eForms and Digital Signature Overview

Session Law 2011-0145, House Bill 200, directed the State Controller to take the necessary measures to enable a coordinated enterprise electronic forms and digital signatures capability. The Office of the State Controller (OSC) has been working with agencies across the State to determine the best approach and to procure contracts with vendors to provide the needed services.

The goal was to develop a Software as a Service (SaaS) enterprise eForms and Digital Signature capability that would:

- Automate simple forms.
- Provide offerings that are secure.
- Provide auditable evidence that appropriate processes have been followed.
- Be used easily by individuals for ad hoc signing.
- Be integrated with automated business processes.

Based on feedback from agencies, OSC’s role in this capability will be to proceed with a decentralized approach. This approach will allow OSC to enter into a contract with a vendor and allow agencies to access services as they need them.

OSC was provided with an Inventory of Forms that represents the potential quantity of forms to be automated and digitally signed. This inventory contains approximately 700 forms that constitute five million transactions annually within State government.

A convenience contract for an indefinite quantity contract will be available for use by Executive Branch agencies as well as non-State Agencies permitted by law. Such entities include the North Carolina University System and its member campuses, instructional components of the Department of Public Instruction, instructional components of the North Carolina Community College System, as well as local (municipal and county) governments.

OSC will work with agencies to create an on-boarding plan and provide assistance in determining level(s) of assurance that may be needed for their business process. OSC and the agency will determine which forms would be easily automated, the priority for applying digital signatures, and the potential back-end integrations. After initial vendor training, OSC will train agency system administrators and provide help desk support. There may be some statewide forms that can be offered centrally at OSC, but the assumption is that most activity will be within the agencies.