



U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION

National Policy

**ORDER  
1720.37A**

**Effective Date:  
03/14/19**

**SUBJ: FAA Print Management**

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- 1. Purpose of this Order.** This order establishes a policy for the management of all Mission Support agency imaging devices. Imaging devices are devices that capture, store, manipulate, and display images. This includes printers, scanners, copiers, and fax machines. This order also directs the agency to adopt standard practices for managing image handling technology. This order authorizes and outlines implementation strategies for Managed Print Output (MPO) throughout the agency. It establishes standard definitions, objectives, and processes that support this adoption. It also provides a framework within which the Federal Aviation Administration (FAA) can implement image handling technology that is cost-effective, secure, environmentally sustainable, and increases utilization of network imaging devices.
- 2. Audience.** This order is intended for all customers who directly or indirectly interface with imaging devices currently within the FAA's stewardship. This includes all federal employees and support personnel.
- 3. Where can I Find this Order?** You can find this order on the MyFAA Employee Website: [https://employees.faa.gov/tools\\_resources/orders\\_notices/](https://employees.faa.gov/tools_resources/orders_notices/). This order is available to the public at [http://www.faa.gov/regulations\\_policies/orders\\_notices/](http://www.faa.gov/regulations_policies/orders_notices/).
- 4. Scope.** This order describes the agency's objectives and directives regarding imaging devices and print management on the administrative network that are not used in direct support of live National Airspace System (NAS) or live air traffic control operations. Imaging devices and print management areas exempt from MPO are listed in Section 10c, Network Imaging Devices MPO Exemptions.
- 5. Authority.** The authorities for this order include:

  - a. Department of Transportation (DOT) Order 1360.5C, DOT IT Policy and Administration of Print Services;
  - b. General Services Administration (GSA) Bulletin B-37, Federal Print Management Practices; and
  - c. This order does not supersede existing regulations for government printing as stated in U.S.C., Title 44 - Public Printing and Documents.
- 6. Core Policy Guidance.** FAA's objective is to provide printing solutions, to support the overall FAA mission, that are secure, cost-efficient, and environmentally sustainable through deployment of standard image handling technologies and MPO.

- a. FAA customers must use network imaging devices and MPO, including features such as default duplex and draft mode, to minimize waste;
- b. Personally owned imaging devices are not permitted to connect to agency equipment unless the employee is in a telework status and not at an FAA facility;
- c. Network imaging devices must not be purchased for individual use;
- d. Purchase cardholders must only purchase desktop and/or stand-alone imaging devices and its consumables in cases where approved MPO waivers exist;
- e. Acquisition of imaging devices must be directed toward newer and more efficient technology, as it becomes available;
- f. Customers' personal use of FAA imaging devices must be limited in accordance with FAA human resources policy and FAA Order 1370.121 FAA Information Security and Privacy Program & Policy, Appendix 33 Limited Personal Use and
- g. FAA will determine success of the Policy implementation by the following criteria:
  - (1) Reduced overall inventory of imaging devices;
  - (2) Increased reliance on network imaging devices;
  - (3) Decreased use and/or elimination of desktop and/or stand-alone imaging devices; and
  - (4) Increased reliance on MPO to improve the efficiency of the FAA's work environment.

## **7. Roles and Responsibilities.**

**a. Chief Information Officer (CIO) for Information & Technology:** The FAA CIO is responsible for:

- (1) Managing development, implementation, monitoring, and promotion of the order;
- (2) Verifying agency-wide compliance with the order;
- (3) Establishing imaging device standards and requirements;
- (4) Determining which settings described in this order, are required for imaging devices, computers, or both;
- (5) Enabling and establishing the default settings and features required by this order, on all network imaging devices and computer systems;
- (6) Management, maintenance, supplies, and services for the MPO infrastructure;

(7) Developing and distributing training/awareness material to customers required by this Order;

(8) Maintaining the MPO waiver process by which MPO waiver requests from this order are submitted;

(9) Overall asset responsibility and preparing MPO devices for replacement when necessary in accordance with FAA Order 1370.121 and FAA Order 4650-27, Personal Property Management (current version);

(10) Measuring the cost savings and overall effectiveness metric for the deployed solution and

(11) Collaboratively communicating with customers to understand their organizational mission needs in regards to this order.

