

e-Signature Solution Roles and Responsibility Matrix

Last Updated: July 14,2020

	Department		Vendor	Information Technology						Forms	External Agencies		
	Governance (purchasing, procurement, legal, IT)	Business Users	Adobe Sign	Tool System Admin	Azure 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			R			R	R	A	R			
eSignature Solution Review	I			R		R	R	R	A,R	C		I	
Service Provider Selection	I		I	R		C	C	R	A	C		C	
Purchase Order Creation			I					I	A		I		
Activate Admin Account - Sandbox and Production			A,R	R				I	I				
Activate Single Sign On			A,R	R	R			I	I				
Provide Basic Admin Trainings			A,R	R				C	I	R			
Customize eSign Portal User Experience			R	A,R				C	I	C			
Maintenance and Operations													
Develop eSignature tool workflow/templates		A,R		R									
Develop\Update Departmental form Templates		C		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	C	A,R									
Tool Service Monitoring/Upgrades		I	R	A,R									
Tool Usage Monitoring	I		C	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