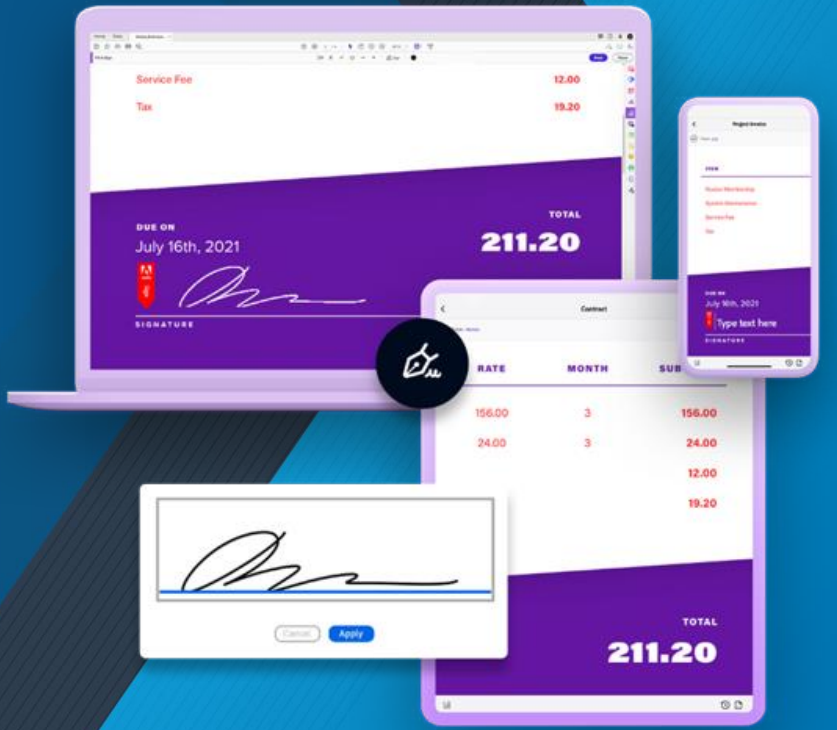
san diego county office of EDUCATION
FUTURE WITHOUT BOUNDARIES℠

INTEGRATED TECHNOLOGY SERVICES

Adobe Sign Implementation Project Celebration



Prepared by the SDCOE Enterprise Project Management Office (EPMO)

Reesa Fickett, Uyen Quach, and Candace Wong

September 28, 2022

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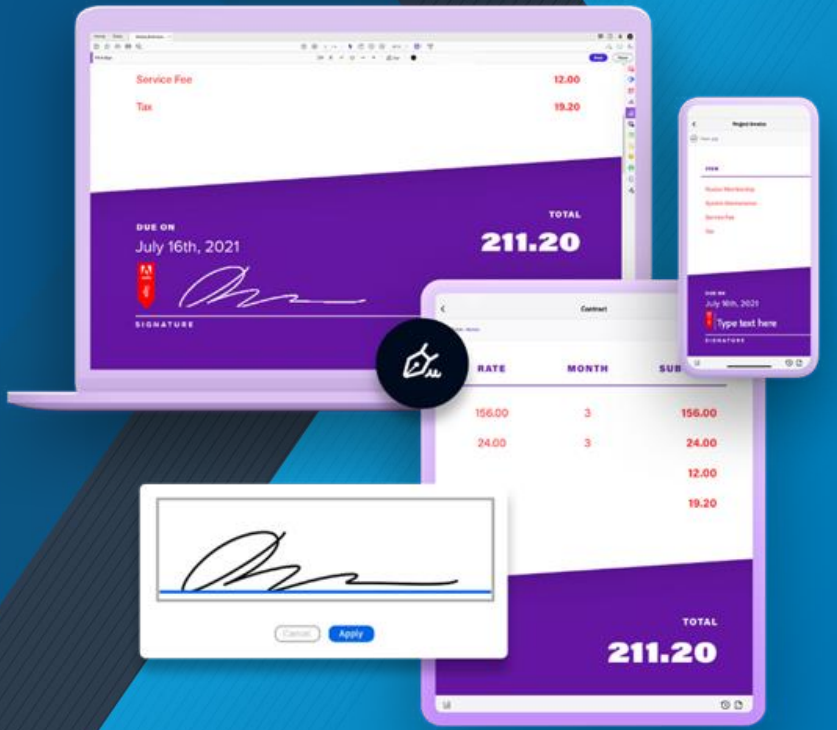

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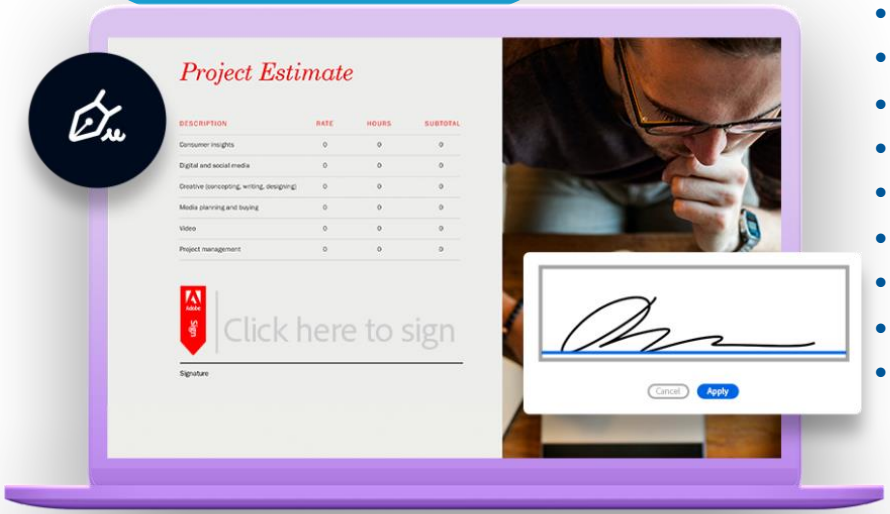
AGENDA

