Jotform GOVERNMENT

3 Steps to Digitally Transform Your Government Agency

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Digitally transform your government agency with Jotform Government

In the digital age, government entities are increasingly tasked with the challenge of transitioning to more efficient and streamlined processes. More and more, citizens expect fast and convenient access to government services. For governments, that means embracing digital solutions has become not only beneficial but necessary for ensuring effective service.

> ❝
> *The convergence of technology with process, policy, workforce, and regulatory innovations is enabling governments to exponentially enhance service delivery and operations.*
> ❞

Source: "The Eight Trends Propelling the 10x government of the future" from Deloitte

Jotform Government is a digital transformation platform that helps agencies revolutionize how they collect and manage data. Jotform Government provides all the powerful features of Jotform's most comprehensive solution, Jotform Enterprise, while ensuring the highest level of security and regulation compliance required by government entities. The platform is ideal for state, local, and education (SLED) organizations such as city governments, public schools, and universities.

3 steps to digital transformation

Let's look at three simple steps to digitally transform your government organization and how Jotform can help. Examples are drawn from uses of Jotform Enterprise, which serves as the foundation for Jotform Government.

1. Ditch the paper

Inefficient paper-based processes slow down government operations, leading to costly delays and wasted resources. The shift toward digitization allows governments to increase productivity, save money, and improve service delivery to communities.

Reducing paper use is also good for the environment. The average American worker generates 10,000 sheets of office paper every year. As a result of legacy paper systems, the pulp and paper industry accounts for about 5 percent of the world's greenhouse gas emissions and uses about 4 percent of the world's energy. The fastest and easiest way to reduce your organization's paper usage is to digitize paper forms.

> ⚠️ The average American worker generates **10,000 sheets of office paper** every year.
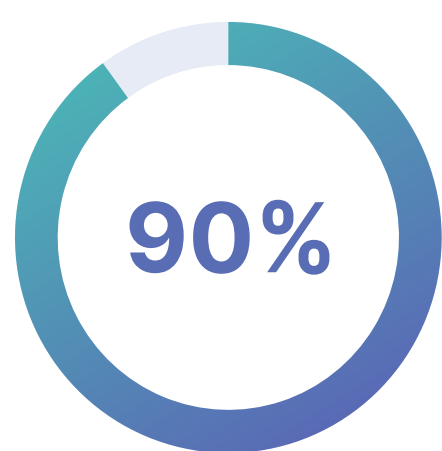
Digitizing paper forms and processes can have an immediate impact by eliminating the costs of paper, printing, and storage. Maintaining paper processes takes time, effort, and money. According to the U.S. Chamber of Commerce, paper forms cost the government $38.7 billion annually. Jotform Government is dedicated to reducing this financial burden for government agencies and educational institutions, using the technology developed for Jotform Enterprise.

For example, Odyssey Charter Schools has achieved significant savings by adopting technology to replace manual processes. According to Melanie Dunlop, educator and Jotform Enterprise project manager, the schools were able to "repurpose $30,000 worth of fire-proof cabinets because we've replaced our 60-page paper registration packet with online forms."

The County of Marin in California implemented Jotform Enterprise to digitize paper processes, manage event registration, and securely monitor community health. During the COVID-19 pandemic, the county's health department created online forms using Jotform Enterprise to screen people for COVID-19 vaccination and testing appointments.

Marin County's transition to paperless processes allowed staff to streamline operations with secure online forms and boost overall efficiency. Many departments are also moving away from using Docusign in favor of Jotform Sign, the native e-signature solution available at no extra cost — and with no limits on the number of signatures — to all Jotform Enterprise and Jotform Government users.

90%

Digitizing information-intensive processes can cut costs by up to 90 percent.

Source: McKinsey

" *People have been amazed at how fast and simple it is to create and deploy a form.*

Jiku Park, *Information Technology Manager, County of Marin*

"Almost all of our departments use Jotform Enterprise. With the ease of the no-code interface, it's become so popular that we are having trouble keeping up with demand. The ability to accept digital signatures is great. For many forms, we've moved completely away from Docusign."

Jiku Park, Information Technology Manager, County of Marin

A COMPLETE SUITE OF DIGITAL TOOLS

Jotform offers an array of products to digitize your operations. All of the following are included with Jotform Government.

