

For: State and County Offices

**AS/400 4232 Impact Printer Maintenance Contract Dissolution**

Approved by: Deputy Administrator, Management



**1 Overview**

**A Background**

The contract for maintenance and repair of IBM AS/400 4232 (IBM 4232) impact printers expires on September 1, 2009.

**Important:** The AS/400 service contract will not be affected; only the IBM 4232 service contract will be discontinued.

IBM 4232 impact printers may have been used by County Offices for:

- labels
- postcards
- barcodes
- newsletters
- multi-part "papers"
- duplex printings
- large width paper reports, such as the Acreage Reports.

State and County Offices may continue to use these printers for current operations. However, if IBM 4232 printer problems occur **after** the maintenance contract is discontinued, offices must pursue options to obtain a replacement printer or convert operations to a new printer.

**B Purpose**

This notice informs State and County Offices using IBM 4232 impact printers to identify options to pursue if printer problems are encountered.

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| <b>Disposal Date</b><br><br>November 1, 2009 | <b>Distribution</b><br><br>State Offices; State Offices relay to County Offices |
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## Notice IRM-416

### 2 Action

#### A Operational IBM 4232 Impact Printer

Since IBM 4232 impact printer maintenance will be discontinued, State and County Offices are encouraged to take advantage of alternative printer options to accommodate IBM 4232 printing needs.

If the printer is being used, offices shall:

- create a backup plan in case printer problems are incurred at a later time
- consider alternatives **before** reordering supplies, even though supplies can still be ordered using current procedures
- begin phasing out printer usage where an alternate printer could satisfy needs.

#### B Non-Operational IBM 4232 Impact Printer

If the printer is not working and needs repair or parts, offices shall:

- report the printer problem through proper channels and submit a Magic Ticket to have the printer repaired if the maintenance contract has not yet been discontinued
- use an alternate printer to accommodate printing needs; for assistance with configuring an alternate printer, contact the ITS Service Desk
- contact the State Office if another county within the State has a functional IBM 4232 impact printer that is not in use.

**Note:** The functional IBM 4232 may be shipped as a replacement to the requiring location.

- **not** discard printers that **cannot** be repaired and shall follow standard procedures to excess equipment.

To prepare for this change or if the printer breaks down **after** the maintenance contract is no longer in effect, coordinate purchasing a replacement printer with the local OCIO, ITS, Technical Support Division (TSD) contact and FSA, ITSD, Budget and Acquisitions Office (BAO).

#### C Additional Support

For more information, contact the ITS Service Desk for assistance using either of the following methods:

- applicable TSD ITS Specialist, by using Magic Merlin Self-Service
- by telephone at 1-800-457-3642.