Printer Standards Policy

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##### Modification History:

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| **Version Number** | **Date** | **Author** | **Comments** |
| Version 1.0 | 12/04/2010 | Matthew Clayton | First Draft |
| Version 1.1 | 20/04/2010 | Matthew Clayton | Added Definitions |
| Version 1.2 | 18/08/2010 | Matthew Clayton | Modifications via W& SC |
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# Policy Statement

The following policy provides guidance and information in relation to the setup of printers within the QUT environment. It will outline

* Naming conventions.
* Devices Driver convention
* Printer servers
* Provisioning
* Service requests
* Security access

# Affected Services

Printer services effect all staff at QUT changing any of the following may affect access to these services.

ESS is currently the service owners of the print server cluster service. As the QUT print server system, any changes to this policy would affect users of this service and also the security rights to this location.

# Definitions

BEE Faculty of Built Environment and Engineering

Print Server Cluster is the combination of two or more servers that are interconnected to appear as one

Print Server is a computer or device that is connected to one or more printers and to client computers over a network, and can accept print jobs from the computers and send the jobs to the appropriate printers.

LETS (Learning Environments and Technology Services) – A department within the university that provides client facing IT services.

Technology Support – A group within LETS responsible for Support and Management of the staff Desktops.

# Roles/ Responsibilities/Guidelines

1. Naming convention:
   1. Name Field: “Area dash Sub area dash Printer”
      1. **BEE-D3-3**
   2. Comments Field: “Last 2 octets of the subnet the printer resides on Pipe Model Pipe QPS Reference number where applicable
      1. **93.161 | KMC452 | QPS# 9050**
   3. Location Field : “Campus dash Building room number
      1. **GP-D107**
2. Printers will have a label on the printer presenting the name of the printer including the full UNC path for users to connect to.
   1. [\\bee-print\BEE-D3-3](file:///\\bee-print\BEE-D3-3)
3. Driver convention
   1. In order to provide a standardised printer interface and to minimise driver management QUT (where possible) will use universal drivers or global print drivers for all printers.
      1. Multifunction devices will use devices specific drivers.
   2. All printers are set to duplex and black and white unless by specific request.
4. Print Servers
   1. All Print servers will be based on a Highly available server system.
      1. Exception: Calista reporting uses [\\GPPRTSRV1](file:///\\GPPRTSRV1) & [\\KGPRTSRV1](file:///\\KGPRTSRV1)
   2. All print servers are managed by ESS
      1. Exception: QPS Print servers for students.
   3. Name convention: area dash print
      1. **\\BEE-Print**
5. Roles: (refer to related documents)
   1. Printer Purchasing: Application is via the QPS Website for all SOA models
      1. <https://secure.qps.qut.edu.au/esoe/staff/soa_type_info.php>
   2. Printer service request
      1. Service requests for QPS managed printers are sent directly to QPS
      2. Service requests for non QPS Managed printers go to Technical support firstly for diagnostic assessment. Information is then passed on to the relevant area for actioning.
   3. Security access to printers
      1. By default access to printers is given to all users within the sub area unless otherwise requested.
      2. Restricted Printers are flagged

# Related Documents

# [Other Information]