[CA-200332] DDCR 5039: Capture Electronic Signatures in CalSAWS

Issue Type:	**SCR**	Team Responsible:	**Client Correspondence**	Assignee:	**Unassigned**
Fix Version/s:	**[21.05]**	Designer Contact:	**Rainier Dela Cruz**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	**1299**
Reporter:	**Maria Arceo**	Regulation Reference:		Created:	**01/25/2018 07:53 AM**
Status:	**Ready for Committee**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:	**Maria Arceo**	Training Impacted:		Funding Source:	**C-IV M&O**
Project Phase (SCR):	**Migration**	Funding Source ID:			
Other Agency Cross Reference:	**C-IV SCR 6660, CIV-11210**				

Current Design:
Customers can create a username and pin on the Electronic Signature Registration page; customers can then e-sign (Check to Sign only) for specific documents on the Electronic Signature page. The Security Questions page and the Reset Customer PIN page provide support for resetting a forgotten PIN.

Request:
Replace the CalSAWS E-Sign (Check to Sign only) functionality with the C-IV system Check to Sign and CW/CF e-Sign functionality.

Recommendation:

1. Remove the 'Electronic Signature Registration' page, the 'Security Questions' page, and the 'Reset Customer Pin' page.

2. Remove the 'Staff ID', 'Print Reason' fields, and YBN specific Self Service Portal references and add the document 'Variation', 'Initial Print Date' and 'Print Status' fields on the Document Detail page.

3. Update the Electronic Signature page to allow the worker to request a signature using Text Message or the IVR in addition to an updated Check to Sign option.

4. Update the e-Signature Document Detail page, allowing the Worker to view the Signature History and rename the page to 'Electronic Signature Document Detail'.

5. Add three Automated Actions that will allow users to configure Task creation attributes when an e-Signature Request expires, is undeliverable or an e-Signature is received.

Outreach Description:

Operational Impact: