

# Project Charter

## Managed Print Initiative (MPI)

**Date:** Sept 1, 2015

### Part 1: OVERVIEW

General Project Information	
<b>Project Name</b>	Managed Print Initiative (MPI)
<b>Executive Project Sponsor</b>	Suzanne Sellards
<b>Project Owner</b>	Greg Walters, PDS
<b>Email Address</b>	gwalters@pdsit.net
<b>Phone Number</b>	980-358-1138
<b>Organizational Unit</b>	Information Services
<b>Process Impacted</b>	All office printing, scanning, copying, and faxing
<b>Expected Start Date</b>	September 1, 2015
<b>Expected Completion Date</b>	November 15, 2015

### Team Leadership

Define the Project Team and Support Resources		
Role	Name	Email/Phone
<b>Project Sponsors</b>	Suzanne Sellards	ssellards@chw.org
<b>Project Manger/Team</b>	Greg Walters Mick Butterfield	<a href="mailto:gwalters@pdsit.net">gwalters@pdsit.net</a> 980.338.1135 <a href="mailto:mbutterfield@pdsit.net">mbutterfield@pdsit.net</a> 262.6413088
<b>Technology Partners/Vendors</b>	HP – Maria Sullivan Xerox -	Maria.sullivan@hp.com
<b>Support Resources – Coordination Technical Financial</b>	Gayle	

## **VISION STATEMENT**

The managed print environment will proactively service and support the end users while reducing errors, risks, eliminating inefficiencies and lowering hard and soft costs. The purpose of this project is to summarize the existing print environment and develop / implement a Print Program and Governance that supports the organizational goals to improve operations, increase efficiencies while improving the overall patient experience.

## **OPPORTUNITY STATEMENT**

Children’s Hospital of Wisconsin is working with different vendors for printing, copying, faxing and scanning. Over time, both the technology and healthcare industries have been experiencing massive transformation. To address major trends between the two industries, there is a need for increased management of the print environment. Today there is minimal visibility into the total print costs, technology levels and the related end user experience contributing to an environment that is costly, inconsistent and not easy to use. Current output technology (printing, copying, faxing and scanning hardware) is sourced through multiple, disconnected vendors exposing the organization to a lack of standards, creating a less than optimal end-user experience. This lack of visibility may have led to the utilization of out dated technology, processes and higher costs.

## **PROJECT OBJECTIVE**

The project goals are to implement active management and optimization of document output devices and related business processes resulting in an efficient and effective printing program that’s visible, easy to utilize with secure with a cost reduction target of \$200,000.

## **Project Scope**

The project includes multi-functional devices, printers and related business processes located throughout the Children’s Hospital of Wisconsin including other locations operated by Children’s Hospital of Wisconsin System.

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### **Foundation**

- Strategy: Assessment (manual/technical), Policy/Governance, Fulfillment (CH/Vendor), Key Performance Indicator’s, Financial Analysis, Vendor Sourcing Review

- Design: Geography, Asset Management, Device Monitoring/Management, User Management, Technical Skills/Resource Availability, MFG Support, Warranty Management, Hardware, Software, Contract Review, SLA Development, Security, Risk Assessment, Vendor Support, Device Configuration/Standards

### **Optimization**

- Transition: Implementation Coordination, Fleet Labeling, Human Change Management, Communication Plan/Execution, Testing and Validation, Knowledge Base/FAQ’s, content for intranet

### **Orchestration**

- Service Operations: Help Desk Support, Ticketing, Exception requests, Supplies Fulfillment, Break/Fix, Monitor/Manage Devices, Policy Governance, Account management; and

### **Transformation**

- Continual improvement: Reporting, Billing, Optimize Fleet, Optimize Behavior, Process Improvement, Workflow Improvement
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## Out of Scope

- Document creation, storing, retrieving, and destruction related processes
- Third party software and proprietary application driven scanning and printing

## Assumptions

- Access to data, systems, locations, vendors and personnel as it relates to MFP's, Printers and related processes, financials, maintenance support, and consumables.
- The ongoing managed print program will be supported and maintained by a combination of CH and external vendors.

## Constraints

- The systems and processes must conform to the Health Insurance Portability and Accountability Act (HIPAA).

## Issue Management

- The accessibility, manual collection, or unavailability of data in a timely manner may delay project deliverables. To mitigate risks, automated data collection tools will be evaluated on an ongoing basis.
- Issues will be documented in the project matrix and Executive Sponsor communication will be via email and in person on a bi-weekly basis.

## Project Communication

Effective communication between all parties involved in the project is critical to project success. For this project, the communication methods and frequency are detailed in the attached **communication matrix**.

- All items tracked via Greg Walters, Inc. project plan (monitored by Children's Hospital of Wisconsin Sponsor)
- Bi-weekly status updates with Executive Sponsors

## Key Project Milestones

	Key Milestone	Resources	DATES	
			START/FINISH	ACTUAL
<b>TENTATIVE SCHEDULE</b>	Soft Kickoff (remote) – Review Project Charter	GRWI, CF	1/23/2014	1/23/2014
	Introduction – communication; vetting approach/KPI's; determining and sharing contact information (locations/departments, vendors/partners); Project kick-off	GRWI, Project Sponsors (PS)	1/28/2014 - 1/30/2014	
	On-site planning/ scheduling/initial data review (materials management), Tools Evaluation (IT), Remote Monitoring and Management (RMM) introduction	GRWI, MM, IT	1/28/2014-1/30/2014	
	Tour CRD/Print Shop, Help Desk Review (printer calls), finalize KPI's, MFP data collection, Review Contracts, Review RMM options	GRWI, PS	2/03/2014	
	Data Collection – Printers/Consumables, RMM Selection, Security, Risk Assessment, Interviews	GRWI, MM, IT	2/10/2014	
	Data Collection, Gap Analysis, RMM Update, Interviews	GRWI, PS	2/17/2014	
	Data Analysis, Policy/Governance, RMM Update	GRWI, MM, IT	2/24/2014	
	Findings/Summary Presentation, Location/Department Presentations	GRWI, PS	3/03/2014	
	Interviews, electronic survey, process review and documentation, SLA Development, Location/Department Presentations	GRWI, IT, MM	3/17/2014	
	Evaluation - On site Testing and Validation Security, Risk Assessment, Hardware Systems and Management Software comparison and selection – existing and new (standards), Location/Department Presentations	GRWI, PS	3/24/2014	
	System comparison and selection, Equipment removal/add considerations	GRWI, IT, MM	3/31/2014	
	Proposal/Contract consolidation review	GRWI, PS	4/7/2014	
	Contract Approval/Implementation Coordination	GRWI, PS, IT, MM	4/7/2014	
	Fleet Labeling, Change Management, Communication Plan/Execution	GRWI	4/14/2014 – 5/31/2014	
	Knowledge Base/FAQ's, content for intranet	GRWI	Ongoing	
	Continual Improvement – Business Reviews, reporting, change management	GRWI, PS	Monthly	

**Project Approvals (Consider Executive Sponsor Signature as well as other sponsors, owners of process changes etc.)**

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Signature/Date

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Signature/Date