



# **E-Forms and Digital Signature (Automation and Authentication)**

November 3, 2011



## Two Separate Projects

While there are intersections between e-forms and digital signature:

- Automating business processes (e-forms) does not always involve digital signatures.
- Digital signatures can be plugged into an automated business process.
- Solutions in the marketplace are often separate.



# Digital Signature (Authentication)

## *What is it?*

- A higher level of **authentication** than a hand-written signature.
- Recipient knows the message was created by a known sender and that it was not altered in transit.

## *What does it need to do?*

- Be secure.
- Provide auditable evidence that appropriate processes have been followed.
- Be easily used by individuals for *ad hoc* signing.
- Ability to integrate with automated business processes.



# Levels of Authentication

## “Click-to-sign”

- Most common type of electronic signature.
- Uses ID and password as authentication.
- Date, time, IP address of the signing device, and geo-location are ***integrity properties*** that are stored within the document.

## “Higher assurance needs”

- Where additional proof/factors of authentication is needed.
- This may involve third-party partnerships for voice signature, biometric handwritten signatures or other verification methods.

# Determining the State's Authentication Needs



- Initial agency meetings completed.
- Workgroup is creating requirements and reviewing the marketplace.
  - Agencies participating: DOJ, DOT, DOR, DPS, AOC, DHHS, Sec. of State, Cultural Resources, Industrial Commission.
  - Monthly updates are provided to all agencies at the SCIO meetings.
- Pilot beginning with Community College System Office November, 2011: Travel Authorization Form



# E-Forms (Workflow Automation)

## *What is it?*

- Rather than simply making forms electronic, focus on:
  - Eliminate paper forms **and**
  - Provide **workflow automation**
  - Focus on common type business processes.

## *What does it need to do?*

- Reduces processing times and paper usage,
- Eliminate duplicate data entry,
- Improves data integrity,
- Provide for on-line service options.

# Three Aspects of Workflow Automation



1. Front-end collection of data,

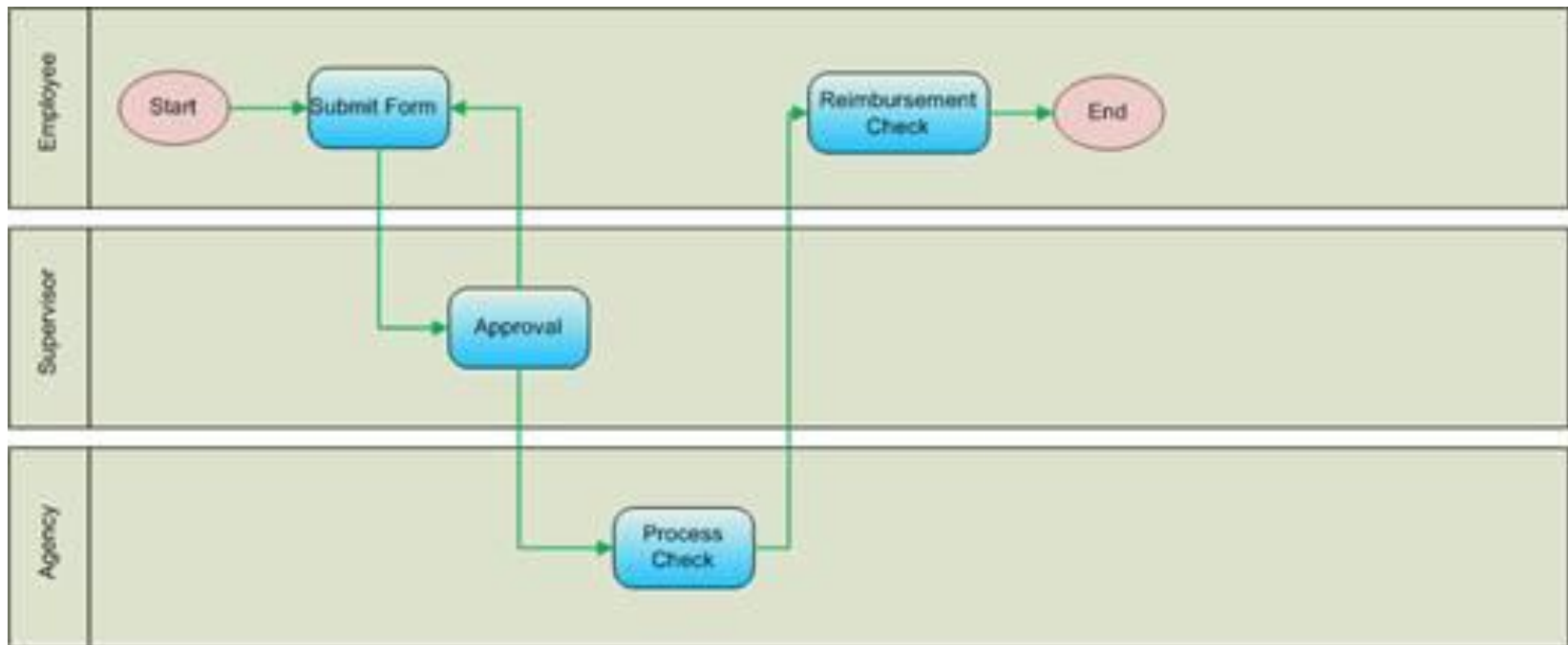
*Sam Nolan*

2. Send for approvals  
(workflow),



3. Data capture and storage.

# Sample Workflow





# Determining the State's Workflow Automation Needs



- Initial agency meetings completed.
- Workgroup is creating requirements and reviewing the marketplace.
  - Agencies participating: DENR, AGR, LABOR, DOT, and DOR.
  - Monthly updates are provided to all agencies at the SCIO meetings.
- Focus on a common type of business process: inspections, licensing and permitting.



