

PaperCut Pro Administration – Print Management Software for Computer Lab Printing SC

Service	PaperCut Pro Administration – Print Management Software for Computer Lab Printing
Service Manager	Kevin Bom
Department	Enterprise Infrastructure Services
Contact	
Service Owner	AVP/CIO - Stephen Rieks
Description	PaperCut is a print management solution that is used for the tracking and monitoring of print jobs in computer labs across campus.
Service Users	Students
User Services	PaperCut permits students to utilize different labs across campus for printing. Available printers include black and white models, and color laser printers in specific facilities, such as the ITS Service Center and Reed Library.
Business Services	<p>For students, Fall and Spring semesters the initial quota is \$20.00.</p> <p>For students, JTerm the initial quota is \$6.50.</p> <p>For students, Summer Sessions I and II (Combined), the initial quota is \$20.00.</p> <p>For faculty/staff and graduate assistants the annual quota is \$150.00.</p>
Technical Services	<p>The following back-end services are required to support this service:</p> <ul style="list-style-type: none"> • Active Directory • E-Services Accounts • Print Server
Requirements	<p>Users must have an active e-Services account to login to a computer and they must have a positive balance in order to print. If a student has depleted their print quota, additional allocations can be purchased in three dollar allotments at:</p> <ul style="list-style-type: none"> • ITS Service Center, W203 Thompson, Fredonia Debit Account or FRED Funds • Office of Student Accounts, 306 Maytum Hall, cash, check, or credit • Reed Library Circulation Desk, Fredonia Debit Account and FRED Funds
Rates / Cost of Use	<p>The amount deducted from the print quote is:</p> <ul style="list-style-type: none"> • Single-print black and white page - \$.03 • Duplex print black and white page - \$.04 • Color print single page - \$.10 • Color print duplex page - \$.16 <p>If a user's quote has been depleted, additional pages in \$3 increments can be purchased.</p>
Getting Started	<ul style="list-style-type: none"> • Email - ITS.ServiceCenter@fredonia.edu • Phone – (716) 673-3407 • Ticket Submission – https://tracker.fredonia.edu • Walk In – W203 Thompson Hall
Availability	<ul style="list-style-type: none"> • Semester Hours <ul style="list-style-type: none"> • Sunday, 12pm – 5pm • Monday – Thursday, 7:30am – 9pm • Friday, 7:30am – 4:30pm • Saturday, 12pm- 5pm • Summer/Break Periods <ul style="list-style-type: none"> • Monday – Friday, 8am - 4pm
Getting Help	<ul style="list-style-type: none"> • Email - ITS.ServiceCenter@fredonia.edu • Phone – (716) 673-3407 • Ticket Submission – https://tracker.fredonia.edu • Walk In – W203 Thompson Hall
SLA Notes	Print jobs are limited to a maximum of 50 pages per job. This is to eliminate the problem of very large print jobs delaying the printing of jobs for other students, as well as to reduce the potential for wasteful printing.
Business Procedures	NA

Change Procedures	Changes to the service (transition, additions, and discontinuations) must be reviewed by the Manager of Enterprise Infrastructure Services, Director of Technology Support Services, the ITS Service Center Coordinator, ITAB and approved by the Service Manager (CIO) and Cabinet.																				
Assigned Primary Support	Luke Fontaine																				
Assigned Secondary Support																					
RACI Chart	<p>Name: PaperCut – Print Management Software for Computer Lab Printing</p> <p>Description: Administer PaperCut with adding users, allocating quota, installing upgrades, and configuring devices.</p> <table border="1"> <thead> <tr> <th>Level</th> <th>Responsible</th> <th>Accountable</th> <th>Consulted</th> <th>Informed</th> </tr> </thead> <tbody> <tr> <td>Primary</td> <td>Luke Fontaine</td> <td>Kevin Bom</td> <td>ITS Service Center</td> <td>Users</td> </tr> <tr> <td>Secondary</td> <td>Kevin Bom</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Tertiary</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Name: PaperCut – Refunding print quota, sales of additional print quota, updating FRED Card numbers for emergency replacements.</p> <p>Description: see above</p>	Level	Responsible	Accountable	Consulted	Informed	Primary	Luke Fontaine	Kevin Bom	ITS Service Center	Users	Secondary	Kevin Bom				Tertiary				
Level	Responsible	Accountable	Consulted	Informed																	
Primary	Luke Fontaine	Kevin Bom	ITS Service Center	Users																	
Secondary	Kevin Bom																				
Tertiary																					
Date Last Modified	Mar 05, 2019																				

Short URL to this page: [https://answers.fredonia.edu/x/\\$action.getTinyUrl\(\)](https://answers.fredonia.edu/x/$action.getTinyUrl())