**b. Customer Organizations:** Customer organizations are responsible for:

(1) Providing the Office of Information and Technology (AIT) with information that will assist with MPO imaging device placement in accordance with Section 10a Network Imaging Devices, Network Imaging Device Placement;

(2) Providing funding for desktop and/or stand-alone imaging devices, including maintenance, supplies, services, and end-user support in cases where an approved MPO waiver has been granted; and

(3) Assisting with property management responsibilities as outlined in Order 4600.27, Personal Property Management (current version).

**c. Acquisition & Business Services:** Acquisition & Business Services is responsible for:

(1) Managing acquisition contracts of imaging devices and consumables; and

(2) Developing FAA policy and guidance, with AIT, related to the acquisition of imaging devices and consumables; and

(3) Developing and providing agency-wide asset management policy, processes, and procedures that address personal property management of MPO assets from acquisition through disposition and oversight of agency-wide implementation.

**d. Facility:** Each individual facility is responsible for:

(1) Deploying and maintaining collection sites for waste paper; and

- (2) Collecting and final reuse or recycling of used paper.

**8. Purchase Cardholders, Contract Specialists and Contracting Officers:** Purchase Cardholders, Contract Specialists, and Contracting Officers are responsible for:

- (1) Executing procurement of imaging devices and consumables in accordance with this order and the Acquisition Management System (AMS) utilizing the Strategic Sourcing for the Acquisition of Various Equipment and Supplies (SAVES) vehicles where applicable;

- (2) Understanding and complying with procurement language specified in this order;

- (3) Purchase cardholders must only purchase desktop and/or stand-alone imaging devices and related consumables in cases where approved MPO waivers exist; and

- (4) Purchase cardholders within each Line of Business/Staff Office will continue to purchase paper for MPO devices, unless otherwise directed by AIT.

**9. Managed Print Output.** AIT has identified a series of changes and features that will increase overall efficiency and generate savings and service improvement opportunities within the agency. The following changes and features must be implemented:

**a. Secure Print:**

- (1) Network imaging devices must use secure print where available. This feature requires a Personal Identity Verification (PIV)/Common Access Card (CAC) or network credentials to retrieve print jobs and must be used to preserve confidentiality of print output sent to network imaging devices; and

- (2) Customers will print to a shared print queue and release their print job from any MPO enabled imaging device after network authentication is complete except for those where physical access is restricted.

**b. Default Print Settings for Network Imaging Devices:**

- (1) AIT will determine the optimal default settings to achieve utilization efficiency. These currently include: duplex (double-sided printing), monochrome (black and white), and draft mode (i.e., reduced toner density) settings;

- (2) Customers will be able to change default settings as needed per print job;

- (3) AIT must ensure that all MPO printers are securely configured and that insecure ports and services are disabled; and

- (4) AIT must ensure that all default MPO accounts and passwords are disabled or changed.

**c. Universal Print Drivers:** All network imaging devices must use universal print drivers, when available;

**d. Usage Tracking:** Usage tracking will be set up to determine what features are being used and how much is printed per user/per device utilizing ad hoc reports. This will help to determine placement of the best device with the right capacity and features at the right locations;

**e. Mobile Device Printing:** This option will be available for approved government furnished equipment mobile devices (iPhone, iPad, Android, etc.) on supported network imaging devices;

**f. Desktop and/or Stand-alone Imaging Device Consolidation:** Use of desktop and/or stand-alone imaging devices will be phased out unless customers receive an approved MPO waiver; and

**g. Customers Approved for Desktop and/or Stand-alone Imaging Devices:** MPO waivers will be approved on a limited basis. For more information, see Section 11a, MPO Waivers, Stand-alone Imaging Devices, of this order.

## **10. Network Imaging Devices.**

**a. Network Imaging Device Placement:** Network imaging device placement will be accomplished by AIT in conjunction with local management input, and must meet the guidelines contained herein. AIT must also consider the following requirements in order to obtain optimal placement:

(1) Specific work being done (e.g., special application documents, unique requirements of specific users);

(2) Actual utilization of existing devices (e.g., high volume, paper size requirements);

(3) Facility utilization and placement of personnel;

(4) Accessibility to power and network ports; and

(5) In order to achieve utilization efficiency and meet budgetary concerns, the FAA seeks to achieve a printing device ratio of approximately fifty customers per one (1) device. The following table is a guideline and is used in conjunction with the above criteria.



