Implementing E-forms

Reviewing the Federal Model

Paul Wernet President and CEO, Formatta Corporation

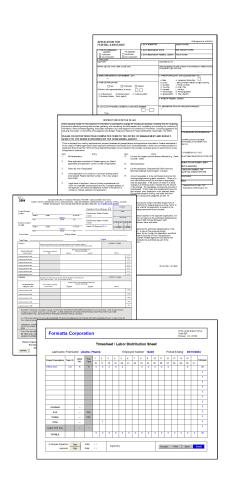
NASS/ACR 2004 Summer Conference New Orleans, Louisiana July 19, 2004



7918 Jones Branch Drive, Suite 600, McLean, VA 22102 703-673-0000 www.formatta.com

Agenda

- E-form Benefits
- E-form Technologies
- Laws and Guidance
- E-Authentication
 - OMB, NIST
 - USDA
- MDWCC Case Study

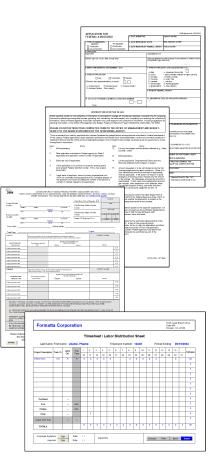


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Electronic Form Benefits

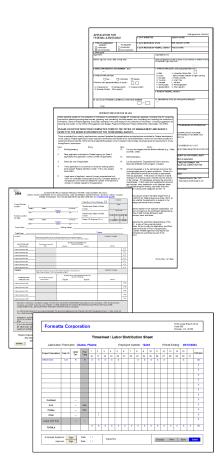
- Better Service
 - Improved data accuracy
 - Rapid forms turnaround
 - Reduced public burden
 - Easier to use
 - Available 24 x 7 x 365
 - Extensive help facilities
- Lower Costs
 - Eliminate forms printing, distribution, and inventory expenses
 - Electronic filing is faster and more accurate
 - Automated processing eliminates need for data re-keying/OCR



MS Word Forms

Benefits

- Widely supported
- Resembles paper forms
- ODBC capability
- Not server dependant
- Email capability (routable)
- Small form file
- User can sign
- User can save completed form



MS Word Forms (cont.)

Limitations

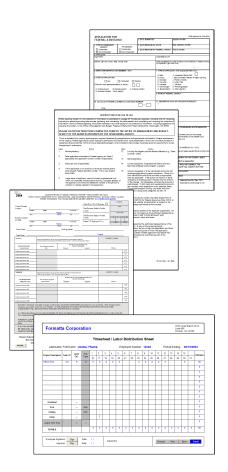
- Not an e-form tool
- Insecure no native encryption
- Potential virus transmission
- Forms can be changed (no form verification)
- Cannot attach files
- Printer driver dependant
- Difficult to design

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HTML Forms

Benefits

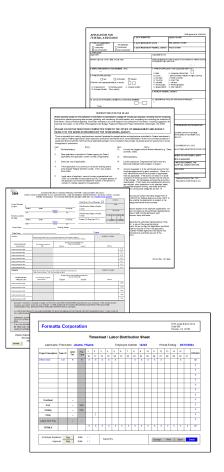
- Natural extension of HTML to collect web-related data
- Freely fillable by users
- Cannot be changed by users (form verification)
- Secure/Encryptable (SSL, but user must come to site)
- No additional downloading
- No virus capability



HTML Forms (cont.)

Limitations

- Not designed to replace paper-based business processes
- Users cannot save completed forms
- Users cannot sign forms
- Does not resemble paper forms
- Internet connection required
- Single session only
- Not routable to other users
- Programming required
- Expensive to implement
- Features can be platform specific
- Author cannot control appearance



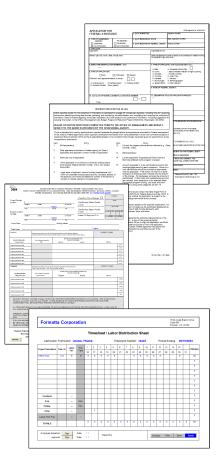
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E-Forms

Benefits – Generally Included

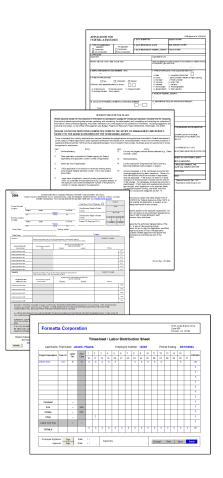
- Designed to replace paper-based business processes
- E-form resembles paper form
- Client-side validation
- End user help facilities
- No virus capability
- Form verification (form lock)
- Form design and fill tools



E-Forms (cont.)

