1. Overview

The Galveston County printing environment must be managed to ensure compatibility, control costs of hardware, services, and support and reduce redundancies and single points of failure.

2. Purpose

The purpose of this policy is to define standards, procedures, and restrictions for the procurement, provisioning and support of County multifunction devices, copiers and printers.

Purchases of all printing devices for Galveston County must be approved and coordinated through the Office of Information Technology.

3. Scope

The scope of this policy applies to the entire Galveston County workforce who are using Galveston County information assets including but not limited to the network infrastructure and the entire computing environment.

4. Policy

Galveston County will standardize its printing environment around Managed Print Services and networked Multifunctional Devices (MFD) for printing, copying, faxing, and scanning.

4.1 Confidential printing

The County's MFDs have the capability to securely print documents with the use of their County-provided swipe badge. Employees who require secure printing must utilize this capability for printing confidential information. If confidential documents need to be printed frequently, an exception may be granted through the County's annual budget process as outlined in "5. Exceptions".

4.2 Non-MFD printers

Dedicated local printers connected directly to a personal computer are permitted for elected officials, department heads, and department appointees. All other dedicated local printers are permissible only through the County's annual budget process as outlined in "5. Exceptions". A locally installed printer cannot be shared with other users or devices.

All non-MFD network printers are permissible only with advanced approval through the County's annual budget process as outlined in "5. Exceptions".

Approved dedicated local printers and non-MFD network printers will be procured by Galveston County OIT. Funding will also be provided by Galveston County OIT for such devices, except in the case of other potential funding streams such as grant, state, or other non-general fund means.

All dedicated local printers will be of a brand and type specified by Galveston County OIT and must be procured according to establish procurement policies.

4.3 Toner and Consumables

Galveston County OIT will fund and procure toner and other consumables for all deployed MFDs.

Departments using other network printers and dedicated local printers that are not through MFD program are responsible for the procurement of all consumables including but not limited to toner, fuser kits, and maintenance kits.

Departments are responsible for the installation and disposal of all toner for all MFDs, printers, and copiers in their respective department.

4.5 Printer maintenance and support
Galveston County OIT utilizes a Managed Print Services platform to monitor and troubleshoot print-related issues. All MFDs and printers on the County's network will be placed on this platform.

Galveston County OIT will provide support to all MFDs and network printers. However, support for dedicated local printers may be limited. Support will only be provided to devices that are still within the support window provided by the manufacturer.

4.6 Procurement of MFDs, printers and copiers
Galveston County OIT determines the provider and printing/copying devices for use countywide.

5. Exceptions
Exceptions from this policy require adequate justification. If there is a use case where it would benefit the department to receive an exception, an exception request must be submitted to tickets@galvestoncountytx.gov during the County's annual budget process. Exceptions to this timeframe are in the case of non-general fund funding such as through the state or other grants. This exception will be granted or denied by the Galveston County Chief Information Officer (or designee) depending on use case and budgetary restrictions. Galveston County OIT will not budget for new printers of any type for printer requests that may arise during the fiscal year. Therefore, departments must plan their needs accordingly.

6. Implementation
This policy becomes effective countywide on the date it is signed by the County's Chief Information Officer. All new devices must adhere to this policy as of the effective date. The Chief Information Officer or other County official will alert department heads, elected officials and department appointees to this policy on its effective date. It is the responsibility of those in receipt of the notification to inform their respective workforce.

7. Compliance
This policy will be enforced by the Chief Information Officer (CIO) or designee. Violations may result in restriction of access, or more severe penalties depending on the level of non-compliance.

8. Definitions
Managed Print Services
Consolidation and management of the organization's copier and printer needs under a unified program with equipment and services provided by internal or external resources

Multifunction Device (MFD) Copier, Printer, Scanner, Fax
A machine that incorporates the functionality of multiple devices into one, such as printing, copying, scanning and faxing.

Network Printer
A machine that is only used to print and is connected to the network.

Dedicated Local Printer
A low volume machine that is only used to print, connected directly to a personal computer or docking station, typically via USB.