

# **Rules and Regulations of Managing UIC Printing Center**

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## 1. Background

It is due to the rapid expansion of campus operations, the existing printing facilities and services become inadequate to serve the staff, and hence the number of printer requisition is increasing extremely fast. From the service and cost management point of views, a concept of Printing Center is proposed to improve the service and facility management.

## 2. Objectives of Printing Center

The objective of Printing Center is to

- 1) Provide a one-stop printing center facilitates with high-speed quality printers, scanners and photocopiers.
- 2) Reduce the maintenance cost.
- 3) Share available resources.
- 4) Provide systematic management.

## 3. Terms and Definitions

### 3.1 UIC's Printer

UIC's Printer refers to a printer which is purchased by Beijing Normal University-Hong Kong Baptist University United International College (UIC). Its maintenance and consumables are responsible by UIC. It can be a **Dedicated Printer** or a **Withdrawal Printer**.

### 3.2 Dedicated Printer

Dedicated Printer refers to a printer purchased by UIC. It is used by special project or personnel and located outside printing center.

### 3.3 Withdrawal Printer

Withdrawal Printer refers to a printer purchased by UIC. It is withdrawn from some office where a Printing Center has been setup.

### 3.4 Rental Printer

Rental Printer refers to a printer which is rented from a printer supplier. The supplier provides its maintenance and consumables.

### 3.5 Supplier

Supplier refers to a printer supplier.

## 4. Duties and Responsibilities

Duties and Responsibilities		In-charge Unit
<b>4.1 Budgeting</b>		<b>ISO</b>
4.1.1	To prepare an annual budget report of UIC's	
4.1.2	Printers Maintenance expanses;	
4.1.3	To prepare an annual budget report of printing consumables for UIC's Printers.	
<b>4.2 Printer Management</b>		<b>ISO</b>
4.2.1	To process printer transfer for Withdrawal Printers.	
4.2.2	To monitor print usage of each Printing Center;	<b>ITSC</b>
4.2.3	To process and justify a printer request;	
4.2.4	To manage the Withdrawal Printers.	
4.2.5	To prepare audit trial report of Rental Printers;	
<b>4.3 Technical Support</b>		<b>ITSC</b>
4.3.1	Printer driver and printer service client station installation;	
4.3.2	To manage service maintenance calls;	
4.3.3	To generate a monthly maintenance report;	
<b>4.4 Supplier Management</b>		<b>PUR</b>
4.4.1	To confirm and review monthly print volume with Supplier;	
4.4.2	To prepare and review a contract with Supplier;	<b>PUR, ITSC &amp; ISO</b>
4.4.3	To determine a Supplier;	
4.4.4	To review the Suppliers' performance.	

## 5. Printer Allocation Policy

### 5.1 By Location

Printing Center is to provide high-speed printing, copying and scanning services. The location of Printer Center will be the existing printing room or an area is convenient to a group of staff who work on the same office zone.

### 5.1.1 Targeted Printing Center (Last updated: 14/04/2011)

Zone	Location	Expected Start-time	Expected Complete-time	Status
<b>B</b>	B425	Oct 2010	Dec 2010	Completed
	B141	May 2011	May 2011	Not Started
	B116	May 2011	May 2011	Not Started
<b>C</b>	C539	May 2011	May 2011	Not Started
	C506	May 2011	May 2011	Not Started
<b>E</b>	E408-09	May 2011	May 2011	Not Started
<b>F</b>	F204	Nov 2010	Feb 2011	Completed
	F301(A)	TBA	TBA	Not Started
	F301(B)	Apr 2011	Apr 2011	Completed
	F401	Jun 2011	Jun 2011	Not Started
<b>SHCV</b>	WPEO -5#	Mar 2011	Mar 2011	Completed

