



**fisheries** permits  
*Fisheries Information System*



## NMFS FIS ER eSignature Project

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In-Person Project Kick-off  
Washington, DC  
July 11, 2008

# Agenda for Today's Meeting

- Opening Remarks
- Meeting Context
- Team Member Introductions
  - Break
- NPS eSignature Work Flow and Biz Plan
- eSignature Project Plan Time Line
- Stakeholder Analysis Grid
- Roles and Responsibilities
- Remote Collaboration
  - Lunch
- Think Tank Preview
- Next Steps & Action Items
- Closing



# Opening Remarks

- Brief Charter for Group from Larry
  - What will we have accomplished by January 2009?
  - What we will have not done by January 2009?
  - What does success look like in January 2009?

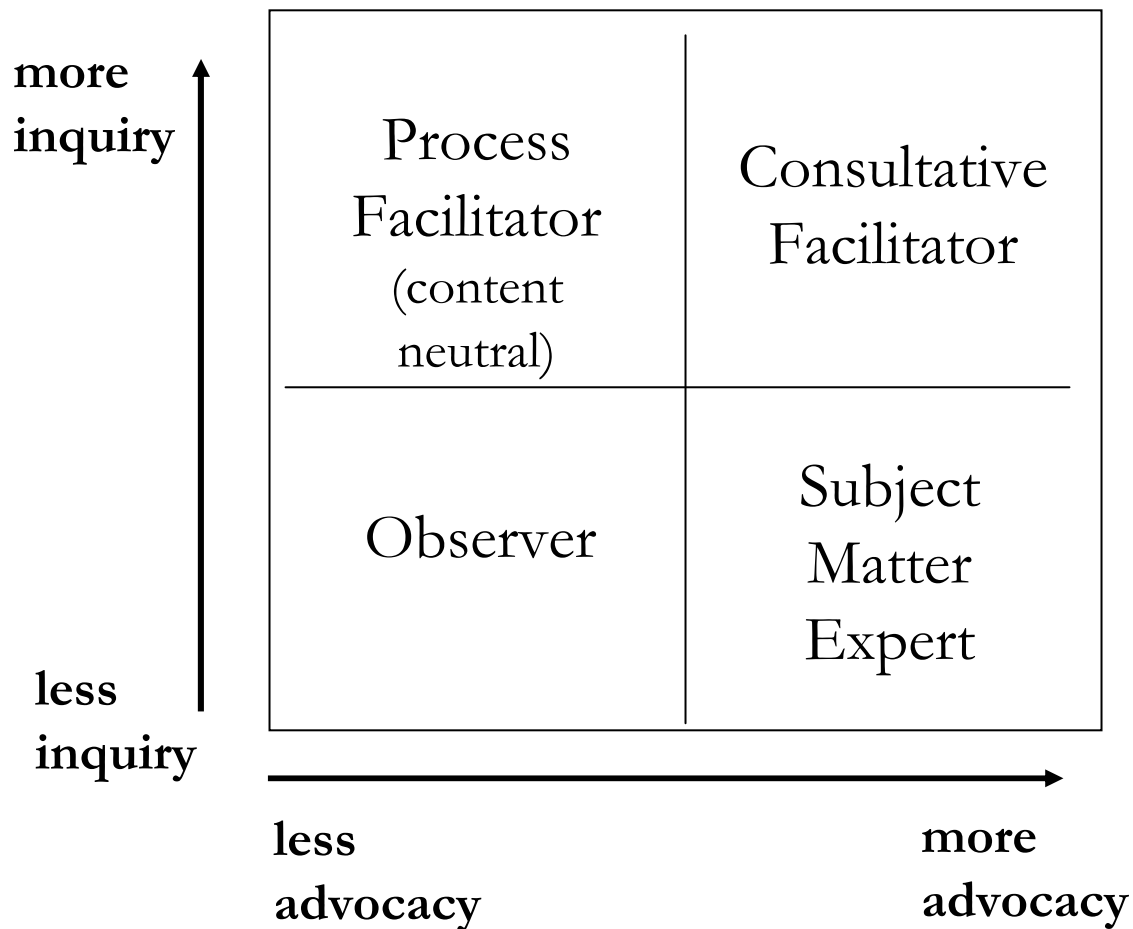
# Meeting Context

## Purpose and Desired Outcomes

- Purpose: Kick off the NMFS FIS ER eSignature Project Team
- Desired Outcomes:
  - Understanding of National Permits System as a pilot example for eSignatures
  - Clarity on project tasks, timeline and roles and responsibilities
  - Understanding of tools and processes for team



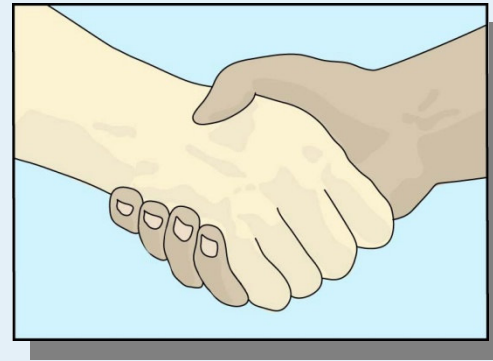
# Facilitator's Role





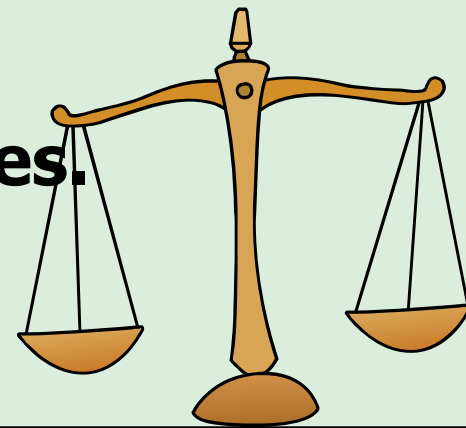
# PRINCIPLES

- **Move on despite ambiguity**
- **Listen as allies**
- **Get to the point**
- **Give criticism with upgrades**
- **Finish each part**



# WORKING DEFINITION OF CONSENSUS

- **The process we used was explicit, rational & fair**
- **I was treated well, my inputs were heard;**
- **And I can live with the outcomes.**





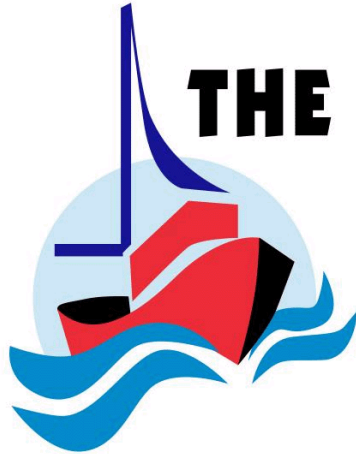
# Team Member Introductions

- Each Person get a marker and piece of flip chart paper and answer these questions:
  - What is my organization?
  - Where did you grow up and where do you live now?
  - What is my stake in the process?
  - How did I come to be a member of this group?
  - What is my time commitment to this group?
  - What is my expertise and/or experience?
  - How do I like to work?
  - What is the best stereotype/archetype that describes me or "my kind"?





