

NOTICE

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

N 1720.37

National Policy

Effective Date:
11/06/15

Cancellation Date:
11/06/16

SUBJ: FAA Print Management

1. Purpose of this Notice. This notice establishes a policy for the management of all non-National Air Space (NAS) agency imaging devices, and directs the agency to adopt standard practices for managing document handling technology. Executive Order (E.O.) 13693, Planning for Federal Sustainability in the Next Decade, signed on March 19, 2015, requires federal agencies to reduce costs and resources in its printing activities. Pursuant to this notice, this policy has been authorized and will outline implementation strategies for Managed Print Services (MPS) throughout the agency. It establishes standard definitions, objectives, and processes that support this adoption. It provides a framework within which the Federal Aviation Administration (FAA) can implement document handling technology that is cost-effective, secure, and environmentally sustainable. This includes implementing Managed Print Services (MPS) and increasing utilization of network printers and Multi-Functional Devices (MFDs).

2. Audience. The intended audience of this document is all users who directly or indirectly interface with document handling devices currently within the FAA's stewardship. This includes all Federal employees and support personnel.

3. Where can I Find this Notice? You can find this Notice on the MyFAA Employee Web site: https://employees.faa.gov/tools_resources/orders_notices/. This Notice is available to the public at http://www.faa.gov/regulations_policies/orders_notices/.

4. Managed Print Services. A series of changes and features have been identified by the Information Technology Shared Services (ITSS) Organization that will increase overall efficiency and generate significant savings and service improvement opportunities within the agency. The following changes and features must be implemented:

a. Secure Print: Network printers and Multifunctional Devices (MFDs) must use secure print. This feature requires a Personal Identity Verification (PIV)/Common Access Card (CAC) card or network credentials to retrieve print jobs and must be used to preserve confidentiality of print output sent to network print devices. Users will print to a shared print queue and release their print job from any MPS enabled output device after network authentication is complete.

b. Default Print Settings for Network Printers/MFDs: All network printers and/or MFDs must have their default print settings set to duplex (double-sided printing), monochrome (black and white), and draft mode (i.e., reduced toner density) settings.

c. Universal Print Drivers: All network printers and/or MFDs must use universal print drivers, when available.

d. Usage Tracking: Usage tracking will be setup to determine how much is printed per user/per device. This will help to determine placement of the best device with the right capacity and features at the right locations.

e. Mobile Printing: This option will be available for approved government furnished equipment (GFE) mobile devices (iPhone, iPad, Android, etc.) on supported network printers and MFDs.

f. Personal Desktop and/or Stand-alone Imaging Device Consolidation: Personal print, copy, fax, and scan devices must be consolidated to network and/or MFDs for all employees and support personnel.

g. Users/ Approved for Local Desktop Printing/Stand-alone Imaging Devices: Waivers will be very limited. For more information, see 10.d. of this policy.

5. Authority. The authorities for this policy include:

a. DOT Order 1360.5C, "DOT IT Policy and Administration of Print Services"

b. E. O. 13693, "Planning for Federal Sustainability in the Next Decade"

c. E.O. 13589, "Promoting Efficient Spending"

d. GSA Bulletin B-37, "Federal Print Management Practices"

e. This policy does not supersede existing regulations for Government Printing as stated in U.S.C., Title 44 - Public Printing and Documents.

6. Purpose of this Policy. This document establishes a policy for the administration of imaging devices and directs the agency to adopt standard practices for managing document handling technology. It establishes standard definitions, objectives, and processes that support this adoption. It provides a framework within which the FAA can implement document handling technology that is cost-effective, secure, and environmentally sustainable. This includes implementing MPS and increasing utilization of network printers and MFDs.

7. Scope. This policy describes the agency's objectives and directives regarding printers and print management not used in direct support of the NAS, air traffic control operations, or other mission critical systems. Printers and print management areas include: specialized printers associated with a business function such as printing of aero-nav charts, plotters, as used by the

Computer-Aided Engineering and Graphics (CAEG) program office, non-xerographic printing, or other special purposes that must have an approved waiver.

