

ASSESS THE ORGANIZATION

If you don't have insight into your current imaging and printing environment, or your users' needs, attitudes, and behaviors, you can't fully identify your organization's opportunities and challenges. That's why assessment is the first and most critical step in developing your action plan. Your aim is to develop a baseline understanding by looking at key aspects of imaging and printing across your organization.

Did you know?

You can quickly pull inventory and usage reports for networked printers—as well as non-networked printers connected to PCs on the network—with HP Web Jetadmin print management software.

HP Web Jetadmin software can also save you time with its ability to auto-discover new device IP addresses, quickly and easily set group policies, and configure or change device network settings for initial deployment or after installation.

Scope

Define what your project will cover as precisely as possible.

- What functions or departments will be most affected?
- How many people will the changes affect?
- Which internal stakeholders will you need to engage for insight or expertise?
- Who will need to give approvals as you develop and implement the action plan?
- What is your time horizon?
- Will you take a phased approach, starting with a pilot project at one office, or look across multiple sites?

Inventory

Audit imaging and printing equipment based on your project's scope.

- Identify each desktop and shared printer, copier, scanner, and fax, and record the make, model, purchase date, capabilities, and service record.
- Where does each device sit and who has access?
- What is the ratio of users to printers and other devices?
- Which devices are networked?
- Which devices meet eco-label qualifications, such as ENERGY STAR®, EPEAT, EcoLogo, or Blue Angel?
- Which devices are duplex-enabled?

This step can be a major undertaking, so beginning with a pilot project can be a smart way to get started. You can test your approach, measure results, and make adjustments before applying your plan more broadly.

Did you know?

According to independent analysis, many enterprises spend, on average, about six percent of their annual revenues on print and document management.⁴

Usage

Assess printing behaviors and the decisions that drive them.

- Do users typically print, copy, scan, and fax at the office, at home, on the go, or a combination of all three?
- How does printing shape your organization's workflows? For example, are workers printing documents that are re-entered into other systems?
- On average, how many sheets of paper do employees use per year?
- What's the ratio between printing in black only and printing in color?
- Do you expect an increased need for color printing?
- Do you use paper certified as being produced from responsibly managed forests?
- What is the ratio of single-sided to two-sided (duplex) printing?
- Do you enable duplex printing on a large scale?
- Are lost or forgotten print jobs common?
- Can you establish printer settings at the network level?
- Do you use power-management tools and software?
- Do you employ remote monitoring of devices across your network?
- How is the disposal of paper, end-of-life toner cartridges, and hardware handled?

Costs

Review how much is being spent, where it's being spent, and what level of value is being delivered in return.

- What are the per-page print costs, including supplies and support, for your organization?
- What are the energy costs for your organization?
- Do you charge back by department usage?

Did you know?

Print authentication, authorization, and secure pull-printing capabilities can help protect sensitive information and reduce the number of print jobs. Such capabilities enable print jobs to be stored until the user authenticates at the device, thus eliminating abandoned jobs that ultimately end up being reprinted. These practices reduce waste and help to achieve environmental goals by cutting paper usage.

Procurement

Determine how your company procures imaging and printing equipment and supplies.

- Do you have preferred vendors for imaging and printing equipment?
- Does procurement factor in total cost of ownership (such as energy costs) when evaluating different devices?
- Are there opportunities or incentives to incorporate environmental factors in purchase decisions?
- Does your organization buy post-consumer recycled paper from a certified supplier?

Attitudes and behaviors

Understand how employees perceive and use imaging and printing.

- What is most valued in your environment? Convenience? Reliability? Color?
- Do users print and retrieve jobs right away?
- Do employees demonstrate concern about the environmental impact of printing?
- Do you have widespread recycling efforts for paper and toner cartridges?

Your staff can discover the answers to these questions through conversations, meetings with users, and formal surveys.

Organization

Determine the broader context for your plan.

- Is your action plan supporting a larger strategy to save money, boost productivity, or meet corporate environmental goals?
- How are goals stated (for example, in dollars, hours, energy use, or carbon footprint)?
- How is your company improving the environmental performance of its products and services? Supply chain? Operations?
- Does your company produce an annual sustainability or corporate responsibility report?

Audience

Identify the individuals you will need to engage and those who will need to provide approval.

- Executive management/Line-of-business managers
- Employees
- IT staff
- Facilities
- Procurement
- Internal environmental or CSR leaders

You'll know this assessment stage is complete when you have:

- ✓ Defined the scope of your project
- ✓ Mapped the organization's devices within that scope
- ✓ Surveyed attitudes and expectations of users
- ✓ Engaged key constituencies