Benefits - Available

- User can attach files and route forms
- User can sign completed form
 - Digital Signature (PKI)
 - Remote Sign (UserID/PIN + PKI)
- User can save completed form
- User can work offline
- Security: Data encryption
- Form automation tools
- Automate business processes
 - Workflow
 - Data extraction, validation, etc.



E-Forms (cont.)

Challenges

- Requires client software
- Business model may be complex
 - Per seat license model?
 - Per form license model?
 - Enterprise license model?

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E-Forms Vendors

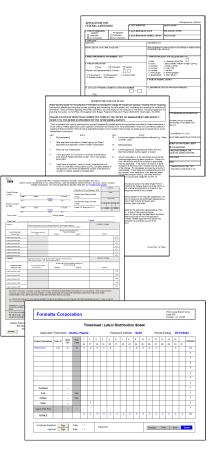
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- Adobe Systems
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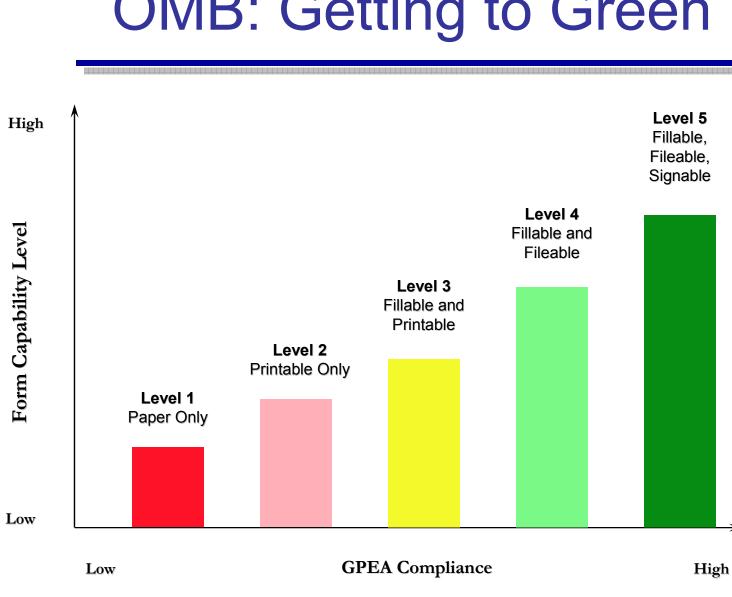
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Laws and Guidance

Laws Supporting Electronic Transactions

- GPEA (Government Paperwork Elimination Act)
 - OMB Guidance (Memorandum M-00-10 on Implementing GPEA and subsequent report cards Getting to Green)
- E-SIGN Act (HR 1714, Electronic Signatures in Global and National Commerce)
- UETA (Uniform Electronic Transaction Act)
- Guidance on Authenticating Users
 - OMB Guidance to agencies on E-Authentication
 - OMB Memorandum M-04-04, E-Authentication Guidance for Federal Agencies
 - Establishes four levels of assurance for different methods of authenticating remote users
 - National Institute for Standards in Tech (NIST)
 - Companion to OMB e-Authentication guidance
 - Provides guidance on technical implementations for the various assurance levels
 - NIST SP800-63: Electronic Authentication Guideline
 - E-Authentication Web Site
 - <u>http://www.cio.gov/eauthentication/</u>





....eform solutions that work the way you do

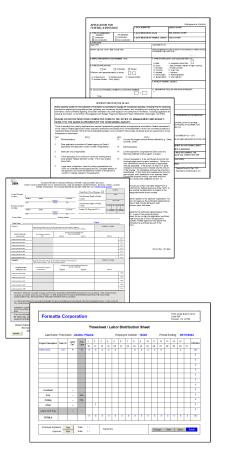
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OMB: Getting to Green

