

# Service Description

Updated as of 2020/09/23

## General Information

Heading	Description
Service Category	Administrative and Business
Service Name	Development of Integrated Electronic Forms, Electronic Signature, and Automated Workflow Solutions
Aliases	Dynamic Forms
Service Owner <sup>i</sup>	Director of Administrative and Student Information Systems
Process Manager <sup>ii</sup>	Applications Analyst and the Administrative and Student Information Systems Coordinator

## Overview

Heading	Description
Description	This service defines the request, development, and implementation of electronic forms and the associated workflow, electronic signature routing, and where possible, automated post-submission processing.
Features and Benefits	<ul style="list-style-type: none"><li>• Dynamic Forms is the University supported solution for the development of integrated electronic forms, electronic signature, and automated workflow solutions. Adoption of this solution promotes consistency across the University.</li><li>• Elimination or reduction of paper intensive or manual tasks (and errors associated with them)</li><li>• More efficient and faster routing and approvals (where needed)</li><li>• Leverages integration between existing applications (e.g. pre-populating fields of information, etc.)</li><li>• Better tracking, organization, storage, and retrieval of forms for reporting and record keeping purposes</li></ul>
Included	<ul style="list-style-type: none"><li>• Development of electronic forms, including; review, recreation, and clarification of existing form fields</li><li>• Identification of workflow participants and necessary routing</li><li>• Database queries for pre-population of fields (where feasible)</li><li>• Development of scripts to automatically update Banner database (where appropriate and possible)</li><li>• Indexing of completed forms to Banner Document Management System (a.k.a. "Xtender/BDMS")</li></ul>
Eligibility	Any authorized representative of an academic department or administrative office may submit a request for this service. Most existing paper forms can be converted to electronic forms. However, the feasibility and/or appropriateness of adding electronic signatures for approval or subsequent automation (update scripts, document indexing, etc.) will be determined on a case-by-case basis for each form by the person(s) responsible for the administration of the forms and the Director of Administrative and Student Information Systems.

Prerequisites	None
Requesting the Service	All requests for this service should be submitted through the self-service portal to the University's information technology services management system by going to <a href="https://myit.framingham.edu">https://myit.framingham.edu</a> .
Related Documentation	None
Fulfillment Target	Within three business days, someone from Information Technology Services (ITS) will respond to the requestor to acknowledge receipt and approve or deny the request in consultation with the person(s) by the person(s) responsible for the administration of the forms and the Director of Administrative and Student Information Systems. Depending on the complexity of the request and workload within ITS, a target completion date will be set between four and eight weeks out from the initial request. Priority will be given to urgent requests where warranted and efforts will be made to expedite the turnaround time for these requests as may be necessary.

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<sup>i</sup> The **Service Owner** is accountable for strategy, design, transition, operation and continual improvement (a.k.a. the service management lifecycle).

<sup>ii</sup> The **Process Manager** is responsible for the planning and coordination of all activities associated with delivering a service within the agreed upon fulfillment target including monitoring the process.