



FORM MODERNIZATION INITIATIVE

Summary:

The Governor's Office of Business and Economic Development (GO-Biz), the Government Operations Agency (GovOps), and Department of General Services (DGS) have partnered together to help state departments modernize their forms provided online to internal and external stakeholders.

State forms are currently provided online in a variety of formats with varying capabilities. A majority of forms must be printed and filled out by hand before they can be submitted. The inconsistency in form quality results in a number of problems. Handwritten forms are more likely to include errors and are often difficult to read. They result in additional processing time and frustration from both the applicant and staff processing the application. Making all forms fillable and savable electronically will reduce errors, processing delays, and enhance the customer experience by providing a more efficient method to communicate with government.

GO-Biz, GovOps and DGS are partnering together to focus on making state forms fillable and savable online. DGS will work with departmental forms managers to provide training, technical assistance, and individual assistance for departments to modernize their forms. GO-Biz will help to market the program across the executive branch and remove barriers to success.

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