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ANNEXURE I

OFFICE AUTOMATION SOLUTIONS MANAGEMENT POLICY FRAMEWORK

(TO BE CUSTOMISED FOR EACH STATE INSTITUTION BY THE SELECTED SUPPLIER)

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ABBREVIATIONS

AV	Audio Visual
DDs	Digital Duplicators
DPI	Dots Per Inch (measure the resolution of an image)
IT	Information Technology
MFPs	Multi-Functional Printers
OAS	Office Automation Solutions
PCs	Personal Computers
PIN	Personal Identification Number
USB	Universal Serial Board is a common interface that enables communication between devices and a host controller such as a personal computer

DENITIONS

.txt file	Is a kind of a computer file that is structures as a sequence of lines of electronic text
Carton	A box or container
Consumable	A product integral to the functioning of imaging equipment with the intent, when depleted or worn, to be replaced or replenished by the user during the normal usage and life span of the imaging equipment. Consumables may include: toner, toner containers, toner bottles, toner cartridges, waste toner cartridges, ink cartridges, ink heads, ink sticks, ribbon ink, thermal paper, copy pa per, imaging units, transfer belts, transfer roller, users, drum maintenance units, and other associated items
Copier (Single-Functional)	A machine that makes exact copies of something especially documents, video or audio recordings or software.
Digital Duplicator	A machine or device that reproduces printed or digital material.
Duplex Printing	Printing or copying on both sides of a piece of paper, double-sided or two-sided printing or copying
Duplexing Capable	Any imaging equipment that is capable of automatically making double-sided prints or copies
Electrostatic	Relating to stationary electric charges or fields as opposed to electric currents
Equipment	Refers to machines or devices
ID Card	A card often bearing a photograph that gives identifying data about a person
Multi-Function Printer	A print output device that performs at least two of the following functions: printing; copying; scanning; and faxing
Print Management Software	Refers to the use of software to allow State Institutions to centralise administration and lower the cost of printing by providing tools to better monitor, control, and maintain the entire print fleet from a single interface
Shrink to Fit or Shrink One Page	If Shrink to fit is Off, the pages of your document print at 100%. Any page content that extends beyond one-half of the selected paper size is clipped
Single Function Device	An imaging equipment product that performs only one of the core functions of copying, printing, scanning, or faxing. Fax machines that provide convenience copies are considered single function devices
State employees	Refers to Government employees either full-time, part-time, contracted third parties (including consultants and agency staff), students/trainees, seconded and other staff on placement within the State Institution
State Institutions	Refers to All Spheres of Government
Suppliers	Refers to Service Providers or Vendors
Unit	Refers to a section, or division within a State Institution

1. PURPOSE

This office automation solutions (OAS) policy framework document is produced by National Treasury to raise awareness on the deployment and utilisation of Multi-Functional Printers (MFPs), Digital Duplicators (DDs) and Shredders within State Institutions, and to demonstrate how State employees can take responsibility in reducing cost and environmental impact on the utilisation of OAS.

The purpose of this framework is to ensure direction in the selection and define appropriate use of printing, copying, scanning, shredding, document management and faxing facilities throughout the State. Its purpose is to ensure OAS facilities are deployed to optimum effect; availability maximized; high quality access and cost-effectiveness while delivering efficiency and value for money across the State. It is also to ensure minimizing State printing and shredding cost of ownership by preventing waste in under or over equipment utilization, paper, toner, ink, and so forth.

State Institutions are to use information and material documented in this framework to develop their own tailored office automation solutions policies in line with best practices as will be guided by the Suppliers.

2. SCOPE

The customised OAS policy applies to all full-time, part-time, contracted third parties (including consultants and agency staff), students/trainees, seconded and other staff on placement within the State Institution and should be adhered to by all. It applies to all areas in support of teaching, clinical, research and business objectives.

The OAS policy applies to all local multi-function printers, photocopiers, scanners, faxes and shredders.

This OAS framework policy excludes devices which perform specific line of business functions such as large-scale document scanning devices, wide format plotters, clinical label printers and/or other output from clinical systems on non-standard media. All State employees and everyone connected with the State Institution should remember that OAS provided by the State is the State Institution's property and its purpose is to facilitate and support State business in a cost-effective manner. All users of such OAS have the responsibility to use these resources in an appropriate manner.

