

UNM Printer Management Standard

IT Standard Issued: Draft of March 24, 2016

Effective Date:

Responsible Executive: UNM Chief Information Officer (CIO)

Responsible Office: UNM CIO

Contact: IT Director, Customer Support Services

Purpose of the Printer Management Standard

The purpose of the Printer Management Standard is to ensure high availability of printing at UNM through consistent purchasing, installation, security, maintenance and support; and also to reduce the total cost of ownership of printers that are attached to the UNM Network.

What is Printer Management?

Printer Management refers to the acquisition, management, maintenance and support of network-attached printers and multi-function devices used in UNM departments.

Examples

The UNM Information Technologies department (UNM IT) service catalog provides information on PawPrints at http://it.unm.edu/servicecatalog/asset_list.php?type=2&a_id=181&dept=297&origin=az or <http://pawprints.unm.edu>.

University Libraries describes their printing service from the left sidebar on the following page: <http://library.unm.edu/services/computing.php>.

Who is affected by the Standard?

This standard applies to any UNM organizational entity (i.e. branch, division, college, school, department, business unit, or other UNM affiliated organization), hereinafter referred to as a “department”, that intends to acquire, maintain, support or print services. All UNM departments that provide infrastructure and support for network-based printing need to adhere to the standard.

Departments that support network-attached devices are not required to adopt any specific support provider by this standard. However, the standard defines the minimal level of service, support and maintenance for these devices. When acquiring or refreshing equipment, departments are advised to consider the following:

- 1) Costs (one-time and reoccurring)
- 2) Support and Training – service and user
- 3) Scalability to satisfy the requirements of the most users
- 4) Security for the types of information managed by the print service
- 5) Functionality – capabilities and limits of the printer and management software

Scope of the Standard

The standard addresses the following Supplemental Services named by the IT Strategic Advisory Committee:

- Printing

The standard assures continuity, reliability, and support of all types of shared printers attached to the UNM Network. This includes:

- Printers attached to the UNM Network for student use, including PawPrints and University Libraries services
- Printers on non-UNM-IT-supported UNM networks (such as the HSC, or Computer Science for example), that are used in conjunction with University applications, such as Banner
- Printers attached to the UNM Network in the UNM Copy Centers
- Printers and plotters attached to the UNM Network for architectural and Computer Aided Design (CAD), lithography, photography or art printing

Excluded from the scope of this standard: Types of support outside the scope of this standard include

- Printers not attached to the UNM Network, but directly attached to a computer.
- Printers attached to computers or terminals accessing electronic medical records at the UNM Hospital, which are managed through UNM Hospital and not attached to the UNM Network.
- Printers attached anywhere on the Research Network.

Responsibilities

- **Office of CIO:** Ensure currency, correctness and appropriate periodic review of the standard by facilitating review and update of the standard as needed.
- **University Services:** Maintain the Print Management Program. <http://univserv.unm.edu/us-depts/pmp.html>.
- **Purchasing:** Ensure valid, active price agreements exist and compliance with purchasing requirements and manage the purchasing exception process.
- **UNM IT:** Provide an UNM IT enterprise print server.

Process for Review of the Standard

The process to update the standard is defined and described on the Standards page of the CIO website at <http://cio.unm.edu/standards/standards-development.html>:

- Requests for review and update of the standard can be submitted to the Office of the CIO who facilitates the update. The CIO may independently, or upon request of the administration, also determine if review and update is appropriate for the standard.

Compliance

- This standard has been developed under and is subject to all UNM policies.
- The UNM Administration, Internal Audit, or UNM IT may determine the compliance of departmental support approaches with this standard.

Printer Management Standard Specifications

Printer Acquisition

- Acquire printers using the University Services Print Management Program and UNM Purchasing that identify UNM-approved vendors, manufacturers and models. <http://univserv.unm.edu/us-depts/pmp.html> and <http://purchase.unm.edu>
- Replace or upgrade equipment that cannot provide the setup, data protection, user access and security measures identified in the next sections.

Installation, Warranty and Equipment Maintenance

- **Warranty Work.** Confirm that warranties are preserved by having certified staff perform any needed equipment warranty work.
- **Equipment Maintenance.** Ensure that equipment is properly and routinely cleaned and maintained.