**fisheries** permits  
*Fisheries Information System*



# THE NATIONAL PERMITS PROJECT

**NOAA FISHERIES**  
FISHERIES INFORMATION SYSTEM

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Public Web Site Workflows





# Workflows

- Registering to the web site
  - New Users
  - Existing Permit Owners
  - Agents
- Applying for a Permit
  - New
  - Renewals
- Electronically Signing an Online Form
- Paying Processing Fees using Pay.gov

# Registering - New Users

- In order to fill out an online application form, applicants must first register
- This is accomplished by:
  - Providing their name
  - Creating a unique NPS User Name
  - Entering and verifying their email address
  - Selecting a user type (vessel owner, captain, fisherman, agent, public, etc.)
  - A fishing region
  - Entering a displayed "Completely Automated Public Turing test to tell Computers and Humans Apart" (CAPTCHA) Code
    - CAPTCHA is a challenge-response test used to prevent computer-generated registrations



# Verifying the Email Address

- A password is generated by the system and sent to the applicant's email address
- Once the applicant logs in with the system-generated password, they are asked to change it
- This process ensures the validity of the user's email address

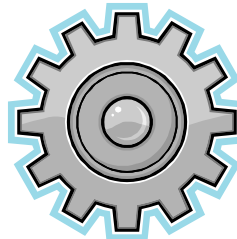
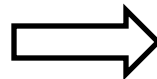


# Registering – New Users

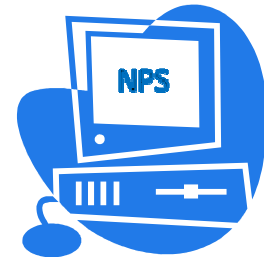
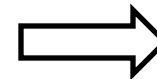


- Name
- NPS User Name
- Email
- User Type
- Fishing Region
- CAPTCHA Code

Applicant submits registration information



NPS generates a password and sends it to the applicant's email address



The applicant logs into NPS and changes the generated password

# Login Page



The screenshot shows the NOAA Fisheries Permits website login page. At the top is a blue banner with the NOAA logo and the text "fisheries permits Fisheries Information System". Below the banner is a yellow bar with the text "An online channel to U.S. federal fishing permits". The main content area is divided into a left sidebar and a main right section. The sidebar contains "Online Services" (Home Page, Permit Information, Search Issued Permits, Online Applications, Track Application Status) and "Resources" (Common Questions, Useful Links, Contact Information, Technical Support). The main section has a "Welcome to NOAA Fisheries Permits" heading, followed by a paragraph about the site's purpose, a "Login" form with fields for Username and Password, a "Forgot your username or password?" link, and a "Register" button. Below the login form is a "New to the system?" section with a "Register" button. At the bottom of the main section is a list of "Other features include:" with four bullet points.

**fisheries permits**  
Fisheries Information System

An online channel to U.S. federal fishing permits

**Online Services**

- Home Page
- Permit Information
- Search Issued Permits
- Online Applications
- Track Application Status

**Resources**

- Common Questions
- Useful Links
- Contact Information
- Technical Support

Some online documents require Adobe Reader for viewing and printing. Please use the link below to obtain or update this application as needed.



## Welcome to NOAA Fisheries Permits

The NOAA Fisheries Permits web site provides a common front door to the large variety of commercial and recreational fishing permits issued by the National Marine Fisheries Services.

Our ultimate goal is to provide one-stop shopping for electronically issued permits and reference material to help you stay abreast of the latest news, laws and regulations related to commercial fishing activities in federally managed waters.

While implementation is under way this site will serve as a portal to help you find permitting resources on other NOAA sites.

Other features include:

- › Data reuse which allows you to provide commonly used information such as vessel, company and personal data once and then use it in multiple applications (helps eliminating data entry duplication and inconsistencies)
- › Guidance to help determine what permits are needed for commercial and recreational fishing activities
- › Customized account preferences such as setting types, times and methods of automated notifications
- › E-mail notifications to inform you about the completion of permit application processes

To access extended online services, please login with your username and password:

**Username:**

**Password:**

**Login**

Forgot your username or password? [Click here](#)

 New to the system? Register to be able to apply, renew, transfer and pay for permit application fees online!

**Register**

# Registration

 **fisheries permits**  
Fisheries Information System

An online channel to U.S. federal fishing permits

**Online Services**

- Home Page
- Permit Information
- Search Issued Permits
- Online Applications 
- Track Application Status 

**Resources**

- Common Questions
- Useful Links
- Contact Information
- Technical Support

Some online documents require Adobe Reader for viewing and printing. Please use the link below to obtain or update this application as needed.



### New User Registration

In order to become a registered user of the NOAA Fisheries Permits web site you need to create an account by providing the information below.

All fields are required. When you are finished, click the "Continue" button

#### User Information

First Name:

Last Name:

Email Address:

Confirm Email:

Please indicate your primary user type and the U.S. geographical region where you predominantly reside, conduct, or have interest in fisheries-related activities

User Type:

Fishing Region:

Please choose a unique username. The username must be 6 to 20 characters in length and can only contain letters, numbers, underscores, dashes, periods, and commas

Username:

To help prevent computer-generated registrations please type the validation code as shown in the image below



Validation Code:

I would like to receive emails from NOAA about fisheries permits.

Once you have registered, you will receive your new password automatically through your email account. This password is required so you can access extended features of the NOAA Fisheries Permits web site.





