

## Cabinet Agencies' Performance Audit Action Item(s) & Status

### Department of Printing – Printing Services

(See also [cabinet agency response](#) for full context to Washington State Auditor's Office (SAO) [report](#), April 2011)

Agencies included in the performance audit: Departments of Printing, Labor & Industries, Corrections, Social and Health Services, Transportation, Information Services, Ecology, Licensing, Health, Fish and Wildlife, Revenue, Employment Security, Health Care Authority and Office of Financial Management.

SAO Issues Summary:

1. The state is not receiving the full benefits of an increasingly competitive printing marketplace under the current system.
2. In-house print shops duplicate services available from the Department of Printing. As a result, most state printing equipment is used at only a fraction of its capacity.
3. Washington does not have an overall strategy to contain the costs of office-based printing, which accounted for 46 percent of the state's printing costs in 2010.

The table below shows the current status of action items the agency initiated to address issues identified in the performance audit report. Please see the [cabinet agency response](#) for additional context and any additional steps already taken.

For an explanation of the columns below, [see the legend](#).

Issue	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
1	Completed	Support current legislation to consolidate central services.	OFM and Cabinet Agencies	4/11 or end of leg session	N/A	N/A	N/A	Legislation to create the Department of Enterprise Services, Consolidated Technology Services, and restructure the Office of Financial Management passed in May 2011.
1	In Progress	Dependent on legislative outcomes, develop criteria, rules and policies for bidding on printing services. <i>Agency in charge of printing</i> . Timeline dependent on law	DES	1/14	Yes	No	Yes	DES has begun a rules development process. A CR101 was filed with the Code Reviser on 2/16/2013. A CR102 will be filed as soon as work plan is completed. Rules are targeted to be in place Jan. 2014.
1	In Progress	Dependent on legislative outcomes, evaluate options for providing printing services	DES	11/13	No	Yes	Yes	DES initiated a Contracting Out analysis and solicitation for many services provided by Print & Imaging. OFM will

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		and develop processes that best meet agency needs and the intent of competition. <i>Agency in charge of printing.</i>						decide outcome.
2	Completed	With the agency in-house print shops, evaluate more fully the options for consolidating print shops and/or coordination and management of print shops statewide. <i>Agency in charge of printing.</i> By June 2012.	DES	N/A	N/A	N/A	N/A	A report to the Legislature in 2012 reported that estimated savings could not be realized and that print shops should work co-operatively to share resources and reduce costs.
2	Complete	Transition work under way on consolidation of the largest agency print shop (Department of Information Services) with the State Printer, either independently or as part of the Governor's proposed consolidation of central service functions. By December 2011.	DES	12/11	Yes	No	No	Merger of both programs into DES was completed October 2011.
3	In Progress	Develop strategy to meet printing needs across state government. <i>Agency in charge of printing.</i> By July 2014.	DES	7/14	Yes	No	No	In Plant Printing Group has made some progress on meeting state needs. Final outcome dependent on Contracting Out analysis and solicitation as well as Rules Development.
3	N/A	See action steps under Issue #1 on competitive bidding.						
3	Completed	Share audit report with higher education agencies and discuss strategies for reducing costs of desktop printing. <i>Agency in charge of printing.</i>	DES	8/11	Yes	No	No	

Issue	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
		By August 2011.						
3	In Progress	Develop common guidelines for reducing costs of all office printing. <i>Agency in charge of printing.</i> By December 2011.	DES	01/14	Yes	No	No	Dependent on Rules Development as outlined above.