8. Roles and Responsibilities.

a. Office of the Chief Information Officer (OCIO). The OCIO is responsible for:

- (1) Managing development, implementation, monitoring, and promotion of the policy.
- (2) Developing, implementing, and verifying agency-wide compliance with the policy.
- (3) Establishing print device standards and requirements.
- (4) Determining which settings described in this policy, are required for imaging devices, computers, or both.
- (5) Enabling and establishing the default settings and features required by this policy, on all network devices and computer systems.
- (6) Maintenance, supplies, and services for the MPS infrastructure. This includes user support and ensuring that print devices are returned to service in accordance with established service level agreements.
- (7) Developing and distributing training/awareness material to employees required by this policy.
- (8) Maintaining the waiver process by which waiver requests from this policy are submitted. *The waiver process will be communicated in a separate document;* and
- (9) Initial asset responsibility at time of installation by vendor; and preparing MPS devices for replacement when necessary in accordance with FAA policy.

b. Customer. Customer organizations are responsible for:

- (1) Assisting with MPS print device placement in accordance with Section 10. b.; and
- (2) Providing funding for personal printing/stand-alone imaging devices including maintenance, supplies, services and end user support, in cases where an approved waiver has been granted.

c. Acquisition Services. Acquisition Services is responsible for:

- (1) Managing acquisitions contracts of imaging devices and consumables.
- (2) Managing contracts for print services (outsourcing); and

(3) Developing and distributing policy and guidance related to the acquisition of imaging devices and consumables.

d. Facility Services. Facility Services is responsible for:

(1) Deploying and maintaining collection sites for used and waste paper and ink/toner cartridges; and

(2) Pickup and final reuse or recycling of used paper and ink/toner cartridges.

e. Material and Personal Property/Logistics Services. Property/Logistics Services is responsible for:

(1) Pickup and final disposition of used imaging devices when needed, in accordance with federal personal property disposition and FAA requirements; and

(2) Developing and implementing processes and procedures for disposing of document handling technology according to environmental and security disposition best practices.

f. Purchase Cardholders, Contract Specialists and Contracting Officers. Purchase cardholders, contract specialists, and contracting officers are responsible for:

(1) Executing procurement of document handling technology in accordance with this policy; and

(2) Understanding and complying with procurement language specified in the policy.

g. FAA Employees. FAA Employees are responsible for adhering to the requirements and guidance in this policy, which apply to their specific job responsibilities and the printing/imaging devices they use and/or assigned to them.

9. Core Policy Guidance. FAA's objective is to provide printing solutions for its employees that are secure, cost-efficient, and environmentally responsible through deployment of standard document handling technology and MPS.

a. FAA must measure the success of policy implementation by:

(1) Increased use of network printers and MFDs.

(2) Decreased use and/or elimination of personal desktop printers and stand-alone imaging devices.

(3) Increased use of "print as a service" in which FAA does not own or lease the print infrastructure, but procures print services based on print output; and

(4) Increasing reliance on MPS to improve the efficiency of the FAA's work environment.

b. Core policy guidance is as follows:

(1) FAA employees must use network printers and MPS, including features such as default duplex and draft mode printing, to minimize printing waste.

(2) Personally owned printers are not permitted to connect to agency equipment unless the employee is in a telework status and not at an FAA facility.

(3) Network printers and/or MFDs must not be purchased for individual use.

(4) Acquisition of document handling technology must move away from old technology (such as inkjet) and towards newer more efficient technology (such as laser).

(5) Purchase cardholders must NOT purchase printers or print consumables other than paper. In cases where waivers exist for specialized printers, MFD, and/or a stand-alone imaging device, the LOB will use the MPS to initiate service and receive support; and

(6) FAA employee's personal use of MPS MFDs must be limited.

10. Network Device Settings.

a. All MPS Infrastructure/Network Devices will be configured with the following settings:

(1) *Secure Print:* Network printers and MFDs must use secure print. This feature requires a PIV card or network credentials to retrieve print jobs and must be used to preserve confidentiality of print output sent to network print devices. Users will print to a shared print queue and release their print job from any enabled output device except in those areas where access is restricted.