- Intro/Welcome
- Project Overview & Accomplishments
- Acknowledgements
- Activity
- Open Floor
- Wrap Up & Group Photo

THE 'WHY'

Problem: We have inefficient, paper-based signing processes

Solution: Adobe Sign electronic forms and digital signatures!



Imagine a day when you can sign documents electronically from the comfort and safety of your own home without the need to go into the office.

- Better customer experiences
- Convenient
- Easy to use
- Efficient
- Faster
- Reduces risk
- Saves resources
- Vetted by SDCOE CyberSecurity
- Vetted by Legal (99% of SDCOE forms supported)
- Visibility to where your documents are in the workflow

OBJECTIVES AND SUCCESS CRITERIA

Upon completion of this project, SDCOE employees:

- ✓ Reduced paper waste.
- ✓ Reduced printing costs.
- ✓ Improved accuracy and compliance.
- ✓ Reduced time spent tracking form status.
- ✓ Reported they were well informed.
- ✓ Reported training met their needs and prepared them to use the product.

SDCOE BOARD GOALS 3 & 4

- **Board Goal 3:** Become the leader and model for innovation, so that SDCOE scales, supports, and develops new opportunities for our schools, districts, and students
- **Board Goal 4:** Maximize human and operational resources to strengthen the organizational culture of SDCOE

ITS GOALS 2 & 3

- **ITS Goal 2 - Deliver Value: Applications & Systems:** Leverage future-facing technologies to deliver resilient and innovative countywide systems and applications
- **ITS Goal 3 - Improve Division Efficiencies:** Implement next generation processes and automation, design purpose-driven solutions, enable collaboration & build staff capacity

WHO WORKED ON THIS PROJECT?

Core Project Team

- Reesa Fickett, Uyen Quach, Candace Wong, and App Dev team (Haison Tran, Ivan Constantino, Ruaa Matti, Angela Xu)

Steered by…

- Beckie Benson, Terry Loftus, and Waves 1-3 Executive Steering Committees

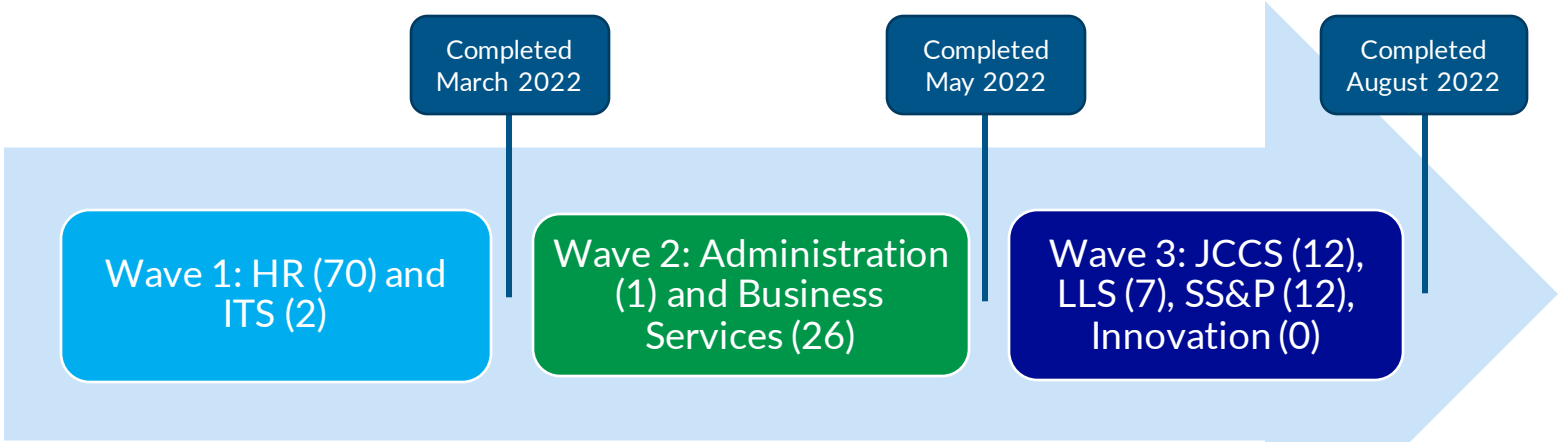
Other Key Players

- All SDCOE Division Leads, Group Admins, and Power Users
  - **Wave 1:** HR, ITS
  - **Wave 2:** Administration, Business Services
  - **Wave 3:** JCCS, LLS, SS&P, and Innovation
- Communications (Stacy Brandt)

