

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION  
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES  
Health Care Department Operations Manual

**5.5.14 Digital Reprographics Services**

**(a) Policy**

California Correctional Health Care Services (CCHCS) shall provide work-related digital reprographics services, also known as print services, from CCHCS headquarters (HQ) for all HQ and Division of Health Care Services offices including the Central Fill Pharmacy, Health Records Center, regional and satellite offices, and Division of Juvenile Justice.

**(b) Procedure**

**(1) General Guidelines**

(A) Digital reprographics services shall be requested by submitting a manager-approved Digital Reproduction Work Order (work order) through the CCHCS Service Portal. For business card requests only, a manager's approval is not required for Staff Services Managers II or above.

(B) The work order form can be accessed via Lifeline.

1. Select the following link: <http://lifeline/Pages/Home.aspx>.
2. Select "Business Operations," located on the left side of the screen under the Business Services section of Policy and Administration.
3. In the Quick Links section located on the right side of the page, select "Resources," then select the "Operations Support" tab.
4. Select "Digital Reproduction Work Order."
5. All information is required to be completed.
6. Obtain manager signature via DocuSign.

(C) Digital reprographics services are requested via the CCHCS Service Portal via the following link: [https://cchcsprod.servicenowservices.com/sp?sysparm\\_stack=no](https://cchcsprod.servicenowservices.com/sp?sysparm_stack=no).

1. The CCHCS Service Portal can also be accessed via the Lifeline Intranet.
  - a. Select the following link: <http://lifeline/Pages/Home.aspx>.
  - b. Select "Business Operations," located on the left side of the screen under the Business Services section of Policy and Administration.
  - c. In the Applications box located on the right side of the page, select "CCHCS Service Portal".
2. Select "Reprographics Request." Complete all areas.
3. Select "Submit." This will generate a ticket number for tracking purposes and will send the ticket to the Business Operations Section for processing.
4. If the manager/supervisor is not in the approval drop down, the requestor will need to submit the request through the "Business Operations Request" on the CCHCS Service Portal.
5. Select "Business Operations Request". Complete all areas.
6. Upload the signed Reproduction Work Order.
7. Select "Submit." This will generate a ticket number for tracking purposes and will send the ticket to the Business Operations Section for processing.

(D) Upon completion, the requestor will be notified, via the CCHCS Service Portal, that their requested printed materials are completed and ready for pick up. If the requestor is not located at the Elk Grove Campus, printed materials shall be shipped or delivered to the requestor or their indicated delivery location(s).

**(2) Acceptable File Types and Formats**

(A) Files can be attached to the Customer Request Program ticket. The following formats are acceptable:

1. Word
2. Publisher
3. Excel
4. PDF

(B) If the file is too large, it can be saved to a thumb drive, CD, or sent via email.

(C) Inter-office mail can be used as an option for delivery to the Digital Reprographics Unit. The requestor shall include the print request ticket number for reference.

**(3) Acceptable Print Requests**

(A) Training materials

(B) Official reports

(C) Work-related documents

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(D) Work-related posters

**(4) Unacceptable Print Requests**

- (A) Birthday banners/posters
- (B) Baby shower banners/posters
- (C) Holiday party banners/posters
- (D) Pictures/collages
- (E) Appreciation banners/posters
- (F) Other non-work-related products

**(5) Delivery Options**

- (A) If the order requires shipping, the requestor shall select one of the following mail carriers:
  - 1. General Logistics Systems
  - 2. FedEx
  - 3. United States Postal Services
- (B) Attach a distribution list to the ticket for all direct shipments from the Digital Reprographics Unit. The following information shall be included on the distribution list:
  - 1. List of locations/department name
  - 2. Attention to:
  - 3. Address
  - 4. Sender

**Revision History**

Effective: 11/2017

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