Jotform Form Builder allows government agencies to create custom online forms tailored to their specific needs, without coding. This saves time and resources, and ensures accurate data collection.

Jotform Sign is an e-signature automation tool that saves government entities time and money. Whether you require signatures for official forms or are submitting policy changes for review and approval, you can route, track, and automatically notify stakeholders of updates with a full audit trail.
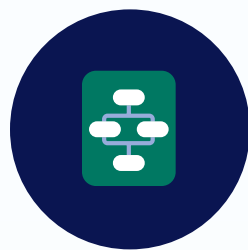
Jotform Workflows automate entire approval processes. Track and manage workflows and notify approvers about new tasks. Quickly respond to submissions and view all submissions from an all-in-one spreadsheet-database.

Jotform Smart PDF Forms allow agencies to convert traditional forms into dynamic online forms. Upload a PDF document and drag and drop elements to customize it while keeping the existing layout. Digitizing forms helps organizations reduce errors, improve data accuracy, and streamline data processes, leading to quicker decision-making and enhanced service.

Online payment collection simplifies financial transactions while minimizing the potential errors and costs associated with manual entry. With over 30 payment integration options, Jotform lets agencies securely accept fees and payments, saving time for both staff and members of the public.

Another example of a government department using these tools is Park County, Montana. The county needed a powerful digital data collection solution at a time when it was short-staffed and lacking resources. Jotform Enterprise helped Park County streamline its processes and improve collaboration and productivity through online forms, allowing it to provide exceptional service to its community.

> *It took us about a week to transition from paper to electronic forms. Using electronic forms has allowed us to accomplish a much higher workload with our limited resources.*

Greg Coleman, Director of Emergency Management, Park County Montana

> *The Jotform Enterprise platform helps us use the time and energy of our staff most efficiently. It is a real benefit to the community.*

Dr. Laura Desnick, Park County Health Officer
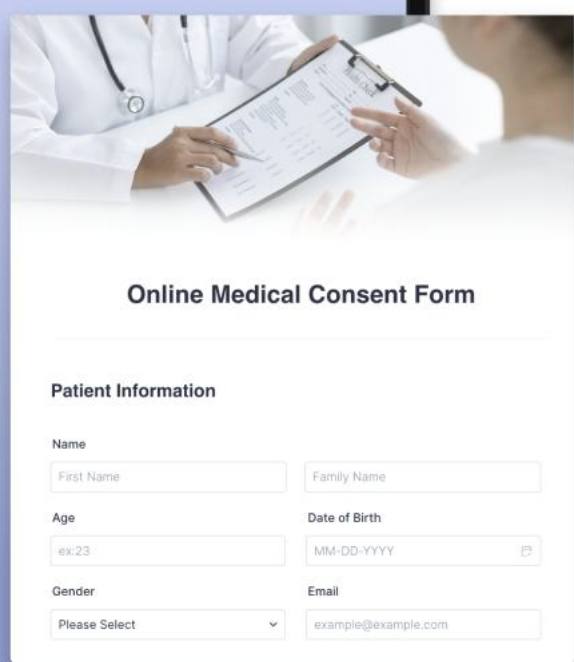
2. Streamline user experience and internal processes

Accessing government services usually starts with a form, whether someone is paying for utilities or applying for a driver's license. Most internal administrative processes, like performance reviews and job applications, also start with forms. The benefits of digitizing your government agency's forms can both streamline services for citizens and simplify internal processes for employees.

Digital transformation software like Jotform Government not only empowers governments to shift away from paper forms but also to integrate and automate digital processes to create a single, centralized digital ecosystem. When you collect all your data digitally, you can do so much more with it.

Streamlining government services

Providing citizens with easy-to-navigate online portals and forms can significantly boost the user experience by reducing the friction associated

with accessing government services. According to Deloitte's Government Trends 2024 report, digital technology in government offers the opportunity for "10x-level improvements" in customer experience.

Digitizing government services

The Port of Oakland, for example, has leveraged Jotform Enterprise to digitize its permitting process for over 8,600 parking spots at San Francisco Bay Oakland International Airport. Its new process links online forms, e-signature collection, payment capture, and approval workflows for a single, cohesive, automated solution. This solution not only dramatically decreases the time and effort required from Port of Oakland employees during permitting but also makes the process much faster and more convenient for customers.