Our Stakeholders

- Employees, Parents and Students

TIMELINE: PHASED APPROACH



All waves followed the same process:

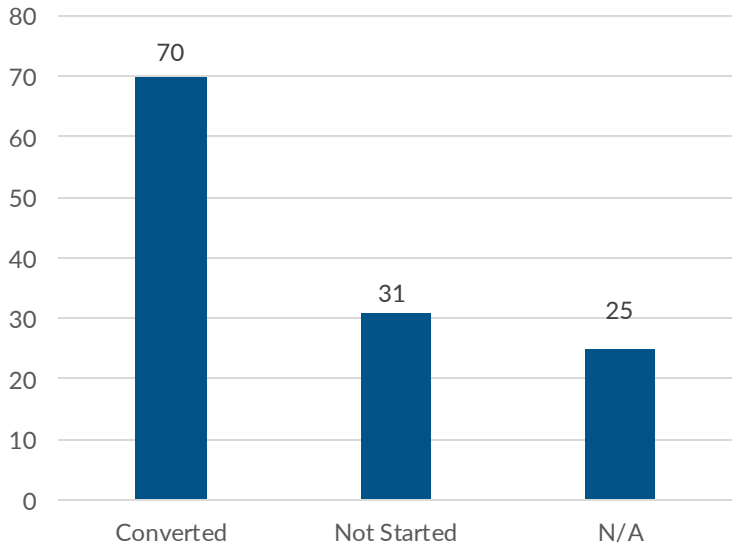
1. Training for Group Admins
2. Training for Power Users
3. Support forms conversion questions/challenges
4. Support testing
5. Support go-live

130 total converted forms

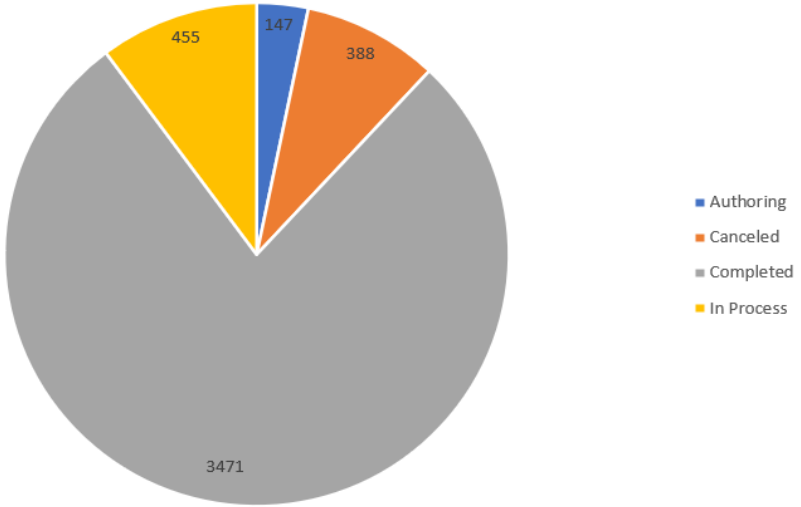
Adobe Sign Wave 1
HR Accomplishments

March 31
End of
Wave 1

Reusable Forms Conversion



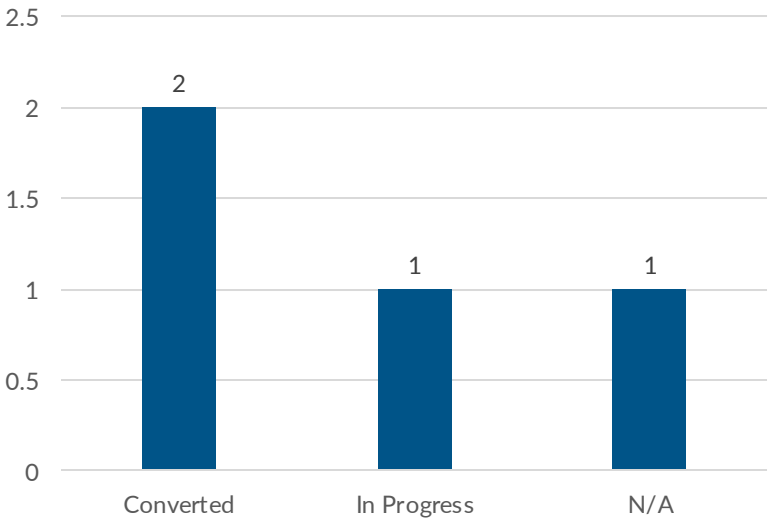
Usage Report (as of Sept 26, 2022)



