E-Forms and Digital Signature

September 13, 2012

Enterprise Capability

- Based on Session Law 2011-0145, House Bill 200, Section 6A.18. (a) – Enterprise Electronic Forms and Digital Signatures:
  - Shall plan, develop, and implement a coordinated enterprise electronic forms and digital signatures capability.
  - Shall determine the cost of converting forms to an electronic format, determine priorities for converting forms, and establish milestones for completing this conversion.
  - Shall determine specific agency requirements and incorporate their requirements into its planning efforts.

Digital Signature

- To eliminate resource-intensive processes that require agencies, citizens and staff to manually sign documents.
- To develop a Software as a Service (SaaS) enterprise capability that will:
  - Automate simple forms.
  - Provide offerings that are secure.
  - Provide auditable evidence.
  - Be easily used for ad hoc signing.
  - Be integrated with business processes.

Agency Participation

- Held initial agency meetings to gather requirements.
- Workgroup created the RFP and reviewed the marketplace.
  - Agencies participating: Department of Justice, Department of Transportation, Department of Revenue, Department of Public Safety, Administrative Office of the Courts, Department of Health and Human Services, Sec. of State, Cultural Resources, Industrial Commission.
  - Requirements – Automation of Forms, Workflow, Consumer Statement, Authentication, Signature/Initialing, Repudiation, Audit Trail, Notification, Account Management, Storage.
- Evaluation committee.

Prototype – Travel and Reimbursement Process

- Four Participants - 2 users in automated workflow and 2 manual for control group. (32 forms)
  - <u>From the employee to the supervisor</u>

    1.3 days = automated process

    2.6 days = manual process
  - <u>From the supervisor to the financial department</u>

    1.3 days = automated process

    2.5 days = manual process
  - Form processing was cut in half, from 5.1 days to 2.6 days.