(2) *Default Print Settings on Network Printers:* All network printers and/or MFDs must have their default print settings set to duplex (double-sided printing), monochrome (black and white), and draft mode (i.e., reduced toner density) settings. Users will be able to change default settings as needed per print job.

(3) *Universal Print Drivers:* All network printers and/or MFDs must use universal print drivers, when available.

(4) *Usage Tracking:* Usage tracking will be setup to determine how much is printed per user/per device utilizing ad hoc reports. This will help to determine the best device with the right capacity and features at the right locations; and

(5) *Mobile Printing*: This option will be available for approved GFE mobile devices (iPhone, iPad, Android, etc.) on supported network printers and MFDs.

b. Network Printer and/or MFD Placement. Network printers and/or MFDs within the FAA are placed to allow for the greatest access by each individual office. To move to a better utilization ratio, the following guidelines must be applied:

Figure 1 - Ratio of Employees to Devices

User (Facility Size)	Approximate Ratio 12:1	Walking Distance	
		Monochrome Print	Color Print
1 - 12	1 device	N/A	N/A
13 - 99	2 to 8 devices	30 ft.	125 ft.
100 - 500	8 to 42 devices	30 ft.	125 ft.
500 +	42 + devices	30 ft.	125 ft.

Printer/MFD placement will be accomplished via collaboration between IT and the customer, and must meet the guidelines contained herein. IT 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, etc.).
- (2) Actual utilization of existing devices (e.g., high volume, paper size requirements);
and
- (3) Facility utilization and placement of personnel.

c. Acquisitions Requirements.

- (1) Contracts to procure document handling technology must include procurement clauses that emphasize environmental sustainability per FAA policy.
- (2) Contracts to procure document handling devices must include clauses that emphasize 508 compliant standards.
- (3) FAA must utilize the Strategic Sourcing for the Acquisition of Various Equipment and Supplies (SAVES) contract when purchasing document handling technology.
- (4) Purchase cardholders must give preference to procurement of uncoated printing and writing paper containing at least 30% postconsumer fiber; and
- (5) Purchase cardholders must not purchase printers, toner or supplies other than paper. Where waivers for desktop printers are in place, the LOB or SO must use MPS to acquire devices and receive support.

d. Personal Desktop Printers and/or Stand-alone Imaging Devices.

(1) Personal desktop or stand-alone printers/imaging devices are only authorized via a documented, approved waiver. Waivers that allow the use of personal desktop printers may be granted by the employee's first level Executive. Waivers may be granted in the following situations:

(a) Persons with a documented approved waiver from the Reasonable Accommodation Management System (RAMS).

(b) Printers that include: specialized printers/MFDs and/or a stand-alone imaging devices, used in direct support of the NAS, air traffic control operations, or other mission critical activities.

(c) Travel printers/imaging devices for FAA employees 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 MPS is available.

(2) As MPS is deployed, personal desktop printers and stand-alone imaging devices not included in section 10.d, and for those situations identified in section 7 must be removed from use and disposed of in accordance with FAA policy.

e. Personal Use. Employees' use of FAA print devices must be limited. Employees must be cognizant of the cost of printing consumables. The employee's front line manager is responsible for determining what constitutes "limited" use.

11. Waivers. Waivers must include specific details and a business case documenting the negative operational impact if not approved. The employee's first level Executive must approve all waivers. The detailed waiver process will be communicated in a separate document that will include but not limited to maintenance, supplies, services and end user support, in cases where an approved waiver has been granted.

12. Cultural Change. Employees are expected to consider the need to print a document, e-mail, etc. For example, scanning and sending documents electronically, or sending a link to a document rather than printing it. For meeting presentations, employees should consider using more than one slide per page, and letting users attending a presentation decide if they want a printed copy. Employees should also consider using single spacing between sentences, reducing font sizes to fit more information on a document, and utilizing fonts that use less ink. Employees are expected to use good judgment as to whether or not to use color versus black and white when printing/copying, and consider the following guidance:

a. Use grayscale or black and white output for drafts, printed e-mail messages, and internal communications.

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

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

d. 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, printer 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. MPS meets all technical requirements for security and privacy, and supports improved compliance by users. Examples include secure print PIV/CAC-enable release of print jobs.

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



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