Electronic Signatures and Forms Automation: DocuSign Across UC

UCCSC 2018 Presentation
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Mondavi Conference Center - Conf Room B

DocuSign Across UC - Panelists

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You! Please share your info and ask questions

Docusign Channel on UCTech Slack:
http://uctech.slack.com/messages/docusign/

Why DocuSign? (digital signature vs electronic signature)

- California Secretary of State lists acceptable <u>digital signature certification authorities</u>; which essentially boils down to "if the digital certificate issuer is on the list of accepted digital certification authorities, then the associated electronic signatures tied to that digital certificate are legally acceptable."

http://www.sos.ca.gov/administration/regulations/current-regulations/technology/digital-signatures/approved-certification-authorities/

- Docusign is the only <u>digital certification authority</u> who also provides an <u>electronic signature service</u>; all other eSignature solutions require users to obtain a separate digital certificate.
- Docusign is essentially the only <u>electronic signature</u> tool accepted by CA State **and** Fed Gov't, because record and authentication certificate is a part of the final document.
  - Audit log and chain-of-custody certified as part of record and attached to authentication certificate.
  - Association of signature with the record is permanent and indelible.
  - ESIGN compliance is base-minimum requirement for eSignature
- HIPAA-compliance possible for Health-related use
- 21 CFR Part II compliance is possible

It's not the eSignature provider that is ESIGN compliant, it is the *process, auditability, and controls*.

DocuSign Core Functionality

- Electronic Signatures
  - Author templates and envelopes
  - Design workflow/routing
  - Send envelopes
  - Sign documents
  - Acknowledge documents
- PowerForms
- Payments
- Supplemental Documents
- HIPAA Compliance for Health Industry
- Integrations - SSO, APIs, product plug-ins/integrations
- DocuSign University
- Licensing
  - Free: eSign docs/packages
  - Departmental: per seat or per envelope
  - Enterprise: based on campus IPEDS "size" in tiers

DocuSign at UC Santa Barbara

Organizational Model:

- UCSB - Campus-wide contract through Internet2
- Piloted in College of Letters and Science Information Technology (LSIT) department (DocuSign.lsit.ucsb.edu)
- LSIT DocuSign Team (3 FTE) act as administrators and support. Plan to have accounts for larger divisions using Organizational Administration. Currently working with Administrative & Residential IT (ARIT) as first account.
- Train the Sender and Builder (Author) model.
- Single-Sign On enabled for @ucsb.edu. All with UCSBnetID are signers upon logging in. Additional permissions granted after training or signed DocuSign approval form

Primary Use Cases:

- Pre-Hiring Forms for Administrative Services, Environmental Health & Safety forms, Department of Facilities Services, Contract Services, Office of Research, Major maintenance forms for residential services, Recruitment Reimbursement forms, Computer and Account Creation Policy forms
- Future plans to use DocuSign for the UC Oath during onboarding, Graduate Division Forms and Petitions, UCSB Foundation forms and eventually HR and Accounting
- Looking at integrations with Salesforce and other local systems.

DocuSign at UC San Diego

Organizational Model:
- UCSD Campus-wide: Pre-dates - and almost identical to - final Internet2 agreement
- UCSD Health System mirrored campus agreement (both include HIPAA BAA)
- Train the Trainer model; SME Resource on each team who is trained as Form Master
- User Types - Viewer (default), Sender (requires training), FM (advanced training), API (developer)
- Single Sign-On (SSO) tied to @ucsd.edu account

Primary Use Cases:
- New employee onboarding: Nominated for Sautter Award - UC-Path compliant campus-wide project
- Campus: HR, Procurement, Contracts/Grants, Extension, Campus BFS, Fac. Design/Construction, Grad Div, Strategic Partnerships, Office of Innovation, Patents/Tech Transfer, Athletics, Policy/Records Admin, Chancellor's Office, HDH, EH&S, Real Estate
- Health: HR, SoM, IS, Graduate MedEd, Family Med, Public Health, Compliance/Audit, Human Research, Legal Waivers, Clinical Research, Finance/Budget, Medical Center, Cancer Center

Roadmap: Integration and relaunch in 2019 with OnBase for Enterprise Document Management System

DocuSign at UC Berkeley

Organizational Model:

- UC Berkeley has contract through Internet2 Net+ Program
- Delegated departmental administration of each account based on roughly 273 departments on campus. Note all departments will use DocuSign. We are utilizing Organizational administration via DocuSign interface to link each department
- Single-Sign on enabled for @berkeley.edu domain and we are claiming sub-domains relevant to DocuSign implementations.

Primary Use Cases:

- New employee onboarding, HR, Campus Shared Services, University Library, Division of Equity & Inclusion, Haas School of Business, Procurement Services
- Future integrations include Supply Chain Management integration with campus document storage system Perceptive Content
- Integrating with Grouper (CalGroups) for automation of user management

DocuSign at UC Riverside

Organizational Model:

- Departmental subscriptions (enterprise or Internet2)
- Departmental (local) support - varies depending on department (account provisioning, workflow, permission set)
- Have transition to enterprise subscription model, UCR continues to increase among different organizations
- Due to the increase in DocuSign workflow and workflow uses, links to tutorials are part of our account provisioning process

Primary Use Cases:

- New employee onboarding: UCPath, Human Resources
- Procurement: Contracts
- Departments in production: Capital Planning, ITS Procurement, Facilities and Housing (service contracts), Environmental Health and Safety
- Upcoming: School of Medicine and student equipment checkout (authorization /per-approval Forms workflow)

DocuSign at UC Irvine

Organizational Model:

- Departmental subscriptions (direct or via Internet2)
- Departmental (local) support - varies depending on department
- Will likely transition to Enterprise Subscription model when use levels increase enough
  - Will provide some central coordination from OIT, but depend on departmental support including OIT applications teams when needed

Primary Use Cases:

- New employee onboarding: UCI Health and UCI Health Sciences in production - UCI Campus upcoming
- Procurement: Contracts
- Sponsored Projects Admin: Clinical Trial Agreements, Outgoing Subawards, Request to Approve Pre-Award Spending
- Human Subjects Research Informed Consent: One study in production, another in progress, developed template model

Docusign at Other UCs - Questions

- UC Davis
- UC Hastings
- UC San Francisco

UCTech Slack DocuSign Channel: http://uctech.slack.com/messages/docusign/

Google Doc w/ All UC Docusign Info:
https://docs.google.com/document/d/1kCKoFy5yfegXj0PmFO0UlLWgVlnu0Heu93UXl7UA5xc/