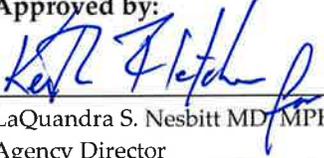
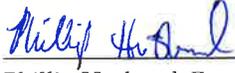


District of Columbia Department of Health <h2 style="text-align: center;">Management of Network Printers and Desktop Printers</h2>		PROCEDURE 750.000 Implementing Office: Office of the Director Training Required: Yes Originally Issued: JUL 22 2017 Revised/Reviewed:
Approved by:  LaQuandra S. Nesbitt MD/MPH; Agency Director	Review by Legal Counsel:  Phillip Husband, Esq.; General Counsel	Effective Date: JUL 12 2017 Valid Through Date: JUL 22 2020

I. Authority	Reorganization Plan No. 4 of 1996; Mayor's Order 1997-42
II. Reason for the Policy	<p>Network printers and desktop printers are routine office equipment, and a necessary basic capacity for daily operations. However, the number of network printers and their locations need to be centrally managed to ensure that DOH facilities remain compliant with accepted air quality standards.</p> <p>Additionally, to ensure efficient resource allocation, the issuing of desktop printers requires eligibility guidelines.</p>
III. Applicability	This SOP applies to all DOH employees, contract employees, interns, and summer youth employees, referred to collectively herein as "employees" or "DOH employees."
IV. Policy Statement	<p>Network printers may only be placed in locations designed to accommodate them, as there must be adequate ventilation for network printers to operate safely. Only the Facilities Manager, or his/her designee, is authorized to make this determination. Network printers may only be moved with the written authorization of the Facilities Management or his/her designee.</p> <p>Contract Administrator duties for all DOH procurements for the purchase/leasing of network printers, or service agreements for network printers, shall be assigned to a member of the DOH Office of Information Technology (DOH IT) selected by the DOH Chief Information Technology Officer (CITO).</p>

	<p>Service agreements are the primary vehicle for routine maintenance of network printers. The CITO shall designate an employee within DOH IT to be the primary liaison with the vendor under contract to service network printers. DOH IT is responsible for distributing memoranda to all DOH employees with guidance on reporting maintenance issues with network printers. DOH IT shall not deploy its own employees to service network printers while a service agreement is in place without the approval of the CITO.</p> <p>Desktop printers may only be issued to employees meeting at least one of the following criteria:</p> <ul style="list-style-type: none"> • The employee’s job duties include regular handling of documents containing identified patient information. • The employee’s job duties include regular handling of documents containing information protected by District or federal law, including attorney/client privilege. • The employee’s job duties include regular handling of internal communications between DOH senior officials, communications between DOH senior officials and staff at other District agencies including the Executive Office of the Mayor (EOM), or communications between DOH senior officials and members of the media. • The employee’s job duties include the management of confidential employee information. <p>Desktop printers may only be ordered through DOH IT. An administration may not purchase desktop printers on a contract not administered by DOH IT, or purchase card. An administration must request a desktop printer from DOH with a justification for its purchase. The CITO shall designate a member of DOH IT to be the point of contact for desktop printer requests. Certified funding attributes shall be included in the request. All ongoing costs associated with either a network printer or desktop printer shall be paid by the administration using that device.</p>
<p>IV. Definitions & Acronyms</p>	<p>CITO- Chief Information Technology Officer</p> <p>DDO- Deputy Director for Operations</p>

	<p>Desktop printer- A machine, smaller than a network printer, primarily designed to print documents. A desktop printer may have additional functionality similar to those of a network printer. A desktop printer serves a single employee..</p> <p>DOH IT- Department of Health Office of Information Technology</p> <p>DOH senior officials- The Director of DOH, the Chief Operating Officer, the Chief of Staff, the Senior Deputy Directors of all DOH administrations, the Director of Communications and Community Relations, and the DOH General Counsel.</p> <p>EOM- Executive Office of the Mayor</p> <p>Network printer- A machine designed to copy, print, scan and send documents.. Network printers serve multiple employees whose official duty stations are located in the same general location.</p>
<p>VI. Procedures</p>	<p>Procedure A: Management of Network Printer Locations</p> <ol style="list-style-type: none"> 1. A Deputy Director for Operations of an administration seeking to add a network printer, or move an existing network printer, shall contact DOH IT in writing, including the requested location of the network printer. 2. DOH IT shall verify network connectivity in the requested location. 3. DOH IT shall alert the Facilities Manager of the request to prompt an evaluation of the suitability of the requested location for the network printer. 4. The Facilities Manager, or his/her designee, shall review the requested location for adequate ventilation, and respond to the initial request with an estimated time frame and cost for acquiring a new network printer or relocating the existing network printer. 5. If the Facilities Manager determines a hygienist is required to evaluate the space to confirm suitability, he/she shall

	<p>arrange that evaluation and communicate the impact on the timeline to the administration.</p> <ol style="list-style-type: none"> 6. The Facilities Manager shall assess any space modifications needed to accommodate the network printer. 7. The Facilities Manager shall oversee the space modifications needed to accommodate the network printer. 8. Once all modifications (if any were necessary) are complete, the Facilities Manager shall provide written authorization to the DDO to have the network printer added or moved to the agreed-upon location. <p>Procedure B: Assignment of Desktop Printers</p> <ol style="list-style-type: none"> 1. The Deputy Director for Operations of an administration shall submit a written request for an employee to receive a desktop printer. The justification shall be sent to the employee designated by the CITO to receive such requests. The written request must contain the following elements: <ol style="list-style-type: none"> a. The employee's name and title b. The employee's official duty station c. The employee's contact information d. The category of justification for the employee receiving a desktop printer (see Policy Statement above). e. Certified funding attributes to fund the purchase of the desktop printer. 2. DOH IT will evaluate the request for completeness. 3. Once all required information is received, DOH IT may supply the employee with the requested desktop printer. 4. DOH IT shall oversee the installation of the printer, ensure it is functioning properly, and provide any technical assistance necessary for its use. <p>Procedure C: Maintenance Requests for Network Printers</p> <ol style="list-style-type: none"> 1. Any employee observing a maintenance issue with a network printer shall report that issue to DOH IT.
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	<ol style="list-style-type: none"> 2. DOH IT shall relay the request to the vendor contractually responsible for providing service. 3. DOH IT shall monitor to ensure the maintenance issue is resolved in a timely manner. 4. DOH IT may, with the approval of the CITO, deploy its own personnel to complete a service request only if the time necessary for the vendor to respond would create a disruption in DOH services.
VII. Contacts	<p>Chief Information Technology Officer</p> <p>Facilities Manager and Operations Officer</p>
VIII. Related Documents, Forms and Tools	None