> " **Jotform Enterprise changed a days-long permit process into a five-minute application.** "

Ed Coates, *Ground Transportation and Parking Coordinator, Port of Oakland*

"With Jotform Enterprise, we created an end-to end parking application. Applications are routed to the employee's primary supervisor for approval upon completion. Once that supervisor approves the application, Jotform routes it to our department, where we can provide final approval and prepare employee parking permits for pickup."

Simplifying administrative processes

Online forms are much more convenient not only for citizens but for government employees as well. Online forms can simplify and automate internal processes that require data collection, such as performance reviews, work assessments, and job applications.

Daniel Mateo, assistant superintendent of Miami-Dade County Public Schools, has leveraged Jotform Enterprise to streamline Miami-Dade's payroll, attendance, paid time-off scheduling, IT support tickets, event planning, and more. "When I have a problem I need to solve," he says, "my first thought is: Can I do this with Jotform?"

> " *It's a seismic shift, potentially a literal tenfold reduction in costs or a slashing of cycle time by a staggering 90%. But more often, it's an intangible enchancement -a vastly improved customer experience that defies precise quantification yet represents a marked improvement.*
>
> *Deloitte 2024 Government Trends Report*

The City of Chandler, Arizona, is another example of supercharging administrative processes with digital automation. Fernanda Acurio, the city's human resources manager, has used Jotform Enterprise to automate a number of previously paper-based city processes. Chandler's open enrollment process, for example, is now entirely digital and includes a form with 134 different conditional logic rules. Using conditional logic, Acurio can automatically tailor forms to different employees, improving the user experience.

"

Our open enrollment form has 134 different conditions.

We also use a complex workflow for our public safety referral program. After employees submit a form, it automatically flows to HR for approval. We've also built a probation period into the workflow, automatically reminding employees to complete the form after a certain period of time.

"

Fernando Acurio, *Human Resources Manager, Chandler, Arizona*

3. Bolster internal data security architecture

Properly securing your data is the final and arguably most important step in the digital transformation process. According to CyberEdge, 68.2 percent of governments were compromised by at least one successful cyberattack in 2022, and the number of attacks on local and state governments increased in 2023. Upholding stringent data security standards protects your citizens' privacy and instills trust and confidence in your institutions.

Building out safe digital data collection processes requires a complex and nuanced approach to security. More than simply enforcing the use of strong passwords, securing data for governments requires meeting a host of regulations and upholding strong internal security practices.

Internal security practices

The majority of governmental data breaches are not a consequence of weak passwords, but rather human error. For hackers, getting an unsuspecting employee to click on a phishing email is almost always easier than cracking that same employee's password in a brute-force attack. Knowing this and establishing strong internal security measures can go a long way toward securing your data.

Jotform Government has a host of native security features to help you improve your government organization's cybersecurity.

With Jotform Government, you benefit from:

