

Juilliard

Title:	Desktop and Community Printer Policy
Policy Owner:	Information Technology
Contact Information:	Room 247 Main Building (212) 799-5000, ext. 7121 servicedesk@juilliard.edu
Applies to:	All Juilliard faculty and staff, including College, Pre-College, MAP and Evening Division
Effective Date:	February 1, 2020

This document specifies the School's policy ("Policy") regarding the purchase and deployment of desktop and community printers. In recent years there has been a significant increase in the number of desktop printers across all departments with attendant cost, overhead and environmental implications.

Specifically, this Policy governs who is eligible to receive a desktop printer, and it applies to all faculty and staff. Only IT Department-approved printers may be used at Juilliard. In addition, all desktop and community desktop printers must be connected to the IT network to facilitate proper management and servicing. Prior approval by the IT Department is always required before connecting any device to the IT network.

Refer to the Juilliard Information Technology Procurement Policy for more information regarding requirements for purchasing and installing IT equipment as well as the standard IT setup: https://www.juilliard.edu/sites/default/files/juilliard_it_procurement_policy010119.pdf

Desktop Printer Eligibility Criteria

Only individuals occupying one or more of the following positions are eligible for a desktop printer:

- Members of senior staff or department heads.
- Positions requiring *significant* printing of sensitive and confidential documents, e.g., HR-related information, salary.
- Positions requiring specialized printing capabilities, e.g., Production.
- Individuals who require a reasonable accommodation in accordance with the Americans with Disabilities Act. Such individuals should contact Human Resources to discuss their specific requirements.

Printing Services and Use of Existing Desktop Printers

- Individuals who require printing services and do not qualify for a desktop printer per this Policy will be connected to the nearest or most logical community printer.
- Individuals who do not meet one of the above criteria and who currently have a desktop printer can continue to use that printer until it requires servicing or is no longer functional. When that printer does require servicing, the printer will be removed by IT, and the affected individual will be connected to the nearest or most logical community printer.
- New employees will be connected to the nearest or most logical community printer as part of the standard IT setup.

Requests for Printing Services and Repairs

- Requests for desktop printers or connectivity to a community printer should be made to the IT Department via the submission of a Service Desk ticket (servicedesk@juilliard.edu).
- Requests for servicing a desktop printer should also be made by submitting a Service Desk ticket.
- Note that large community printers, e.g., those located in room 237, which are intended for high-volume printing are managed by Facilities. Requests for their repair/replacement should be made via the Facilities ticketing system (www.Juilliard.edu/maintenance).

Printer Installation and Configuration Requirements

- All desktop and community printers must be connected to the Juilliard network to ensure proper management and servicing.
- All equipment connected to the Juilliard IT network inclusive of desktop and community printers require prior approval by the IT Department before such devices are purchased and prior to implementing network connectivity.
- Desktop and community printers will be set to black-and-white and double-sided printing as the default print configuration.

Desktop and Community Printer Approval

- Only desktop or community printers that have been approved by the IT Department may be connected to the IT network.

- Departments requiring additional desktop or community printers should submit such requests to the IT Department in writing, ideally during the regular budget cycle.

Exceptions to the Desktop and Community Printer Policy

Exceptions to this Policy must be made in writing and be supported by the relevant Department Head. Each case will be considered on its individual merits in consultation with the Finance and HR Departments and in consideration of available resources.

Desktop Printer Transfer, Reclamation and Decommissioning Requirements

- Juilliard-purchased IT equipment including desktop printers must be reclaimed by the IT Department when the assigned user is no longer employed or affiliated with the School. Human Resources should be contacted by the relevant department as soon as it is known an employee will be leaving, who will then notify IT of the imminent departure. This equipment will appropriately sanitized (if applicable) and repurposed for use by other users based on the needs of the School.
- Juilliard-purchased IT equipment may not be transferred to another employee or Juilliard affiliate without pre-approval by the IT Department.
- Juilliard-purchased IT equipment that is no longer functional or is no longer of use must be returned to the IT Department where it will be repaired, redistributed or properly/securely decommissioned and disposed.

Questions Regarding Desktop and Community Printers

- Questions regarding desktop and community printer requests, purchases and/or the Juilliard Desktop and Community Printer Policy may be directed to the IT Department located in Room 247, via email at servicedesk@juilliard.edu or by phone at X7121.