# First Time Login

The screenshot shows the NOAA Fisheries Permits website interface. At the top, there is a header with the NOAA logo and the text 'fisheries permits Fisheries Information System'. Below the header is a yellow banner with the text 'An online channel to U.S. federal fishing permits'. The main content area is divided into two columns. The left column contains a sidebar with 'Online Services' (Home Page, Permit Information, Search Issued Permits, Online Applications, Track Application Status) and 'Resources' (Common Questions, Useful Links, Contact Information, Technical Support). Below the sidebar is a note about Adobe Reader and a logo. The right column features the 'Change Password Facility' section, which includes instructions on how to change a password, a list of requirements (at least eight characters long and at least one number), and a form with three input fields: 'Current Password', 'New Password', and 'New Password (again)'. A 'Submit' button is located at the bottom right of the form.

**fisheries permits**  
Fisheries Information System

*An online channel to U.S. federal fishing permits*

**Online Services**

- Home Page
- Permit Information
- Search Issued Permits
- Online Applications
- Track Application Status

**Resources**

- Common Questions
- Useful Links
- Contact Information
- Technical Support

Some online documents require Adobe Reader for viewing and printing. Please use the link below to obtain or update this application as needed.

**Change Password Facility**

To change your password, please fill out the form below and click "Submit".

When you create your new password, please be sure:

- › It is at least eight characters long
- › It contains at least one number

If your password is accepted, you will receive an e-mail confirming the change. If it doesn't meet our minimum security requirements, you will be prompted to create a different password.

**Change Password**

Current Password:

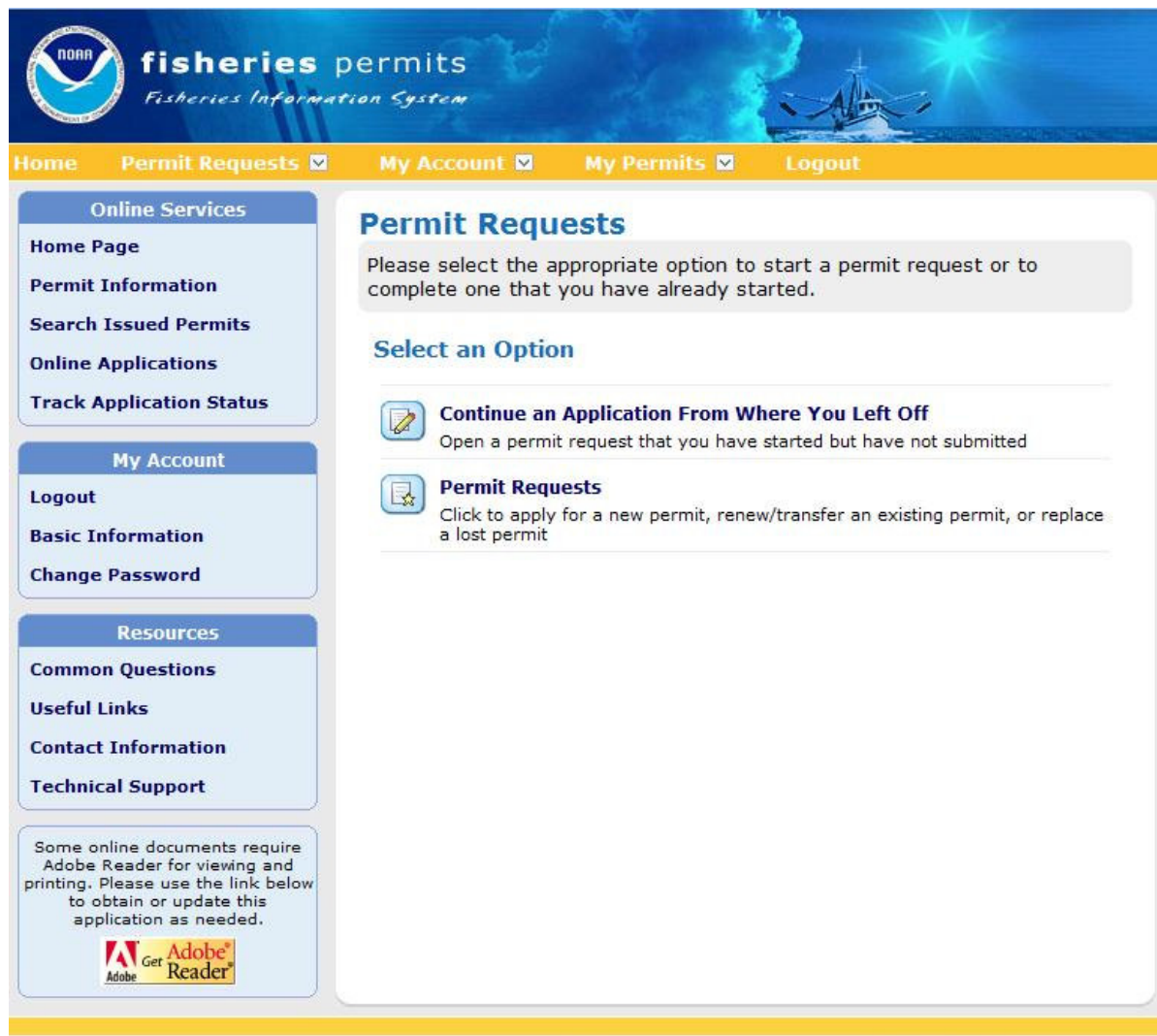
New Password:

New Password (again):

**Submit**



# Logged In



The screenshot shows the NOAA Fisheries Permits web application interface. At the top is a blue header with the NOAA logo and the text "fisheries permits Fisheries Information System". Below the header is a yellow navigation bar with links: Home, Permit Requests (checked), My Account (checked), My Permits (checked), and Logout. The main content area is divided into a left sidebar and a right main panel. The sidebar contains three sections: "Online Services" with links for Home Page, Permit Information, Search Issued Permits, Online Applications, and Track Application Status; "My Account" with links for Logout, Basic Information, and Change Password; and "Resources" with links for Common Questions, Useful Links, Contact Information, and Technical Support. At the bottom of the sidebar is a notice about Adobe Reader and a "Get Adobe Reader" button. The main panel is titled "Permit Requests" and contains a grey box with the text: "Please select the appropriate option to start a permit request or to complete one that you have already started." Below this is a section titled "Select an Option" with two items: "Continue an Application From Where You Left Off" (with a pencil icon) and "Permit Requests" (with a document icon).

**fisheries permits**  
Fisheries Information System

Home Permit Requests  My Account  My Permits  Logout

**Online Services**

- Home Page
- Permit Information
- Search Issued Permits
- Online Applications
- Track Application Status


**My Account**

- Logout
- Basic Information
- Change Password

**Resources**

- Common Questions
- Useful Links
- Contact Information
- Technical Support



Some online documents require Adobe Reader for viewing and printing. Please use the link below to obtain or update this application as needed.