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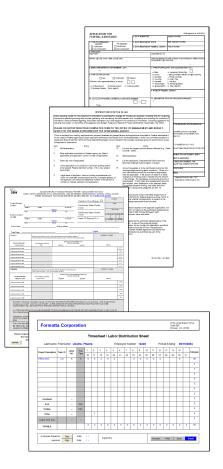
OMB: E-Auth Guidance

- Different types of transactions require different levels of authentication assurance
 - Paying a fine or ticket
 - Applying for a business license
 - Filing a legal claim
- Authentication Assurance Assessment: Three step process
 - Identify applicable Risk Categories for each transaction
 - Determine Risk Levels
 - Assign appropriate authentication Assurance Level



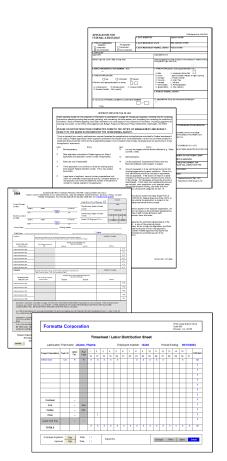
OMB: E-Auth Risk Factors

- Categories
 - Inconvenience, distress, or damage to standing or reputation
 - Financial loss or agency liability
 - Harm to agency programs or public interests
 - Unauthorized release of sensitive information
 - Personal safety
 - Civil or criminal violations
- Levels
 - Low (L)
 - Moderate (M)
 - High (H)
 - Not applicable (N/A) [Indicates that a particular assurance level is not sufficient to mitigate the identified risk level for the specified risk category.]



OMB: 4 Assurance Levels

- Level 1
 - OMB: Little or no confidence in asserted identity
 - NIST: Self identified UserID/Password
 - ID Verification: Usually none or email address
- Level 2
 - OMB: Some confidence in asserted identity
 - NIST: Agency issued PIN/Password
 - ID Verification: physical verification of ID
- Level 3
 - OMB: High confidence in asserted identity
 - NIST: Digital certificate or other soft token
 - ID Verification: Third party (e.g., Notary Public)
- Level 4
 - OMB: Very high confidence in asserted identity
 - NIST: Smart Card or other hard token
 - ID Verification: In-person application



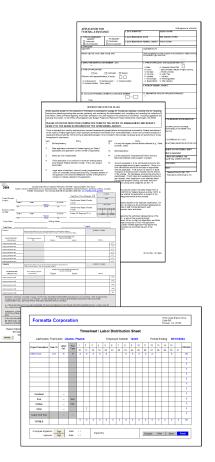
OMB: E-Auth Risk Chart

	Requi	ired Ass for Ris	surance k Level	
Risk Categories	1	2	3	4
Inconvenience, distress or damage to standing or	Low	Mod	Mod	High
reputation				
Financial loss or agency liability	Low	Mod	Mod	High
Harm to agency programs or public interests	N/A	Low	Mod	High
Unauthorized release of sensitive information	N/A	Low	Mod	High
	N/A	N/A	Low	Mod
Personal safety				High
Civil or criminal violations	N/A	Low	Mod	High

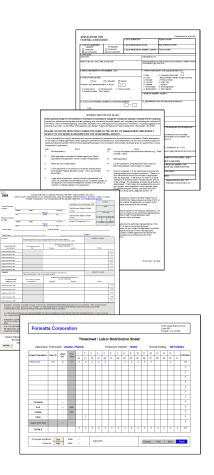
Examples:

- For a transaction where the Risk Category is "Financial Loss" with an assigned Risk Level of "Mod", the Required Assurance Level is 2 or higher.
- For a transaction that presents even a "Low" risk to "Personal Safety", the Required Assurance Level is 3 or higher (Levels 1 and 2 are not sufficient).