TWO-FACTOR AUTHENTICATION
Gain an extra layer of security and keep accounts safe even in the event of a successful phishing attack by requiring a second form of verification alongside your user's passwords
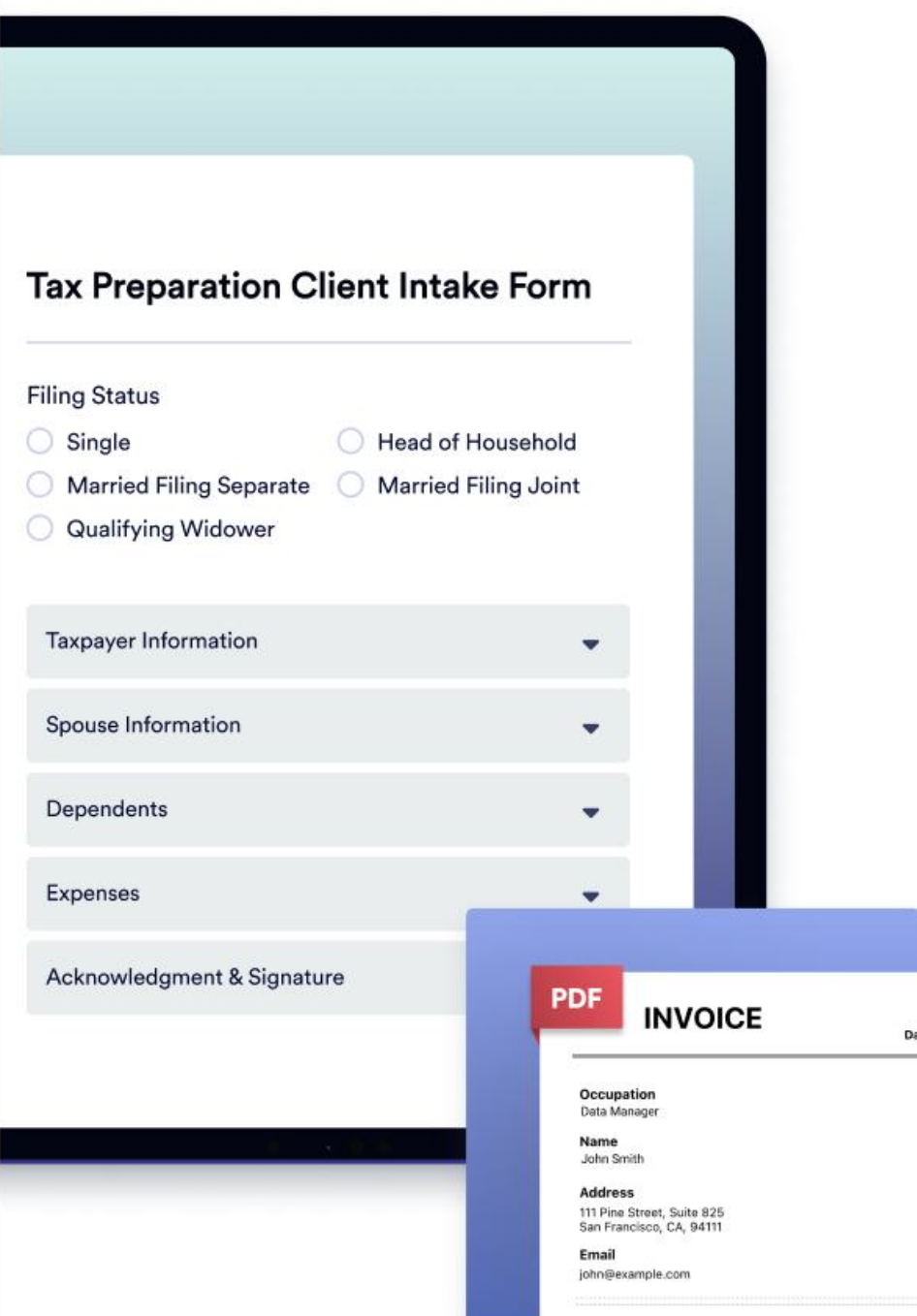
SINGLE SIGN-ON
Integrate with your single sign-on provider to let employees access Jotform Enterprise using a single third-party login — boosting security and making it easier for employees to work together.
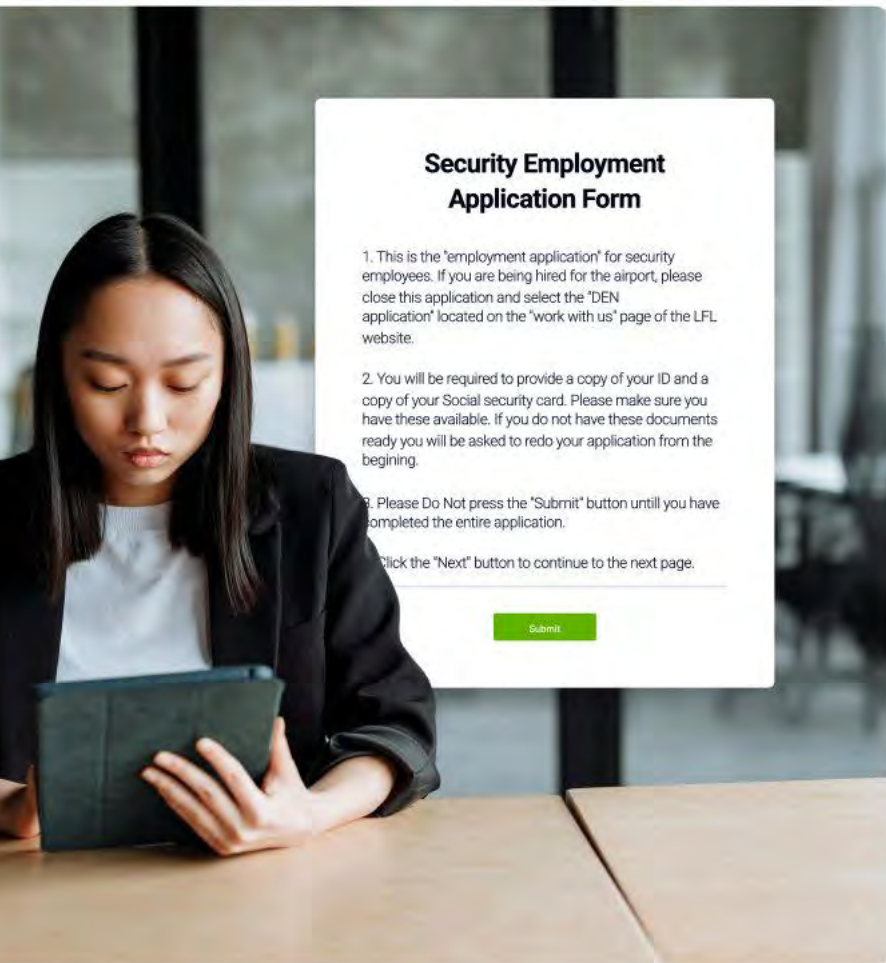
ENCRYPTED FORMS
Easily encrypt your forms to ensure that submission data is transferred and stored in a secure format so no one else can read it. Submissions are encrypted with high-grade RSA-2048 encryption.