## Permit Requests

Please select the appropriate option to start a permit request or to complete one that you have already started.

### Select an Option

-  **Continue an Application From Where You Left Off**  
Open a permit request that you have started but have not submitted
-  **Permit Requests**  
Click to apply for a new permit, renew/transfer an existing permit, or replace a lost permit

# Registering - Current Permit Owners

- Current permit owners must register at the NPS public web site to be able to apply for new permits and to renew existing permits online
- Current owners of active permits will be mailed a “Welcome to NPS” letter with a Permit Access Code (PAC) for every permit that they own
  - This letter will only need to be sent out once (assuming duplicate permit owner entities are merged) and will contain a PAC for each permit that is owned by the individual or business
- After login to the web site, the current permit owners will be able to enter PAC information
- Once a PAC is entered, the permit owner will have access to the information related to the permit associated with the PAC, including the ability to renew, transfer, etc



# Sample Welcome to NPS Letter

 **NATIONAL OCEANIC AND ATMOSPHERIC AGENCY**  
NATIONAL MARINE FISHERIES SERVICE  
SOUTHEAST FISHERIES SCIENCE CENTER

June 26, 2008

John Doe  
123 Sunny Rd  
Any City, FL 33333

Dear Sir or Madam:

The National Marine Fisheries Service wants to improve its information about the economic effects of fishery regulations. As a result, we need to ask for information about the economics of your fishing business. We will treat your information as confidential, and will combine it with information from other fishermen to present an overall view of economics in the fishery. Thank you for your help. Your data will contribute to improved understanding about the economic effects of fisheries management. If you have been submitting information about trip costs on your logbooks, thank you again and please continue to report these costs.



NPS Online: <http://www.sefsc.noaa.gov/efc/efc Annual.shtml>

PERMIT NAME	Permit Access Code (PAC)
Hawaii Longline Limited Entry Permit	987234209874
American Samoa Limited Entry Permit	038029739087
High Seas Fishing Contingent Allowance	537652372323

If you did not receive the economic version of the logbooks, please call us at (252) 728-8710 and we will be happy to mail one to you. If you have forgotten to report trip costs, please be aware that we selected our sample to cover fishing activities in many areas and with several gear types. We may end up with important gaps in our knowledge of the fishery if you do not report the costs of owning and operating your boats.

To participate in the survey, choose one of the options below:

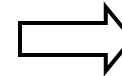
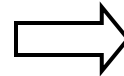
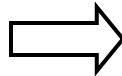
**By mail:** Complete the enclosed form and mail to:  
Southeast Fisheries Science Center  
c/o Larry Peruso  
75 Virginia Beach Drive  
Miami, FL 33149

Permits

PACs



# Registering - Current Permit Owners



The current permit owner receives a letter with their unique PACs and registers with NPS

NPS generates a password and sends it to the current permit owner's email address

The applicant uses the generated password to log into the system and changes the password

After logging in, the current permit owner can then enter their PACs to gain access to their information



# Registering - Agents

- Agents and others who will be applying on behalf of permit owners first need to register with NPS' public web site
- After the agent is registered with the system, it is recommended that a notarized letter with the following information is submitted to a NMFS Regional Office for each permit owner the agent represents:
  - The permit owner's name
  - The permit(s) the agent is allowed to apply for (permit name and number)
  - The agent's name / phone
  - The agent's NPS user name
  - The permit owner's signature / date

# Linking agents and applicants

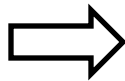
- As with any user of NPS, the Agent must register with NPS first
- Once an agent is registered with the system, the agent will need to obtain from the permit owner the Permit Access Codes for the permits that the owner wants the agent to have access to
- Each PAC will provide the agent with access to the permit related information associated to the PAC
  - This information can then be used by the agent to submit requests for existing permits (renewal, transfers, etc) using pre-filled online application forms
  - If the permit owner wants to change agents or would no longer like to use an agent, the PAC can be reset and the agent will no longer have access to the permit
    - PACs can be reset by request of the permit owner by calling the appropriate regional office and having a NMFS Back-Office user reset it
    - The new PAC is then mailed to permit owner's address on file



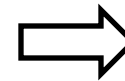
# Registering - Agents



The agent registers with NPS and requests any PACs that a permit owner may have received



NPS generates a password and sends it to the agent's email address



Once the agent logs into the system and changes their password, they may enter any PACs they have received from current permit owners to gain access to the permits



# Applying for a New Permit

- Once an applicant has successfully logged into the system, they may apply for new permits
- After selecting the desired permit, the corresponding online form associated with that permit is displayed for data entry
  - Users that have used NPS in the past or have supplied a PAC will be able to use online forms with pre-filled information
- After a user is done filling out the information, they electronically sign the online application form, pay any associated processing fees, and receive an electronic receipt





# Applying for a Permit: New



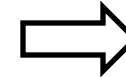
The applicant logs into the system



The applicant selects the permit to apply for



The applicant completes the online form and electronically signs it



The applicant pays any associated processing fees and receives an electronic receipt



# Renewing a Permit

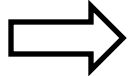
- Once an applicant has successfully logged into the system, they may apply to renew an existing permit
- Applicants may renew permits for which they applied through NPS' public web site in the past and for permits for which they supplied a Permit Access Code (PAC)
  - Since NPS pre-fills renewal forms, this is to ensure that the applicant is only allowed to view information they have either supplied themselves or have been given access to
- Upon selecting the permit to be renewed, NPS will present the applicant a prefilled online application form
- After making any corrections to the information, the applicant must electronically sign the online form
- Then the applicant must pay any associated processing fees for each submitted application and receives an electronic receipt



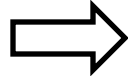
# Applying for a Permit: Renewals



Once the applicant has logged into the system and selected the permit they wish to renew, NPS presents a prefilled online application form



After the applicant is finished adding and correcting any information and the form is complete, the applicant electronically signs it



The applicant pays any associated processing fees and receives an electronic receipt

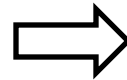
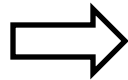
# Electronically Signing an Online Form