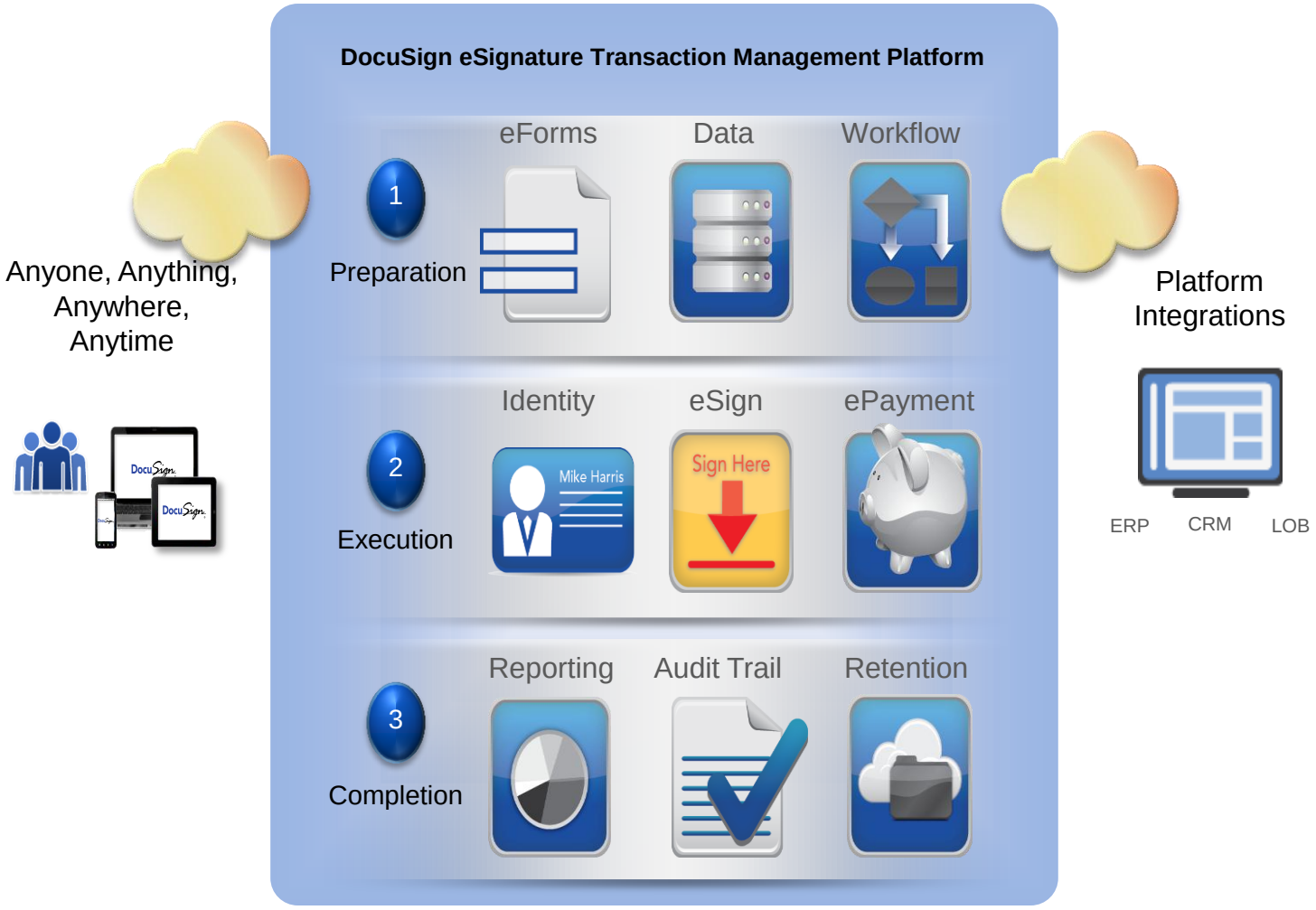
Prototype – User Observations

- "Ability to post notes to approvers and receive notes if declined – nice feature – time reducing in phone calls."
- "Being that I am on the road a lot, it's much easier to submit these electronically."
- "From an approver perspective I appreciated the speed with which forms could be submitted, approved/declined and processed regardless of whether or not the traveler was physically in the office."
- "The electronic work flow facilitates approval or disapproval since the reviewers and approvers can act upon the process even if off-site."

Convenience Contract

- Awarded to DocuSign, Inc. - August, 2012.
