BRITISH COLUMBIA

Inter-Ministry Forms Committee

ANALYSIS ELEMENTS IN THE CREATION OR REVISION OF A FORM

Before any effective forms design effort is made in the creation of a new form or the revision of an existing form, the workflow supported by the form(s) should be studied and analyzed. This analysis considers the likely interfaces and impacts, both routine and exceptional, which can be expected to occur during the use of the form(s). This document is recommended for use in collaboration with your ministry's forms professional.

BUSINESS PROCESS CONSIDERATIONS

- Has the business process associated with this form been reviewed?
- Is there a clear understanding of how the form is implemented in the process?
- Can the business process be streamlined?
- Can an existing form be modified to suit the business process?
- Is the solution that the program area is looking for not a form at all?
- Does the business have supports in place to help people who may have questions regarding filling in the form, and/or respond to forms that have been submitted with incorrect or missing information?
- What is the reason for creation or revision of the form? For example:
  - a) Mandatory (legislation/regulation change)
  - b) Financial Viability (cost benefit, or economies of scale will be realized)
  - c) Risk Mitigation (will alleviate a technical or business risk currently existing)
  - d) Operations (required for efficiencies and is considered "good business practice" and will improve the day to day operations)
  - e) Strategic (aligns to Ministry's business model, or will meet a business objective)
  - f) Customer/Client Benefit (will benefit a wide range of customers and clients - e.g., by doing this work the service quality and delivery will improve).

OVERALL PROJECT QUESTIONS

- Is this a new form or a revision to an existing form?
- Who is the main contact for this form? Who is their alternate if the main contact is not available (for example, if they are on vacation)?
- Who is the content administrator for this form (the person or persons who have final approval as to content)? Have they given approval for this form to be developed or revised?

- Is the form:
    a) internal to a branch or division?
    b) internal to the ministry?
    c) internal to government?
    d) public?
- If public:
    a) who is the target audience (i.e., general public, elderly)?
    b) will this form need to be assessed for accessibility (i.e., large type, Braille, translation to other languages)?
- Is testing necessary in relation to the nature of the revision, or implementation (i.e., focus group, region)? Are there resources available for testing?
- What is the approved form release deadline date? What are the milestone dates and, given the current resources and business requirements, can they be met? Keep in mind the following:
    a) form design and revision stage
    b) approval processes (including PAB if this form is public-facing)
    c) printing (if applicable)
    d) printing and distribution through BC Mail Plus
    e) web upload (if applicable)
- How will this form be distributed and submitted? For example:
    a) does this form require a legal signature?
    b) will this form be printed at any point during the processing?
    c) is information on the form being entered into a database, and if so, will it be direct submission or a manual entry?
    d) is the form to be available on a website?
    e) how will the end user view this form?
- Is this form associated with a group of forms and/or other documents? If so, does the creation of or the edits to this form generate the need to edit any other forms/documents in the group?

RECORDS MANAGEMENT IMPACTS

- How long is it necessary to keep the completed form and where will the forms (if paper) or information (if database) be stored?
- Is there an approved ARCS or ORCS classification and retention schedule for the records of the business activity? Your Ministry Records Officer should be consulted if a new classification is required.

LEGISLATION AND REGULATIONS

- Are there regulatory requirements associated with this form?
- Under which legislation(s) is this program area authorized to collect information?
- Is this change because of an amended legislation/regulation (therefore is mandatory) or because of an operational/risk mitigation/financial viability/strategic change?

FREEDOM OF INFORMATION/PROTECTION OF PRIVACY

- If this form is collecting personal information, have you obtained a disclosure statementfrom FOI?
- Is the program area allowed to ask for the information they are asking for?
- If the client has indicated that they want to collect the information in a method not previously used for this form (i.e. email submission), does a PIA (Privacy Impact Assessment) need to be completed?
- Has a process plan to support the transfer of sensitive or confidential information been considered?
- Who will clients contact if they have questions regarding the collection, use and disclosure of the personal information collected on the form?

INFORMATION SECURITY IMPLICATIONS

- Is there any security classification for this form?
- if this a new form or process, has a Security Risk Assessment been done?

OTHER BRANCHES, MINISTRIES OR OUTSIDE AGENCIES

- If the implementation of this form or form revision impacts multiple share-holders (i.e. other agencies, ministries) have their requirements and/or feedback been collected? Is there a communication plan in place to include them in the process?
- Will the collected information be shared with a third party, and if so, has the required supports been put in place (i.e. Information sharing Agreements, consents)?

DESIGN & LAYOUT

- What is the name of the form – is the title short and is it clear what the form is for?
- Are the questions on the form easy to understand?
- Does the form use everyday language and terms, avoiding when possible uses of technical, legal, bureaucratic or academic language (as related to the forms intended audience)?
- Are the fields organized common/standardize sequence? For example: Surname, first name, middle name, DOB, Address.
- Does the sequence of the sections follow a logical progression? For example:
  a) Section 1. Contact information
  b) Section 2. Household Income information
  c) Section 3. Declaration statements, Signature blocks
  d) Section 4. Submission instructions
- Has the space that the FOIPPA statement will need to occupy been accounted for?
- Has the form been reviewed to reduce gratuitous information? (e.g., information about the service/program itself.) This information should be conveyed in another forum.
- Are there any conditions that will greatly impact the design of the form? (e.g., must not be longer than two pages or needs to be landscape format.)
- Have the questions been reviewed to see how the questions might be misinterpreted?
- Has example/sample answers been provided for complex questions?

- If sections can be left blank based on previous answers, do the instructions adequately convey those circumstances?
- Have the sections that are required/mandatory been identified?
- If there are extensive guidance and instructions, have they been prepared on a separate page with clear links to that information on the form? Or if the form is fill-able online, are instructions and validation items included in the design?
- Does this form have a unique identifier assigned by your ministry forms professional?
- Does it follow the BCID standards in regards to logo use?
- Is colour necessary for this form? (Black and white is recommended if the form will be faxed, photocopied or scanned during processing.)
- Have all the phone numbers, website addresses and contact information been double-checked?