- When an applicant needs to electronically sign an online application form:
  - NPS displays all of the information that the applicant has entered into the system
  - NPS displays a “Certification” message, with a checkbox that states that the applicant has read, understands, and agrees to the terms and conditions message
    - This checkbox must be checked in order for the applicant to pay any processing fees and submit the application for processing
  - The applicant must sign the form by typing their name into the signature field
  - The applicant must enter their password again to confirm their identity

# Saving a Copy of What Was Signed

- To ensure that we have an exact record of what the applicant signed, NPS will:
  - Store in PDF format an exact copy of the information entered at the time the document was signed
  - Also, NPS will store:
    - The time of the signing
    - The date
    - The user's NPS user name
    - IP Address of the person signing the online application form
  - Since this PDF file will contain PII information, it will be encrypted in the NPS database for protection
- The applicant will also have an opportunity to download a PDF file containing the same information for their records

# Electronically Signing an Online Form



All of the information that was collected by NPS is displayed

A "Certification" message is shown below the collected information

The applicant signs the online form by:

- Confirming they read the "Certification" message
- Typing their Name
- Typing their password

**Slide 30**

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**sm5**

Display a screen shot. This is important.

smolina, 5/5/2008

# Electronic Signature Page


fisheries permits  
Fisheries Information System

[Home](#)   [Permit Requests](#)    [My Account](#)    [My Permits](#)    [Support](#)    [Logout](#)

**Online Services**

[Search Issued Permits](#)

[Apply For a New Permit](#)

[Renew My Permit](#)

[Replace Lost Permit](#)

[Transfer a Permit](#)

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**Resources**

[Permit Forms](#)

[Federal Register Notices](#)

[Laws and Regulations](#)

[Useful Links](#)

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**Help**

[Common Questions](#)

[Helpful Tips](#)

[Contact Information](#)

[Technical Support](#)

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Some online documents require Adobe Reader for viewing and printing. Please use the link below to obtain or update this application as needed.



Steps: [1-ENTER DATA](#) > [2-REVIEW & SIGN](#) > [3-SUBMIT PAYMENT](#) > [4-PRINT RECORD](#)

APPLICATION FOR  
COMMERCIAL ATLANTIC DOLPHIN/WAHOO (ADW)

**Electronic Signatures**

Each owner of the permit (individual or business officer) is required to sign this application. Please request each owner to sign this application by retyping their names in the space provided below.

<b>Permit:</b> <a href="#">COMMERCIAL ATLANTIC DOLPHIN/WAHOO (ADW)</a>	
<b>Vessel:</b> <a href="#">613682 - SEA BREEZE</a>	
<b>Vessel Type:</b> Fishing	<b>Fuel Capacity:</b> 5900
<b>HIN:</b> YBB45023H898	<b>Charter/Party Passengers:</b> 5
<b>Coast Guard #:</b> 1068589	<b>Crew Capacity:</b> 7
<b>State Reg. #:</b> 54048593	<b>Hold Capacity:</b> 25
<b>Hull Material:</b> Fiberglass	<b>Horsepower:</b> 390
<b>Home Port City:</b> ELIZABETH CITY	<b>Length:</b> 45.1
<b>Home Port State:</b> NORTH CAROLINA	<b>Year Built:</b> 1998
<b>Principal Port City:</b> ELIZABETH CITY	<b>Gross Tons:</b> 24
<b>Principal Port State:</b> NORTH CAROLINA	<b>Net Tons:</b> 19
<b>Owner:</b> <a href="#">PAT FISHER</a> (Individual) 1234 ALAMEDA STREET RALEIGH, NC 27232	
<b>Owner:</b> <a href="#">CAROLINA SEA BREEZE INC</a> (Business) 949 HIGHWAY 158 ELIZABETH CITY, NC 27909	
<b>Officers:</b> <a href="#">MICHAEL B FISHER</a>	
<b>Operator:</b> <a href="#">ALEX NETTER</a> 5677 MAIN STREET RALEIGH, NC 27237	
<b>Gear:</b> Bottom Longline, Gillnet, Rod and Reel, Shrimp Trawl	
<b>Species:</b> Swordfish/Tuna, King Mackerel, Reef Fish, Shrimp	





# Electronic Signature (Bottom of Page)

## PAT FISHER (Individual)

I declare, under penalties of perjury and as an authorized authority, that the information in this application has been examined by me and is, to the best of my knowledge and belief, true, correct, and complete. By typing your name in the indicated fields, you are agreeing to conduct business electronically with the National Oceanic and Atmospheric Administration in accordance with the federal [Electronic Signatures in Global and National Commerce Act \(E-Sign\)](#), 15 U.S.C.A. §§ 7001-7031 (West Supp. 2002). I understand that transactions and/or signatures in records may not be denied legal effect solely because they are conducted, executed, or prepared in electronic form, and that if a law requires a record or signature to be in writing, an electronic record or signature satisfies that requirement.

I have read and understand the statement above.

Signature:  (Please retype your name)

Password:

## MICHAEL B FISHER (Officer: CAROLINA SEA BREEZE INC)

I declare, under penalties of perjury and as an authorized authority, that the information in this application has been examined by me and is, to the best of my knowledge and belief, true, correct, and complete. By typing your name in the indicated fields, you are agreeing to conduct business electronically with the National Oceanic and Atmospheric Administration in accordance with the federal [Electronic Signatures in Global and National Commerce Act \(E-Sign\)](#), 15 U.S.C.A. §§ 7001-7031 (West Supp. 2002). I understand that transactions and/or signatures in records may not be denied legal effect solely because they are conducted, executed, or prepared in electronic form, and that if a law requires a record or signature to be in writing, an electronic record or signature satisfies that requirement.

I have read and understand the statement above.

Signature:  (Please retype your name)

Password:

Back

Continue

# Using Pay.gov for Payment

- Once the applicant has electronically signed the online application form, they pay by:
  - Selecting their payment method:
    - Pay.gov supports checks and credit cards
  - Entering the requested information
  - Submitting their information to Pay.gov for processing
    - NPS does not store any financial information
  - On successful completion of payment, the applicant will receive an electronic receipt via email and the opportunity to download a PDF file that contains the information they submitted

**Slide 33**

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**A2**

Also, display the screen shots that are part of this process

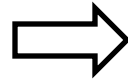
Administratr, 5/12/2008



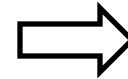
# Using Pay.gov for Payment



The applicant selects their payment method



The applicant enters the information requested by Pay.gov and submits it for processing



NPS emails an electronic receipt and offers the applicant to download a PDF file containing the information submitted to NMFS



# Pay.gov

## Online Payment

[Return to your originating application](#)

### Step 1: Enter Payment Information

1 | 2 | 3

Pay Via Plastic Card (PC) (ex: American Express, Diners Club, Discover, Mastercard, VISA)

Required fields are indicated with a red asterisk \*

Account Holder Name:  \*

Payment Amount: \$67.00

Billing Address:  \*

Billing Address 2:

City:

State / Province:

Zip / Postal Code:

Country:

Card Type:  \*



Card Number:  \* (Card number value should not contain spaces or dashes)

Security Code:  \* [Help finding your security code](#)

Expiration Date:  \* /  \*

Select the "Continue with Plastic Card Payment" button to continue to the next step in the Plastic Card Payment Process.

