



# EXECUTIVE OFFICE OF TECHNOLOGY SERVICES & SECURITY

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## Memorandum

**To:** Secretariat Chief Information Officers  
**CC:** Cabinet Secretaries, Chiefs of Staff  
**From:** Curtis M. Wood, Secretary, Executive Office of Technology Services & Security  
**Date:** August 12, 2021  
**RE:** Enterprise Print Services Platform

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### Purpose

The purpose of this memorandum is to provide you with an update on the transition to a vendor-agnostic Enterprise Print Services Platform and to request your assistance in preparing the environment for the enterprise-wide implementation.

### Transition to Enterprise Print Services

As announced in my April 2021 joint memorandum with Secretary Heffernan, EOTSS is implementing the vendor-agnostic print management solution - PrinterLogic. The implementation is underway in partnership with our selected vendor - Pro Cloud SaaS. This project will deliver a highly available, low maintenance enterprise print platform that will be available for all Executive agencies. In keeping with the objectives and intent of the original Managed Print Services program, this new Enterprise Print Services solution will:

- Reduce the Commonwealth's printer-based footprint by reducing the number of print servers supported by the Commonwealth;
- Increase print security through user authentication and enable "Follow-You" printing (the ability to release print jobs from any printer);
- Reduce the agency's level of IT effort for ongoing support of the print environment;
- Simplify the management of print drivers; and
- Increase visibility into the Commonwealth's print environment activity at all levels.

The Enterprise Print Services platform will provide additional benefits which were not original objectives of the Managed Print Services program, such as:

- Vendor-agnostic solution that will allow agencies to maintain their preferred printer vendor and maintenance provider;

- Empower users to be more self-sufficient with their print needs by finding/adding printers regardless of location;
- Provide visibility to USB connected and at-home devices;
- More easily integrate into digital document solutions and collaboration tools, such as OneDrive for Business, SharePoint Online and Adobe Sign; and
- Increase availability of printing through built-in redundancies, elasticity and failover systems associated with Cloud Technologies.

### **Assistance Needed from the Executive Branch Secretariats**

In preparation for the implementation, the EOTSS Enterprise Print Services team needs your help in the following areas:

1. **Readiness** - Each Secretariat will need to complete a readiness assessment. This readiness assessment will provide a current state device inventory that will be used to validate the automated discovery of print devices by the PrinterLogic platform. A tool will be provided to assist with this task. *You will have 3 weeks from the date this tool is received by your office to complete the readiness assessment and provide the information back to the EOTSS Enterprise Print Services team.*
2. **Primary IT Point of Contact** - Provide a primary IT point of contact within your organization who manages print-related activities today. Personnel working directly with the new print management system will receive training on system management for the agency attributes only.
3. **Implementation** - Assist with preparing the print devices for use with the new SaaS system. This could include:
  - a. Connecting USB attached Card Readers
  - b. Removing other authentication applications
  - c. Configuring devices within the PrinterLogic Application
  - d. Once implemented within your organization, complete User Acceptance Testing of the application.

### **EOTSS Point of Contact**

Enterprise Print Services Project Manager, Rich Moskowitz, will continue to lead this transition. During the implementation, the following guidance should be followed:

Later this summer, the PrinterLogic Workstation Client will be deployed to all Executive branch end-user computers. This workstation client is a critical component to the automated discovery of the Commonwealth's print devices. EOTSS is working with the vendor to test the client installation. The client will be packaged and distributed via the EOTSS Endpoint Configuration Management platform (SCCM/Intune). EOTSS will work with your designated primary IT contact to test the installation and will send communications to all users prior to its distribution.

Devices already deployed under the Xerox MPS program will continue to be managed via the Xerox Workplace Suite platform and will transition to the new print management platform as part of the enterprise-wide rollout.

**Questions?**

If you have any questions regarding this transition or communication, please contact the EOTSS Enterprise Print Services team at [TSS-SG-EnterprisePrintManagementTeam@mass.gov](mailto:TSS-SG-EnterprisePrintManagementTeam@mass.gov).

Together, we are committed to the primary goal of keeping you informed of progress made in establishing the Enterprise Print Program and what actions are needed to prepare you for transition to the new print tools.