

SERVICE PACKAGE: SL0015

PRINTING

Consulting Cloud Preview

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Note: The audience for this IT Service Product is the CUSTOMER executive who hold the budget and makes purchasing decisions (the IT Service Product buyer).

1.0	IT SERVICE PRODUCT OVERVIEW	
1.1	Reference #	SL0015
1.2	Name	Printing
1.3	Description	The Print Service provides users with access to network printers and Multi-Function Devices (MFDs) within their work group. Access is granted to the specific print services that are relevant to the user's Business Unit and Location.
1.4	Inclusions	<ul style="list-style-type: none"> ◆ Setup and configuration of network printers and MFDs. ◆ Setup of MFD functions such as scanning and faxing. ◆ Manage user access to printers and MFDs. ◆ Manage the configuration of systems that rely on access to a particular network drive directory location (e.g. scanning functions). ◆ Provide the ability to securely print to MFDs using the Secure print service. ◆ Service Support <p>Communication: Refer to Customer Service Handbook (CSH) for establishment communication protocol between CUSTOMER and The Outsourcing Vendor.</p>
1.5	Exclusions	Connection of non-standard printers and MFDs.