

## Multifunctional Devices (MFDs) Guiding Principles

### Acquisition of MFDs, Printing and copying devices

<b>Category:</b>	Financial Services/ICTS
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#### Introduction:

This Guiding Principles document provides the context for the University to set policy regarding the acquisition of MFD printing and copying devices through preferred suppliers. This document should be read in conjunction with the Multifunctional Device Policy, the Audit Report document, MFD Acquisition Model and the MFD Acquisition Process Map.

#### Definitions:

**MFD** or **Multifunctional Device** - terms commonly used to refer to devices with printing, scanning, copying and faxing functionality.

**Acquisition Process Map** - workflow diagram that details both the standard and exceptions management process for ordering an MFD or printer.

**Acquisition Model** - results of the PrintWise audit present the University with a 36 month roadmap for future acquisitions and relinquishments.

**KPI** - Key Performance Indicators; service/delivery requirements agreed upon at time of contracting.

**Non-Standard Item** - any requirement that is not identified on the ICTS Purchasing site in the Preferred Supplier standard selection.

**SLA** - Service Level Agreement between the University of Canterbury and Ricoh New Zealand Ltd.

**SOP** - Standard Operating Procedures.

## **Guiding Principles:**

These Guiding Principles apply across all University sites (including those not part of Ilam or Dovedale).

### **Background**

University Colleges and Service Units have historically, individually and independently, acquired photocopiers. This resulted in a multitude of acquisition methods, including purchase, lease and cost per copy. It created inconsistencies in copying charges, service level expectations and device functionality. The PrintWise audit conducted in August 2008 identified that the historical acquisition methods resulted in under-utilised equipment deployment (less than the 5% industry benchmark), resulting in a higher than necessary operating cost to the University.

Printers were typically purchased through Campus Computers, providing a degree of equipment standardisation and price consistency, but with the same issues of deployment and utilisation levels.

The University sought to redress this situation through Financial Services Procurement and Information and Communications Technology Services working together to standardise the procurement model and rationalise the brand, number, type and location of printing and copying devices in the University.

That process:

- Sought and gained a mandate from SMT to review the procurement, usage and economics of University-wide printing.
- Identified preferred suppliers for the equipment through a consultative University process to gather requirements and preferences. A formal tender with preferred first and second tier suppliers for both MFDs and printers resulted.
- Performed a thorough 'PrintWise' audit to determine the current distribution and usage of equipment, and provide a baseline of recommended MFD/printer distribution based on access, redundancy and minimum utilisation considerations.
- Developed policy and protocols to support the changed procurement and placement practice for the University.
- Will present a package of audit information, policy and SOPs as recommendations for senior management consideration and ratification.

### **Expectations of the MFD Policy and Acquisition Process Map**

The MFD Policy has been developed to ensure that the University as a whole realises the significant financial and operational benefits that can be derived from a cohesive, coordinated and planned deployment of a common printer and photocopier infrastructure.

The MFD Policy is interpreted via the Acquisition Process map. This document visually details the process from recognition of customer need through to the deployment of an appropriately specified MFD. The Acquisition Process map is the SOP which describes the Audit findings and Acquisition Model.

## Expectations of adherence to the Audit findings and Acquisition Model

The Audit Report document provides a highly detailed analysis of specific workgroup requirements by College or Service Unit. The report provides clear evidence of low utilisation, identifies what resources are required to meet business needs and details an acquisition road map (model) for the next three years. This information enables a consistent approach to budgeting and highlights anticipated organisational savings by way of:

- greater utilisation of resources;
- reduced University costs through right sizing of equipment;
- standardisation of functional expectations and user interface;
- reduction in paper use via duplex printing as standard roll out;
- increased support efficiency;
- improved uptime (availability) and quality through a campus-wide SLA;
- reduction in UC administration costs via consolidated invoicing and rationalisation of products and vendors;
- consistent clear process for acquisition.

This will also provide benefits of consistent visibility from detailed reporting on usage, cost, carbon reduction and other KPIs developing a benchmark upon which to measure sustainability gains, reduce carbon emission, power use reduction etc.

## Related Policies, Procedures and Forms:

- [Print Procurement Policy](#)
- [Multifunctional Devices \(MFDs\) Policy](#)
- [MFD Acquisition Process Map](#)
- [MFD Acquisition Model](#)
- [Audit Report](#)

Version Control Table		
Action	Approval Body	Loaded into UCPL
New Guidelines	Chair, SMT	23 March 2009
Rolled for review in July 2012	Chair, SMT	02 March 2012

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