**ITN21SN-110 – Attachment D**

**University of Florida PrintSmart device deployment process**

* Upon identification of a need for a multifunctional device or printer, the University of Florida department will submit the request to the University new device request via: <https://printsmart.purchasing.ufl.edu/support/billing/device-request/>
	+ A critical part of this submission is the 8-digit department id and the IT resource.
* Upon submission, a copy goes to the PrintSmart Program Manager. The requestor receives a confirmation of submission.
* The new request is added to the tracking document (tracks new device requests, relocations, and removals) with dates of submission, requestor, dept id, details of the submission and tracking for time to respond, date of approval, and date of delivery.
* Within 48 hours, the PrintSmart Program Manager acknowledges the request and either provides a device recommendation or requests additional information necessary to provide the recommendation.
	+ The recommendation consists of an email with recommended device, device flyer, the minimum and included volume as well as the primary features of the unit.
	+ The recommendation and date are added to the tracking document.
* Once the UF department has provided approval, the tracking document is updated with this date and the approved model.
* The PrintSmart Program Manager places the device order.
* When the new device details are available, they are emailed to the IT resource with a copy to the UF department.
* The data provided included the new unit serial number, ID number, model number and mac address.
	+ This info is also captured on the tracking document.
* Local IT will be responsible for submitting remedy requests to UF IT, <https://request.it.ufl.edu/> .
* Local IT will use Network Services Request – including VPN & Wireless for all Xerox requests.
* Local IT will locate and submit the following information into the UF IT support request:
	+ Network jack number
	+ MAC Address
	+ Building number
	+ Floor number
	+ Room number
	+ Provide DNS name for device to be registered. This DNS will only be used on new PrintSmart devices.
		- Example for DNS entry - Xerox 8900 in SSRB room 202 for dept. CNS:
		- cns-ssrb202-prt-8900-1.mfd.ufl.edu
		- Example for DNS entry – two Xerox 8950s in ECOB room 115 for dept. DOE
		- doe-ecob115-prt-8950-1.mfd.ufl.edu
		- doe-ecob115-prt-8950-2.mfd.ufl.edu
* Once UF IT receives the request, UF IT will reserve a new IP address and assign DNS name for new device.
* UF Local IT will advise the PrintSmart Program Manager that the site is ready for deployment and the reserved IP address, if available
* The PrintSmart Program Manager will advise Local IT, and the UF department of potential delivery dates.
* Once determined, the tracking document is updated with this date.
* The PrintSmart device is delivered, tested, connected to power and the network and set up with the standard configuration to include DHCP, SNMPv3 standard password, unique admin password based upon the dept ID, etc. All packing material is removed.
* The device poster is provided to the key device contact for quick steps to copy, print, fax, secure print.
* The install team assists with setup of scan and fax settings.
* The install team provides a quick in-service training with overview of supply replacement and the process to request service or supplies. If additional training is needed or requested, the install team provides this feedback to the scheduler for follow up and action.
* Local IT is responsible for the following during implementation:
	+ Create Print queue on the Print Server
	+ Print driver mappings on client devices
	+ Providing IP address if not already provided.
* The tracking document is updated, and request is marked as closed.
* Install documents including IP address, dept id, address including room and key device contact is provided to the vendor’s contracts team for billing set up.
* [[1]](#footnote-1)The device is added for remote monitoring.
1. Revised 9/14/2020 [↑](#footnote-ref-1)