk data that only the employee is authorized to access.
- The printer is needed to print confidential data and the use of a shared printer is not a reasonable option (i.e., there is no location that a shared printer can be placed to reasonably restrict unauthorized staff and/or students).
- The printer requires special specification to perform the employee's job duties (i.e. graphic design, publication, larger page size, etc.).
- The employee has a work accommodation agreement that requires a personal printer.

#### **I. Standard Shared (Network) Printer Request:**

1. The department Administrative Assistant (AA) submits a [CRC helpdesk ticket](#) requesting a quote for a new shared network printer for the department.
2. CRC IT will review currently available shared printers in the area to evaluate the need and placement of a new shared printer.
  - If CRC IT can't identify a nearby shared printer that will meet the needs of the department, CRC IT will provide the quote to the AA for purchase.
  - If CRC IT identifies a shared printer that meets the needs of the department, we will ensure that the printer is available for use by the employee(s).

#### **II. Personal Office (USB connected) Printer Request:**

1. The department Administrative Assistant (AA) submits a [CRC helpdesk ticket](#) requesting a quote for a new personal office printer for the department with justification of why a shared printer can't be used.

2. CRC IT will review justification to determine if the justification meets the allowable business requirement for personal printers.
  - If yes, CRC IT will provide the printer quote to the AA for purchase and will add the personal printer to IT Approved Personal Printers list.
  - If no, CRC IT will provide printer quote to the AA and Dean of the department for purchase and clearly states that ongoing costs for toner and repairs will be paid by the department.

### **III. Color and Specialized Printer Request:**

1. The department Administrative Assistant (AA) submits a [CRC helpdesk ticket](#) requesting a quote for a color or specialized printer for the department with the business requirement of why a color or specialized printer is needed.
2. CRC IT will review current available color printers in the area to evaluate if any existing printers will meet the needs of the department.
  - If yes, CRC IT will set up staff access to the available printers.
  - If no, CRC IT will verify with the immediate supervisor and IT Dean that the department has a business requirement that requires the purchase and on-going maintenance of a color or specialized printer.

### **IV. Highly Specialized and Non-Standard Printer Request (3D printers, Plotter, etc.):**

CRC IT does not provide quotes for highly specialized and non-standard printer requests. The department is responsible for the specification, purchase, and maintenance of these devices.

### **Printer Toner requests**

**Note:** To ensure efficient use of shared campus resources and to minimize campus-wide toner costs, CRC IT is only responsible for the replacement of toners for shared (network) printers and personal office printers that are required due to security or business requirements (those placed on the IT Approved Personal Printers list)

#### **I. Shared (Network) and IT Approved Personal Printer Toner Request:**

1. The department Administrative Assistant (AA) submits a [CRC helpdesk ticket](#) requesting toner replacement for the printer.
2. CRC IT will order and replace toner.

#### **II. Personal Office (USB Connected) Printer Toner Request:**

1. The department Administrative Assistant (AA) is responsible for the purchase of the toner replacement.
  - If the AA is unsure of the toner part number, please submit a [CRC helpdesk ticket](#) requesting the toner part number for the printer.
  - CRC IT will provide the toner part number to be purchased by the department.

## Printer Repair Requests

**Note:** To ensure efficient use of shared campus resources and to minimize campus-wide printer repair costs, CRC IT is only responsible for the repair costs of shared (network) printers and personal office printers that are required due to security or business requirements (those placed on the IT Approved Personal Printers list)

### I. **Shared (Network) and IT Approved Personal Printer Repair Request:**

1. The department Administrative Assistant (AA) submits a [CRC helpdesk ticket](#) to report printer issue.
2. CRC IT will troubleshoot and address repairs as needed.

### II. **Personal Office (USB Connected) Printer Repair Request:**

1. The department Administrative Assistant (AA) submits a [CRC helpdesk ticket](#) to report printer issue.
2. CRC IT will troubleshoot and if repair is needed, CRC IT will send repair quote/invoice to the department AA for processing/payment.