

# Albany Print Queue Management Service SC

Service	Albany Print Queue Management Service
Service Manager	Kevin Lane
Department	Enterprise Data Services
Contact	103D Maytum, 673-4894, <a href="mailto:Kevin.Lane@fredonia.edu">Kevin.Lane@fredonia.edu</a>
Service Owner	AVP/CIO - Stephen Rieks
Description	Business offices across campus work with System Administration in order complete business tasks in coordination with the state. Certain actions result in the need to print out reports. This is done by connecting System Administration Printing Services with Linux CUPS Print Queues that are connected to printers across the campus. When the print event is initiated in the Albany system it is queued in their print system and relayed to our Print Queue services. After the Print Queue services receive the request it redirects it to the desired printer, or holds it depending on the configuration of the Print Queue. There are also routine procedures executed by System Administration which result in print jobs being submitted and held in the Enterprise Data Services managed Print Queues.
Service Users	Fredonia Staff Members who have have access to NYS Printing Services and have been assigned a Queue Number.
User Services	<ul style="list-style-type: none"> <li>• Users expect to initiate the print request and have the output distributed to the related printer.</li> <li>• Users expect to have print request held by the Enterprise Data Services Queues to be either printed and distributed, processed, or deleted.</li> </ul>
Business Services	<ul style="list-style-type: none"> <li>• Users can request support with printer/setup (re)configuration based on new printer or replacement of previously configured printer.</li> <li>• Users can request support when printing is not functioning properly</li> <li>• Users can request that additional processing be established for print jobs (report processing and manipulation)</li> </ul>
Technical Services	<ul style="list-style-type: none"> <li>• Monitoring Enterprise Data Services Queues for release or processing of Print Jobs</li> <li>• Adding/Removing/(Re)Configuring print queues based on request</li> <li>• Creating of processing jobs that would retrieve report from queue, manipulate report and distribute result.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• System Administration Queue must be provided for user/area and it must be connected to a single print queue on the Banner Code Production Server with a corresponding printer IP address and configuration elements defined.</li> </ul>
Rates / Cost of Use	<ul style="list-style-type: none"> <li>• There is no charge for this service.</li> </ul>
Getting Started	<ul style="list-style-type: none"> <li>• In order to utilize this service Faculty members must submit a Fredquest specifying the System Admin Queue that has been assigned to them and the IP address of the printer that the Queue will be connected too.</li> <li>• Once the queue has been created configuration elements such as font, page orientation, margins will be discussed and implemented.</li> </ul>
Availability	<ul style="list-style-type: none"> <li>• This service is available 24x7</li> <li>• Support can be received during Normal ITS business hours: <ul style="list-style-type: none"> <li>• Summer: Mon-Fri 8:00 am - 4:00 pm</li> <li>• Academic Year: Mon-Fri 8:30 am - 5:00 pm</li> </ul> </li> </ul>

Getting Help	All requests for assistance are completed using FredQuest: <a href="https://fredquest.fredonia.edu/">https://fredquest.fredonia.edu/</a>																				
SLA Notes	<ul style="list-style-type: none"> <li>Users with workstation issues can expect a response within 4 hours and should expect a resolution within 48 business hours of entering a ticket.</li> </ul>																				
Business Procedures																					
Change Procedures	Requests for change should be entered as support tickets in Fredquest. Technical changes will be reviewed on a per request basis.																				
Assigned Primary Support	Kevin Lane																				
Assigned Secondary Support																					
RA CI Chart	<p>Function 1</p> <p>Name: Print Queue Creation/(Re)Configuration</p> <p>Description:</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>Kevin Lane</td> <td>Service Manager</td> <td></td> <td></td> </tr> <tr> <td>Secondary</td> <td></td> <td>CIO</td> <td></td> <td></td> </tr> <tr> <td>Tertiary</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Level	Responsible	Accountable	Consulted	Informed	Primary	Kevin Lane	Service Manager			Secondary		CIO			Tertiary				
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Status	Active																				

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