- Covers Executive Branch Agencies, Universities, DPI, Community Colleges, and Local Governments (municipal and county). Leverages “State” purchasing volume.
- Can purchase by block of “envelope” transactions (begins at $0.48), seat license (begins at $125 annually) or combination depending on your business process.
- “Envelope” = Unlimited attachments, signers, certified delivery recipients, carbon copy recipients.
- Includes unlimited storage and hosting of all documents in the cloud or ability to store locally.

Solution Capabilities



Highest & Broadest Set of Security Certifications

- Global Security Gold Standard: ISO 27001
- Defines An (ISMS) Information Security Management System
- Requires Business Continuity

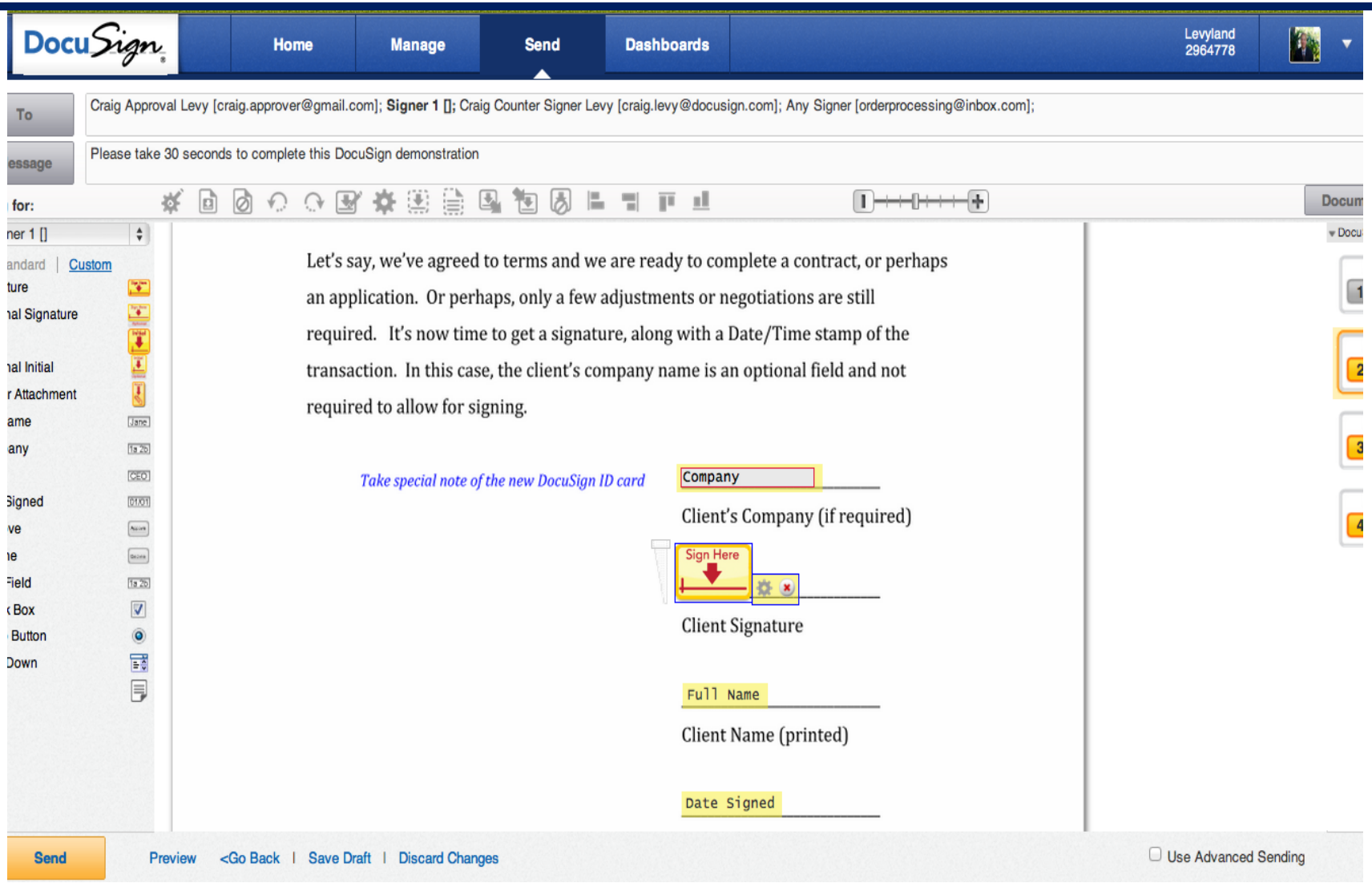
- Streamlined process for EU privacy law compliance