ADMIN CONSOLE
Manage user access and permissions, view comprehensive form statistics, create data reports, and review user activity logs all from one centralized Admin Console.

90%

90 percent of all cyber attacks start with phishing, according to the US Government

Source: Cybersecurity & Infrastructure Security Agency (CISA)

Tax Preparation Client Intake Form

Filing Status
- Single
- Head of Household
- Married Filing Separate
- Married Filing Joint
- Qualifying Widower

Taxpayer Information
Spouse Information
Dependents
Expenses
Acknowledgment & Signature

PDF INVOICE
Occupation
Data Manager
Name
John Smith
Address
111 Pine Street, Suite 825
San Francisco, CA, 94111
Email
john@example.com

Meeting compliance standards

In addition to establishing internal cybersecurity protocols, securing data for government organizations also includes meeting different compliance standards. While staying in compliance is important for governments, doing so can also be difficult. That's because standards vary from region to region and are constantly evolving.

Jotform Government offers a range of different compliance solutions to help keep your government organization in good standing.

StateRAMP Jotform Government is built to meet stringent StateRAMP security standards.

HIPAA solutions With Jotform's HIPAA features, healthcare providers can collect patient information through forms that enable HIPAA compliance.

Local data residency Choose the physical location of your local cloud data residency center and host your data in any part of the world.

SOC 2 Jotform is committed to upholding all five SOC 2 Trust Service Principles: security, confidentiality, availability, privacy, and processing integrity.

PCI certification Jotform is PCI DSS Service Provider Level 1-certified, the highest level of security you can have as a business that collects payments from and integrates with credit cards.

GDPR Jotform is compliant with the European Union's General Data Protection Regulation (GDPR), which governs businesses that collect personally identifiable information from or on EU citizens.

CCPA Jotform is compliant with the California Consumer Privacy Act (CCPA), which, among other things, prohibits the selling of personal information of California residents without their consent.

Jotform Government is listed on the StateRAMP authorized product list as a progressing SaaS provider. The platform meets the enhanced security protocols organizations need, including:

- A verified secure cloud solution
- Data hosting in Google's FedRAMP-compliant data centers
- Ongoing security regulation compliance and risk mitigation

Jotform continues to be the choice of organizations worldwide because it delivers powerful data collection, reporting, and workflow automation features without compromising security. Your data security is always our No. 1 priority, and we back it up with best-in-class features.