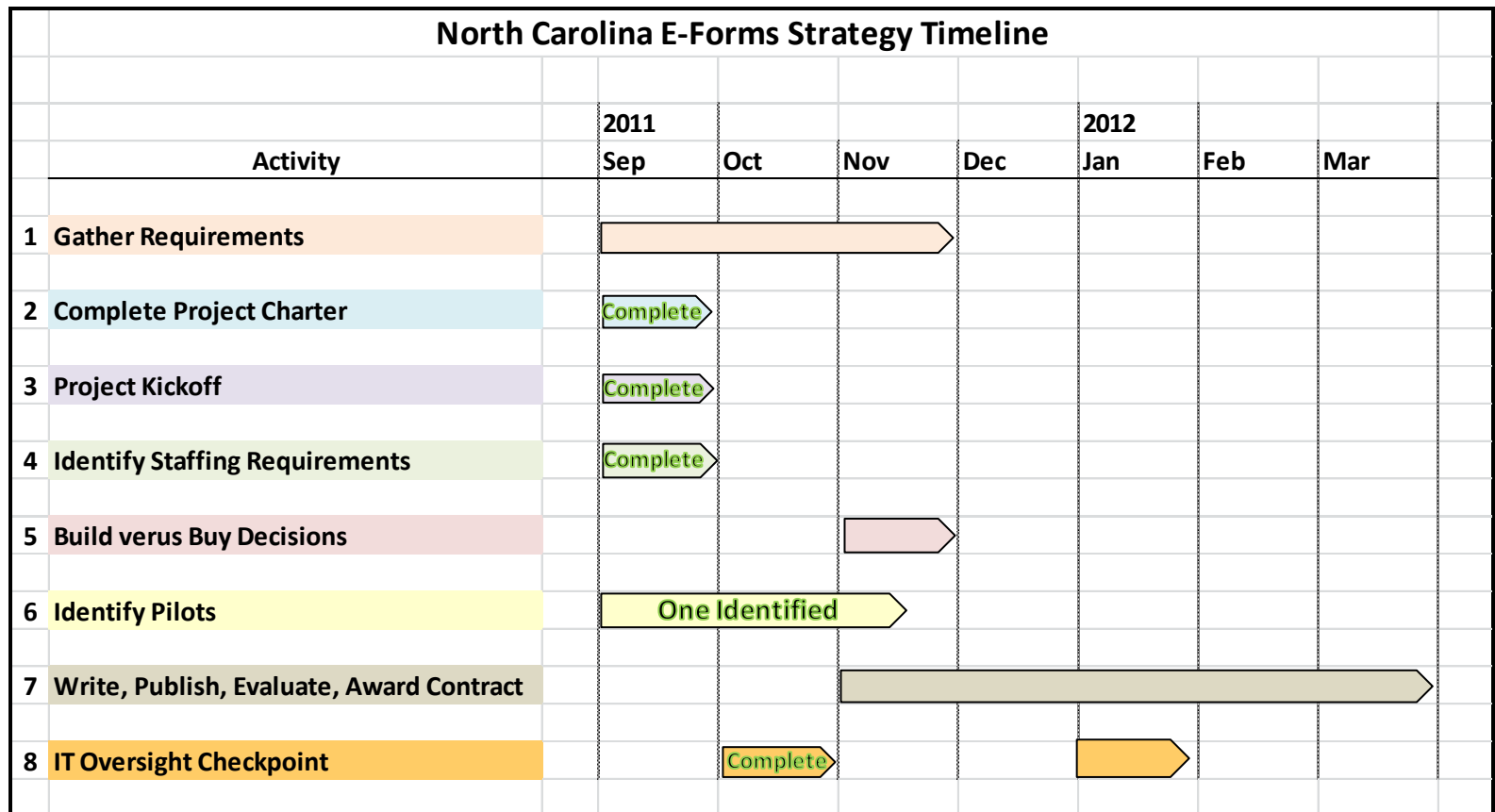


# Challenges

- Scoping the project : Scaled and right-sized into manageable components.
- Cost-effective solution: No single solution will meet every agency's needs. Focus on providing maximum, successful results, efficiency and cost savings for agencies.



# Timeline





# Questions?

Office of the State Controller  
Director, e-Commerce Initiatives  
[sharon.hayes@osc.nc.gov](mailto:sharon.hayes@osc.nc.gov)