Week 2 Interactive Assignment: Concept Map and Documentation for Support of a Service

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A picture containing diagram

Description automatically generated

**Policies**

The company has implemented policies to encourage best practices for its employees while managing printing costs.

* **Limitations**

Using printers for personal use is strictly prohibited and cause for disciplinary action without supervisor authorization.

When printing documents, black and white mode should be used unless color printing is absolutely necessary. If color printing is required, supervisor authorization must be first obtained.

When printing multiple pages, printing should be done in duplex or double-sided mode. If the print job requires more than ten sheets, it should be sent to the copy center and put on the company account after obtaining supervisor approval.

* **Usage Tracking**

The company uses printing monitoring software that keeps detailed logs of all print jobs. The software tracks which device initiates the job, the number of pages, and whether it uses black and white or color mode.

**Building**

The same equipment is used at all company locations for consistency and ease of support.

* **Installation**

All printers are installed using the installation manual and configured for use with the print monitoring software.

* **Connections**

Connection to the printers can be made through Bluetooth, wifi, or wired connection.

**Monitoring and Troubleshooting**

All printers can be monitored through the onboard display or remotely to prevent unnecessary interruptions.

* **Performance**

The status of the printers directly affects the performance of the printer. Through monitoring, toner level, paper level, and error messages may be viewed, and action is taken when necessary. All users will be responsible for replacing toner or paper, and instructions will be available to clear paper jams. Error messages not relating to those three items must be referred to the system administrators.

* **Drivers and Service**

System administrators will handle any driver or service issues.

* **Paper Jams**

Detailed instructions will be kept near the printer on how to clear a paper jam, along with replacing the toner and refilling the paper trays.

**References**

Limoncelli, T. A., Hogan, C. J., & Chalup, S. R. (2017). The practice of system and network administration: Vol. 1. DevOps and other best practices for enterprise IT (3rd ed.). Addison-Wesley.