**BAKERSFIELD COLLEGE**

**Technology Support Services Department**

| Technology Support Services (TSS) Department | SUBJECT **Hardware: Local Desktop Printer Procedure** | NUMBER | PAGE **1** OF **4** |
|---|---|---|---|
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**BAKERSFIELD COLLEGE**

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# Document Change History

| Date | Version | Summary of Change |
|------|---------|-------------------|
| **08/25/2025** | **1** | Initial Release |
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# 1.0 PURPOSE

The purpose of this procedure is to ensure that printer purchases and support across the Bakersfield College (BC) campuses are managed in a secure, efficient, and cost-effective manner. Local desktop printers present challenges with support, maintenance, and cost control. To address these concerns, the IT Department will no longer support new local desktop printers purchased outside of IT Support.

**NOTE:** Existing, functioning local printers currently in use by BC faculty and staff are not affected by this procedure. The requirements outlined here apply solely to new local desktop printer requests moving forward.

# 2.0 REFERENCE
   **N/A**

# 3.0 RESPONSIBILITIES

| TSS Director | • Assist in implementation and adoption of the Hardware: Local Desktop Printer Procedure across Campus.<br>• Coordinate periodic Executive Team Reviews of the procedures.<br>• Participate in and present progress in Executive reviews. |
|--------------|-----------------------------------------------------------------------------------------------------------------------|
| **President Executive Team** | • Assist in implementation and adoption of the Hardware: Local Desktop Printer Procedure across Campus.<br>• Identify additional areas for continual improvement within the procedure.<br>• Provide oversight and accountability for the departments under their purview. |
| **BC Faculty/Staff** | • Adhere to the procedure on the request and procurement of local printers.<br>• Identify additional areas for continual improvement. |

# 4.0 PROCEDURE
   ## 4.1 Unsupported Purchases
   4.1.1   Any local desktop printer purchased outside of the IT Support process will not be supported by the Technology Support Services Department.
   4.1.2   **Request and Approval Process**
       4.1.2.1.1   If a department determines that a local desktop printer is necessary, the request must be submitted through the IT Support ticketing system.
       4.1.2.1.2   The ticket must include a detailed business case outlining why a local desktop printer is required instead

of using existing networked or shared printing solutions.

    4.1.2.1.3   The TSS Director shall submit all requests to the Executive Team, either via email or during a scheduled Executive Team meeting and ensure that complete details of the request are provided for review and approval.

        4.1.2.1.3.1 TSS will communicate the Executive Team's decision to the requester.

        4.1.2.1.3.2 Should the requester have additional questions concerning the Executive Team's decision, they will be referred to their respective Executive Leader for clarification.

    4.1.2.1.4   Only printers approved through this process will receive IT Support.

  4.1.3  **Implementation –** Departments considering the need for a local printer should:

    4.1.3.1 Submit a ticket using the [Technology Support Portal](#).

    4.1.3.2 Provide clear business justification within the ticket.

    4.1.3.3 Await review and approval by the Executive Team prior to initiating any purchases.

    4.1.3.4 Upon Executive Team approval, the TSS department will provide the requesting department with a quote from the College's designated printer/copier vendor. The quote will include a support and maintenance contract, and the requesting department will be responsible for covering all associated costs.

    4.1.3.5 The department requested will be responsible for all monthly usage charges. Printing costs are assessed on a per-page basis, currently at less than $0.01 per black-and-white page and $0.05 per color page.

  4.1.4  **Alternative Solution**

    4.1.4.1 If the purchase of the printer is unapproved, alternative printing solutions:

        4.1.4.1.1   Identify and utilize the nearest networked printer/copier available to the requester's work area.

        4.1.4.1.2   In order to address confidentiality concerns, the nearest networked printer/copier can be configured with a PIN release system.