accenturetechnology

ACCENTURE INTELLIGENT FORMS ENGINE

IMPROVE ONLINE FORM SUBMISSION

ACCENTURE INTELLIGENT FORMS ENGINE

THE BUSINESS CHALLENGE

Government agencies process hundreds of thousands of federal forms each year, requiring government specialists to spend hours combing through physical documents and entering the information into various systems. The issue applies to both internal agency documentation:

- **Retirement**
- **Security Clearance**
- **Funding Request**
- **Authority to Operate (ATO)**

And to citizen-facing forms:

- **Licensing Applications**
- **Compliance Documentation**
- **Complaint Forms**

Countless hours and dollars are wasted annually managing this massive inflow of paperwork. In an increasingly digital world where the expectations of citizens and employees are that government services will be as easy to use as those in their personal lives, now is the time to move away from paper-based processes to realize significant cost and time savings at all levels of federal organizations.

PAPER BASED FORM CHALLENGES

They're redundant: thousands of federal forms – many of which collect similar information

They're tedious: forms are filled out on paper and manually re-inputted into systems by hand

They have poor data quality: paper forms lack automated field validation, leaving organizations exposed to illegible inputs and incorrect data entry

They're time consuming: a large amount of time is spent both filling out forms and processing them

They're complicated: forms often involve several pages of instructions with the simple task of how to complete them

Congress recognized the challenges and need when they enacted the IDEA Act into law in December 2018. The Act is a mandate for agencies to ensure that any paper-based form related to serving the public is made available in a digital format. Federal agencies are required to comply with the law by December 2020.

THE VISION

Accenture and ServiceNow are powering a future without paper, where the same information is captured in an intuitive, wizard-based experience that walks the user through each step and provides helpful information and guidance along the way. Not only can this process help guide the user, providing context for each component, but the form design can incorporate guardrails and validation rules to prevent invalid data entry. The benefits are two-fold—a vastly improved user experience that saves time, confusion, and frustration plus superior data quality for the end recipient of the form data.

- **Today:** citizens and employees fill out a paper form and submit it. Agencies receive, triage, and process the form.

- **Tomorrow:** citizens and employees provide information and content via a wizard-based intake. The system generates digitized forms for the agencies to process.

- **Ideal Future:** citizens' and employees' experience is now powered by AI to detect, based on a user's previous interactions, what forms are applicable. The relevant information is transferred to agencies to process on the same platform—without any need for forms!

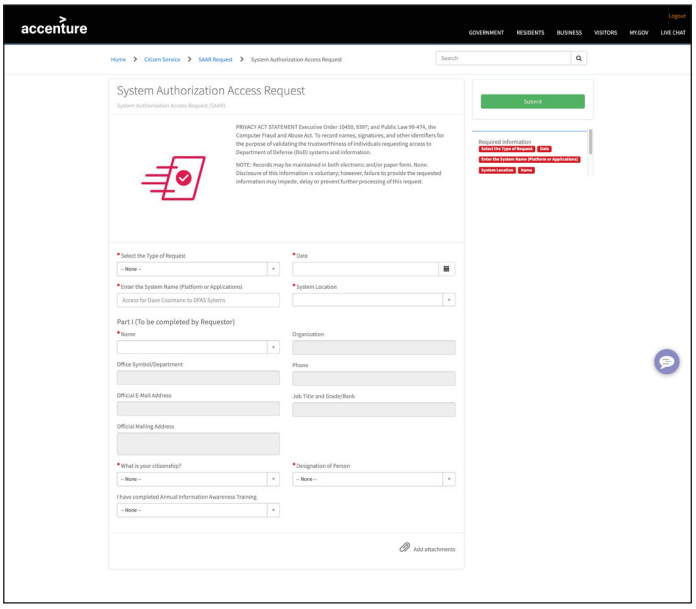
Accenture's Digital Form Engine on ServiceNow allows Federal organizations to reach their employees or citizens through the user's preferred channel. The solution allows organizations to direct users via web, email, or SMS messaging to a web-based wizard on the self-service portal. Furthermore, the development of a mobile application can allow end users to enter the same information from any mobile device or tablet just as they would on a desktop browser. When using this digital framework for data collection, organizations can utilize user authentication and single-sign-on integrations to ensure only the intended audience has access to submitting information if needed.

Optical character recognition (OCR) capabilities in the solution will scan paper forms and digitally complete in the ServiceNow platform. The approach allows for quick legacy data ingestion of existing forms, and accommodation of paper forms moving forward.

With the new streamlined process enabled by Accenture's Digital Forms Engine, agencies can cut down on the manual work required from both the citizen and the supervisor. The approach allows for a shorter turnaround time for supervisors to review, complete required information, and give a final signature on the document. Agencies can also easily track metrics like number of forms submitted in a week, who submitted, how long it took to process, and so on. All these actions completed in a secure web-based environment that allows least privilege access.

CAPABILITIES

- **Dynamic forms created through workflows**
- **Data Validation**
- **OCR Integration**
- **eSignature**
- **Existing Infrastructure Integrations**



START SMALL: FACILITATING THE INTRODUCTION OF DIGITAL FORMS

Identify the forms that are used most frequently in the organization. Pick one or two to focus on as a starting point to prove out the advantages of digital data collection. This will allow the end-to-end infrastructure to handle digital forms to be developed allowing the Digital Forms Engine to grow over time.

