



# eSign Cloud for Banks

## Getting Started Guide: Use Cases

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### Using this Guide

The self-paced learning approach to the implementation of IMM eSign provides an institution with control over the pace at which its employees will learn the materials needed to understand, implement, utilize, and support their solution.

This guide serves as a reference tool as well as a companion guide to the sixth lesson in Stage 2: Getting Started—Use Cases.

After watching the video located on the lesson page use the materials at the end of this guide to assist you and your team in making and documenting initial decisions and processes and to help you prepare for the initial installation activity.

The guides in this Stage should be used in concert with the Implementation Workbook, which will serve as a single location for documenting and maintaining your decisions.

The lessons in Stage 2 will enable you to:

- Increase your understanding of the most important elements of eSign
- Prepare for and document your initial implementation
- Make decisions about how to set up user rights and permissions
- Make decisions about the signer experience both in branch and remotely
- Understand the installation process and your roles and responsibilities

## Overview

With the installation and initial implementation of your eSign solution right around the corner, and your knowledge of the product and processes growing every day, now is a good time to think about the specifics around how your employees will use this new solution and how you will test it and train on it.

A standard with software solution implementations is the concept of Use Cases. