

## **A DEPARTMENT OF DEFENSE AGENCY DEPLOYS AN AUTOMATED WORKFLOW AND DIGITAL SIGNATURE SOLUTION FOR “LEAVE REQUESTS”**

### **Description of Challenge**

A Department of Defense agency wanted to automate and streamline the process employees follow to request time off from work for vacation, jury duty, military leave, or “comp” time. The manual process in place for many years, which required multiple sign-offs and approvals, was cumbersome, paper-intensive, and slow. In addition, the agency sought to adopt best practices by implementing digital signatures into the automated process.

### **The Solution**

Momentum Systems developed a solution to automate the agency’s “Leave Request” process using Open Text eForms and Livelink, along with the digital signature capabilities made possible by Entrust. The eForms application emulates the existing paper-based form, but enhanced the processing of the form by enforcing field validations and locking and digitally signing the data on the form at different points in the process.

Livelink was used to structure and support the workflow, notifications, and archival aspects of the process; while Entrust provided the proven public key infrastructure (PKI) technology to support digital verification of electronic transactions.

The Leave Request process enables the staff to:

- Complete an eForm using auto-populate functionality to request time away from work
- Designate the type of leave requested (i.e., military, sick leave, FMLA, etc.)
- Allow additional documents to be attached as supporting material (doctor’s notes, for example)
- Route the request for approval to supervisors (using workflow for business process audit and enforcement)
- Submit the request to a Time Keeper or Time Keeper Group
- Comment on requests and have those comments archived
- Be prompted via system notifications if an eForm approval is required, pending, or completed
- Convert eForm leave requests and comments into an archived PDF format at the end of the process.
- Store, share, and manage critical information digitally

The Leave Request process protects proprietary information with automated security and also provides a full history of each leave request; including verification attempts. Most important, the digital signature solution adheres to the Department of Defense digital signature standards.