**Note:** Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible.

# Pay.gov

**Online Payment**
[Return to your originating application](#)

**Step 2: Authorize Payment**
1 | **2** | 3

**Payment Summary** [Edit this information](#)

Address Information	Account Information	Payment Information
<b>Account Holder Name:</b> John Fisher 75 Virginia Beach <b>Billing Address:</b> Dr <b>Billing Address 2:</b> City: Miami State / Province: FL Zip / Postal Code: 33149 Country: USA	<b>Card Type:</b> Master Card <b>Card Number:</b> *****5100 <b>Expiration Date:</b> 4 / 2012	<b>Payment Amount:</b> \$67.00 <b>Transaction Date</b> 05/12/2008 14:39 <b>and Time:</b> EDT

**Email Confirmation Receipt**

To have a confirmation sent to you upon completion of this transaction, provide an email address and confirmation below.

**Email Address:**

**Confirm Email Address:**

**CC:**  Separate multiple email addresses with a comma

**Authorization and Disclosure**

Required fields are indicated with a red asterisk \*

I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.  \*

Press the "Submit Payment" Button only once. Pressing the button more than once could result in multiple transactions.



# Pay.gov

## Online Payment

### Step 3: Confirm Payment

1 | 2 | 3

Thank you.  
 Your transaction has been successfully completed.  
 It is recommended you [print a copy](#) for your records.



[Print this window.](#)

### Pay.gov Tracking Information

Application Name: National Permit System

Pay.gov Tracking ID: 3FOC99HU

Agency Tracking ID: 334

Transaction Date and Time: 05/12/2008 14:40 EDT

### Payment Summary

#### Address Information

**Account Holder Name:** John Fisher  
 75 Virginia Beach

**Billing Address:** Dr  
**Billing Address 2:**  
 City: Miami

State / Province: FL  
 Zip / Postal Code: 33149  
 Country: USA

#### Account Information

**Card Type:** Master Card  
**Card Number:** \*\*\*\*\*5100  
**Expiration Date:** 4 / 2012

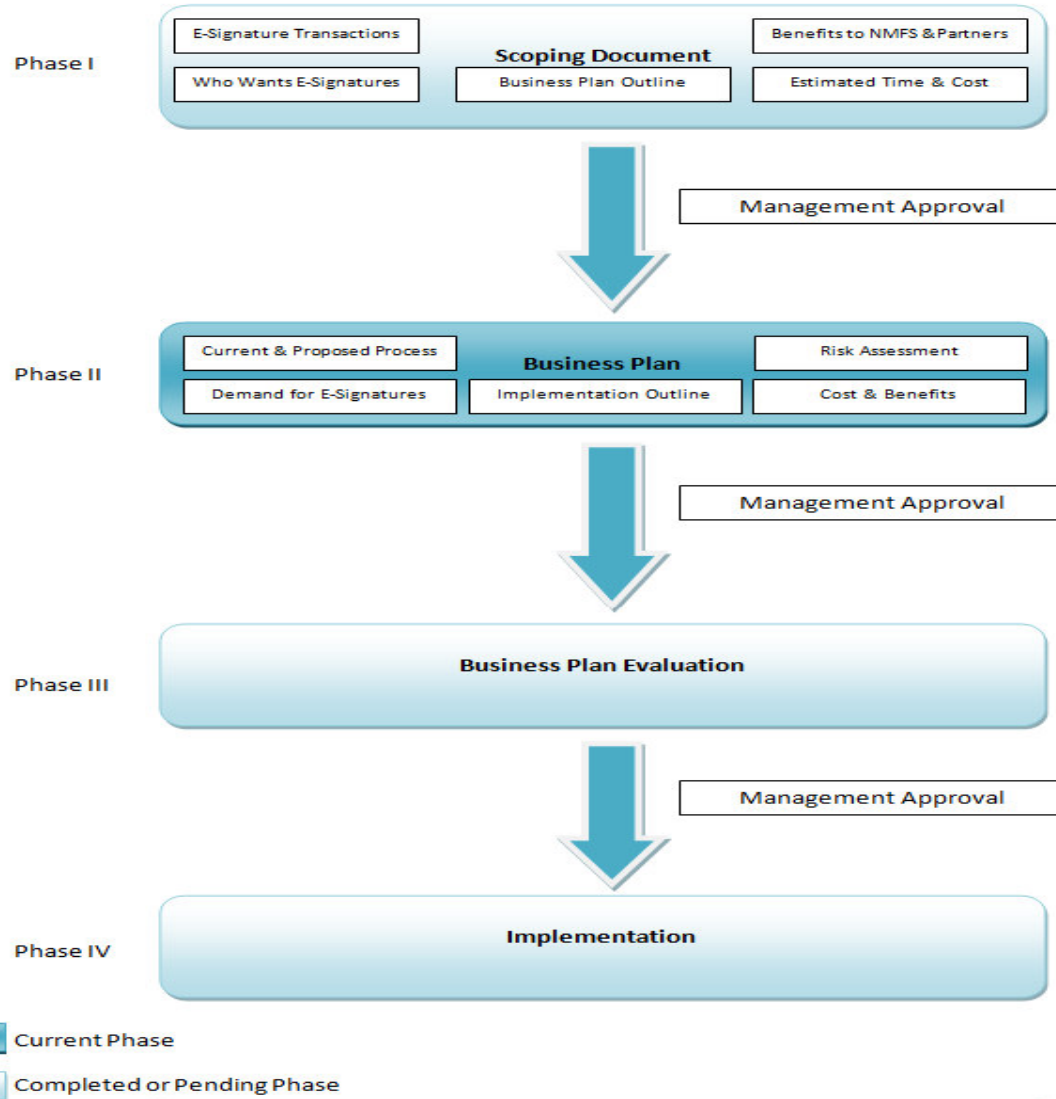
#### Payment Information

**Payment Amount:** \$67.00  
**Transaction Date and Time:** 05/12/2008 14:40 EDT

[Return to your agency website](#)



### Electronic Signatures Implementation Plan







**fisheries** permits  
*Fisheries Information System*



Questions...

