

Document Code No.: ITG-P-22-03-01

Title: County Multifunction Devices (Printer, Copier, Scanner, Fax) Standardization Policy

Affected Agencies: All County Agencies

Authorities: KCC 2A.380.200

Keywords: printer, copier, scanner, fax

Sponsoring Agency: Department of Information Technology

Chief Information Officer signature:

Date signed and effective: 12/19/2022

David Mendel

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King County

I. Purpose:

The purpose of this policy is to:

1. Establish the standardization, procurement, provisioning and support of multi-function devices, printers, and copiers.
2. Ensure appropriate oversight, delegation of activities, and project controls to maintain the policy and the associated standard created.
3. Establishes adequate controls by delegating decision-making authority and responsibilities to specific parties.
4. Reflect King County's climate commitment by reducing energy use. Implementation of this policy aligns with King County's Strategic Climate Action Plan and advances King County's leadership in equitable climate solutions. This policy also creates opportunity for all residents, protects the natural environment for everyone who lives here today, and for all those who will follow us.

II. Applicability and Audience

This policy applies to King County Workforce Members who are using King County Information Assets.

IT Governance Policies apply to the Executive Branch. Applicable to independently elected agencies as baseline policy requirements unless the agency enacts their own policy with these requirements.

III. Definitions

[Note: Words defined under this section must appear in the body of the policy.]

Managed Print Services (MPS)

The management, service, and support of the purchasing entity's enterprise and output infrastructure of printed materials, with the objective of creating a solution that improves the print process and reduces the expense of printed material.

Multi-Function Device (MFD) Printer, Copier, Scanner, Fax

An office machine which incorporates the functionality of multiple devices into one, such as print, copy, scan, and fax. Each feature can work independently of the other.

High Volume Multi-Function Device (HVMFD) Printer, Copier, Scanner, Fax

A high-volume office machine which incorporates the functionality of multiple devices, typically print, copy, scan, and fax, in one unit in an office setting. These devices typically support high monthly print volumes, larger paper capacity, robust features such as secure printing, hole punching and stapling, higher resolution, and faster processing and can be thought of as large workgroup devices.

Medium to Low Volume Multi-Function Device (MFD) Printer, Copier, Scanner, Fax

A medium to low-volume office machine which incorporates the functionality of multiple devices, typically print, copy, scan, and fax, in one unit in an office setting. Multi-function devices designed for medium to low volume printing are ideal for small workgroups\organizations with smaller numbers of users.

Single Function Network Printers

A low-volume office machine that is only used to print, typically using inkjet or laser, connected to the network.

Desktop Printers Directly Connected to Personal Computers

A low-volume office machine that is only used to print, typically using inkjet or laser, connected directly to personal computers.

IV. Policy

1. King County shall operate on a standard of Managed Print Services and networked High Volume Multi-Function Devices (HVMFD) for Printer, Copying, Scanning, Fax devices. Dedicated printers are permissible only with advance approval through the exception process in 4.1 and subject to the requirements and limitations set forth in this policy. Agencies and Departments are responsible for all costs associated with printing.
 - 1.1. **With approval**, work areas that do not support the need for an HVMFD may use a **Medium to Low Volume Multi-Function Device or Single Function Network Printer** provided it is obtained from and supported by the County's contracted printer provider or Department of King County Information Technology (KCIT).
 - 1.2. **With approval**, employees whose role very frequently involves the need to print confidential documents, Department of Human Resources accommodation requests, or work from home requests will be permitted to use a dedicated, non-networked printer (**Desktop Printers Directly Connected to Personal Computers**). Since HVMFD printers have a security feature enabling users to protect the privacy of their printed documents, employees who occasionally have the need to print confidential documents will not qualify for a dedicated desktop printer.
 - 1.2.1. Anyone using a shared printer to print confidential documents must use that shared printer's secure print and release functionality.
 - 1.3. **With approval**, Any **Desktop Printer Directly Connected to Personal Computers** will be purchased by KCIT using agency/departmental funds and will be exclusively maintained by the agency/department. KCIT will attempt to support approved direct connected printers located in King County facilities.
 - 1.4. All dedicated printers will be of a brand and type specified by KCIT and must be purchased according to established procurement procedures as managed by Procurement & Payables.
2. Precedence

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2.1. This policy and its revision shall take precedence over the current agency/department-specific procurement policies, procedures, best practices, and standard work.

3. Rules for Procuring Multi-Function Devices, copiers, and printers

3.1. KCIT determines the plans, provider, and the printing/copying devices for the countywide use.

3.2. KCIT shall establish and maintain the standard for all Multi-Function Devices, copiers, and printers for the countywide use, including High Volume Multi-Function Device, Medium to Low Volume Multi-Function Device, Single Function Network Printers and Desktop Printers Directly Connected to Personal Computers.

4. Exceptions from policy requirements

4.1. Exceptions from policy require justification. When a business case exists where it would be in the organization's best interest not to align with the countywide standard, an exception request shall be submitted. This exception will be approved by KCIT if under the Executive Branch, or the agency/department director for all other departments and agencies.

V. Implementation Plan

1. This policy becomes effective for countywide use on the date that it is signed by Chief Information Officer. All new multi-function devices, printers, and copiers must ensure compliance with this policy as of the effective date. The Business Management Council is responsible for implementation of this policy.
2. Organizational leadership is responsible for communicating this policy to the management structure within their respective agencies, departments, and other appropriate parties.

VI. Maintenance

1. This policy will be maintained by KCIT, or its successor agency. This includes, but may not be limited to:
 - 1.1. Interpretation of this policy
 - 1.2. Ensuring this policy content is kept current
 - 1.3. Recommending updates to this policy and related resources
 - 1.4. Developing an escalation and mitigation process if an organization is not in compliance
 - 1.5. Assisting organizations to understand how to comply with this policy
 - 1.6. Monitoring annual compliance by organizations.

This policy will automatically expire five (5) years after its effective date. A new, revised, or renewed policy will be initiated by KCIT, or its successor agency prior to the expiration date.

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VII. Consequences for Noncompliance

1. Inability to meet King County 2020 Strategic Climate Action for Managed Print Services
2. Inability to realize provisioning and operational savings through standardization.
3. Increased security risk exposure

Appendices:

1. Associated standard to be developed
2. King County Print Management, 2021, to be updated and aligned with the proposed policy
3. [King County Procurement of Goods and Services](#)
4. Policy Exception Request available via [IT Policies, Standards, and Methods Guidelines \(SharePoint\)](#).