

## ONLINE COPIER/PRINTER PROJECT

The pilot project established to assess the feasibility of using the “Dinero II” high-volume copier/printer on line as a productivity enhancement proved inconclusive. After months, less than 1/3 of the network users had responded to a user survey, providing too small a sample on which to base a sound evaluation.

*- write out in full not 1/3*

The pilot project should be extended for another two months in order to solicit more responses from effected network users as there was sufficient evidence to show that the Dinero II will be both a productivity enhancement and cost effective Further, a memo from Mr. Wilson should be sent directly to each user as an “incentive” to complete the survey.

*- Start para. from “As there was . . .*

*effective, the pilot project . . .*

Doris Knight and Brian Webber suggested the concept of putting a high volume printer on-line forward in a June 21, 2005 memorandum addressed to the Administrative Director, Frank Bucks. In their three-part proposal, they firstly identified the current situation with regard to volume, accessibility, mean-time-to-failure (how many times it breaks down), and cost of ownership. The next part dealt with current and available technology. Its comparative evaluation demonstrated that not only was our current copier and remote printer inefficient, their cost exceeded that of a new, networked copier/printer. Finally, the memorandum compared three new copiers/printers for volume, cost effectiveness and connectability: the Diablo II was clearly superior.

*- Change “next” to “second” and “/ts” to “Their”*

A photocopier/printer on-line, however, is a new concept and there is little evidence that network users would utilize the abundance of features and benefits available. There are certain things to consider before we go ahead with the purchase of the Dinero II, namely:

*- Change "things" to "questions"*

1. Will the cost of connecting the Dinero II to the network invalidate the cost effective benefit that Knight and Webber proposed?
2. Given the volume (speed) at which the Dinero II prints and the number of users who will have access on line, will we need to employ a new person to "collate" the potential flood of output from the printer?
3. Given that both copying and printing will be committed to one machine, will copying interfere with the speed or quality of printing, and visa versa?
4. Do the majority of network uses need the features and benefits of a centralized, high volume, on-line copier/printer?

*- Swap 1 & 4 and 2 & 3*

The vendor of the Dinero II is addressing questions 1 to 3. Question 4 was the subject of the survey in question.

*- Catch the change in order*

I have looked time and time again at the list of network users and have identified several classifications of users that would not be involved in the outcome of our project. There are those on the network who use only e-mail and calendaring. It is, therefore, my contention that we may yield better survey results if we selectively solicit only those with a stake in the outcome of the survey. In addition, I suggest that the scope of our survey be widened to include all stakeholders such as suppliers and the Information Technology, stationary supplies,

*- Change "looked time and time again at" to "re-examined"*

*- Change "stake" for "personal investment"*

and mailroom staff. Perhaps this broader approach will identify redundant processes in the overall flow of paperwork from supplier to end-user.

The whole idea of cost-saving technology in our organization is sound, and I applaud the initiative of Knight and Webber but the lack of response from our user community is deplorable. I recommend that:

1. senior supervisors of each division immediately put forward names of two individuals from their division who would serve on a committee to review both the Dinero II and the overall process. This committee could take control and administer the survey and to figure out the results in order to compare it to our needs.

2. a personal memo from Mr. Wilson to each network user be sent to make sure we get "participation" in the next printer/copier needs survey.

*- Change "whole idea" to "concept"*

*- Change "take control and" to "further be responsible to"*

*- Change "make sure we get" to "encourage"*

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George Andrews  
Procurement Officer

In addition, please make the following global changes:

1. Capitalize Pilot Project throughout.
2. Change “Mr. Wilson” to “William Wilson” throughout.
3. Replace oblique (/) with “and.”
4. The Dinero II is now superseded. Change “II” to “III.”

Here are some other changes:

1. Bold the title.
2. Paragraph 1:
  - a. Line 3 - change “six months” to “after six months”
  - b. Add line 5 - “Twenty-seven percent is not good enough.”
3. Paragraph 2:
  - a. Line 1 - change “two” to “three.”
4. Paragraph 3:
  - a. Line 3 - change “Frank Bucks” to “Mary Gee.”
5. Page 2. Enumerated paragraph 2:
  - a. Replace “speed” (in parentheses) with “120 pages per minute.”
6. Be sure to change the ordering in line “The vendor of the Dinero II . . .”