Invite your customers and colleagues to the transformation

Once you've embraced digital transformation, it's time to invite your customers and colleagues to participate. Empowering your employees to take ownership of their work and engage with the community is essential for the success of your organization. These Jotform Government features can help you do just that.
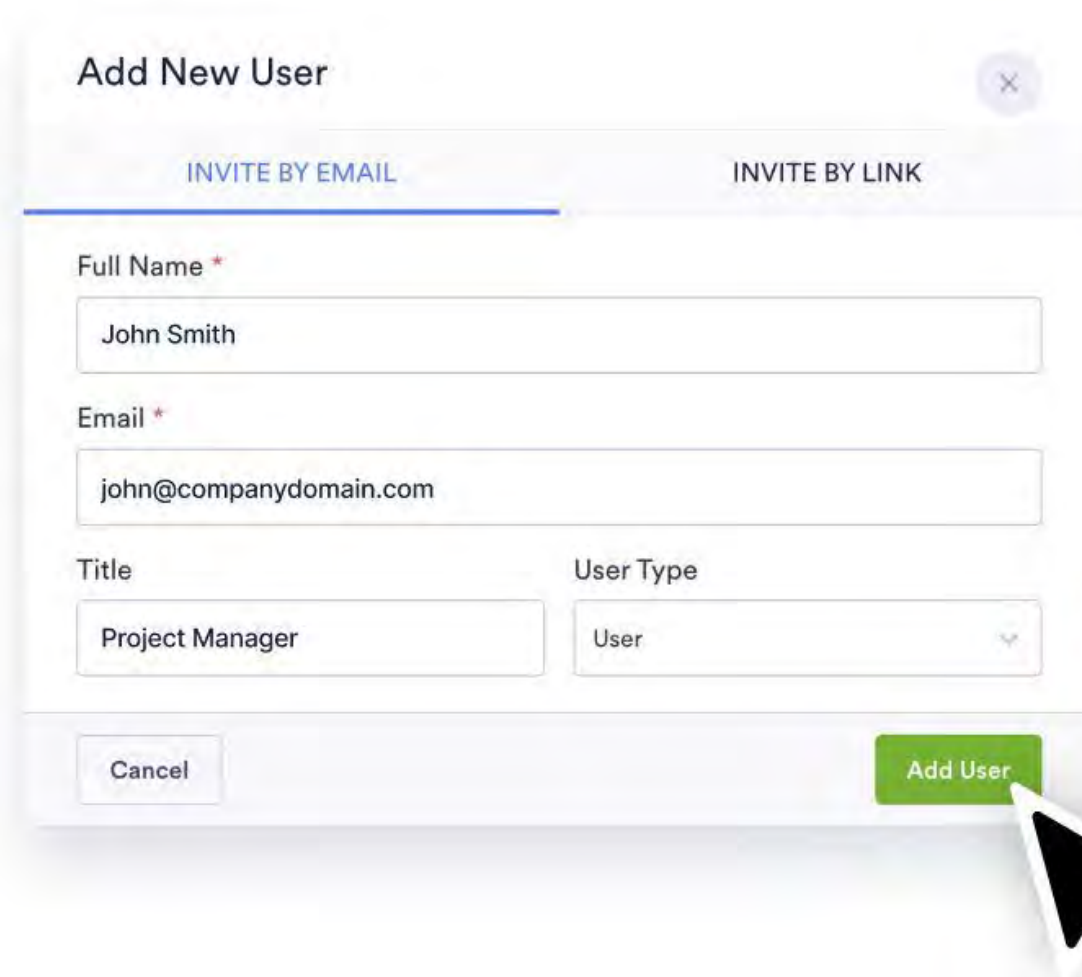
Jotform Teams facilitate collaboration within your organization. By creating shared workspaces for teams, employees can work together to create online forms, tables, reports, and apps. Assign different roles to users to ensure data security and control. Structure team roles to align with your workflows to help streamline daily tasks and ensure that all users have appropriate access to critical assets and data.