3. PROBLEM STATEMENT

An external audit of printing and copier equipment across service areas suggested that financial efficiency savings, non-financial savings and environmental benefits are achievable. It highlighted the following:

- Some areas are over resourced with equipment;
- Some equipment get very limited usage;
- Some copiers are producing quite high volumes;
- Some digital copiers are not networked;
- There are some USB or parallel port devices that are not available for networking; and
- There are colour ink jet printers with high consumable costs in use.

No single service area owns or manages all printing and shredding equipment and each area funded its own copiers/printers.

New industry trends, the convergence of printing, copying and faxing technologies and the recent consolidation of management and control over OAS has necessitated the implementation of a set of guidelines governing the acquisition and use of such equipment. These mentioned guidelines will help to alleviate historic problems of workload distribution, excessive cost, and equipment failure and associated delays. This OAS policy framework must be read in conjunction with all relevant legislation including The Constitution of the Republic of South Africa:

4. THE RIGHT OFFICE AUTOMATION SOLUTIONS STRATEGY

The strategies should (but not limited to the below):

- Encourage State employees to share networked copiers/MFPs;
- Support an OAS policy to reduce and dispose of local desktop printers;
- Reduce peripheral devices (scanners and faxes) in favour of MFPs;
- Encourage 'best practice printing' for all State employees;
- Procure environmentally preferable paper;
- Nominate an environmental champion to ensure paper and toner cartridges are disposed according to State Institution and Suppliers processes; and
- Encourage State employees to turn off copiers/printers and/or personal computers (PCs) when not in use or activate other power save modes to reduce consumption.

5. BEST PRACTISE PRINTING

Best practice printing is proactively managing (visibility) the print process to reduce cost, waste and to improve the functionality and availability of print.

To monitor the State Institution's performance, National Treasury sets a series of performance indicators to measure improvements and efficiencies. OAS management should also provide a print audit toolkit and information to help State Institutions proactively change printing habits.

In order to measure best practice within State Institutions, National Treasury produced this definition to demonstrate what is expected of State Institutions who wish to achieve best practice printing:

- No personal printers and any currently available to be sold to the Suppliers as part of optimisation through the analysis to be conducted at each state of procurement;
- MFPs are to be set to duplex (double sided) and mono (black & white) as standard (via printer settings) and set as the default printer (via printer driver);
- Empty toner cartridges are recycled via the Supplier's disposal policy/procedure;
- End of life shredders are disposed according to the State Institution's disposal policy or procedure or sold back to the Supplier;
- Copiers/MFPs are to be set to power safe mode every night and when not in use; and
- Paper consumption, toner/cartridge use and number of prints are monitored.

6. POLICY FRAMEWORK OBJECTIVES

The OAS policy framework has been developed to achieve a nation-wide strategic direction for all print and shredding output and equipment. Specifically, the objectives are to:

- Ensure visibility, quality and productivity;
  - ✓ Maintaining visibility, print quality and productivity whilst minimising volumes and costs, and
  - ✓ Reduce cost with high efficiency print equipment while continually removing low efficiency, redundant equipment.
- It is recommended that individual equipment should be eliminated by ensuring the printing environment is analysed for optimal OAS deployment;
- Improve environmental responsibility and reduce waste with duplex (two sided) printing wherever possible, and the elimination of unnecessary print output;
- Improve procedures for safe disposal of shredding equipment and removal of information on expired rental agreements on MFPs and DDs to ensure security and privacy of information;
- Promote and ensure State employees access to secure print technology to ensure the security of all printed information;
- Reduce carbon emissions;
  - ✓ Fewer, more efficient, equipment will enable a reduction in carbon emissions and reduction in electricity and paper costs,
  - ✓ Reduce environmental impact-less equipment and consumables, and
  - ✓ Ensure understanding of the environmental impact and costs of printing and make sure that all are fully aware of these and can make informed decisions through central collation of management information.

6.1 Vision

To create and sustain State value by providing OAS resources which are business relevant, cost-effective and reliable.

6.2 Objective

The overall framework objective is to promote efficient and effective use by State employees of the OAS resources by establishing parameters for usage of different categories of equipment; facilitate the gathering of meaningful management information, thereby enhancing decision making and communicate relevant procedures.

6.3 Guiding Principles

Technology fit

To remain cost-effective, it is important to ensure that technology deployed in OAS environment is relevant to the identified business need, and able to handle peak demands in the area of deployment.