Printer Equipment Set up and Security:

- **Administrative Password.** Change the default (vendor provided) administrator and/or Web configuration password to a strong complex password. Update this password regularly.
- **Disable un-needed network access services or management protocols.** Only enable appropriate TCP/IP ports and disable all other ports.
- **Isolate printers.** Printers should not be accessible outside UNM print queues.
- **Unattended Console Limits.** Lock or require log out after use.
- **Intrusion detection.** If intrusion is detected on a printer, go to Help.UNM.edu and open a ticket to address an IT-related security incident.
- **Firmware.** Firmware will be current and validated via checksum.
- **Vulnerabilities.** Stay current on patches for known vulnerabilities related to installed printers.

Usage

- **Drivers.** Appropriate drivers must be available on the print server.
- **User Authentication.** Ensure that users are required to authenticate. The UNM NetID and password through Active Directory is appropriate authentication for using printers on the UNM network. If users do not have a NetID, such as public printing, the form of authentication is LoboCash.
- Publish best practices for users of the printer.

Data Security

- **Stored Data.** Encrypt the storage of documents on printers where appropriate to protect from document/image theft.
- **Data in Transit.** Encrypt documents in transit to and from printers (print jobs and scans) to prevent eavesdropping on printer traffic.
- **Physical security.** Ensure that output trays are in monitored spaces and that only the authorized user can release sensitive documents sent to the printer.
- **Additional Security Measures.** Use additional anti-counterfeiting solutions on printers that use special paper to print checks or use water-marked or official documents, such as prescriptions or transcripts. Adhere to security requirements specified in the Print Management RFP.

Supplies & Daily Operation

- **Paper.** Local departments purchase and load paper.
- **Toner.** Local departments purchase and replace toner, unless this is covered by Service Level Agreement (SLA) with a support provider.
- **Paper Jams.** Department users resolve paper jams according to instructions provided with the printer, unless this is covered by SLA with a support provider

Trouble-Shooting and Technical Escalation Support

Support providers (vendor, UNM departmental support providers or a combination) comply with Service Desk Standard for support of printers, which includes the following:

- Provide technical support contact information for those using the printers.
- Ticket and track contacts made regarding printer, training or vendor support issues. Report on and use this information to improve support.
- Document and publish/post usage policies or guidelines for users of the printers.
- Set expectations for response time for service or help calls.
- Provide training for staff using printers.
- Provide technical training for staff supporting the printers.
- Invite and champion user input into requirements for printer acquisition criteria, and work with University Services in developing and maintaining the Print Management program or IT and Purchasing in establishing purchasing agreements with vendors.

- Respect the demarcations of service boundaries with other service providers, such as UNM IT managing the network and PawPrints for students, as examples.

Removal of Printer Equipment

- Communicate with both the user and the technical staff to determine a timeline for removing the device from service.
- Follow UNM Property Management and Disposition of Equipment Policies cited below for asset management practices.

References

- **UNM Policy Manual Section 2500-2599:** Electronic Management Systems, especially 2500, Acceptable Computer Use: <http://policy.unm.edu/university-policies/2000/2500.html>; 2550 for Information Security (and Gramm Leech Bliley Act): <http://policy.unm.edu/university-policies/2000/2550.html>; and Security Controls and Access to Sensitive and Protected Information 2520 <http://policy.unm.edu/university-policies/2000/2520.html>
- University Counsel advises on **Copyright & Fair Use:** <http://counsel.unm.edu/resources/copyright-matters.html>
- **Accessibility/ADA guidelines** are offered by Accessibility Services for students <http://as2.unm.edu/>, and the Physical Plant <https://iss.unm.edu/PCD/university-planning/facility-access-ada.html>.
- **FERPA.** Guidance for complying with the Family Educational Rights and Privacy Act (FERPA) are provided by the Registrar: <https://registrar.unm.edu/privacy-rights/ferpa.html>.
- **UNM Policy Property Management.** <https://policy.unm.edu/university-policies/7000/7710.html>. Disposition of Equipment: <https://policy.unm.edu/university-policies/4000/4610.html>.
- **UNM IT Service Catalog:** http://it.unm.edu/servicecatalog/asset_list.php?service=32&origin=servicelist
- **University Libraries:** <http://library.unm.edu/services/computing.php>.
- **HIPAA as clarified by the HSC.** <http://hsc.unm.edu/policyoffice/hipaa/> for the protection of health information.
- **University Services Print Management Program.** <http://printmgmt.unm.edu/> for leasing or purchasing printers and toner.
- **Purchasing.** The Purchasing department serves as the central purchasing authority for UNM. See: <http://purchase.unm.edu/>, <http://purchase.unm.edu/Information%20for%20UNM%20Staff/price-agreements.html>, and <http://pcard.unm.edu/common/files/non-unm-standard-computer.pdf>. Print Management RFP available from Purchasing upon request if not available at this site.