
POLICY AND PROCEDURES

OFFICE OF MANAGEMENT

CDER Copier Management Program

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PURPOSE

The purpose of this document is to provide the procedures, processes, and guidance in operating the Center for Drug Evaluation and Research’s (CDER) Copier Management Program provided by the Office of Management (OM), Division of Management Services (DMS), Interface Management Branch (IMB).

BACKGROUND

IMB manages the placement, operation, maintenance, and repair of the Center’s multifunction copy machines. These systems are vital to the Center’s daily operations and allow CDER employees a full range of capabilities necessary to manage internal documents and meet stringent mission deadlines. These complex multifunction copiers can copy, print, scan, and email. The secured scanning option is used to scan a variety of documents that may contain the following: operational, personally identifiable information, and commercially sensitive non-classified information. The use of a Personal Identity Verification (PIV) card is required for secured scanning on all multifunctional devices.

POLICY

IMB's Copier Program Manager is CDER's designated functional manager for all CDER copiers located in the Washington, DC metro area, to include purchase, operation, coordination, repair, maintenance, training, supplies, rotation, and disposal tasks. IMB determines requirements, placement, and purchase of all CDER copiers.

CDER copiers managed under this program are for Official Use Only and must not be used to reproduce media having national security restrictions.

CDER consolidates copier purchases to reduce costs related to operations, maintenance, and supplies and are compatible with FDA's internal communications network. For each managed multifunction copier, IMB maintains a maintenance contract with the appropriate vendor to obtain periodic maintenance and supplies and ensures that all copiers are placed on a refresh schedule to correct wear and obsolescence conditions.

CDER copiers are accountable assets that are registered in FDA's Property Management Information System (PMIS). Standard inventory processes are followed regarding copier accountability and disposal.

The CFR 48 section 52.204-4 mandates double-sided printing by federal agencies on recycled paper.

RESPONSIBILITIES**1. IMB Copier Program Manager**Oversight/Customer Service:

- a. Performs day-to-day management of CDER's copier program, to include problem analysis and resolution as described in Attachment 1 of this MAPP.
- b. Acts as the primary point of contact and liaison with FDA/Office of Acquisition and Grants Services (OAGS), the copier vendor, technicians, FDA/OIM, building managers, and customers for all actions related to the management, operations, and maintenance of CDER's copier program.
- c. Coordinates with CDER Accountable Property Officer for surplus when needed.
- d. Assists IMB management in determining requirements, placement, and CDER copier purchases.
- e. Performs an annual review of CDER's copier program requirements, usage, and status.
- f. Provides continuous assistance, information, and training to CDER customers.
- g. Coordinates vendor-provided training as needed. Provides limited copier operational training and consulting to management and customers as needed.

Maintenance:

- h. Performs periodic inspections of all copier assets to ensure operational serviceability, security, and other asset management requirements are met.

- i. Coordinates with the copier vendor and tracks copier repairs in order to identify problem copiers to the vendor and provides periodic reports to IMB management staff.
- j. Provides customers with maintenance and operations status updates.
- k. Provides limited maintenance for minor repairs that can be corrected easily, for example: paper jams, toner requests, waste container requests, staple restocking, and minor scanning issues.

Supplies:

- l. Maintains limited supplies for periodic installation as needed, sufficient for the specific copier model, in order to reduce copier down-time.
- m. Monitors the CDERCanonCopierSupport@fda.hhs.gov online mailbox and provides customers with supplies (i.e., toner, waste containers, staples, and paper), sufficient for the specific copier model, in a timely manner.

2. Contracted Vendor

- a. Performs services as defined in the contract awarded by OAGS. These services generally provide:
 - 1) Functional support with the Copier Program Manger to resolve issues as soon as possible.
 - 2) Highly trained technicians to service the copiers within defined time requirements.
 - 3) Supplies for copiers covered by the maintenance contract.
 - 4) Customer training on new equipment.
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PROCEDURES

Repairs and Request for Supplies

- a. Contact the Employee Resource Information Center (ERIC) to report copier problems and issues. If an issue exists, customers **should not attempt to repair or service any of the copiers.**
 - b. Contact CDERCanonCopierSupport@fda.hhs.gov online mailbox to request supplies as needed, (i.e., toner, waste containers, staples, and paper).
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EFFECTIVE DATE

This MAPP is effective upon date of publication.

CHANGE CONTROL TABLE

| Effective Date | Revision Number | Revisions |
|----------------|-----------------|-----------|
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ATTACHMENT 1: OVERALL COPIER PROGRAM MANAGEMENT PROCESS