7. TRAINING

Training and instructions will be provided to State employees on how to utilize special features (scan to email, shared drive, document management etc.) or override default settings for special print jobs by the Supplier. Alternatively, employees may be directed to alternative printing and copying equipment for jobs requiring departure from default settings. These instructions should also be included in all State Institution installation and commissioning packet.

8. SUPPORTED GENERAL PRINTING PROCEDURE

- It is advisable that when a print job is sent to the MFP or DD, the State employee should be required to enter a Personal Identification Number (PIN) preferably an employee number or as guided by the Supplier into the output equipment to release the job in compliance with secure print technology. The requirement to enter a PIN should not be over-ridden by the State employee. If, after a predetermined time (set by internal IT unit or relevant unit) the print job is not released, it will be deleted from the memory queue of the print equipment.

- MFPs are to be used for documents that are relevant to the day-to-day conduct of business at the State Institution.

- Installation of individual printers should not be permitted due to the cost of maintaining and supporting individual print equipment. In the case where the State Institution sees a need for a team or individual need of a desk printer, internal procurement processes should be followed for the procurement of the printer.

- Avoid printing of e-mail messages. Instead, use the folders and archiving functionality available in e-mail applications to organize and view messages. Be sure to archive email folders on a regular basis.

- Promote print preview to avoid printing a document just to see how it looks like.

- Most State employees do typically not require colour printing. Given this selective need, as well as the high cost per page to print colour copies, the number of colour-capable MFPs available should be minimized. Avoid printing in colour whenever possible. Default printing for everyone should be set as Black and White, colour should be provided on a per request basis.

- Efforts should be made to limit paper usage by taking advantage of duplex (two sided) printing features offered by some MFPs and other optimization features (e.g. printing six PowerPoint slides per page versus only one per page).

- Efforts should be made to limit toner use by selecting light toner and lower DPI default print settings.

- Many MFPs do not support certain paper types, including vellum, transparencies, adhesive labels, tracing paper, card stock, or thicker paper. If there is a need to use any of the paper types, consult with the Supplier to determine which equipment can handle these specialty print jobs.

8.1 Before printing

Do you need to print documents? Is there an alternative method to printing?

Please consider the following suggestions before you print:

- Use shared drives to share and edit your work with colleagues;
- In meetings, display agendas, minutes and other documents on a screen using AV equipment;
- Use laptops and document management solutions in meetings instead of lots of printed sheets;
- Use your MFPs or scanner to scan to email or USB drive instead of photocopying documents;
- Email documents or web links to yourself;
- Cut and paste only the information you need into Word or a .txt file;
- Read and edit your documents on screen;
- Use the bookmark feature for web page information that you wish to retain rather than printing; and
- Try saving web pages, emails and other documents onto your computer's hard drive or the State Institution shared drives.

8.2 Prohibited use

State employees shall not knowingly use OAS equipment to print, duplicate, scan or transmit material that is:

- In contravention of the Copyright Act;
- Derogatory to any individual or group;
- Obscene, sexually explicit or sexually suggestive;
- Defamatory or threatening;
- Soliciting support for any political party, religious activity, social or sporting club or any other organisation;
- Advertising or airing a personal or representative opinion to a public audience;
- In violation of the terms of a declaration of private interests, or printed / copied for resale by any organisation other than stolen or engaged in any illegal activity contrary to policy or in terms of the law generally;
- Discriminatory or harassing regarding race, colour, creed, religion and sex; and
- The undesirable use of OAS resources as outlined above could result in disciplinary action in terms of conditions of service.

8.3 When printing

There are more ways to reduce both the cost and the amount of print produced. It is advisable to consider the following suggestions:

- Print several pages per view i.e. 2 pages multi-up on an A4 sheet;
- Use narrow margins to get more out of the sheet;
- Use a smaller font size i.e.10 not 12 and keep the line spacing single;
- Print only the number of pages you require i.e. users often print emails that may be several pages long, select the option to print page 1 only; and
- Use 'Print Preview' to ensure your documents print how you expect them.

8.4 Choosing an equipment

Print or shredding can come at a high cost, however making an informed decision about printing or shredding can reduce costs and improve functionality and availability within the work place. The analysis of both the printing and shredding environment will ensure fit for purpose OAS.