Adobe Sign Wave 1
ITS Accomplishments

March 31
End of
Wave 1

Reusable Forms Conversion



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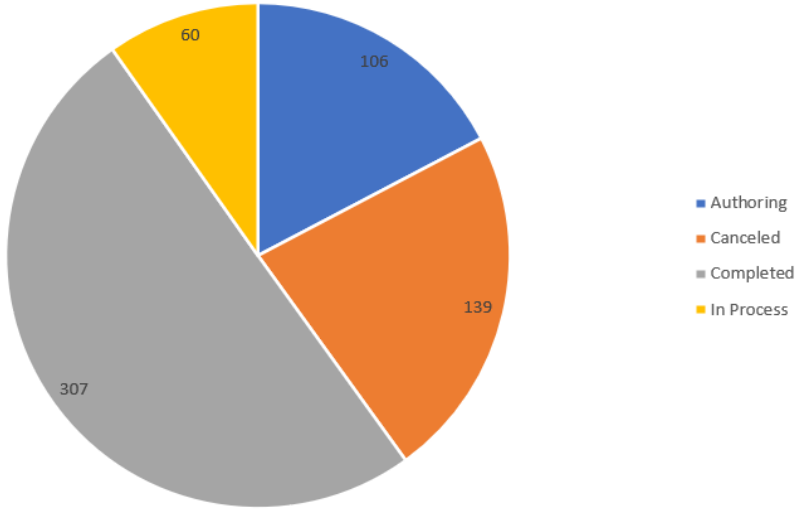
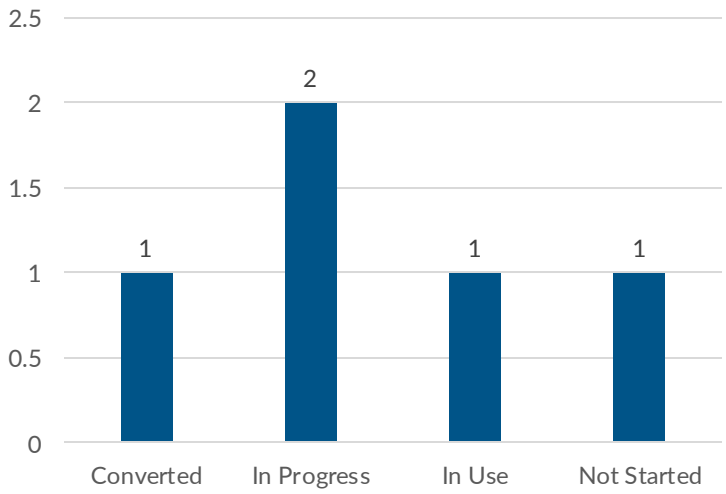


Adobe Sign Wave 2 Administration Accomplishments

May 31
End of Wave 2

Reusable Forms Conversion



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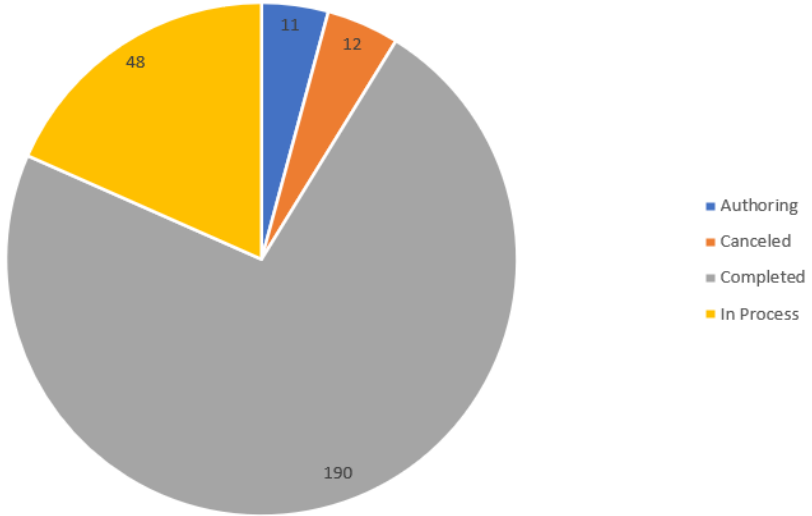
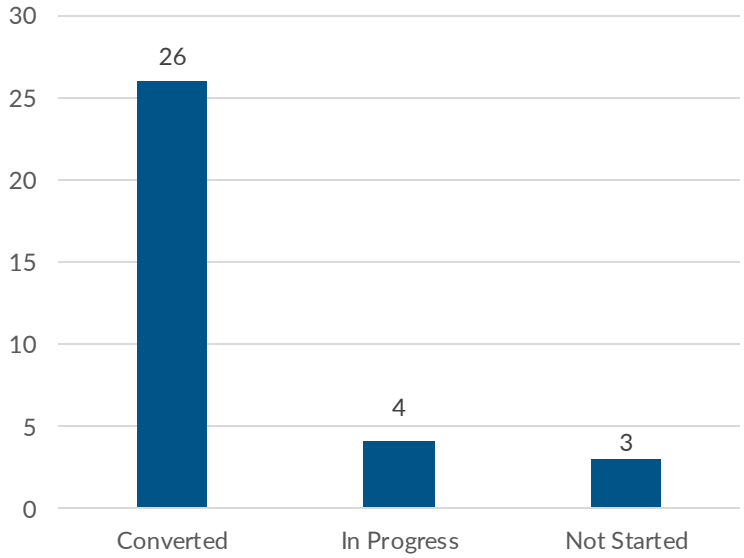


