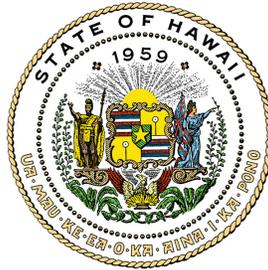


2016 STATE IT RECOGNITION AWARDS SUBMISSION

Title: “Launch of eSign Service”
Category: State CIO Office Special Recognition
State: Hawaii
Contact: Keith DeMello, (808) 586-1920 ext. 325
Project Initiation: Oct. 1, 2015
End Dates: Ongoing



LAUNCH OF eSIGN SERVICE

“I applaud the leadership of Director Nishimoto, CIO Nacapuy and their teams for spearheading this collaborative effort, which will enhance the operating efficiency and transition of our state government to a more sustainable working environment...”

— Gov. David Y. Ige, October 2015

Submitted by:

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Executive Summary

In today's digital world, paper processes are inefficient, expensive and wasteful. To facilitate the State of Hawaii's move to a more efficient, less paper-dependent way of doing business, state Chief Information Officer (CIO) Todd Nacapuy and his Office of Enterprise Technology Services (ETS) team identified an enterprise-wide electronic signature/record solution for the Executive Branch.

Since its launch last fall, ETS' "eSign Service" solution has processed more 20,500 unique electronic transactions across Hawaii state government departments. Where possible, the goal is to eventually implement an electronic signature process across all departments.

Because states run on IT, eSign Service has played a critical role in transforming government operations.

Concept

In his first State of the State address in January 2015, newly elected Gov. David Y. Ige committed to reducing the amount of paper the state uses and transforming the culture of government to embrace and accelerate change. Since taking office just seven weeks prior, Gov. Ige had already signed roughly 1,180 hard-copy departmental documents.

ETS partnered with the state Department of Human Resources Development (DHRD) to evaluate potential enterprise-wide electronic signature/record solutions. Initially in July 2015, DHRD Director James Nishimoto authorized departments to utilize electronic signatures/electronic records in lieu of existing paper forms previously developed and authorized for human resources purposes. With departmental participation mandatory, each department was tasked with developing their respective implementation plans.

Meanwhile, ETS secured an enterprise license agreement with Adobe to cover all users within the state Executive Branch to affect the timely transition to a digital environment to increase government efficiency. eSign Service replaces traditional, manual steps with the advantages of working in the cloud — delivering speed, efficiency, compliance and instant global access. The solution also adheres to latest best-practice policies for online security and applies them at every level — from the application code and networks to physical facilities.

Significance

Enterprise shared services provide centrally managed “Services-Oriented Infrastructure” (SOI) that leverages the entire scope of the state enterprise and related economies of scale. ETS’ eSign Service is an example of SOI that is successfully replacing inefficient paper-based processes within departments statewide.

The eSign solution encompasses much more than just collecting signatures electronically and offers the following benefits:

- **Automates the process**, from document creation, collaboration and execution, to archiving and management (storing documents securely within state systems)
- **Replaces traditional, manual steps** with the advantages of working in the cloud — delivering speed, efficiency, compliance and instant global access
- **Adheres to latest best-practice policies** for online security and applies them at every level — from the application code and networks to the physical facilities

This Adobe software platform was necessary to create documents that comply with the Federal Section 508 disability regulations. Under the agreement, the state’s ongoing, mandated effort to improve access to and use of information and data for people with disabilities would continue. And, regularly scheduled (and budgeted) maintenance payments will keep the software platform patched. For software, this is essential to stop security vulnerabilities that puts the state IT assets at risk from cyber attacks.

Implementation

In September 2015, Gov. Ige, along with his chief of staff and executive team, personally participated in a training session on the new eSign program. On Oct. 1, 2015, the Office of the Governor began using electronic signatures and processing all documents electronically. “Our goal is to eventually implement a secure electronic signature process across all departments, putting an end to what has been historically a very paper heavy process,” Gov. Ige said at the time. “Some of the departments have already elected to participate in the eSign program.”

Significantly, the governor’s office instructed departments to submit documents using an electronic routing form template. Signed electronic documents would now be returned to departments via email (encrypted in flight), rather than the traditional hard-copy process.

