Forms Management

By:
ITD Records Management
Last update: January 2012
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 an 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 **what** goes on the form, while forms design continues the analysis until it resolves how to best **arrange** and **present** 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

<table>
<thead>
<tr>
<th>Name (Last, First, Middle)</th>
<th>Birthdate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>City</td>
</tr>
<tr>
<td>Telephone Number (work)</td>
<td>Telephone Number (home)</td>
</tr>
<tr>
<td>State</td>
<td>ZIP Code</td>
</tr>
<tr>
<td>Telephone Number (cell)</td>
<td></td>
</tr>
</tbody>
</table>
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?

• Dawn Cote
  • 328-3592
  • dcote@nd.gov

• Sharon Freeman
  • 328-3579
  • sfreeman@nd.gov

• Becky Lingle
  • 328-3585
  • blingle@nd.gov