Adobe Sign Wave 2 Business Services Accomplishments

May 31
End of Wave 2

Reusable Forms Conversion



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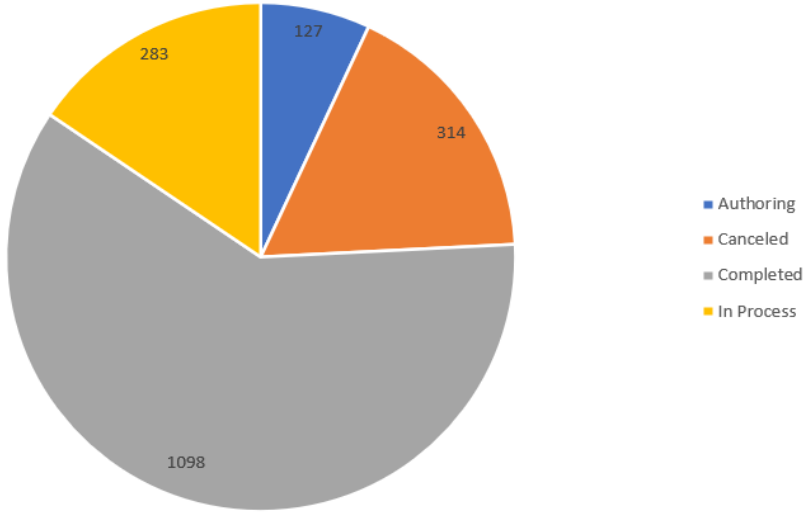
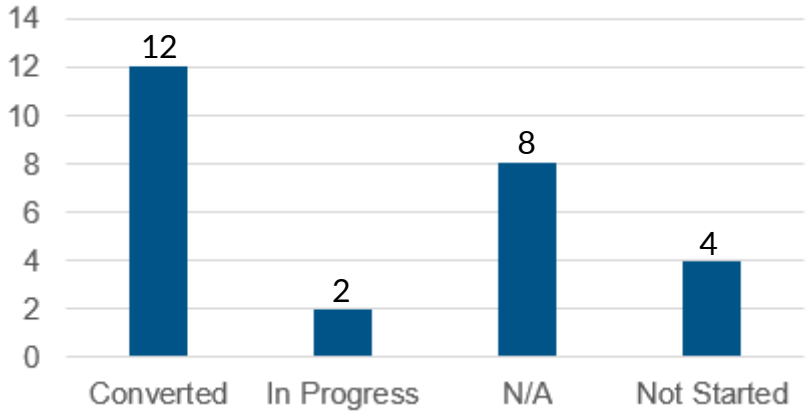


Adobe Sign Wave 3
JCCS Accomplishments

Aug 31
End of
Wave 3

Reusable Forms Conversion



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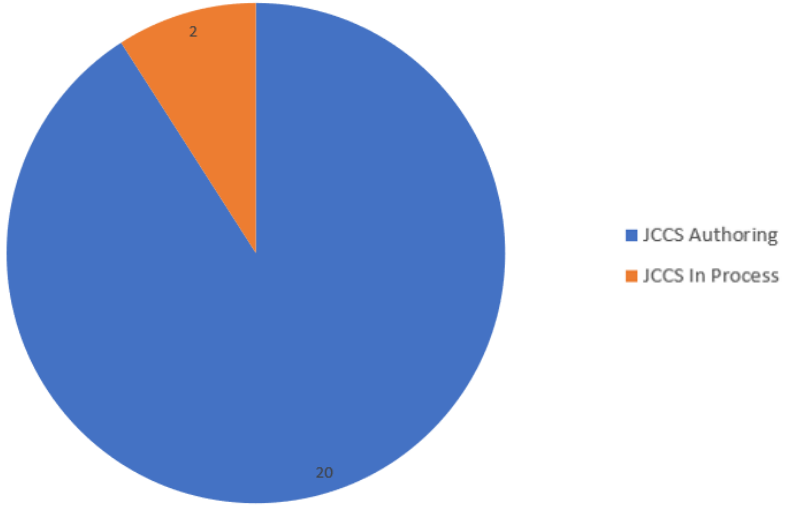
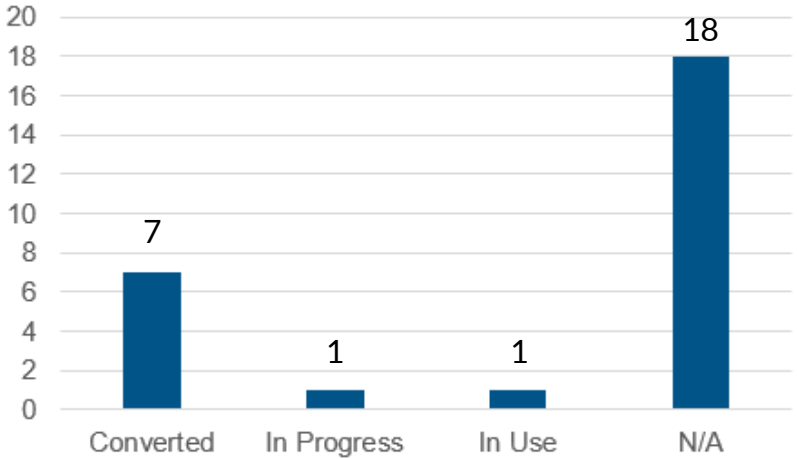


