

State of South Dakota Digital Copier Procedures

Installation

1. An installation work order is placed with the BIT Help Desk. This work ticket should include all the items that are to be setup – ie: copying, scanning, faxing.
 - a. For agencies outside Pierre, Office of Procurement Management (OPM) will enter the work ticket.
 - b. For agencies in Pierre, Central Duplicating will enter the work ticket.
2. OPM or Central Duplicating will coordinate the installation schedule with BIT LAN Services, the vendor, and the agency. A minimum of a 1 week lead time is to be observed.
3. Vendor arrives on site and prints off the address book of the old copier and provides that information to the agency.
4. Vendor sets up the new device by connecting power and CAT5 cables.
5. Vendor changes the TCP/IP setup (if necessary) to DHCP.
6. Vendor prints out a network configuration report with IP address and provides to local agency contact.

The vendor will NOT provide any login ID's or passwords to the local agency staff. When BIT has completed the device setup, they will provide the approved user ID(s) and password(s) to the local agency contact.
7. Vendor will provide basic copier instruction to the agency while on site. This includes how to make copies, clear paper jams, etc.
8. Vendor will provide instruction to the agency on how to setup fax numbers via the copier's control panel
9. LAN Services will complete the device setup remotely. LAN Services will setup an agency login ID and password and then provide the agency with this login information. LAN Services will also provide documentation for the agency to use to setup email addresses for scanning to email.

Removal/Hard Drive Wipe – Leased Devices

1. A removal work order is placed with the BIT Help Desk indicating a leased device is being replaced and the hard drive needs to be wiped. *This call ticket should be a separate ticket from the new device installation ticket (if necessary).* **Central Duplicating will place the tickets for the Pierre sites, OPM will place the tickets for the non-Pierre sites.** The below information should be sent with the request:
 - Agency and location (building/town)
 - Agency contact person and phone number
 - Copier vendor
 - Vendor contact
 - Vendor phone number

- Copier brand and model
 - Copier serial number
2. Central Duplicating or OPM will receive confirmation that the call ticket has been entered. In this confirmation will be a ticket number. This ticket number needs to be given to the vendor.
 3. The vendor arrives to remove the old device and leaves the hard drive onsite with the local agency contact. **The hard drive is not to leave the local site with the vendor at this time.** The agency contacts LAN Services to let them know that the hard drive is available to be picked up for wiping.
 4. BIT LAN Services obtains the hard drive from the agency local site.
 5. BIT LAN Services connects the hard drive to a computer and runs the WipeDrive program with a 3 pass option.
 6. BIT LAN Services returns the drive to the vendor or the agency. The below information should go along with the drive when it is returned to the vendor or the agency.
 - Agency and location (building/town) where the drive came from
 - Agency contact person and phone number
 - Copier vendor
 - Vendor contact
 - Vendor phone number
 - Copier brand and model
 - Copier serial number
 7. If the drive is returned to the agency, it is the **AGENCY'S** responsibility to return the drive to the vendor in a timely manner.