The standard for recommended MFPs is networked, duplex, A4/ A3, print, copy, scan and postscript. This allows all types of users to access the printer and maximises usage to efficient equipment. The utilisation of the shredding analysis questionnaire will also ensure fit for purpose equipment is procured.

What functionality do you require from the printing equipment?

- Mono/Colour;
- A4/A3;
- Print, copy, scan, fax, hard drive;
- Volumes e.g. 5000 prints per month;
- Speed e.g. 30 prints per minute;
- Confidentiality, secure release, user accounts; and
- What environment/space is available? How many State employees will the device support?

8.5 Personal use

- The OAS resources provided to the State employees remain, at all times, the property of the State Institution.
- The OAS resources are primarily for business use to assist employees in the performance of their jobs. Limited, occasional, or incidental use of these resources for personal, non-business purposes is understandable and acceptable, and all such use should be done in a manner that does not negatively affect the equipment's use for the business purposes. However, employees are expected to demonstrate a sense of responsibility and not abuse this privilege. Heavy personal use will register as an exception and will be reported by the system to the relevant manager and charged at ruling tariffs to the concerned State employees.

8.6 Access control

For control and management information purposes, access to decentralised equipment will be strictly controlled by requiring photocopying State employees to identify themselves positively. For photocopying and scanning, the ID card or a user-defined PIN number will enable access to the equipment. For printing work, this identification will be done by the State employees network logon name and password. The use of any ID card or PIN number other than the State employees will result in disciplinary action in terms of conditions of service.

8.7 Print options and parameters

While endeavours are to provide for the diverse needs of all State employees, the State Institution also has an obligation to contain operating costs as far as possible. To this end, it is imperative that cost-effective use of the equipment is ensured. The below restrictions may be tightened or relaxed or new ones may be raised on merit by State Institutions for specific application from time to time.

8.8 Operations and Maintenance

The Supplier will provide print management software to monitor the activity of all print equipment to eliminate the manual processes of call loggings, meter readings and so forth. Any problems experienced with the equipment should be logged to the relevant unit managing the OAS and /or the Supplier.

8.9 Paper

- Paper should be at least replenished twice a day by relevant State employees (e.g. Team Assistants etc.). Any requests outside these scheduled replenishments must be logged with the relevant unit responsible for issuing paper;
- No paper to be removed from equipment for use elsewhere; and
- The environment in which paper is stored affects its performance and lifespan. The two main elements that affect paper are moisture and temperature. Where practical and possible, all paper used in MFPs needs to be stored in a stable environment. This will help the paper's performance and ensure the paper's electrostatic properties remain constant. Paper manufactured for laser printing and photocopying applications is made with lower moisture content than other papers.
  - ✓ Store paper in a place that replicates the environment of where the print engine is located,
  - ✓ Do not store in damp or unheated locations,
  - ✓ Do not store next to heating pipes, radiators or overhead water pipes,
  - ✓ Do not store opened packets near windows or in direct sun light,
  - ✓ Keep all paper in original wrappers and/or cartons until required for use,
  - ✓ Reseal part used packets and place back in the original carton,
  - ✓ Store all paper on shelving or in cupboards,
  - ✓ When loading copiers/MFPs do not over fill the paper trays, and
  - ✓ Only open the required amount of packets to fill the copier/MFP.

9. UTILISATION CONTROL

9.1 Black and White printing or copying

- All documents to be printed / copied on black and white equipment, with the exception of external presentations, or documents where colour is vital to an understanding of the document (complex graphs etc.).
- No black & white copying work of more than 200 sheets per job should be allowed. Such work should be handled by the production unit. Jobs may be 'split' to bypass this restriction only when copied after hours.

9.2 Colour printing or copying

- No colour copying work of more than 20 sheets per job should be allowed. Such work should be handled in by the production unit. Jobs may be 'split' to bypass this restriction only when copied after hours.

9.3 General (Black and White or Colour printing or copying)

- Where possible, all equipment should be set to default to double-sided copying / printing. This default may be manually overridden for specific justified applications (e.g. documents to be placed on notice boards, transparencies etc.)

10. ENFORCEMENT

The onus is on the State employees to ensure that the OAS equipment and resources are used in a responsible manner for valid business purposes and in accordance with the provisions of this framework policy. Failure to do so may result in disciplinary steps as per disciplinary code.

This OAS policy framework shall be reviewed and amended every three years and/ or when the need for changes arises. Any amendments will be published on National Treasury's website under Transversal Contracts.

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