E-Signature Rollout Roles and Responsibility Matrix

Last Updated: February 5, 2021

	Department		E-Signature Tool	Information Technology						Forms	External Agencies		
	Governance (purchasing, procurement, legal, IT)	Business Users	Selected Vendor	Tool System Admin	Admin	Privacy	ISO	Business Analyst	Project Manager	Forms Manager (Dept)	CDT	SCO	Forms Mgmt Center
Project/ Policy Implementation													
Develop Internal Policy (Administrative Order)	R	I		I		C	C	I		C		C	A
Perform eSignature Business Process Analysis	C	C		I			C	R	A	C		C	
Tool Evaluation	I		Roles and responsibilities may vary based on selected e-Signature vendor.	R			R	R	A	R			
eSignature Solution Review	I			R		R	R	R	A,R	C		I	
Service Provider Selection	I			R		C	C	R	A	C		C	
Purchase Order Creation								I	A		I		
Activate Admin Account - Sandbox and Production				R				I	I				
Activate Single Sign On				R	R			I	I				
Provide Basic Admin Trainings				R				C	I	R			
Customize eSign Portal User Experience				A,R				C	I	C			
Maintenance and Operations													
Develop eSignature tool workflow/templates			A,R	R									
Develop\Update Departmental form Templates		C	Roles and responsibilities may vary based on selected e-Signature vendor.	R						A			
Develop\Update STD form Templates		C		R						R			A
User Administration		I		A,R									
End User Training		R		A,R						C			
Develop Custom Usage Reports		C		A,R									
Tool Service Monitoring/Upgrades		I		A,R									
Tool Usage Monitoring	I			A,R									

Responsible: Staff that is responsible for doing the work for the task
Accountable: Individual who has authority to approve or disapprove task
Consulted: People who are consulted and provide input into the tasks
Informed: People who need to be informed about the task