**Checklist for Department POC**

Department POC (Point of Contact): _________________________
Department: ____________________________________________
Department Head: ______________________________________

The Department Head will select/notify who will be the Department POC for the Copier, Printer & Fax Solution Process/Training.

Please note: All numbers in parenthesis are coinciding with the steps in each process. Example: (3)


A mandatory kick-off meeting will be scheduled with all the Department Poc’s involved in the current wave. During this meeting all the processes will be explained. (3)

- Date: ___________ Time: ___________ Location: ________________
- **Complete SMG On-line Assessment Form within 24 hours after kick-off meeting.** The form is automatically sent to SMG & Kris Tharp. (3a)

☐ SMG will contact Department POC to schedule Assessment Meeting to determine printing needs. (5)
  - Date: ___________ Time: ___________ Location: ________________

☐ Assessment Meeting between SMG Rep, Department POC & Department Head to discuss completed form. (6)

☐ SMG will contact Department POC to schedule review & recommendations meeting. (9)
  - Date: ___________ Time: ___________ Location: ________________

☐ Department Head and Department POC to review floor plan and notify Alicia Christians @ SMG (achristians@smgtech.biz) of their final approval. (10)

☐ Department Head and Department POC will receive a courtesy email from Kris Tharp confirming equipment has been ordered. (12a)


☐ Department POC will be notified of the locations where wiring augmentation is being required to install the new equipment. No further action from the Department POC will be required during the Wiring Augmentation Process. (3a)
  - Date: ________________ Notified by: _________________________


☐ No action from the Department POC will be required during the Trade-In process.

☐ Please be aware that once this process is completed, the copiers, printers & faxes will have stickers on them indicating if they are to be traded in or kept here at Kirkwood.


☐ No action from the Department POC will be required during the Pre-Installation Process.

- SMG will announce the installation & training date to the Department Head, Department POC & KCC Tech Team 4 weeks prior to installation: (1)
  - Date: ________________  Time: ________________  (installation & training same day)

- Department POC will ensure installation & training dates will work well for the Department. (2)
- Email Alicia @ SMG (achristians@smgtech.biz) with confirmation of the date. (3)
  - Confirmed Date ________________ & Time for installation/training: __________

- SMG to send final schedule to Department POC 2 weeks prior to installation. (4)
  - Date: ________________  Time: ________________  (installation & training same day)

- The Department POC will receive a calendar invite for the “Train the Trainer” meeting 2 weeks prior to installation.
  - Date: __________  Time: __________  Kirkwood Location: __________________________

- Department POC to attend the “Train the Trainer” Meeting with SMG 1 week before installation. (6)
- Department POC will instruct all staff in the installation of the new equipment including a copy of the floor plan map to designate each individual’s default printer. (7) Directions are located on the website:
  - Driver Installation Directions:
  - Default Printer Directions:

- In addition, the Department POC will provide the following:
  - Give a copy of the training agenda to all of the staff.
  - Have them note specific questions regarding their individual use.
    - Have each staff member bring the training agenda with them the day of the training.
    - Identify in advance individuals in each training group to test COPY/PRINTING and FAXING.

- SMG confirms with the Department Head, Department POC & KCC Tech Team the final installation schedule 1 week prior to arrival. (8)
- SMG installs new equipment and holds group training at designated time. (9)
- Department POC attends the individual training session with the SMG rep after the group training. (9)

PLEASE BE SURE TO SEND ANY EXTRA SUPPLIES FOR THE OLD EQUIPMENT BEING REMOVED TO 105 KIRKWOOD HALL

ANY QUESTIONS REGARDING THE FINAL PRINTER SOLUTION IN YOU AREA,

PLEASE COMPLETE A SCHOOLDUDE REQUEST (www.kirkwood.edu/requests)

AND CHOOSE THE PROBLEM TYPE “PRINTERS”

Kirkwood Community College

Got a problem? Email us