JPL Forms Services

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Forms Services Staff

- Scott Bowdan, JPL Supervisor, Forms Services
- Karen Gerfen, Forms Help Desk, Forms Analyst
- Donna Pederson, Forms Design
- Krystal Poole, Forms Lead/Design
- David Swantek, Forms Management System/IT Support
- Frank VanLandingham, ISDS Supervisor
Organizational Responsibilities

- **JPL Forms Services**
  - Manages JPL forms, which are necessary for the routine conduct of business, for consistent Laboratory operation, and for exchange of information
  - Responsible for forms' approval, issue, distribution, and administration
  - Provides form design services and coordinates outside printing of forms

- **ISDS**
  - Provides software and system administration support for JPL Form Services
  - Staffs the Form Services’ Help Desk
Forms Metrics

- Number of forms -- 1159
  - Online -- 937
  - Printed -- 222

- Number of form users -- 1,000 +

- Number of online forms accessed per month -- ~4,500
Technical Configuration

- **Client**
  - Software
    - Core -- JetForm Formflow 2.1
    - Other -- Microsoft Word, Adobe Acrobat
  - Forms Management System (FMS)
    - User interface to Formflow forms
    - Database of form-captured data

- **Windows NT server**
  - FMS application
  - Repository of Formflow templates (no data)
    - Configuration management
  - Forms Services Application (FSA)
    - Service requests, forms numbers, owner information, forms status (new, current, obsolete), order tracking, metrics
Technical Configuration (cont)

- **Forms web site**
  - Instructions and link for downloading/installing FMS
  - Links to Word and Acrobat forms
  - Requests for form serial numbers
  - Complete list of forms with title, number, release date, and sample view
Flow Diagram of Forms System
Licensed Software

- JPL computer-support services outsourced to OAO Desktop and Network Services (DNS)

- OAO DNS is responsible for site-license agreements with software manufacturers

- OAO DNS installs Formflow, Word, and Adobe Acrobat Reader (as a Netscape plug-in) on new computers prior to delivery to users

- Users install FMS on their work stations via web site
Uses of Forms

- **Electronic forms**
  - Access and fill out template online
    - Database link automatically populates personnel data -- phone number, mail stop
  - Save and print out completed form
  - Mail hardcopy form to appropriate office

- **Paper forms**
  - Order through Forms Stores or Forms Services
  - NCR paper (coated transfer sheets) for color-coded copies for routing and filing
  - Printed through Government Printing Office
For the Future

- **Web-based, “smart” forms**
  - Forms evolve into computer screens, databases, and workflow
  - Access screen via browser
  - Enter data into fillable fields for automatic routing and databasing
  - Provide electronic signatures and security
  - Print screen data as needed

- **Benefits**
  - Service all users, independent of platform (PC, Mac, Unix)
  - Improve usability
  - Eliminate redundant data entry
  - Eliminate need for special software and training
  - Integrate forms into work process
  - Reduce need for paper