



National Aeronautics and
Space Administration

Jet Propulsion Laboratory
California Institute of Technology
Pasadena, California

2003 Information Managers' Workshop

Johnson Space Center, July 22-24, 2003

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JPL 2003 Highlights

- ***Implemented a new GPO Simplified Purchase Agreement (SPA) on September 9, 2002.***
- ***As of July 15, 2003, JPL has opened 97 Order Releases under the SPA program to a number of GPO local printers totaling \$67,994.***
- ***JPL has been notified of the pending closures of the Los Angeles and San Diego GPO Regional Offices, on or about October 1, 2003. The San Francisco Regional Office will be JPL's contact.***
- ***JPL produced three publications in full color via GPO printing vendors on a "Print on Demand" Docucolor 6060. Each publication was perfect bound, and met our critical deadlines.***



Electronic vs. Hardcopy Files

<i>Type of file</i>	<i>FY 2003* (jobs)</i>	<i>FY2003* (units)</i>
<i>Electronic</i>	<i>92%</i>	<i>unknown</i>
<i>Hardcopy</i>	<i>8%</i>	<i>unknown</i>

****Note: Guesstimate based on total number of jobs or units.***



Customer Satisfaction Metrics

***Meets
Quality
Requirements***

96.7%

***Meets
Required
Deadlines***

97.2%

***Customer
Informed
of Costs***

85.3%



Responses to NASA CIO

Organizationally, where does the function reside at your Center?

**Technical Information Section 274, Graphics Services Group
Bob Chandler, Installation Printing Management Officer**

What is the volume of printed material produced?

Number of printing jobs and cost for FY00, FY01, and FY02 via GPO

Category	Number of Jobs			Costs		
	FY00	FY01	FY02	FY00	FY01	FY02
Scientific & Technical <i>Describes scientific or technical subjects, or results of NASA's research and development efforts.</i>	17	14	16	\$ 49,499	\$ 84,292	\$ 30,068
Public Communications <i>Public Relations information disseminated via public communication channels.</i>	108	97	81	\$360,322	\$250,229	\$296,024
Statistical Publications <i>Represents publications that report the expenditure of resources.</i>	2	0	0	\$ 4,073	0	0
Administrative Publications <i>Provides guidance and procedures for successful operations of JPL, NASA, and its contractors.</i>	197	212	182	\$ 94,771	\$125,124	\$ 94,675
Total	324	323	279	\$508,665	\$459,645	\$420,767



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Responses to NASA CIO Cont'd

How much is produced using Center systems/facilities vs. outsourced production (e.g., pages printed, number of brochures, flyers, etc.)?

*All JPL brochures, flyers, posters, etc. are printed by GPO printers.
See previous slide for category and quantity.*

What is the contract vehicle for any on-site or near-site contract support?

*U.S. Government Printing Office
Los Angeles Regional Office*

How much of the source material do you receive in electronic form?

95% of all source material is given to us electronically. There are some forms that we print from previously printed film or hardcopy.

*What is your Center's policy/guidance on electronic distribution vs. printed distribution?
If there is no specific policy/guidance, who makes the determination?*

While JPL does not have an official policy or guidelines on electronic distribution vs. printed distribution, electronic distribution is encouraged for external reports.

Identify any processes/policies/procedures your Center has implemented that you consider "best practices."

JPL has initiated a GPO Simplified Purchase Agreement contract to expedite the small dollar amount jobs.



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JPL 2003 Highlights

JPL has competed the contract for on-site duplicating and document distribution currently held by Xerox Business Services (XBS) through a GPO contract. The new contract will begin on October 1, 2003 and has been awarded to Pitney Bowes.



Electronic vs. Hardcopy Files

<i>Type of file</i>	<i>FY 2003* (jobs)</i>	<i>FY2003* (units)</i>
<i>Electronic</i>	28%	30%
<i>Hardcopy</i>	72%	70%

****Note: Guesstimate based on total number of jobs or units.***



Process Improvements

E-Copy web-based job ticket and electronic document submission for electronic printing.

- *Rolled out successfully on April 8, 2002***
- *Held customer awareness demonstrations in March 2003***
- *Steady increase in number of JPL users – from 239 in July 2002 to 650 in July 2003.***
- *Benefits:***
 - *Streamlines process - JPL users receive duplicating services without leaving their offices***
 - *User-friendly web access***
 - *Increases productivity***
 - *Reduces turnaround time***



Multifunctional Devices

- *Held customer awareness demonstrations on networking copiers in January 2003.*
- *Steady increase of the number of copiers being networked – currently 43 out of 250 copiers or 17%.*
- *Positive customer feedback on network capabilities.*
- *Continued marketing is planned to facilitate the migration from stand-alone copiers to networked multifunctional.*



Responses to NASA CIO

DUPLICATING

Organizationally, where does the function reside at your Center?

Technical Information Section (274)

What is the volume of printed material produced?

- Duplicating black&white 11,900,000 annual impressions*
- Duplicating color 3,900,000 annual impressions*

How much is produced using Center systems/facilities vs. outsourced production (e.g., pages printed, number of brochures, flyers, etc.)?

Duplicating is produced in-house by Xerox Business Services (XBS) and outsource contractor.



Responses to NASA CIO Cont'd

DUPLICATING

What is the contract vehicle for any on-site or near-site contract support?

Duplicating is provided through a GPO contract awarded to XBS on a fixed price per-piece contract.

How much of the source material do you receive in electronic form?

Duplicating is 30%

What is your Center's policy/guidance on electronic distribution vs. printed distribution? If there is no specific policy/guidance, who makes the determination?

There is no current policy that directs electronic distribution versus printed distribution; however, electronic is strongly encouraged.



Responses to NASA CIO Cont'd

STAND-ALONE COPYING

Organizationally, where does the function reside at your Center?

Technical Information Section (274)

Describe the process for determining distribution of copiers at your Center.

Copier requests are reviewed by the ICMO prior to placement. Factors such as the requesting organization's need, copiers in near proximity that could be shared, and the closest manned duplicating center are reviewed prior to approval. Copier volumes are reviewed periodically to determine possible downgrades, upgrades, or consolidation to provide a more cost-efficient environment.

What contract vehicles, other than Digital Services Copier Contract, are used at your Center to provide copier services?

JPL requires that all organizations obtain copiers through the NASA-wide contract.



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Responses to NASA CIO Cont'd

STAND-ALONE COPYING

How has the volume of copies produced at your Center fluctuated over the past 3 years?

The volume of copies have dropped by 23% over the past 3 years.

How has the volume of copies produced at your Center fluctuated over the past 3 years?

It is anticipated that a large amount of volume is being produced on desktop and network printers. Successfully transitioning the stand-alone digital copiers to network printers should bring some of this volume back.