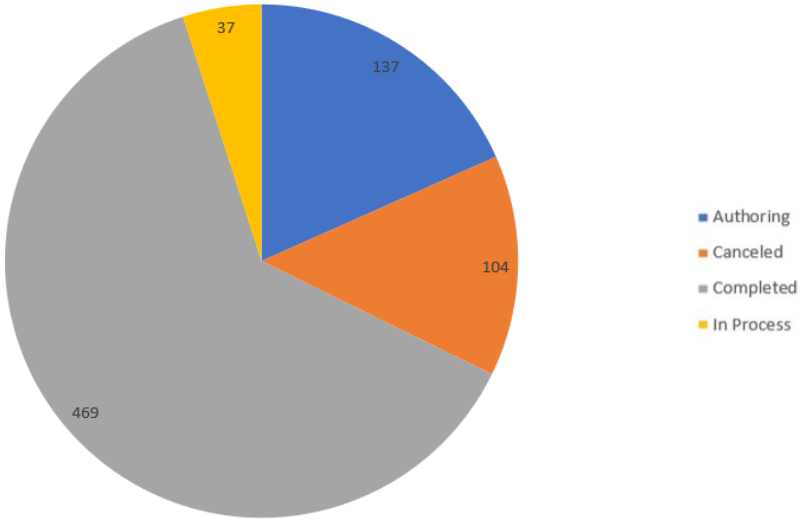
Adobe Sign Wave 3
LLS Accomplishments

Aug 31
End of
Wave 3

Reusable Forms Conversion



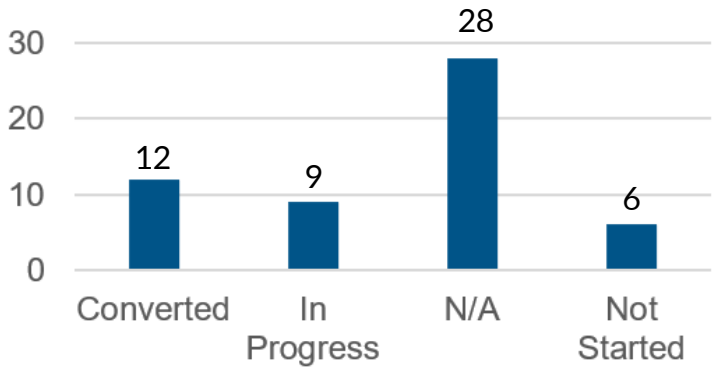
Usage Report (as of Sept 26, 2022)



Adobe Sign Wave 3
SS&P Accomplishments

Aug 31
End of
Wave 3

Reusable Forms Conversion



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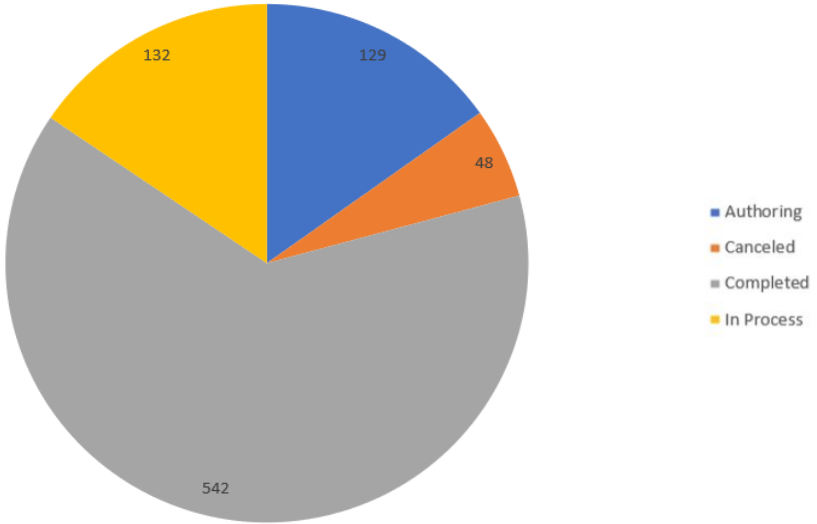
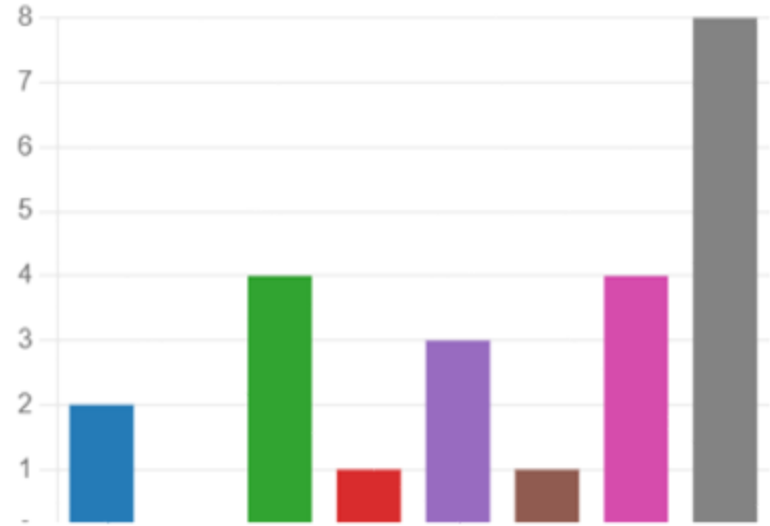


ABOUT OUR SURVEY

- **Survey Timeframe**: Monday, September 19 - Friday, September 23, 2022
- **Audience:** Adobe Sign Division Leads, Group Admins, Power Users, and Waves 1-3 Executive Steering Committees
- **Total:** 23 respondents from Administration, HR, Innovation, ITS, JCCS, LLS, and SS&P

Which division/unit are you in?