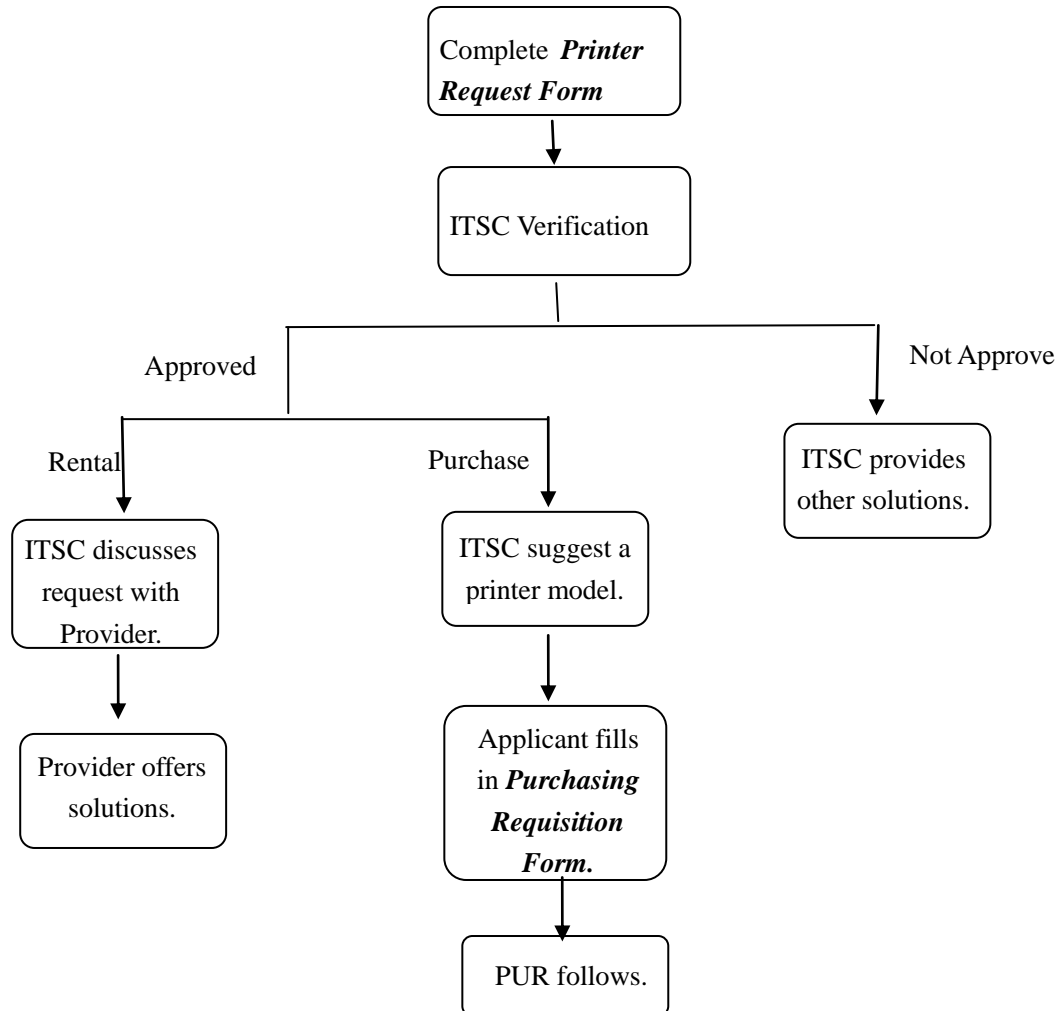
### 5.2 By Special Project or Personnel

A dedicated printer can be allocated to a particular office for special project or personnel. A list of personnel may entitle for a dedicated printer;

Rank	Position
<b>Managerial/Senior Professional</b>	1. President
	2. Vice President / Associate Vice President
	3. Managing Director of FPD
	4. Academic Registrar
	5. Chief of Department
	6. Deputy Registrar
	7. Deputy Chief
	8. Director
	9. Associate Director
<b>Academic</b>	10. Deans
	11. Associate Deans

## 6. Printer Request Procedures

When Printing Center cannot meet applicant requirements, applicant can submit a Printer Request Form to ITSC provided that a corresponding budget has been approved by Finance Office (FO). Requesting a printer procedures are as following.



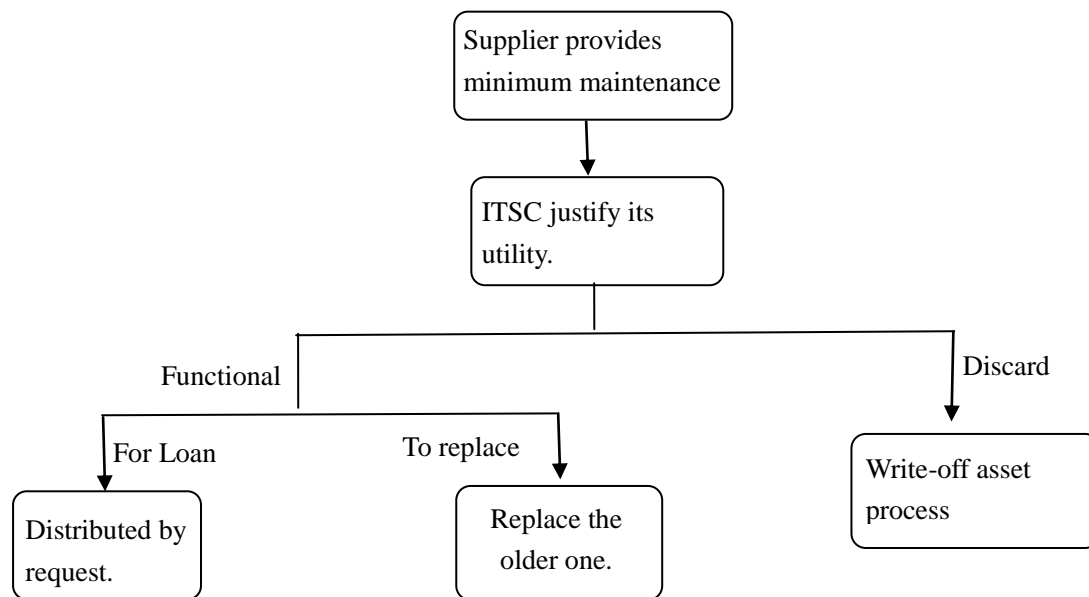
## 7. Supplier Selection

To ensure the service quality and better management, each Printing Center shall be supported and maintained by one Supplier. According to UIC's Policy of Purchasing, if the printing volume exceeds RMB 100,000, UIC Tendering Board Committee shall engage a tendering process to determine the printer Supplier.

## 8. Withdrawal Printers Management

A UIC's Printer which is withdrawn from the office zones where a Printing Center has been

setup is managed by ITSC. ITSC shall evaluate its utility and decide whether recyclable or discarded.



## 9. Contacts

### Integrated Services Office (ISO)

Office F301

Hotline 0756-3620123 (Ext.: 8123)

Website [http://uic.edu.hk/i:dex.php?option=com\\_frontpage&Itemid=750](http://uic.edu.hk/i:dex.php?option=com_frontpage&Itemid=750)

### Information Technology Services Center (ITSC)

Office F202

Hotline 0756-3620315 (Ext.: 8315)

Website <http://itsc.uic.edu.hk>

### Purchasing Office (PUR)

Office F301

Hotline 0756-3620131 (Ext.: 8131)

Website [http://uic.edu.hk/index.php?option=com\\_content&task=view&id=3686&Itemid=763](http://uic.edu.hk/index.php?option=com_content&task=view&id=3686&Itemid=763)

## Appendix

### Printer Request Form



Printer Request Form