



FORMS COORDINATOR ALL-HANDS
MAY 22, 2024

NORTH
Dakota
Be Legendary.

Information Technology

Agenda

- State Forms Standards Discussion
- Forms Review Process
- FAQs

Definition of a Form

- [NDCC 54-44.6](#): "Form" means any document designed to record information and which may contain blank spaces, headings, captions, boxes, or other printed or written devices to guide the entry and interpretation of the information.
- Typically does one of three things:
 - Initiates an action (i.e. an application)
 - Records a transaction (i.e. a timesheet)
 - Reports something (i.e. an activity log)
- Forms could:
 - Be distributed internally or externally to the department.
 - Be completed in hardcopy, electronic, or web-based format.



State Form Number (SFN)

In most cases, a State Form Number is required as a unique and permanent identification number for a form.

- **Examples where a State Form Number (SFN) would be required:**
 1. Checklists that show a burden of proof that a process or procedure has been followed
 2. Data that is being collected to complete a process, produce a product or be stored as state information
 3. Other examples: Applications, evaluations, screenings, authorizations

- **Examples that would NOT require a State Form Number (SFN):**
 1. Checklists where the sole purpose is to check items off
 2. One-time use surveys that will not be retained or sent out again
 3. Data capture screens developed as part of a web-based application or system

Contact NDIT Records Management if you need assistance in determining whether a document requires an SFN.

State Forms Standards

North Dakota Century Code directs the state forms management program to develop and implement standards for design.

- Design of a form evolves out of forms analysis, but there are standards and principles in place that are required for all state forms.

1. Title Block: The title block will be standard on all forms. The title block should be placed in the upper left corner of the form whenever possible.

Title Block Standards:



TITLE OF FORM (12-point, bold)
AGENCY (10-point)
DIVISION (10-point)
SFN XXXXX (XX-2024) (8-point)

Sample Title Block:

NORTH
Dakota
Be Legendary.
RECORDS MANAGEMENT PROGRAM ASSESSMENT
NORTH DAKOTA INFORMATION TECHNOLOGY
RECORDS MANAGEMENT
SFN 59608 (03-2024)

Refer to: [ND Forms Design Standards and Principles](#)

MULTIPLE PAGE FORMS
SFN xxxxx (5-2024)
Page x of y

State Forms Standards- Paper/Fillable

2. Box Format: The body of the form will be designed in box format with upper left captions.

Inefficient Form 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 _____

Last Name	First Name	Date of Birth	
Address		City	State ZIP Code
County		Email Address	
Name of Supervisor			Telephone Number

Efficient Form Design:

Name (Last, First)	Date of Birth		
Address		City	State ZIP Code
County		Email Address	
Name of Supervisor			Telephone Number

State Standards/Best Practices

- Field captions should be short and to the point
- Cover one point/question per field
- Allow adequate space for responses
- Avoid in-house terminology
- Spell out abbreviations/acronyms

Recommend adding functionality/validations to fillable forms (i.e. Dates, SSN, Case Numbers, etc.)

Form Components

- Identification - standard title block
- Instructions
- Body/Content – entry fields to collect the data you need
- Conclusion - affidavits and signatures
- Final Instructions - directions to users on where to send the form or if payment is needed, etc.
- Routing/Distribution

State Forms Standards – Online Forms

All State of North Dakota online forms must have a professional appearance. They should be created using a clean, basic design with no typographical or grammatical errors.

A standard Header (Title Block) is required on all state forms, formatting needed may vary based on the design tool.

Sample Headers (JotForm):



RECORDS DISPOSAL AUTHORIZATION

NORTH DAKOTA INFORMATION TECHNOLOGY
RECORDS MANAGEMENT
SFN 2045 (10-2021)

RECORDS DISPOSAL AUTHORIZATION

NORTH DAKOTA INFORMATION TECHNOLOGY
RECORDS MANAGEMENT
SFN 2045 (10-2021)

*Record Control Number:

*Department:

Refer to: [Standards of Online Forms](#)

Forms Review Process

- All agency-designed forms need to go through a formal review process to ensure they meet standards.
- Forms Coordinators will submit a request in ServiceNow.

[State Forms](#)

Modify state forms and/or SFN details

[View Details](#)

State Forms Request Details

* Required Date

YYYY-MM-DD

* State Form Needs

Submit a form for review and/or assignment of SFN

Agency Form(s) Review

Submit a request for NDIT to review an agency-designed form to ensure meets forms design standards

* Action

New Form (NDIT will assign SFN)

Existing Form

* New Form Title

TITLE

Delivery Time (Business Days):

10 Days

[Submit](#)

State Forms – Forms Coordinator FAQs

Q: What are my responsibilities as a Forms Coordinator?

