

# IMM *eSign plus*

## Implementation Plan

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## Introduction

Welcome to the IMMeSign family. We appreciate your confidence in our company and our eSignature & Digital Transaction solutions. We look forward to working with you to power the digital strategies and initiatives you have established for your institution.

The attached "Implementation Project Plan" is designed to provide you with an overview of the project flow, key milestones along with anticipated time frames for the various stages and engagements of the project.

This should provide you with information to aid in establishing the required Bank resources to allocate to the implementation project, along with insights into what lies ahead in your IMMeSign *plus* implementation project.

If you should have any questions as you work through the form, please do not hesitate to contact your IMM Bank Solutions Consultant, or your IMM Implementation Project Manager.

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## Stage 1 | Installation & Configuration

(4 + hour duration based on completion of prerequisites and resources)

### Application Server Installation – install of eSign plus and components

#### Prerequisites:

- Server staged per IMM System Requirements
- Windows media mounted for access to the Windows SXS folder to enable Windows Features and Roles
- Servers' User Account Control set to NEVER (server reboot)
- Logged onto the server as a Domain Administrator account with rights to install.
- Separate server with Full SQL installed in mixed mode. SQL Administration account (SA) and password required for the installation. *(re: eSign plus writes to multiple databases and tables that are crossed referenced during the process. The logic within the workflow engine (routing, time based settings, session history, etc.) eSign Plus requires an environment that has an unlimited database size. Note: There are stored procedures to maintain the growth of the databases to ensure the server resources are not impacted.*
- Domain User that can read the Active Directory and rights to run Windows Services *(re: Single Sign On via Windows Authentication; Workflow Permissions and functionality; Service Authentication against eSign plus configuration files).*
- eSign plus supports Active Directory Security Groups (Distribution and Sub/Nested groups are not supported)
- Domain Group appointed and includes the intended users to utilize eSign plus *(re: Single Sign On via Windows Authentication)*

Resources to include: IMM Installer, Institution's IT Administrator, Institution's User & Groups Administrator, DB Administrator

### Additional Requirements for configuration

#### Prerequisites:

- Email server/host Name or IP Address with Admin Authentication *(re: eSign plus includes the ability to send internal emails during the routing process)*
- Email server relay enabled to accept traffic from the application server
- Valid Email Account acting as the "FROM" recipient *(re: eSign plus includes the ability to send internal emails during the routing process. The email is sent from this email account. Example: [eSignAlerts@....com](mailto:eSignAlerts@....com))*
- Optical System Index Keywords and output format
- 2 documents for uploading / defining

### Training Workstation Installation – install of eSign Client components

#### Prerequisites:

- Workstation staged per IMM System Requirements
- Workstations' User Account Control set to NEVER (server reboot)
- Supported version of Adobe Reader
- Supported version of Internet Browser
- Logged onto the workstation with an account that has rights to install

Resources to include: IMM Installer ; Institution's IT Administrator; Institution's Implementation Lead; Proprietor of the workstation

### End to End Testing – required before Stage 2

Prerequisites: Data passage connectivity (from the FI's development financial platform(s))

Resources to include: IMM Installer; Institution's Implementation Lead; Proprietor of the workstation

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## Stage 2 | Training

### Administrative Training (2 hour duration)

This training consist of Administrative task as defined:

- Group and User Permissions with eSign plus (Integration with Active Directory via LDAP lookup)
- Signing and scanning device preferences
- eSign plus services, processes and SQL databases (backups and maintenance)
- Adobe Sign user account creation, security and signer authentication settings \*
- 3<sup>rd</sup> party scanning exclusions and whitelist of Adobe's URLs and IP

Prerequisites: WebEx Remote session to the eSign plus application server

Resources to include: IMM Trainer; Institution's Implementation Lead; Institution's IT Administrator, Institution's User & Groups Administrator, Institution's DB Administrator

### Discovery Call (2 hour duration)

This call will discuss the applicable platforms in which the institution documents (or data) are prepared. In addition to discuss the priority business process to implement.

Prerequisites: WebEx Remote session to the Institution's Implementation Lead workstation for demonstrating how documents are generated

Resources to include: IMM Trainer; Institution's Implementation Lead; Personnel who understands the business processes

### Document Template Creation / Workflow Template Training (Typically 3 sessions - 2 hour duration respectively)

This training consist of publishing the electronic documents within the eSign and Adobe Sign\* applications.

Creating workflow templates based on your business processes

- Creating, uploading and/or applying definitions to the electronic documents (performed in eSign, AIM and/or Adobe)
- Setting document properties
- Building a reference comma delimited file for the use of importing into the Optical system (Parameter.txt) \*
- Building a reference file for product type-to-document set association (Description.txt) \*
- Build Workflow templates based on your business processes

Prerequisites: WebEx Remote session to the Training workstation; access to the eSign application server; Documents for uploading / defining into eSign; Documented business processes for the documents that are uploaded into eSign (Typical business process are Lending, Deposit, Mortgage, HR)

Resources to include: IMM Trainer; Institution's Implementation Lead; Institutions Document Administrator; Institution's Workflow Builder; Personnel who understands the business processes

### Train-the-Trainer (2 hour duration)

Training on end user processing

Prerequisites: Full end-to-end testing prior to this training; WebEx connection to the workstation used during the end-to-end testing

Resources to include: IMM Trainer; Institution's Implementation Lead; Institution's Employee Trainer

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## Stage 3 | Preparation for Live

(Based on FI's resources to complete task)

### Financial Institution Task

- Complete document template task
- Complete workflow template task
- Complete CAT Matrix provided by IMM's Project Manager
- Provide internal training to end users
- Ensure applicable workstations have the required software and peripheral devices installed (or in place for live day deployment)
- Ensure arrangements with the financial platforms (Host / LOS / Account Opening / Deposit Origination, etc.) are in place for this task

## Stage 4 | Live Day

(1 day timeframe)

### Day of Task

- Data passage connectivity (from the FI's production financial platform(s))
  - IMM Installer to clear all test and training data from the eSign application
  - IMM and FI will perform an end-to-end test from all financial platforms / applications
  - IMM Installer is available for dedicated support the day of live
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