
SSPC Project – Phase 4

Period – July - September 2010

Testing Plan

1. The University Self Service Print and Copy Project Introduction

The departments of the University operate approximately 115 photocopiers and multi-functional devices (MFDs') (printer-scanner-photocopiers). In conjunction with this, there are a vast array of desktop printers, of varying age and types; all using electricity (often not efficiently and around the clock), cartridges and maintenance support.

Statistically, the University, in 2008/09, spent over £176k on MFD printing, over £100k on printer cartridges, at least £500k on paper, £400k on external printing (prospectuses and similar) and an unknown amount on laser printer purchase.

One science school has 99 printers of 50 different types and one room in Northcote House has four occupants with four desktop printers, a fax machine and a scanner. These numbers are fairly representative within the University. The amount of individual scanners and fax machines is, relatively, unknown but certainly significant. Current arrangements have developed in a piecemeal way. Resulting in cost inefficiency, as they become costly to run and do not provide the modern and professional service expected by users.

Therefore, the main deliverables of this project are:

- A single contract with one supplier for a 'Managed Print Service'; under which all MFDs'/copiers, selected desktop printers and print-management software would be supported by that supplier. Support includes: implementation management, advice, replacement toner cartridges, repair, maintenance, selection and provision of new machines, management information, job submission software and continuous improvement
- Campus Services will lead the provision of this new and improved service by providing a service manager.
- A universal approach to self-service printing and copying at the Streatham, St. Luke's and Cornwall (ASU) campuses. Also, associated organisations such as TCS, TDV, PCMD, GWR and the Guild, who choose to participate.
- The replacement of most of the desktop printers, scanners and faxes with MFDs' where commercially and practicably appropriate.
- The introduction of print-management software to replace the student PALMS print system and any locally-developed arrangements such as Packard.
- A modern and fast printing and copying solution
- To gain capital savings by not replacing individual printers, copiers and scanners, and gain efficiencies from introducing one standardised, centrally managed contract and charging system.
- The implementation of job submission software for appropriate work to be directed to Print Services.

As part of the procurement process we now need to evaluate the hardware and software of the preferred bidder.

2. Testing Plan Introduction

As part of the project it is intended that hardware and software from the preferred bidder is tested from 26th July until Friday 10th September (dates dependant on completion of procurement phase).

A review of the testing carried out will take place week commencing 13th September.

3. Testing Plan

Hardware

Hardware will be tested for:

- a) Customer feedback
 - 1) Ease of use
 - 2) Quality of outputs
 - 3) Scope and functionality of device
 - 4) Ease of paper loading (tic)
 - 5) Ease of use of various functions
 - 6) Usefulness of management reports that could be produced for the department
 - 7) In House level of service and support.
 - 8) Follow me printing service
 - 9) Level of supplier service and support, including provision of training.
- b) Reliability / amount of downtime (due to software fault, time awaiting repair, time awaiting consumable or other replacement parts)
- c) DDA requirements
- d) Technical support required during the testing period.
- e) Supplier responsiveness to issues problems raised and the ease of the process, based on agreed SLA
- f) Level of supplier service and support, including provision of training.

Software

Software will be tested for:

- a) Follow me printing capability via pin access **and** swipe access
- b) Users / department accounting and recharging.
- c) Web payment system
- d) Reports produced
- e) Machine status notifications and reports
- f) Load testing
- g) Amount of downtime (due to software fault, time awaiting repair, time awaiting consumable or other replacement parts)
- h) Technical support as per agreed SLA
- i) Supplier responsiveness to issues problems raised and the ease of the process, based on agreed SLA

Consumables

Consumables (printer cartridges etc) will be monitored for:

- a) Costs
- b) Frequency of changes
- c) Ease of ordering
- d) Ease of local 'repairs' paper jams, toner changes etc

Phil Rees-Jones

Date issued 31/08/2010

Energy

- a) Energy consumption will be monitored and reported per device.

In House Team Test

One of the aims of the SSPC project is to have 1 single point of contact on campus for University customers and the preferred print provider.

During the test it is proposed that the in house team will be the main point of contact between customers and the preferred supplier, ensuring that the contract is managed and that a full service is provided for the customers 24/7. This service level will involve ensuring that hardware and software is available 24/7, that paper and toner are monitored and replaced by the team as required. The in house team in essence will be managing and supporting the devices to ensure maximum operational availability to users.

The In House team will report on the outcomes of this test.

Test areas

The testing of hardware and software will take place at the following locations:

Reed Hall, Streatham Farm, Procurement Services (Queen's) and Thornlea.

It is proposed that hardware will be supplied by the manufacturer to facilitate the necessary service within the proposed location, and that the software solution is installed on local drivers.

Training for the end user will be provided by the new supplier, prior to any install.

4. Testing review

To review the success of the testing the following measures will be used –

- a) End user questionnaire and scoring.
- b) Feedback and scoring from teams and individuals, tasked for undertaking testing.