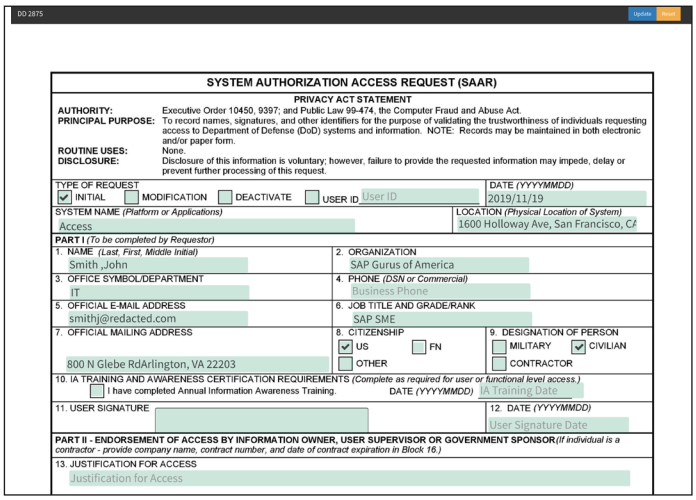
The four main areas to consider when moving a form into the digital sphere are:

- **Self-Service Portal:** A web-based interface for users to complete the wizard-based process and enter all the information previously captured on the paper-based form.

- **Form Logic**: The internal rules and flow for the wizard collection process. Almost all federal forms have logic around skipping/adding questions based on previous answers, rules around what data can be entered for a given question, etc.

- **Data Aggregation** – Configuring the ServiceNow platform to grant internal users the appropriate access to see the submitted forms and take the appropriate action.

- **Approval Flows**: Providing an automated workflow approval process with authenticated signature capabilities eliminates the need for printing and signing documents that need to be re-uploaded



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SYSTEM AUTHORIZATION ACCESS REQUEST (SAAR)

PRIVACY ACT STATEMENT

AUTHORITY: Executive Order 10450, 9397; and Public Law 99-474, the Computer Fraud and Abuse Act.
PRINCIPAL PURPOSE: To record names, signatures, and other identifiers for the purpose of validating the trustworthiness of individuals requesting access to Department of Defense (DoD) systems and information. NOTE: Records may be maintained in both electronic and/or paper form.
ROUTINE USES: None.
DISCLOSURE: Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.

TYPE OF REQUEST: [x] INITIAL [ ] MODIFICATION [ ] DEACTIVATE [ ] USER ID User ID
DATE (YYYYMMDD): 2019/11/19
SYSTEM NAME (Platform or Applications): Access
LOCATION (Physical Location of System): 1600 Holloway Ave, San Francisco, CA

PART I (To be completed by Requestor)

1. NAME (Last, First, Middle Initial): Smith ,John
2. ORGANIZATION: SAP Gurus of America
3. OFFICE SYMBOL/DEPARTMENT: IT
4. PHONE (DSN or Commercial): Business Phone
5. OFFICIAL E-MAIL ADDRESS: smithj@redacted.com
6. JOB TITLE AND GRADE/RANK: SAP SME
7. OFFICIAL MAILING ADDRESS: 800 N Glebe RdArlington, VA 22203
8. CITIZENSHIP: [x] US [ ] FN [ ] OTHER
9. DESIGNATION OF PERSON: [ ] MILITARY [x] CIVILIAN [ ] CONTRACTOR
10. IA TRAINING AND AWARENESS CERTIFICATION REQUIREMENTS (Complete as required for user or functional level access.) [ ] I have completed Annual Information Awareness Training. DATE (YYYYMMDD) IA Training Date
11. USER SIGNATURE
12. DATE (YYYYMMDD): User Signature Date

PART II - ENDORSEMENT OF ACCESS BY INFORMATION OWNER, USER SUPERVISOR OR GOVERNMENT SPONSOR (If individual is a contractor - provide company name, contract number, and date of contract expiration in Block 16.)

13. JUSTIFICATION FOR ACCESS: Justification for Access

GROW OVER TIME—DRIVING USER ADOPTION

With the **Accenture Intelligent Forms Engine** infrastructure in place and the notable benefits realized from the pilot program, the organization can now easily expand the platform to handle the remaining paper-based forms. Because the Intelligent Forms Engine is built on ServiceNow, scalability is simple across the enterprise. The organization can create the wizard flow and internal form logic for each remaining form and expose them on the appropriate community.

Not everyone will be comfortable making the switch to purely digital forms right away. For those that still prefer to complete the form by hand, OCR technology allows the business to scan the paper forms into their digital counterpart without manual data entry. OCR allows the groups responsible for processing the forms can still realize the benefit of digitization without creating manual data entry tasks for agencies.

ENTERPRISE WIDE USE – THE ELIMINATION OF FORMS

After all forms have been converted into the centralized, secure, FedRAMP-accredited platform, the organization can begin the process of decommissioning the original paper-based forms. Any form updates can now take place in a central repository and pushed out to all users instantly. With digitization comes incredible insight, allowing the organization to report and run analytics on the form results that have been collected. This can help the business identify areas where the data collection process can be further streamlined and realized from additional benefits in cost and time savings.

THE OUTCOMES

The IDEA mandate brings an opportunity, but with the Accenture Digital Forms Engine, we make it a reality. Simply put, the introduction of a clean customer interface, electronic approvals, and reduction of data entry will result in saved hours, enhances transparency, improved reporting, and reduction of paper cost due to digitization of previously paper based forms.

CONTACTS

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