

INFORMATION TECHNOLOGY – INCREASE MFD USAGE

Context

- Initial roll-out of multi-function devices (MFDs) was implemented in mid-2010 as part of a 5-year agreement with Unisource.
- Training on MFDs is viewed as sub-standard by campus users.
- Adoption and use of MFDs is low.
- Under-utilization of MFDs is exacerbated by continued high-cost desktop printing.

Goals

- Develop a replicable plan to transition users from desktop printers to MFDs.
- Publicize MFD “bright spots” across campus.
- Provide comprehensive training.
- Create additional incentives to using MFDs, to include the reduction of waste while ‘greening’ offices.

Challenges

Risks surrounding increasing MFD usage are fairly low in respect to Institutional, Change Management, Project, Finance, and IT risks.

- There is some concern surrounding the number of people that will be impacted by the change and the expected resistance to removing desktop printers.
- Cross-functional collaboration is required to transition schools and departments from desktop printers to MFDs—communication will be vital to a successful implementation.
- MFDs have an unfavorable reputation on campus due to missteps in their initial rollout; and it will be difficult to reverse current perceptions.
- Extending administrative access to the MFDs to TLs will increase security concerns.

Opportunities

- Anticipated results of approximately \$0.25–0.39M in annual benefits for the University can be realized once MFD usage is fully implemented, through improved user support and clearly communicated benefits of using MFDs.