Within one month, the ETS’ eSign Services team met with many different departments/agencies, including the following early adopters, to begin the implementation of new workflows, new tools, and new policies and procedures replacing paper documents with digital document handling and signing:

- Office of the Governor
- Office of the Lt. Governor
- Department of Accounting General Services
 - Campaign Spending Committee
 - Comptroller’s Office
 - Construction Management Branch
 - Public Works Division
 - Stadium Authority
 - State Procurement Office
- Department of Budget and Finance
 - Administrative and Research Office
- Department of Business, Economic Development & Tourism
 - Land Use Commission
 - Office of Federal Awards Management
- Department of Defense
- Department of Health
- Department of Human Resources Development
- Department of Human Services
- Department of Public Safety (Administration Division)
- Office of Enterprise Technology Services
- Office of Information Practices

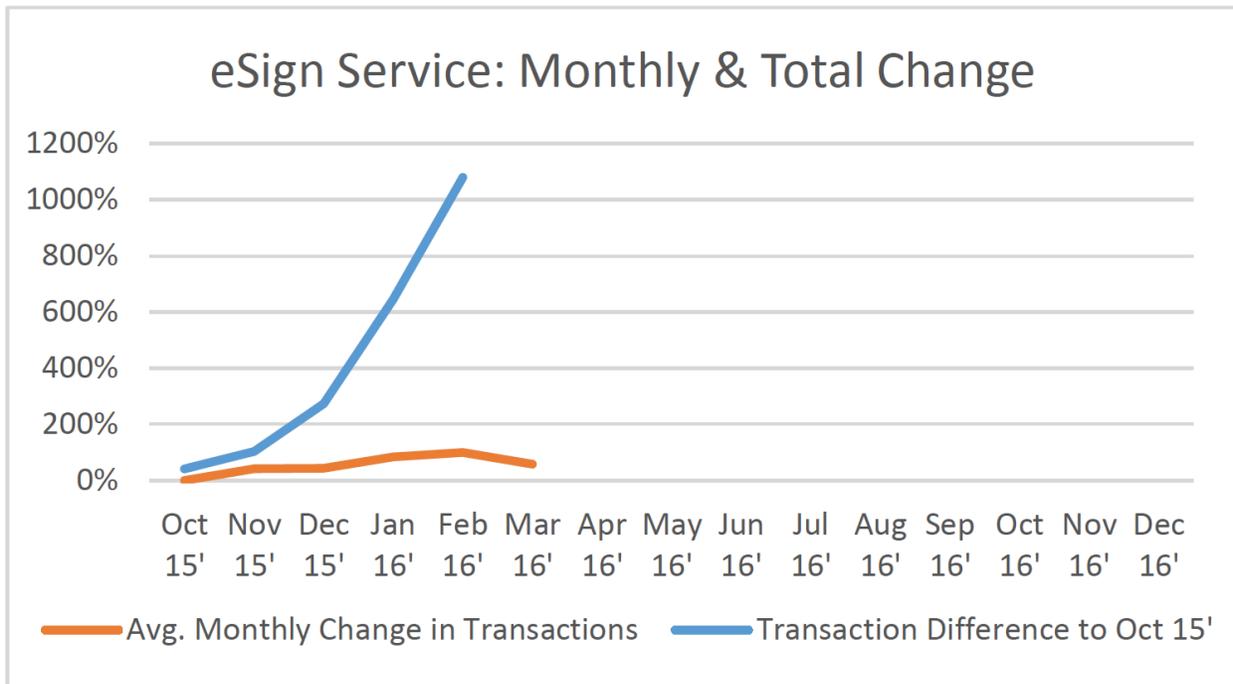
A special eSign Service resource website was created to assist departments and agencies with the transition, providing information and updates accessible to all parties, from IT staff responsible for implementation within their respective departments, to individual users themselves.

ETS provided multiple training sessions for users ranging from administrative staff to public information officers. Due to overwhelming demand, eSign training sessions quickly sold out.

However, ETS offered a “listen in/watch demo” web conference option. Departments were encouraged to request information and assistance with deploying e-signature capabilities by contacting the eSign Service Team directly via the site and/or a dedicated email address.

Impact

Adoption grew rapidly the ETS’ eSign Services solution **has processed more 20,500 unique electronic transactions across Hawaii state government departments**, representing a reduction and associated savings over the last six months in the use of paper, ink, and process time. eSign Service is playing a critical role in transforming government operations.



Moving Forward

ETS is constantly working to improve eSign Services based on user feedback. Recently, users saw new features along with an upcoming eSign portal update that included improved scanned signature cleanup, improved account sharing, enhanced signing experience, and much more. Many of these features were identified based on departmental user input.

The update includes a new SEND page user interface, providing users the ability to make on-the-fly document corrections, new hybrid routings, and a new role featuring a signer delegator. If they so choose, users will still be able to switch back to the classic SEND page at their discretion.

The highly anticipated Workflow Designer also recently launched to allow users to predefine document workflows with preset emails, routings, signer roles, and attachments — all arranged for continuous use.

Supplemental Materials

eSign Service User Webpage

A special resource website was created to assist departments and agencies with the transition to eSign, providing information and updates accessible to all parties.

<http://eSign.hawaii.gov/>

***howz.IT* (ETS electronic newsletter) Feature eSign Service Launch**

<http://us9.campaign-archive2.com/?u=2a308554c6bc3ed0026058131&id=bc773f2ef0>