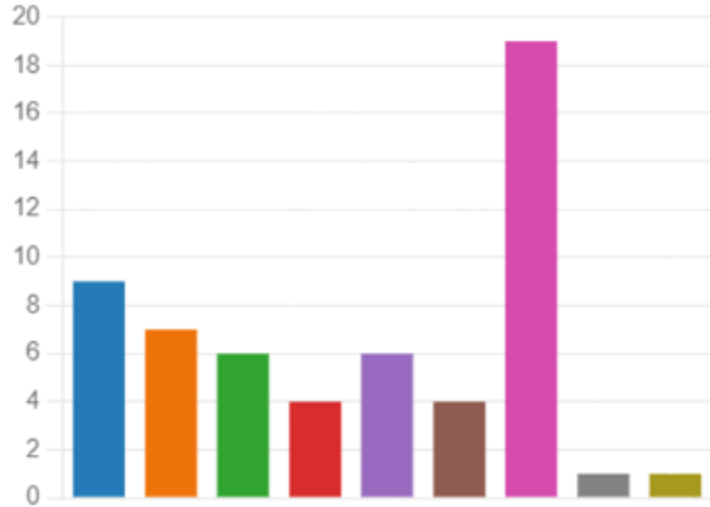
Administration	2
Business Services	0
Human Resource Services	4
Innovation	1
Integrated Technology Services	3
JCCS	1
Learning and Leadership Services	4
Student Services and Programs	8



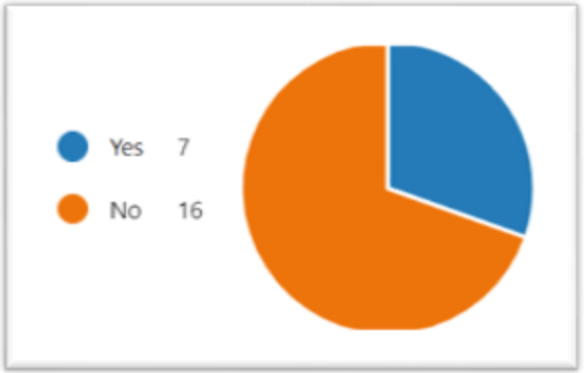
On a scale of 1 star (lowest) to 5 stars (highest), how would you rate the level of support you received during the project?

How did you receive support / information during the project? *Mark all that apply.*

1:1 meetings with App Dev tea...	9
Division Lead	7
Office Hours	6
Others in your division/unit	4
SDCOE Learning Hub > Adobe ...	6
Status Reports	4
Trainings	19
N/A; I did not receive support/i...	1
Other	1



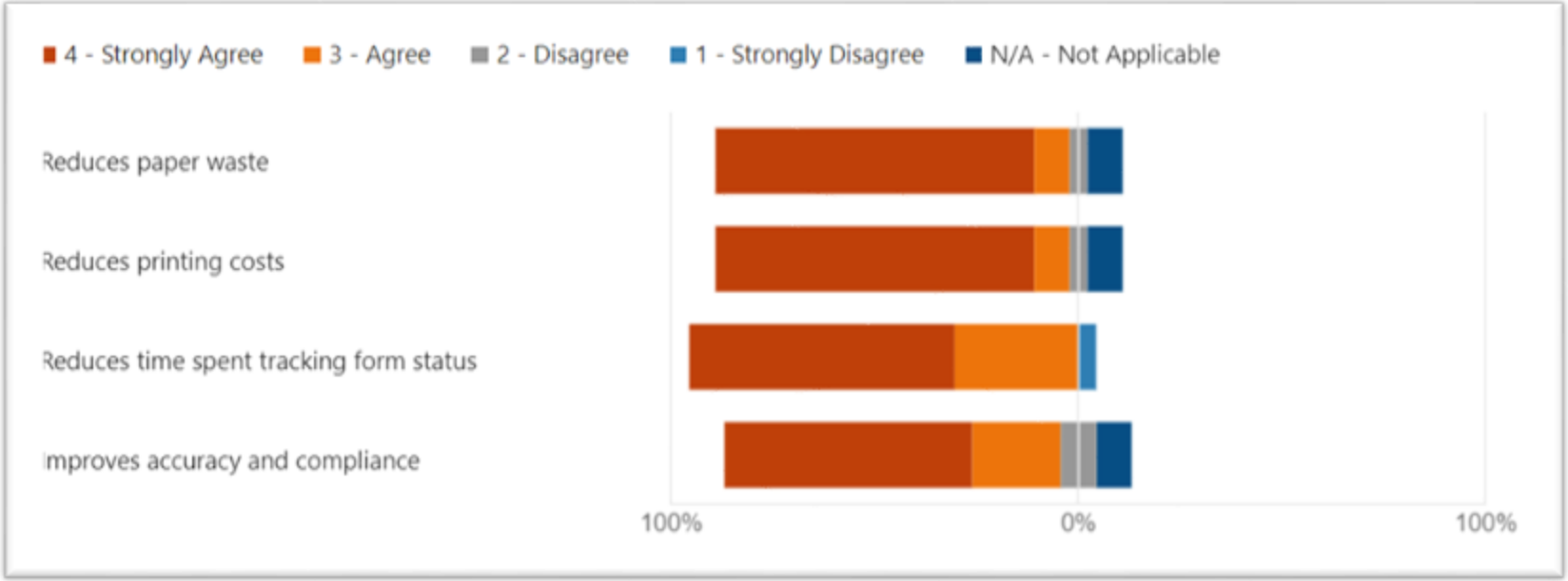
Did you attend Office Hours?