- Distribute annual forms inventory to divisions/sections and work with them to review and update the inventory
 - Certify forms inventory in RMS
 - Request any adds/changes/deletions to State Form Numbers (SFN) through ServiceNow
- Centralize forms and ensure staff are educated and aware of Forms Management practices
 - Survey staff to develop an inventory of all forms being created, used and stored in the department/division and what forms development tools are being used
 - Review forms created internally to verify State Forms Design Standards are being followed
- Inform Records Management of personnel changes in this role

Refer to: [General Forms Coordinator Training](#)

State Forms – Forms Designer FAQ

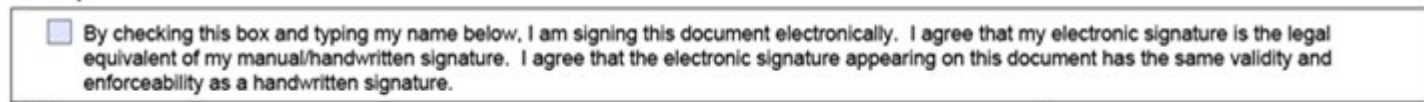
Q: What are my signature options for forms I design?

- 1. If pen/ink required on fillable form, can make signature field read-only or simply use a border



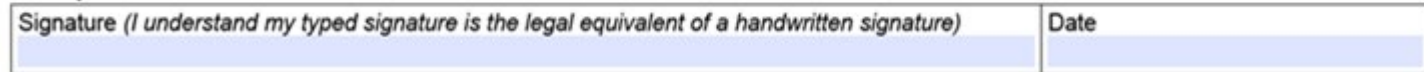
- 2. If fillable field acceptable, use a checkbox with statement or text within the signature box indicating a “typed” signature is the legal equivalent as a handwritten signature:

Example 1:



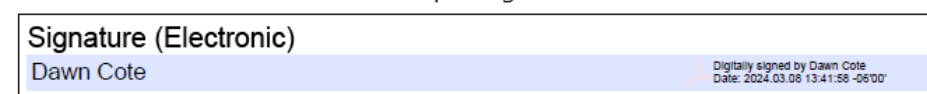
OR

Example 2:



- 3. Create/save a digital certificate that will generate a password protected file

The result would be a date/time stamped signature:



- 4. Adobe Sign – users are sent a link in an email to login and apply signatures
 - Enterprise standard for digital signatures

State Forms – User FAQs

Q: When filling in a pdf form, why can't I edit my form after I drag and drop my signature in Adobe?

Prepared By
Dawn R. Cote

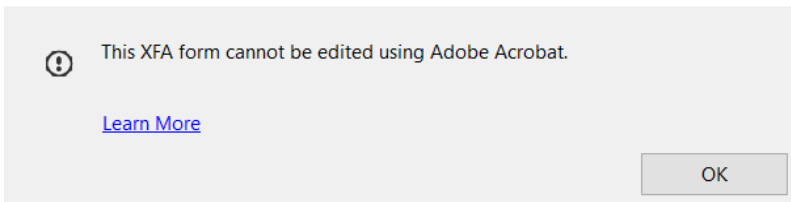
- Once a form is signed, no additional edits are allowed by design. Once signed, the form is locked to ensure, in the event of an audit/litigation, the document is certified true and accurate.

State Forms – User FAQs

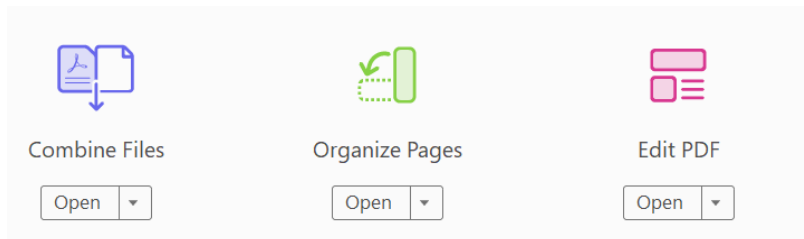
Q: Why can't I use the tools available in Adobe Acrobat to add attachments, organize pages, etc. (receive XFA error)

- Forms created in Adobe's Forms Designer tool will generate this error.

Adobe Acrobat



- As a workaround, users can complete the form and print to a pdf to flatten the file (which means you will lose fillable functionality). Once saved, reopen and use Adobe functionality with your form.



Questions?

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Visit our website: [Records Management | \(nd.gov\)](#)