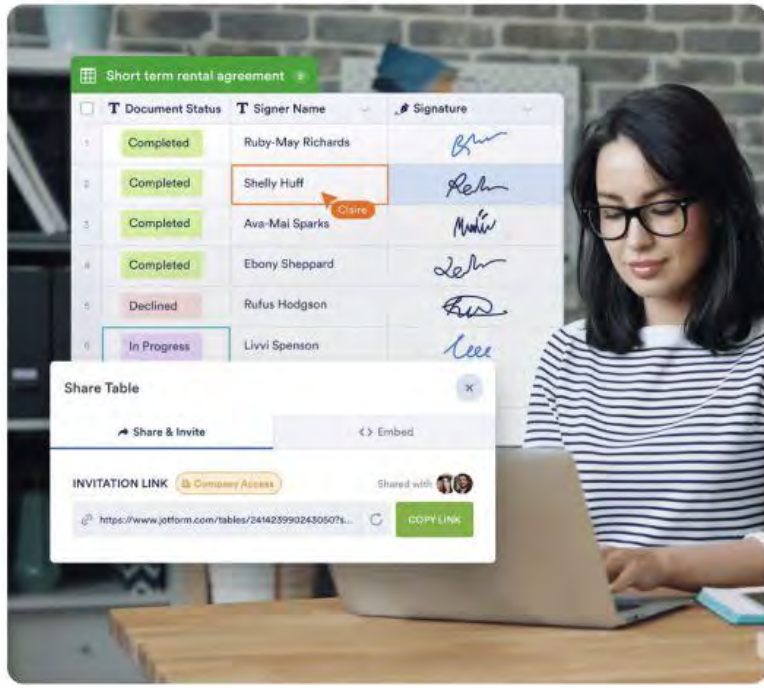
Jotform Tables allows your agency to organize, manage, and securely share sensitive government information with colleagues and constituents. Customize access settings, assign entries to your teammates, and track the progress of projects while protecting data from unauthorized edits.
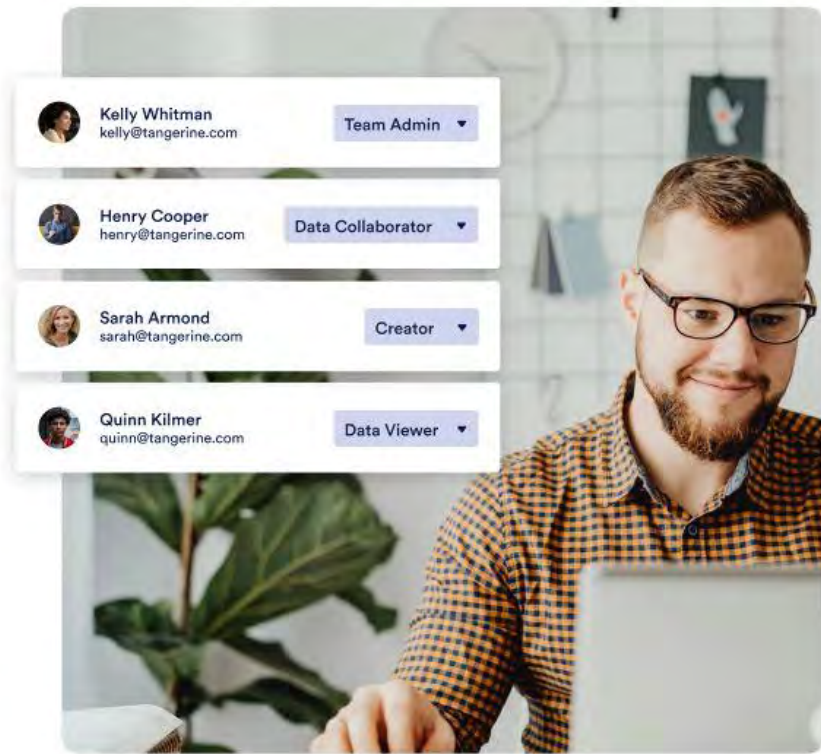
Multiuser accounts create user accounts to grant form access to other departments, colleagues, or customers, enabling collaboration on data collection, notifications, and submission follow-ups. Access account user history and activity logs to stay in the loop on what your employees or customers are doing. Send personalized emails, create reports from user submissions, and review responses throughout your organization.

