Forms Management

By:
ITD Records Management
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Forms Management - Why

- NDCC 54-44.6 Defines a Forms Management Program.

- Benefits:
  - Ease paperwork burden
  - Consistencies and efficiencies across state government
  - Minimize duplication
  - Ease of completion (user perspective)
  - Information in a organized, logical manner (design)

What is a form?

- Any document designed to capture information.

- A form typically does one of three things:
  - Initiates an action (i.e. an application, drivers license),
  - Records a transaction (timesheet),
  - Reports something (an activity log).

- Can contain blank spaces, headings, captions, boxes, or other options to guide the entry or completion of the form.

What are agency responsibilities?

- Forms analysis, in conjunction with ITD
- Consider Forms Design Standards if designing own forms
- Request form numbers from ITD
- Maintain/update annual Forms Inventory
- Distribute 'forms information' to all divisions.

When do I need a State Form Number (SFN)?

- Fill-in-the-blank areas

- Checklists showing burden of proof

- Regardless if distributed internally or externally

- Can be completed in hardcopy, electronic, or web-based format.

Additional information can be found on ITD's website:
http://www.nd.gov/itd/service-info/state-form-numbering-system

Forms Analysis vs. Forms Design

- John Schied: "forms analysis resolves **<u>what</u>** goes on the form, while forms design continues the analysis until it resolves how to best **<u>arrange</u>** and **<u>present</u>** the information."

Forms Design

- Use state forms design standards (available on Records Management website: http://www.nd.gov/itd/services/forms-management-program)
  - Complimented by Forms Design Principles (examples)
- Consider space needs, easy to understand captions, logical sequence of items, etc.
- Needs to be easy to read/understand, fill-in

State Forms Standards

- Title Block
  - Include title of form, name of agency, state form number, and revision date
  - Place in upper left corner
- Paper and Ink
  - Black ink
  - 8 ½ X 11-inch paper or can be cut from that size
- Captions
  - Brief, clear, and concise
  - Box format with upper left caption
- Spaces
  - Adequate for entry of information
- Appearance
  - Professional
  - Easy to read and complete

Reasons the Box Design with Upper Left Captions is Best:

- Captions become secondary after data is entered
- Captions don't consume valuable space required for entering information
- Captions are not hidden during completion of the form
- Easier to provide the necessary amount of space for each field
- Allows for a smaller, more compact, and efficient form
- Easier and more efficient retrieval of data
- Better visual appearance

Inefficient Forms Design

Captions on the Line

NAME (Last, First, Middle) _____ Social Security Number _____ Report Date _____

Residence Address _____ City _____ State _____ Zip Code _____

Job Title _____ Grade _____ Classification _____

Division _____ Supervisor _____ Date Hired _____

Captions Beneath the Line

_____   _____   _____
        NAME (Last, First, Middle)   Social Security Number   Report Date

_____   _____   _____   _____
        Residence Address   City   State   Zip Code

_____   _____   _____
           Job Title   Grade   Classification

_____   _____   _____
           Division   Supervisor   Date Hired

Captions on the Line/Right Justified for Vertical Alignment

NAME (Last, First, Middle) _____ Social Security Number _____ Report Date _____

Residence Address _____ City _____ Zip Code _____

Job Title _____ Grade _____ Classification _____

Division _____ Supervisor _____ Date Hired _____

Efficient Forms Design

Name (Last, First, Middle)			Birthdate	
Address	City		State	ZIP Code
Telephone Number (work)	Telephone Number (home)		Telephone Number (cell)	

Advanced Forms Management

- Electronic Forms:
  - An electronic replication or replacement for accessing, filling, submitting, and storing a traditional paper form.

- Forms Processing:
  - Software designed to automate data entry activities by using recognition technologies (OCR, OMR, etc) to convert form entries to digital data.

Electronic Forms

- Five levels of Automation.

  Level 1 – Print and fill.

  Level 2 – Fill and print.

  Level 3 – Intelligent local fill and print.

  Level 4 – Application autofill and electronic submission.

  Level 5 – Digital signatures, record copies and dynamic linking to other forms.

Electronic Forms Benefits

- Elimination of data entry.

- Elimination of incomplete submissions.

- Elimination of calculation errors.

- Validation prior to submission.

- Automated export of form data to business application.

- Automated storage/return of record copy.

Forms Processing Benefits

- Elimination of paper handling and tracking.

- Significant reduction in data entry.

- Improved data accuracy rates.

- Low incremental cost for additional data capture.

- Reduction in application development costs.

- Automated storage of record copy.

State's Toolset

- TeleForm
  - used to process paper forms, extract data for indexing, and storing documents in Filenet, i.e. Header sheets

- LiquidOffice
  - provides the ability to complete, sign, route, process, add calculations, and store forms electronically

- FileNet eForms
  - used for FileNet users to route via workflows, etc.

Questions?

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