- Security Framework
- Testing Of Controls
- Measures Effectiveness
- Reliability Of Service

- Data Privacy
- Collection Of Data
- Use Of Data
- Data Requirements

- Protection Of Data
- General Computing Controls Focus
- Comprehensive Scope

Easy to Use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essage
Please take 30 seconds to complete this DocuSign demonstration
for:
Let's say, we've agreed to terms and we are ready to complete a contract, or perhaps an application. Or perhaps, only a few adjustments or negotiations are still required. It's now time to get a signature, along with a Date/Time stamp of the transaction. In this case, the client's company name is an optional field and not required to allow for signing.
Take special note of the new DocuSign ID card
Company
Client's Company (if required)
Sign Here
Client Signature
Full Name
Client Name (printed)
Date Signed
Send
Preview
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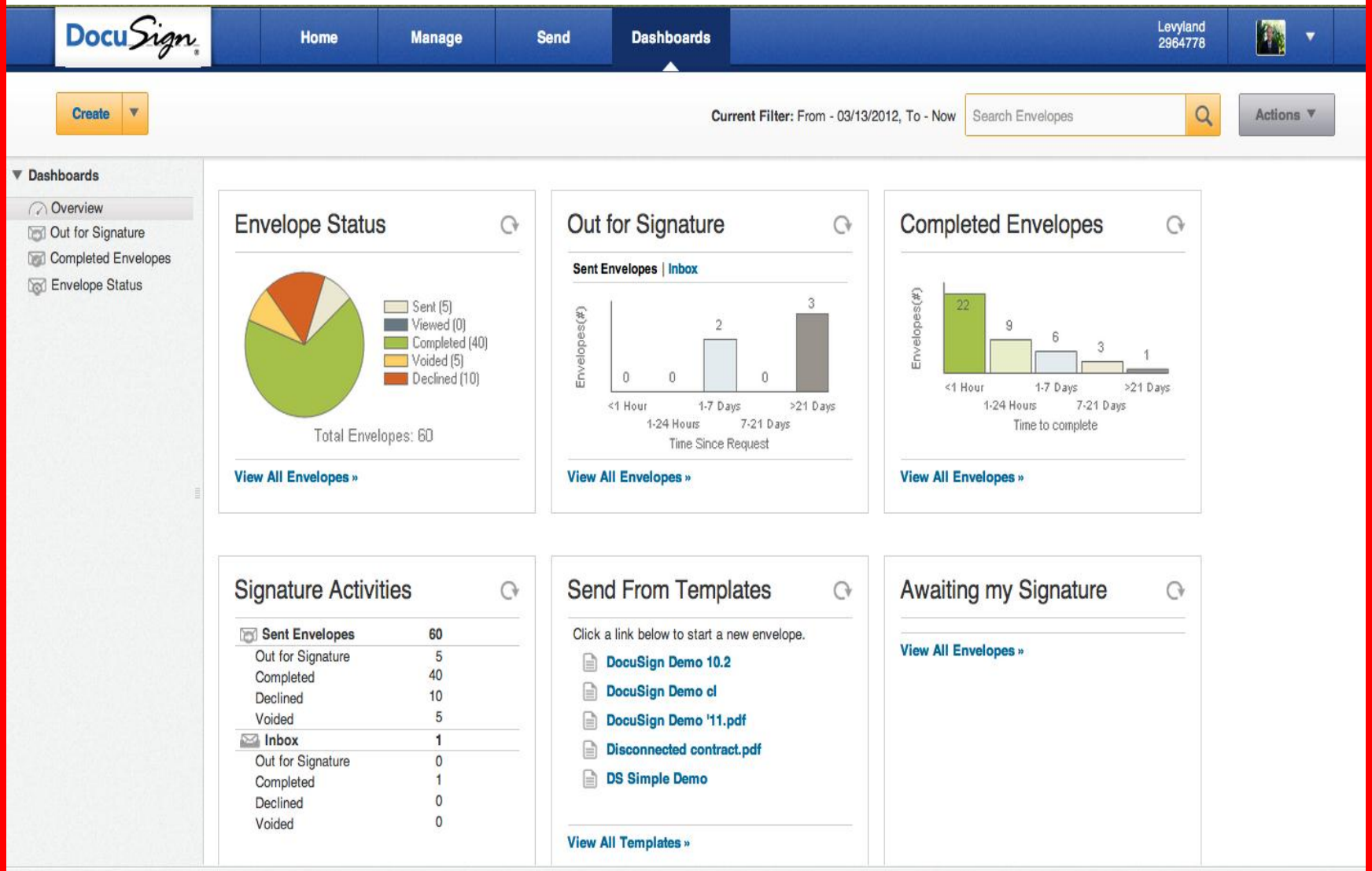
Save Draft
Discard Changes
Use Advanced Sending

Reporting Dashboard



Initial Deployments

- NCID integration for executive branch agencies.
- Travel and reimbursement process for state agencies: the automation of the form, travel receipts, workflow process and digital signatures. Approximately 110,000 transactions annually.
- SBI name check process: The automation of the form, workflow process and digital signatures. Approximately 20,000 transactions annually.

Next Steps for Digital Signature

- Update OSC Website with Contract Information
- Meetings with agencies to determine other processes that would benefit:
  - Department of Public Safety
  - Department of Administration
  - Department of Health and Human Services
  - Community colleges
  - Local government

Inspections, Licensing and Permitting

- **Focus on a common type of business process**.
- Workgroup has created requirements, issued RFP and is currently evaluating the responses.
  - Agencies participating: Department of Environment and Natural Resources, Agriculture, Labor and Department of Transportation.
  - Award planned for October/November.
  - Initial deployments are Elevator Inspections and Sedimentation and Erosion Permit.

Inspection, Licensing, and Permitting

- **Mobile application for Inspectors = "ROI"**
  - GIS routing.
  - Reduces paper.
  - One-time capture of data.
  - Ability to manage inspections in the field.
  - Synchronize with central office.
  - Automated workflow for task assignments.

Inspection, Licensing and Permitting

- **Citizen Public Services = "ROI"**
  - Public license search/status inquiry
  - User registration and profile maintenance
  - Initial license application
  - License renewal
  - License verification requests
  - Application status inquiry
  - Complaint submission
  - Exam request and scheduling

Overall Benefits for eForms and Digital Signature

- Time savings.
- Accelerated transactions.
- Reduced errors.
- Reduced expenses – printing, postage, courier.
- Increased control.
- Ease of use.
- Enhanced security/compliance.
- More insight or visibility into the process.

Challenges

- Original “seed” (appropriation) money to start projects – covers only portion of need.
- Submitted Expansion Budget Request, which was not approved, this past short session to run and manage the central core systems and onboard agencies for both projects.
- Resubmit request in the long session for resources and operating expenses. Updated based on solutions chosen.
  - Ability to implement will be delayed due to lack of funding.
  - Loss of momentum due to length of time to onboard.

Questions?

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