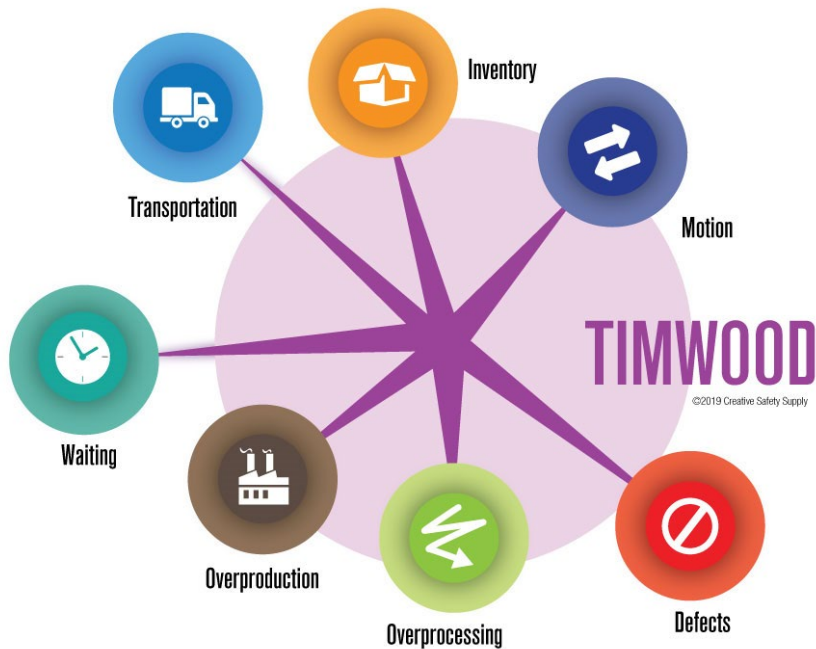# Digital Transformation and Process Improvement

DATA USE CASE	Adobe Sign	Box/Confidential Box*	OnBase	Gravity Forms (Web-Two)	Qualtrics	Other (Adobe PDF, email)
Level 1 /confidential information		X*	X			
No level 1/confidential data	X	X	X	X	X	X
Form needs electronic signature	X		X		X	X
Form requires signature routing	X		X			X
Form requires storage	X	X	X	X	X	
Need to collect form data	X		X	X	X	
Form requires automated processing			X			
Form needs to be self-service (from a link)	X		X	X	X	
Form needs to be sent to the user (including reminders)	X				X	
Form needs auto-filled data	X		X		X	

eProcess+ TOOLKIT

Use this table to help determine which tool is best for your electronic/digital form.
For questions to request a consultation, please email eprocess@csun.edu.

Inventory

Motion

Transportation

TIMWOOD
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Waiting

Overproduction

Overprocessing

Defects

Questions to Ask About your Form/Process

Transportation: Are you keeping and storing forms unnecessarily?

Inventory: Do you need this form anymore? Does it have a purpose?

Motion: Are all the signatures on the form required/necessary? Re-evaluate your form.

Waiting: Is there something else you can do to speed up the signing/data collection process for your form?

Over-processing: Are you asking for too much information on your form? Are you asking for redundant or unnecessary information?

Overproduction: Are you creating a form that will serve a purpose?

Defects: Is there often errors associated with the returned form? Do you need a tool/process to prevent errors?

eProcess+ @ CSUN

The following four guiding principles help prioritize the processes to transition to electronic and/or digital platforms.

High Impact - Processes that are frequently used by students, faculty and/or staff, time sensitive, and which most impact the constituent's CSUN experience.

Risk Management/Safety/Security – Processes that are identified as necessary to minimize or mitigate risk, or which protect CSUN constituents from a safety, security or privacy perspective.

Compliance – Processes that are mandated by federal, state, local, CSU and CSUN policies, including those of the recognized auxiliaries.

Productivity – Enhance processes that are time-consuming, duplicative, and/or require excessive approval.

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