# NMFS eSignature Project Timeline

## Preliminary Schedule

- 7/25/08-- Stakeholder Communication Plan, which identifies stakeholders, the nature of their interest in NFMS eSignature solutions, their issues or concerns, points of contact and methods for keep relevant stakeholders informed and engaged.
- 8/27/08--Alternatives Analysis for technical approaches to eSignatures
- 9/26/08--Risk Assessment and Cost Benefit Analysis, prepared according to NMFS procedural directive 32-110-02
- 10/31/08-Implementation Plan prepared according to NMFS procedural directive 32-110-02
- 12/5/2008--Presentation of preliminary results to stakeholders
- 12/19/2008--Critique of final project documents.



# NMFS eSignature Project Timeline

## Assumptions

- Much of the work will be conducted remotely on-line or by teleconference.
- The final face to face meeting of the NMFS eSignature stakeholders will be conducted in the Washington, D.C. area.
- Touchstone will have primary responsibility for writing assignments where knowledge of eSignatures is critical
- The NMFS project team members will have primary responsibility for writing assignments where knowledge of the NMFS mission, practices and organization are critical.
- NMFS will be responsible for scheduling initial interviews
- The contractor will offer its facilities (meeting rooms) for facilitated meetings within the scope of the contract (up to 30 participants) at no additional charge
- Interview themes, meeting agenda, and meeting documentation will be the property of NMFS.
- Period of Performance is June 1, 2008 , through January 16, 2009



# Stakeholder Analysis Grid

- Show version from wiki



# Roles and Responsibilities

- Inputs include:
  - NPS case study
  - Timeline Review
  - Knowledge of Expertise and Experience
  - Amount of Time Commitment from Team
- Who is responsible for what and what does that role look like?



# RACI Background

The acronym RACI stands for:

- **Responsible** - these people are the "doers" of the work. They must complete the task or objective or make the decision. Several people can be jointly responsible.
- **Accountable** - this person is the "owner" of the work. He or she must sign off or approve when the task, objective or decision is complete. This person must make sure that responsibilities are assigned in the matrix for all related activities. There is only one person accountable, which means that "the buck stops there."
- **Consulted** - these are the people who need to give input before the work can be done and signed-off on. These people are "in the loop" and active participants.
- **Informed** - these people need to be kept "in the picture." They need updates on progress or decision, but they do not need to be formally consulted, nor do they contribute directly to the task or decision.

# RACI Matrix

	Larry	Susan	Dayna	Karen	Tom	Logan	Richard	Jared	Steve
Stakeholder Communication plan									
Alternatives Analysis									
Risk Assessment & Cost Benefit									
Implementation Plan									
Stakeholder Presentation									
Final project documents									

R=Responsible, A=Accountable, C=Consulted, I=Informed



# How to Use Our Wiki

Confluence is a wiki. Wiki was pioneered by Ward Cunningham, and named after the Hawaiian word for 'quick'. Wikis are made to make it easy to communicate online; as simple to edit as it is to read, the wiki makes for the perfect online collaboration tool. Confluence makes creating and maintaining a collaborative intranet easier than maintaining your personal file system.

If you work alone, Confluence helps you manage the relationships among your different work products and allows you access to your work from any computer on the Internet. If you work with other people, Confluence still helps you organize, but also allows you to selectively share and collaborate with others over the Internet.

Confluence provides a cohesive, web-based solution for:

- Content composition and formatting
- Delivery to intended audience
- Relating information pieces with context and structure
- Search and discovery

The defining feature of a wiki is [edit this page](#), and you have to try it to see how satisfying it can be.





# Remote Collaboration

- Beyond this meeting, most work will be done on the phone, Webex or with Think Tank
- Steve will facilitate and take responsibility for agenda and Jared will take meeting notes

## Conference-calling "ground rules"

- Always identify yourself.
- Speak in the order of your name on the participant list, unless otherwise indicated. You can pass if you have no comment.
- Wait for one person to finish before speaking; otherwise, comments will be muddled or cut off on speaker phones.
- Stay on the call from start to finish. If you cannot stay on the call, let people know at the start of the call.
- No interruptions. Have someone else handle business while you're on the call.
- Limit calls to 60 minutes if possible, 90 minutes max

## General Facilitation

- Before moving from one agenda item to the next, the facilitator summarizes the discussion, the actions agreed upon, or the next steps for doing agreed-upon actions.
- Identify the appropriate next steps before the end of the call. Schedule subsequent calls or meetings before completing the call.
- At the end of the call, the facilitator should summarize the discussion and clarify the actions agreed upon. Persons responsible for action items should be named and one person designated as "responsible" if more than one person is working on an item.
- Each person should sign off at the end of the call, letting others know he or she is going off the line. If some people want to talk after the call for any reason, this should be arranged between them while all the other people are still on the line.



