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Responsible Organization: Code V/Office of the Chief Information Officer

Subject: Management and Acquisition of Print Services

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1. POLICY

a. This Glenn Policy Directive (GLPD) details the management and procurement of information technology (IT) print services at NASA Glenn Research Center (GRC) that do not utilize the OCIO Enterprise Contract which provide the IT and the system security plan.

b. The Office of the Chief Information Officer (OCIO) will be responsible for developing policy and providing print services.

c. Non-networked printers are out of scope of this policy.

d. Management of Government Furnished Equipment (GFE) Print Devices.

(1) All GFE print devices must be maintained in accordance with cybersecurity guidelines regarding patching and use. All GFE print devices will be required to have an organizational System Security Plan (SSP).

(2) Organizations may not turn on the following functions on the printing device: Bluetooth, Wireless.

(3) Organizations will patch printer as necessary.

(4) Organizations will use the GRC OCIO in-house duplicating facility for printing needs greater than 100 pages per job.

(5) A GRC Printer Memorandum of Understanding (MOU) form must be signed by the Organizational Director for each GFE Printer.

(6) The GFE Print devices may be purchased through the Purchase Request process if they meet the following criteria:

(a) Printers that support employees with special needs and have an approved accommodation waiver.

(b) Printers used to print classified information and have an approved waiver.

(c) Printers used in non-networked lab areas and have an approved waiver.

(d) Specialized print devices not provided by the OCIO Enterprise Contract Print Fleet (i.e., plotters, label makers, high-end graphic printers, and photo printers) and have an approved waiver.

(e) Any approved waiver toner request.

(f) Any purchase must use the OCIO Commercial IT Request (CITR) Purchase Process for procurement to ensure it meets all cybersecurity requirements.

2. APPLICABILITY

a. This directive is applicable to all organizations at GRC Lewis Field and Neil A. Armstrong Test Facility (GRC-ATF). This includes all GRC civil servants, support service contractors, and visitors who may use a non-OCIO Enterprise Contract provisioned printer to connect to the network at Lewis Field or GRC-ATF.

b. This policy is applicable to documents developed or revised after the effective date of this GLPD.

c. In this policy, all mandatory actions (i.e., requirements) are denoted by statements containing the term "shall." The term "may" denotes discretionary privilege or permission, "can" denotes statements of possibility or capability, "should" denotes a good practice, and is recommended, but not required, "will" denotes expected outcome, and "are/is" denotes descriptive material.

d. In this policy, all document citations are assumed to be the latest version, unless otherwise noted.

3. AUTHORITY

NASA Policy Directive (NPD) 1490.1, NASA Printing, Duplicating, and Copying Management.

4. APPLICABLE DOCUMENTS AND FORMS

a. GRC Print Waiver Process (https://nasa.sharepoint.com/sites/cio/SitePages/grc-ocio-it-services.aspx#print-waivers)

b. OCIO Commercial IT Request (https://oneplace.nasa.gov/citr?id=kb_search&kb_knowledge_base=5623a6cc1b0e599046c8877ae54bcb49)

5. RESPONSIBILITY

The OCIO shall:

a. Be responsible for the delivery of print services to the Center.

b. Manage the print services at the Center, including the type, configuration, distribution, and demographics, and ensure that all users have access to the use of printer services in accordance with Center Leadership guidance.

c. Implement and maintain an approval, exception, and waiver process for the purchasing and/or subscription of printers and printer toner for the Center. See the OCIO Web site. https://nasa.sharepoint.com/sites/cio/SitePages/grc-ocio-it-services.aspx#print-waivers

> *Note: For printer exceptions, visit: https://nasa.sharepoint.com/sites/cio/SitePages/GRC-Print-Services-Frequently-Asked-Questions.aspx*

6. DELEGATION OF AUTHORITY

The Chief Information Officer is delegated authority by the GRC Center Director with respect to this policy.

7. MEASUREMENT/VERIFICATION

The OCIO will:

a. Monitor the purchasing/subscription of printers and toner using the IT purchase approval process.

b. Report on the number of the active waivers and exceptions at the Center.

c. Report on the OCIO Enterprise Contract seat composition and cost incurred by the Center.

8. CANCELLATION

This document cancels GLPD 1490.1A, Management and Acquisition of Print Services w/Change 1 (02/14/2023), dated May 16, 2018.

LAURENCE SIVIC Digitally signed by LAURENCE SIVIC
Date: 2024.01.24 09:43:12 -05'00'

Laurence A. Sivic
Associate Director

Attachment A. Acronyms
Change History
Distribution: BMS Library

Attachment A. Acronyms

CIO   Chief Information Officer

CITR   Commercial IT Request

GFE   Government Furnished Equipment

GLPD   Glenn Policy Directive

GRC   Glenn Research Center

GRC-ATF   NASA's Neil A. Armstrong Test Facility

IT   Information Technology

MOU   Memorandum of Understanding

NPD   NASA Policy Directive

OCFO   Office of Chief Financial Officer

OCIO   Office of Chief Information Officer

Change History

Change	Date	Description/Comments
Basic	4/30/2014	Baseline
Change 1	5/5/2014	Administrative changes include: 1.a. changed "printer services" to "print services"; 1b(1) changed "a" to "an"; 1.f. changed "is" to "are";4. remove "form go to" ; 5.a. changed "printer" to "print"; 5.d. *Note Section:* changed "print" to "printer"
A	05/16/2018	The OCIO created a Secure Virtual Local Area Network for all non-ACES printers for optimal security. Added process for the implementation of security by controlling and managing a secure VLAN specifically designed for GFE print devices. This includes all network attached printer devices will be controlled under an OCIO Security Plan for non-ACES printers.
B	01/24/2024	· Updated to meet current processes and requirements. · 1.d (4) Organizations will use the GRC in-house duplicating facility for printing needs greater than 100 pages per job · Included uniform resource locators for applicable document processes. · Updated to meet requirements of GLPR 1410.1