Information Technology Policy
Commonwealth of Pennsylvania
Governor's Office of Administration/Office for Information Technology

ITP Number:	**ITP-PLT010**	
ITP Title:	**Commonwealth of Pennsylvania Policy for the Management of Networked Multi-Function Equipment**	
Issued by:	**Deputy Secretary for Information Technology**	
Date Issued: April 28, 2006		**Date Revised: December 20, 2010**
Domain:	**Platform**	
Discipline:	**Configuration Management**	
Technology Area:	**Network Copier/Printer Device**	
Revision History Date:	**Description:**	
12/20/2010	**ITP Refresh**	

Abstract:

The purpose of this ITP is to establish shared responsibility for the purchase and management of copier, fax and scanner equipment connected to agency networks and to ensure this equipment is properly configured, maintained and decommissioned. Advances in office equipment technology have transformed these devices into telecommunications nodes on data networks. Improperly maintained or secured devices pose a significant security risk.

In recent years traditional stand-alone, dedicated equipment used to copy, print, fax, and scan documents have evolved into single, multi-functional units. Previously non- network enabled ("dumb") units have become "scanning nodes" - residing within agency networks. Consequently, agency IT staff have installed these units on networks, and established user profiles, so that these devices also serve as scanner workstations for local printing or image export (e.g., PDF images) via e-mail.

In the past, copiers, fax machines and other office equipment have been purchased and managed by agency office/administrative services groups. However, many of these devices now reside on networks and cache document images that need to be purged when the equipment is decommissioned. This has presented issues concerning responsibility for selection, oversight and management of these devices.

General:

This ITP applies to all departments, boards, commissions and councils under the governor's jurisdiction (agencies). Agencies not under the governor's jurisdiction are strongly encouraged to follow this policy.

Policy:

All multifunction devices connected to agency networks, including copier/printer, scanners and faxes are to be managed by the agency's IT staff, who will work with the current Commonwealth equipment provider to determine telecommunications equipment specifications, network connectivity requirements, and device configurations.

As part of the management for multifunction devices, the following technical concerns are to be addressed by the agency:

- IT departments are to create standards for network connectivity, security, user profiles, scan export resolution and infrastructure-related configuration topics for devices connected to the network. If units are strictly stand-alone analog copiers not connected to a network ("dumb" units), IT need not be involved.
- The scanning resolution for the device is to be set at a level that will not burden the agency's network/e-mail capacity/bandwidth. Transmitting large multi-page files can cause networking issues and can degrade throughput. User-selected scanning options, such as, high dpi (400 to 600 dpi range) settings, grayscale and page sizing can cause file sizes to grow inordinately, causing e-mail boxes to reject the transmission due to file size limitations.
- Networked scanner workstations are often equipped with hard drives, which can contain scanned images "cached" or stored during day-to-day use. Please refer to ITP-SYM009, *CoPA Data Cleansing Policy*, for current policies and procedures regarding data cleansing.
- Service calls for the equipment would continue to be the responsibility of the user bureau, unless there is a technical issue concerning network connectivity that needs to be addressed by the IT staff or the unit is being replaced.

Administrative/Procurement staff will still be responsible for the purchasing and leasing of the equipment, establishing user feature needs and other non-IT related matters.

Refresh Schedule:

All standards identified in this ITP are subject to periodic review and possible revision, or upon request by the Enterprise Architecture Standards Committee (EASC).

Exemption from This Policy:

In the event an agency chooses to seek an exemption, for reasons such as the need to comply with requirements for a federally mandated system, a request for waiver may be submitted via the Commonwealth of PA Procurement and Architectural Review (COPPAR) process. Requests are to be entered into the COPPAR Tool located at http://coppar.oa.pa.gov/. Agency CIO approval is required. Contact your agency CoP Planner for further details or assistance.

Questions:

Questions regarding this policy are to be directed to ra-itcentral@pa.gov.

References:

ITP-SYM009 Commonwealth of Pennsylvania Data Cleansing Policy