- Maryland Workers' Compensation Commission
- Mission: the equitable and timely adjudication of claims between injured workers and their employers
- Goal: achieve compliance with State of MD directive to webenable business processes

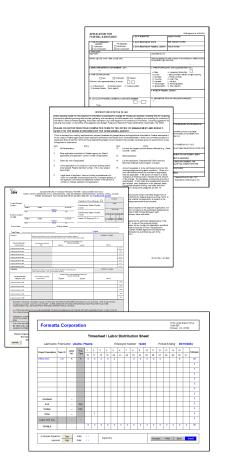


- Transaction Type
 - Filing legal records electronically
- Authentication Assurance
 Assessment
 - Level 2 (Agency inspects ID and issues UserID/PIN)

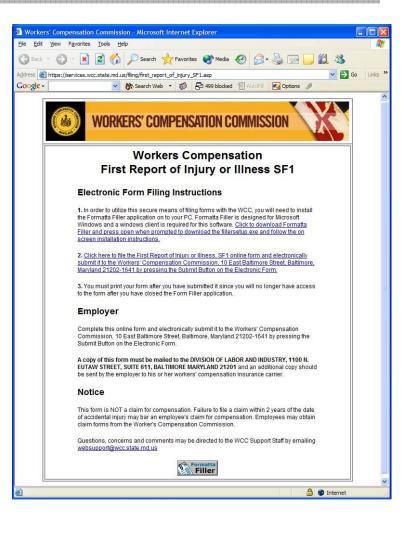


• MDWCC E-filing Use Case

- User applies in person for MDWCCissued UserID/PIN authentication credentials
- User logs on to MDWCC website with UserID/PIN to access eform
- User electronically signs eform with UserID/PIN and PKI
- User electronically submits eform
- MDWCC automatically processes eform (receipt)



 Example web page



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Example e-form	Help Browser	
		2003 VA Resident Form 760-Web <i>iFile</i>
		Individual Income Tax Return www.tarstate.va.us Help File by May 3, 2004 - Fast Easy. Secure Renower
		Your frst name M.I. Last name Suffix Fill in all the ovals that apply Name or filing status has changed since last filing
	Welcome to the	Spouse's first name (pht etums on)) M.I. Last name Suffx Originia return was not filed last year
	Help Browser for the 2003 VA	Present home address (number and street) Acceler sted Refund Request Refund Refund Request Refund Refund Request Refund R
	Resident Form 760-Web	City, town or post office State Zip Code 🗢 Dependent on another's return with unearned income
		Virginia - Vour Social Security Number First 4 letters of Social Security Mumber First 4 letters of Locality Code
	This help Browser will provide you with the	your bast name spouse's social security (names spouse's last name security (names) spouse's last name
	information and instructions to complete the VA Resident form 760.	Filing 5tatus Fill in the oval to indicate status 55 or over Blind Dependents Total Use.
	The Help Browser also	(2) Married filing joint returm (Enter spouse's SSN above) You 1 + +
	provides step-by-step instructions with fill-able	(3) Marned hing separate return (Enter spouse's SSN above) Spouse's Name
	fields which will automatically enter	whole dollars only
	information into the form.	1. Federal Adjusted Gross Income
	The form will then carry out the calculations	2. Total Additions from attached Schedule ADJ, line 32 (You must attach Schedule ADJ)
	automatically.	3. Add lines 1 and 2
		G You00 + Spouse00 = 4\$0 → 000
	Next	5. Social Security Act and equivalent Tier 1 Railroad Retirement Act benefits
		6. State Income Tax refund or overpayment credit (reported as income on federal return)6

 Example signing buttons

Previous		leset Print Zoom In Zoom Out	Home - Virgini	00
	(You must attach Sche		Halp	• •
	29. Add line 27 and line 28		29	\$0 00
		IS 25 and 29. OR tract line 26 from line 29. AMOUNT IF PAYING BY CARD SEE INSTRUCTIONS		00
	. .	subtract line 29 from line 26. YOUR F	REFUND 31	• 00
	Direct Deposit Information	Refund Only		
	Please indicate type of account			Help
	Checking Savings	Your bank's routing transit number	Your bank account nu	mber
				deceased Cverseas on due da
	Preparer's Name (please print)	19 ()	one Number Date / / /	deceased Overseas on due da Submission Status Not Submitted
	Preparer's Name (please print) Your business phone number	Pr	one Number Date	Submission Status
		19 ()	one Number Date / / /	Submission Status Not Submitted
	Your business phone number	Pr () Home phone number	one Number Date / / /	Submission Status Not Submitted
	Your business phone number () - Your Signature	Home phone number	one Number Date / / / Spouse's business phone number	Submission Status Not Submitted Reference Number Date
	Your business phone number () - Your Signature	Home phone number	one Number / / - // Spouse's business phone number () - Spouse's Signature	Submission Status Not Submitted Reference Number Date