# Remote Collaboration (cont).

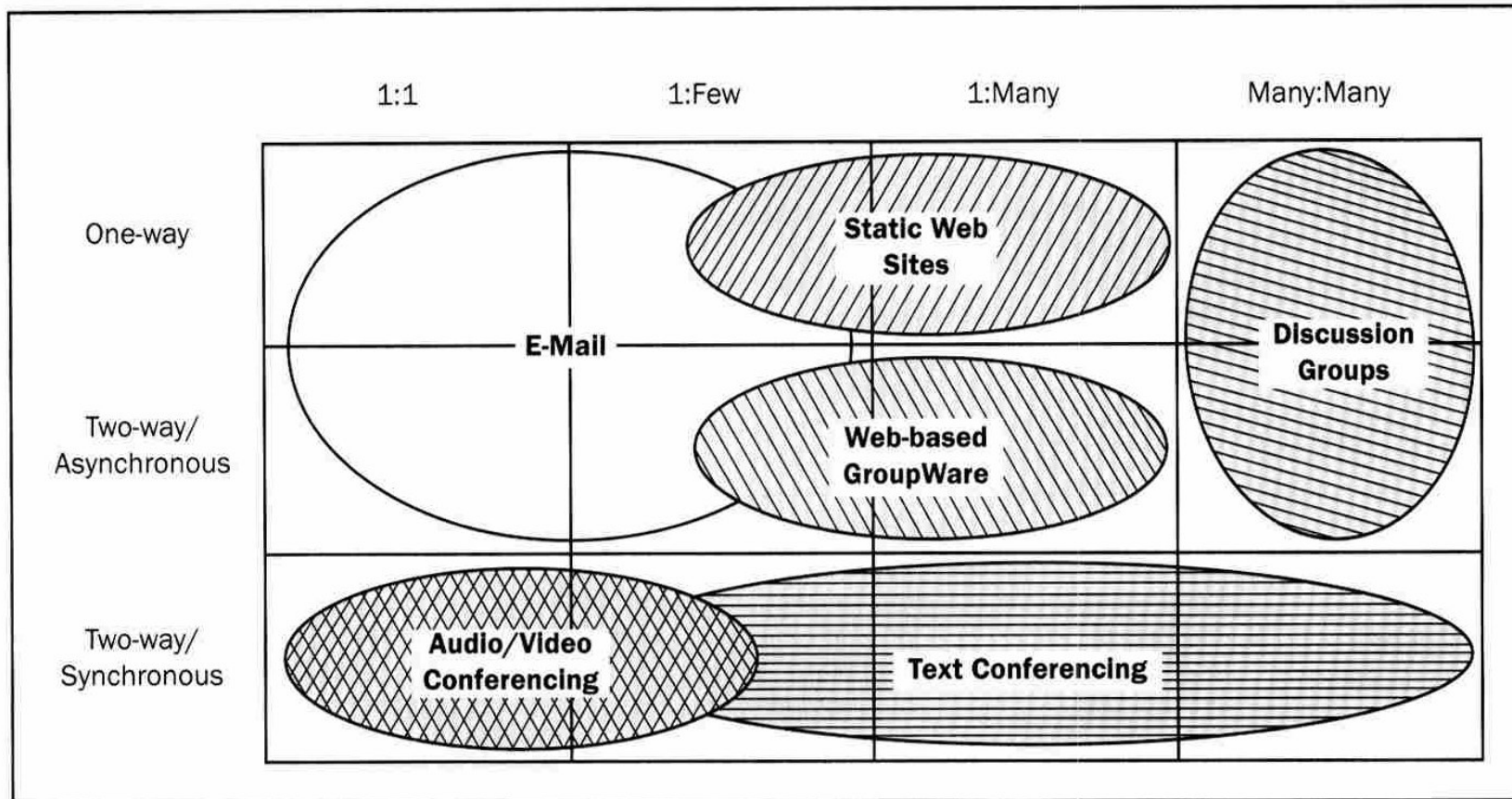


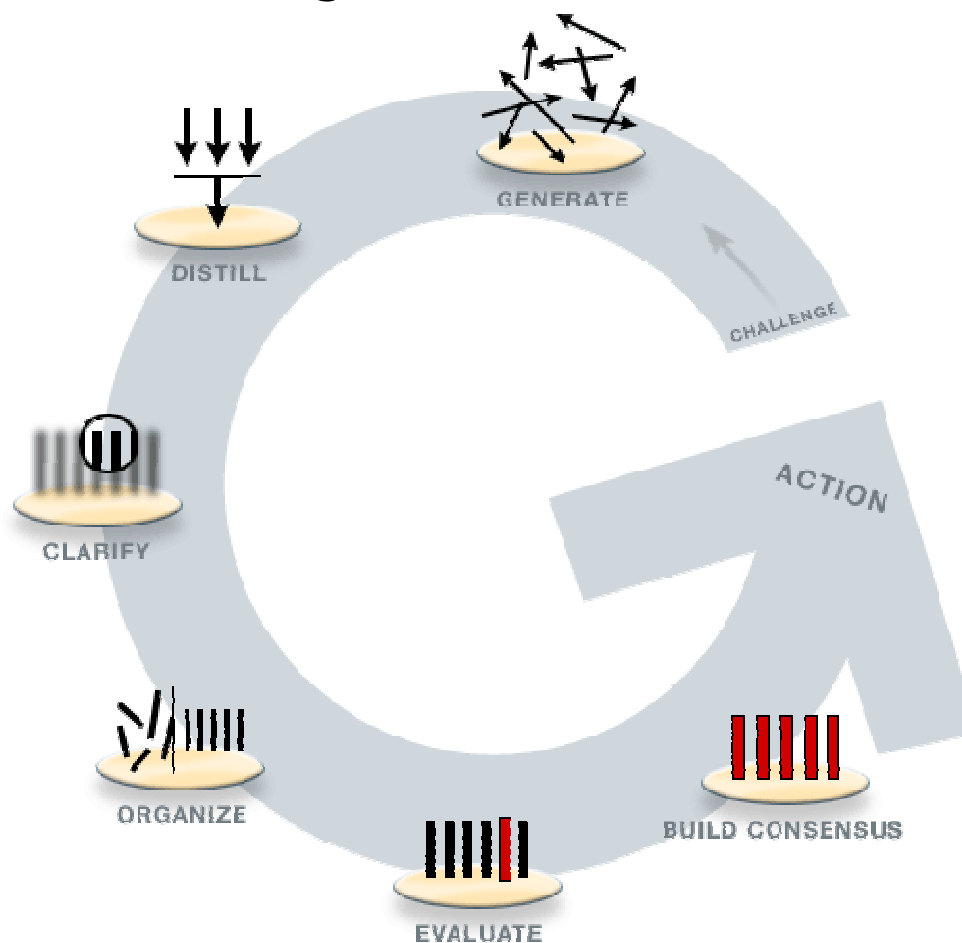
Figure 4. Taxonomy of Internet Applications for Project Management

**A taxonomy of Internet applications for project management communication. (2002)**  
Giffin, Steve D. [Project Management Journal](#) 33(4): 39-47.

# Think Tank Preview

ThinkTank moves face-to-face or virtual workgroups through a process toward its goals, faster and more completely.

- ❑ Generate new ideas
- ❑ Distill ideas to the best few
- ❑ Clarify and organize ideas
- ❑ Evaluate ideas
- ❑ Build consensus
- ❑ Create deliverables





# Next Steps & Action Items

- Review and confirm action items
- Review parking lot
- Set next meeting time to review:
  - Stakeholder Analysis Grid
  - Stakeholder Communications Plan



# Closing and Concluding Thoughts

- Reflections on the day
- Reflections on the tasks ahead