Let us know what you found helpful or would like to see improved.

- My office staff attended and the ease of getting assistance quickly was great!
- One on one support, able to get unique situations clarified, seeing and doing one together
- Just having a dedicated time to ask questions and receive guidance is helpful.
- The ability to work on the conversion in real time.
- Ease and speed of access, it was great to know that I could hold my questions until the office hours were open and get help on specific items as needed.

Adobe Sign...


4 - Strongly Agree
3 - Agree
2 - Disagree
1 - Strongly Disagree
N/A - Not Applicable
Reduces paper waste
Reduces printing costs
Reduces time spent tracking form status
mproves accuracy and compliance
100%
0%
100%

What 2 adjectives would you use to describe using Adobe Sign?

Do you have any additional comments or questions about the project? Is there a particular success story you are willing to share?

- The diversity and flexibility of this platform is a key to success.
- Switching to Adobe helped us make our applications look and feel more professional and allows us to easily share and track documents.
- Implementation and on-going support from the App Dev team has been incredible. This project has been a game changer for HR onboarding. The time savings alone has been profound. I can't thank the team enough for all of their willingness to listen to our goals in this project and to help us bring them to fruition.
- Thank you for a smooth roll out that was easy to follow and offered plenty of support! I would like to see more of the usual forms admins use available in Adobe Sign but I realize that's up to each division to finalize and make available. You just gave us the tools and training.
- I wish all departments would dive into using Adobe Sign regularly like HR and Payroll.
- Adobe Sign and the implementation from our partners at IT was well planned and effective.
- With the help of the ITS team, Ivan in particular, we were able to offer this to the district teachers of the year last April to get their principal and superintendent signatures. It reduced their stress and made things easier on my end as I support them in all their needs.

THANK YOU, DIVISION LEADS

- Nominated by the SLT to represent their divisions
- Served as key contacts for their divisions
- Attended meetings, trainings, and office hours
- Learned how to use the Adobe Sign software
- Helped identify Group Admins & training needs
- Captured questions
- Led by example

THANK YOU, GROUP ADMINS AND POWER USERS

- Considered as “form experts” for their teams
- Helped convert existing forms to Adobe Sign forms and webforms
- Attended meetings, trainings, and office hours
- Learned how to use the Adobe Sign software
- Supported their divisions/units with adoption of Adobe Sign

WHAT DOES YOUR SIGNATURE SAY ABOUT YOU?

Letter Size

SMALL LETTERS
YOU'RE RATIONAL, THRIFTY,
AND SELF-DISCIPLINED.

LARGE LETTERS
YOU TEND TO BE A DREAMY,
INDEPENDENT, NAIVE, UNSUSPECTING,
AND KIND-HEARTED PERSON.

ALL LETTERS ARE RELATIVELY EQUAL IN SIZE
YOU TEND TO BE MODEST AND SHY.

WHAT DOES YOUR SIGNATURE SAY ABOUT YOU?

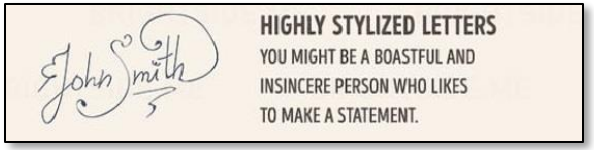
Legibility

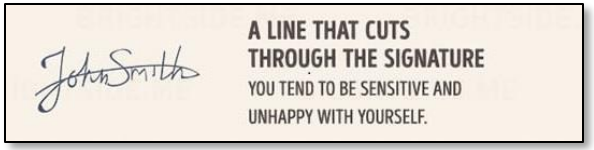
WHAT DOES YOUR SIGNATURE SAY ABOUT YOU?

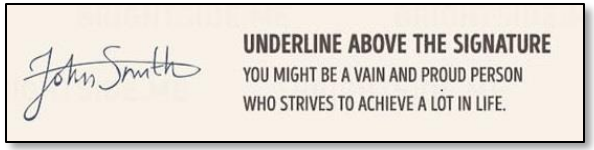
Slant

WHAT DOES YOUR SIGNATURE SAY ABOUT YOU?

Style







OPEN FLOOR

- Share a **shout-out** to a colleague or a team
- Share a **success story** using Adobe Sign
- Share your **thoughts** about the overall project
- Please use the **Raise Hand** feature in Teams

GROUP PHOTO

Please join us for a group photo to commemorate the end of this project.

THANK YOU!