 Example signing dialog

Previous Next Open Save F	Image: Constraint of the section	Into Home	ginia department of Taxation
(You must attach Scher 29. Add line 27 and line 28 30. If you owe tax on lin If line 26 is less that CREDIT CARD 31. If line 26 is greatert Direct Deposit Infor Please indicate type of at	ibutions from attached Schedule ADJ dule ADJ) 760 Signing Authorization se enter your usernan der to sign this form: ser ID : johnpublic PIN : ••••	Hep 29	SO OO SO OO OO OO OO Hap Umber m vas completed by a paid preparer e deceased Overseas on due date Submis sion Status Not Submitted Reference Number
() - Your Signature	() - Date	() - Spouse's Signature	Date
I (We), the undersigned, declare under p Your Signature	enalty of law that I (ve) have examined this re Spouse's Signature	eturn and to the best of my (our) knowledge, it EncryptDecrypt	is a true, correct and complete return. Submit

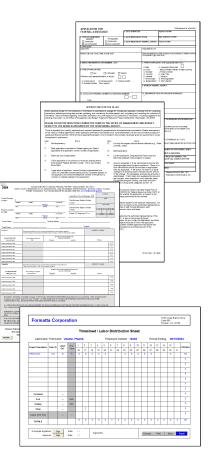
 Example end user receipt

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ious	Next Open Save Res	et Print Zoom In Zoom Out	Info Home Virgin	ia Department Of Taxation
	28. Adjustments and VoluntaryContrib (You must attach Schedu			. 00
	29. Add line 27 and line 28	,	Halp29	\$0 00
	30. If you owe tax on line 25, add lines	25 and 29. OR		
		act line 26 from line 29. AMOUNTYC PAYING BY CARD SEE INSTRUCTIONS		. 00
	- CARD			\$11,564 00
	31. If line 26 is greater than line 29, sul Direct Deposit Information	btract line 29 from line 26. YOUR RE Ifund Only	FUND 31	•
	Please indicate type of account			
	Checking Savings	Your bank's routing transit number	Your bank account	Help
	Fill in all the ovals that apply: O lautho	_		um was completed by a paid preparer
	Preparer's Name (please print)	Phon	e Number Date	
		× 7	- //	Submission Status Received Successfully
	Your business phone number	() Home phone number	- / / / Spouse's business phone number	Received Successfully Reference Number
	Your business phone number	× 7		Received Successfully
	() - Your Signature	Home phone number		Received Successfully Reference Number
	() -	Home phone number	Spouse's business phone number	Received Successfully Reference Number 25
	() - Your Signature John Q Public	Home phone number () - Date 7/19/2004 8:51:01 AM	Spouse's business phone number	Received Successfully Reference Number 25 Date
	() - Your Signature John Q Public	Home phone number () - Date 7/19/2004 8:51:01 AM	Spouse's business phone number () - Spouse's Signature	Received Successfully Reference Number 25 Date

 Example end user receipt

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28. Adjustments and Voluntary Contributions from attached Schedule ADJ, line 26	
29. Add in Dialog Signature: Valid	\$0 00
30. If you o If line 2 Form: VA760web_remote_sign_demo.pff	. 00
31. If line 2 Direct Dy	\$11,564
Please Ind CN=Formatta Authentication Service; O=Formatta	Help
 Qualifyi Prepare ✓ Signature: Valid Your busi ✓ Contents not altered after the object was signed ✓ Certificate not revoked 	Overseas on due date
Your S John Q P ✓ Certificate not expired ✓ Certificate trusted	Date
I (We), the	and complete return. Submit
View Certificate OK	
🚹 🔁 Ready	

- Key Benefits Achieved
 - Reduction in form processing time to 24 – 48 hours
 - Overall increase in efficiency of 60%
 - Opportunity to re-purpose staff to higher value operations
 - Significantly improved customer service and constituent satisfaction
 - Completed implementation on time and under budget



USDA: E-Authentication

- United States Dept. of Agriculture
- Level 1 and 2 assurances
 - Level 1: send UserID/PW to user asserted email address
 - Level 2: inspect ID in person and issue UserID/PW
- Goal: Federated provider for US Government
 - USDA-issued Level 2 credentials accepted by other federal agencies
 - Other agencies may do the same
 - States?

