

Cabinet Agencies' Performance Audit Action Item(s) & Status

Department of Printing – Printing Services

(See also [cabinet agency response](#) for full context to Washington State Auditor's Office (SAO) [report](#), April 2011)

Agencies included in the performance audit: Departments of Printing, Labor & Industries, Corrections, Social and Health Services, Transportation, Information Services, Ecology, Licensing, Health, Fish and Wildlife, Revenue, Employment Security, Health Care Authority and Office of Financial Management.


SAO Issues Summary:

1. The state is not receiving the full benefits of an increasingly competitive printing marketplace under the current system.
2. In-house print shops duplicate services available from the Department of Printing. As a result, most state printing equipment is used at only a fraction of its capacity.
3. Washington does not have an overall strategy to contain the costs of office-based printing, which accounted for 46 percent of the state's printing costs in 2010.


The table below shows the current status of action items the agency initiated to address issues identified in the performance audit report. Please see the [cabinet agency response](#) for additional context and any additional steps already taken.

For an explanation of the columns below, [see the legend](#).

Issue	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
1	Completed	Support current legislation to consolidate central services.	OFM and Cabinet Agencies	4/11 or end of leg session	N/A	N/A	N/A	Legislation to create the Department of Enterprise Services, Consolidated Technology Services, and restructure the Office of Financial Management passed in May 2011.
1	Completed	Dependent on legislative outcomes, develop criteria, rules and policies for bidding on printing services. <i>Agency in charge of printing</i> . Timeline dependent on law	DES	1/14	Yes	No	Yes	In May 2015, the department adopted rules that put in place requirements and guidance for state agencies to use in managing their printing operations. Print operations include agency-based printing and print jobs that require the services of a print shop. In addition, these rules implement managed print strategies

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								<p>to track, manage, and reduce agency-based printing. Further, the following resources are available for state agencies:</p> <ul style="list-style-type: none"> • Copiers and Related Software master contract • Managed Print Services master contract • Prequalified print and imaging vendor pool of more than 300 firms that also include minority, small, and women owned businesses • Consultation by DES Printing & Imaging on how to choose more economic and efficient printing options to reduce costs.
1	Completed	<p>Dependent on legislative outcomes, evaluate options for providing printing services and develop processes that best meet agency needs and the intent of competition. <i>Agency in charge of printing.</i></p>	DES	11/13	No	Yes	Yes	<p>DES completed the <i>Analysis of Printing and Imaging Services</i> report on July 13, 2015. The report has been delivered to OFM and is currently in review.</p>  <p>Review of DES Programs and Service</p> <p>Updated 7/14/16 – OFM completed the review of Printing and Imaging Services on 1/29/16 and determined that the private sector cannot provide the services at a reduced cost and with greater efficiency. OFM concluded that DES should not contract out for all P&I services and eliminate the service as a DES offering.</p>
2	Completed	With the agency in-house print shops, evaluate more fully the options for	DES	N/A	N/A	N/A	N/A	A report to the Legislature in 2012 reported that estimated savings could not be realized and that print shops should

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		consolidating print shops and/or coordination and management of print shops statewide. <i>Agency in charge of printing.</i> By June 2012.						work co-operatively to share resources and reduce costs.
2	Completed	Transition work under way on consolidation of the largest agency print shop (Department of Information Services) with the State Printer, either independently or as part of the Governor’s proposed consolidation of central service functions. By December 2011.	DES	12/11	Yes	No	No	Merger of both programs into DES was completed October 2011. Co-location of the operations is complete.
3	Completed	Develop strategy to meet printing needs across state government. <i>Agency in charge of printing.</i> By July 2014.	DES	7/14	Yes	No	No	<p>The In-Plant Printing Group is an adhoc group comprised of representatives from each agency operating “in house” print operations. This group has met monthly for more than a year to better coordinate state agency printing needs. In the summer of 2015, this group changed its name to the Print Management Strategies Team. Their mission is to: Develop guidance and resources to help agencies implement the rule and guidelines for print management, including assistance with clarifying the rule, meeting reporting requirements, and updating policy and best practices.</p> <p>DES is facilitating the effort to:</p> <ul style="list-style-type: none"> • expand participation • conduct outreach to all state agencies • create additional online resources

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								<ul style="list-style-type: none"> serve as the repository for future reports submitted by agencies  <p>DES Letter to state agencies.pdf</p> <p>July 2016 Update: DES, in collaboration with numerous state agencies, developed a process to establish baseline costs and print management policy for agencies. DES will continue to provide technical assistance as needed, and provide a forum for quarterly team meetings to share best practices among agencies.</p>
3	N/A							See action steps under Issue #1 on competitive bidding.
3	Completed	Share audit report with higher education agencies and discuss strategies for reducing costs of desktop printing. <i>Agency in charge of printing.</i> By August 2011.	DES	8/11	Yes	No	No	
3	Completed	Develop common guidelines for reducing costs of all office printing. <i>Agency in charge of printing.</i> By December 2011.	DES	01/14	Yes	No	No	<p>In early December 2014, DES adopted Guidelines for Managing Printing Operations. These Guidelines when used together with the proposed rules comply with the rulemaking intent and requirements of RCW 43.19.742. Further, the following resource is available for state agencies:</p> <p>Print Management Guidelines: http://des.wa.gov/SiteCollectionDocuments/About/rules/PrntOpsGuidelines2014-12-15.pdf</p>