Share your forms

There are a number of different ways to deploy your government form. Create a custom form URL to maintain **professional branding** for your government. Share it with a QR code or embed it directly into your website. Link to your social media pages directly on the form or share your form as a social media post.

You can also build a fully customized app for your government organization with **Jotform Apps.** You can use these no-code apps to create comprehensive online portals for customers or employees – housing assets and links in one centralized location. Jotform Apps are also great for collecting data on the go.

Going digital

Undergoing a digital transformation can reduce administrative costs and workload, enhance data security, empower employees, and vastly improve the user experience. With the rise of no-code software solutions in recent years, and more governments shifting away from paper every day, one thing has become clear: Going digital is the only way forward.

Creator

Data Viewer

Data Collaborator

Team Admin
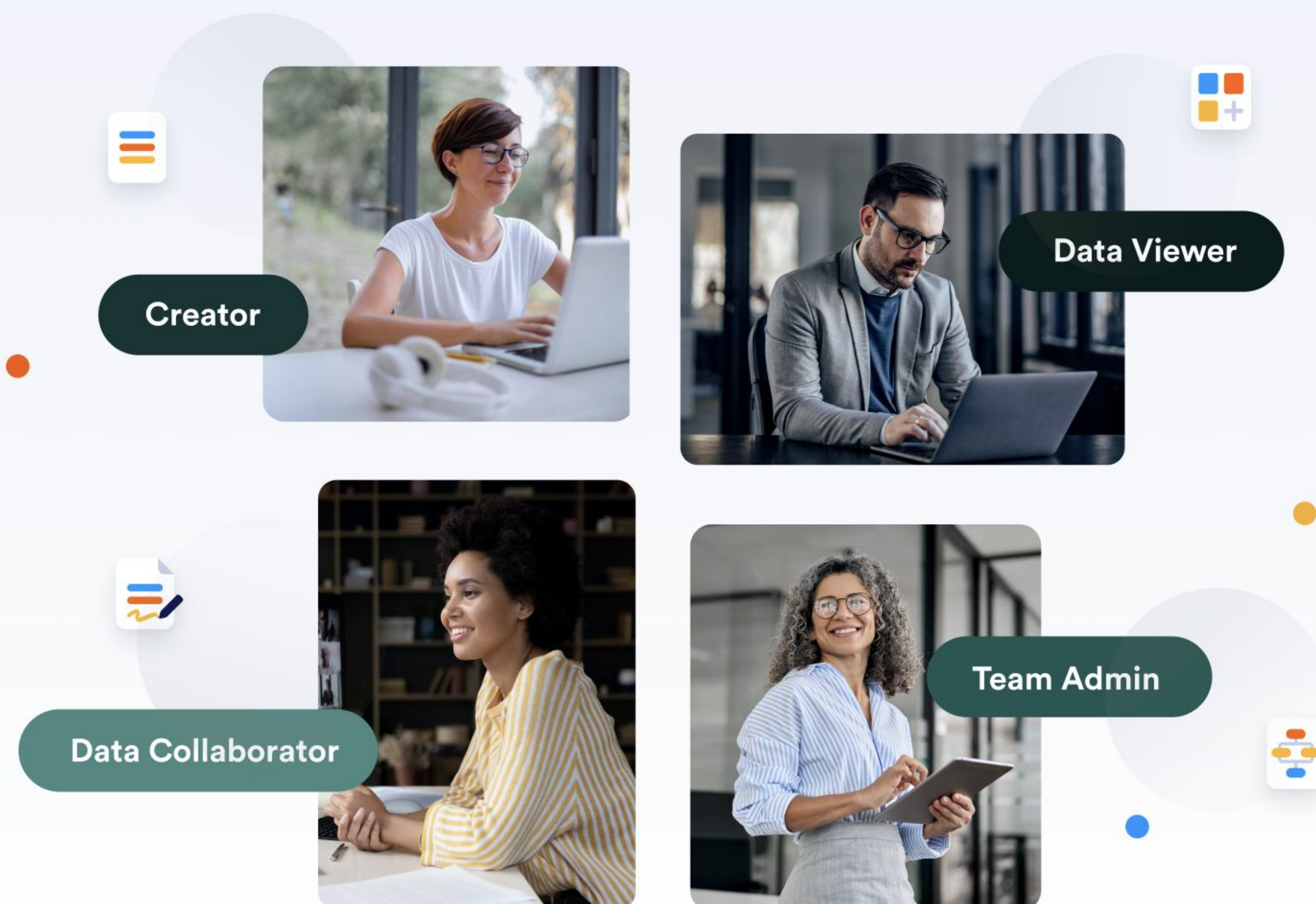
To learn more about how
Jotform Government helps government entities

Contact us

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