**Lowndes County School District Output Device Procedures**

The Lowndes County School District has undertaken a Managed Print Consolidation project to reduce costs and increase efficiencies. We are shifting all of our output devices to Konica Minolta Multifunction Devices (MFD’s or “copiers”), while providing network laser printers where justified. Lowndes County School District has contracted with NovaTech to assist departments in implementing this Output Device Procedure:

1. Device Reduction

1. Lowndes County School District is reducing the number of document output devices from approximately 578 to approximately 204.
2. After an in-depth study, the District has determined this to be the most proficient and cost effective solution going forward.
3. The machines on the new contract will be supplied and serviced by NovaTech with oversight by the District.
4. NovaTech will conduct a quarterly evaluation of all devices and provide the District with a report to ensure that each is being used properly and not being under used, or overly used. The District will evaluate this report and make any necessary adjustments.
5. Only the District is authorized to request a device replacement, upgrade, or new placement.

2. Network Connected Laser Printers

1. Network connected laser printers have been strategically placed where floor space, security, workflow, or other considerations prevent output to a large Multifunction Device (MFD).
2. No USB, serial, or parallel port connections are permitted for any printer on the new contract.
3. All single function printer and multifunction output devices must be connected to the Lowndes County School District network.
4. All non-Konica Minolta devices are being phased out and will be removed during the implementation of this new project.
5. While the District has chosen not to prohibit some employees from keeping a non-contracted device, neither the District nor NovaTech will be responsible for supplies or service to any non-Konica Minolta device. The employee with that device must supply all ink and services to that device.
6. The District’s IT employees are not authorized to work on devices that an employee is using off the network.
7. In general, all printers and multifunction devices will be physically located in common areas so they are convenient to access without excessive travel when needed.
8. Single function Konica Minolta monochrome laser printers in workspaces or classrooms for individual use require pre approval from the District. When approved, an Ethernet data cable is required for device management.

3. Cost per Page Contract

1. All equipment and service under the new contact is provided a cost per page basis so that the District is billed for only what it actually uses.
2. The District has chosen to limit the contract to one vendor and product selection to Konica Minolta brand devices in order to simplify print driver support issues, consolidate buying power, and increase efficiencies.
3. Free toner, drums, PM Kits, and all supplies, except paper, for the new Konica Minolta devices are included under the service agreement with NovaTech.
4. Because all printer supplies are included in the Managed Print Services (MPS) agreement, the purchase of toner, or any other supplies for the Konica Minolta devices from any other source are prohibited.
5. No further individual printer purchases are authorized without District approval. Only pre-approved Konica Minolta devices obtained under the Managed Print Service will be placed by NovaTech.
6. Additional network printers and MFD’s will be provided as needed in place of removed devices.

 4. Color Output

1. Because printed color pages cost more than black pages, color output is prohibited unless department manager determines color output is justified for official Lowndes County School District business needs.
2. Device drivers are installed to ensure default color printer parameters are set to black instead of “auto” color. When authorized, color output requires changing the default black print driver to the color driver.

 5. Two Sided Printing

1. To conserve paper, the default output method on all MFD’s is two sided (duplex) printing.
2. Users may change printing to single sided for individual jobs.

 6. Service Calls and Supply Orders

1. Each District location will have a designated contact person who will contact NovaTech immediately when service is required. This person will be the “Key Operator”.
2. The Key Operator at each District location will receive detailed training about toner replacement, paper jam clearing, and other common issues.
3. Any District employee that experiences issues with a machine will contract the Key Operator and provide an ID number that is located on the NovaTech sticker affixed to the machine.
4. The Key Operator will investigate to see if the issue can be resolved quickly
5. District employees will not attempt to work on the machine nor request IIT to work on it.
6. If the issue cannot be resolved by the Key Operator, a service call will be placed with NovaTech
7. If NovaTech takes longer than the 4 hour response time the Key Operator will report such to the District Accounts Payable Clerk.
8. All service calls will be monitored by the Key Operator until completed and the machine is up and working to satisfaction.

 7. Printer Operations Training

1. Unlimited on-site training is provided at no additional charge at any time upon request
2. Users are encouraged to contact NovaTech directly for all training needs.
3. Additionally, NovaTech has online YouTube videos and other training aides available for quick reference.