

P033 Printer Migration – Issue and Change Control Register

Issue identifier	Issue type	Date raised	Raised by	Description	Impact analysis: What is affected?	Recommendation	Priority	Severity	Decision	Approved by	Decision date	Closure date
P033 Printer Migration												
1	Concern	30/03/16	Lorraine Martin	May need to add Academy Proprint Printers to list of specialist printers that will not take part in audit. IT have not been able to get MFD printers working for the Academy Application (used by; Benefits, Council Tax & Business Rates, for printing bills, correspondence letters, benefit notification letters and Academy Reports).	The teams/service areas listed in the description and the desktop printers they currently use and any potential new MFD's purchased under a new contract.	Address in next phase.	4	D				
2	Concern	30/03/16	Lorraine Martin	Overnight printing occurs in the Local Taxation Office (auto-print) for various reasons.	Local Taxation Office (work patterns, staff), residents of the district.	Discover the exact reasons for the overnight printing and how sensitive the work is.	3	D				
3	Concern	30/03/16	Peter Millward	Development Management have 2 black and white and 1 colour MFDs as they removed their desktop printers over 12 months ago to save costs.	Development Management team and their MFDs.	Include these MFDs in the 1 st phase.	2	D				
4	Concern	30/03/16	Kim Tuckey	The Licensing team have bespoke printing such as; ID badges, licenses, colour printing and license certificates. These are often done in batches and are therefore on a constant run (and also have strict deadlines that must be adhered to for legislative purposes). Using MFDs would slow down this process (as they may be stuck in a que) and may slow down other staff (who are stuck behind the licensing print outs). There are also concerns of criminal records that are printed out – these currently stay in the licensing office but would be outside of this if printed to an MFD located for all staff.	Licensing team, knock on effect of taxi drivers being unable to work if their licenses are not renewed in time (which could impact on loss of earnings and result in the Council being sued), the printers used in the office (PR008710 and PR009244).	Address in next phase.	4	D				

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5	Concern	30/03/16	Anita James & Brenda Corder	Payroll print off payslips in the HR office in mass batches. The time taken to print off would take up 20+ mins of staff time to supervise (currently other work can be completed while monitoring the printing in the same office) – due to confidential nature of the work.	Payroll team effective use of time (if using MFDs out of the office, would have to stand next to the machine and wouldn't be able to complete any other work at the same time), confidentiality issues for staff. Payroll system (including payslips) is due to go online in the future – could the current desktop printer/MFD stay in place until this change over?	Address in next phase.	4	D				
6	Concern	02/06/16	Mary	If the Committee rooms are joined then Mary would be unable to reach the printer, in its proposed new location, with any ease.	Staff who need access to an MFD.	Address in the consideration of new MFD locations	1	B				

Notes:

Issue type:

- Change request
- Off specification
- Problem/ concern

Decision:

- Add
- Amend
- Accept
- Reject
- Defer

Priority:

1. Must do
2. Should do
3. Could do
4. Won't do this time

Severity:

- A. Critical
- B. Major
- C. Moderate
- D. Minor
- E. Cosmetic