**Table 1 - Estimated Device Ratio Guidelines**

# of Customers	# of Imaging Devices	Ratio Range
1-12	0-2	0:1 – 1:12
13-99	2-5	2:13 – 1:50
100-500	5-25	1:20 – 1:50
501-5,000	25-250	1:20 – 1:50

**b. Purchase Requirements:**

(1) Contracts to procure image handling technology must include procurement clauses that emphasize environmental sustainability consistent with AMS policy and guidance;

(2) Contracts to procure imaging devices must include clauses that require Section 508 compliance consistent with AMS policy and guidance;

(3) In accordance with AMS Guidance T3.6.3(11)(b). Printing and Writing Paper. FAA should purchase uncoated paper (including office paper products or support services that include the supply of written documents) containing at least 50 percent post-consumer recycled fiber content whenever practicable. If not practicable, FAA will purchase uncoated printing and writing paper containing at least 30 percent post-consumer recycled content or higher.

(4) In accordance with AMS Procurement Guidance T3.8.4A2, contracts to procure imaging devices should consider using existing personal property to fulfill requirements. When replacement assets will be acquired, required offices must consider the use of Federal Management Regulation 102-39 (Replacement of Personal Property Pursuant to the Exchange/Sale Authority). The Personal Property Division, is the agency subject matter expert; and

(5) Purchase cardholders must solely use the FAA approved print device and print consumable contract(s) to purchase printing/standalone imaging devices and print consumables in cases where approved MPO waivers exist.

**c. MPO Exemptions:** Devices which fall under the following criteria are exempt from MPO and the MPO waiver process, and will continue to receive AIT support:

(1) Devices located on the operational floors in direct support of live NAS where live air traffic operations are conducted in Air Route Traffic Control Centers (ARTCC), Air Traffic Control Towers (ATCT), and Terminal Radar Approach Control Facilities (TRACON), or in the tower cabs of FAA and Federal Contract Towers. However, devices on the administrative network supporting administrative work in offices/areas within these locations fall under MPO and are not exempt from MPO and/or the MPO waiver process; and

(2) Computer-Aided Engineering and Graphics (CAEG) plotters generally used for printing of aeronautical navigation (aero-nav) charts.

**11. MPO Waivers.** As MPO is deployed, desktop and/or stand-alone imaging devices that are not exempt or waived must be removed from use and disposed of in accordance with current FAA disposal procedures. Customers seeking approval for a MPO waiver must submit the waiver request via the automated process available at that time. MPO waivers are approved by the customer's first level FAA Executive Service (ES) or Senior Executive Service (SES) equivalent. The customer's organization will be fiscally responsible for the approved, waived devices.

**a. Stand-alone Imaging Devices:** These devices are only authorized with a documented, approved MPO waiver. MPO waivers may be granted in the following situations:

(1) Customers with a case number from the Reasonable Accommodation Management System (RAMS) who are not able to utilize Section 508 compliant MPO devices;

(2) Travel imaging devices for FAA customers that require print capability at remote, unmanned, or FAA locations without an IT infrastructure (travel size devices must not be used in an environment where MPO is available);

(3) Non-CAEG plotters; and

(4) High priority operational need based on FAA ES or SES equivalent approval.

**12. Cultural Change.** Customers are expected to consider the need to print. For example, scanning and sending documents electronically, or sending a link to a document rather than printing it. For meeting presentations, presenters should consider using more than one slide per page, and letting participants attending a presentation decide if they want a printed copy. Customers should also consider using single spacing between sentences, reducing font sizes to fit more information on a page, and utilizing fonts that use less ink. Customers are expected to use good judgment in determining when to use color versus black and white when printing/copying a document. The following guidance should be considered:

a. Use grayscale or black and white output for drafts, printed email messages, and internal communications;

b. Use color output for mission critical highlights and final presentations, clarifying information, and calling special attention to specific areas in final presentations;

c. Use patterns versus solid colors when making charts and graphs;

d. Print to electronic/digital copy like PDF or XPS;

e. When printing in black and white use monochrome (black and white) imaging devices instead of color imaging devices; and

f. Other changes in printing habits could entail not immediately resending jobs that fail to print without checking for available resources (e.g., paper in the tray, imaging device is turned off or in sleep mode, paper jam, out of ink, etc.), eliminating banner sheets and/or cover pages, reducing margins, previewing materials before you print, and only printing required pages.

**13. Security and Privacy Consideration.** MPO meets all technical requirements for security and privacy, and supports improved compliance by customers. Examples include secure print PIV/CAC enabled release of print jobs.

**14. Distribution.** The distribution of this order is to the division level in Washington Headquarters, regions and centers with distribution to each field office and facility.



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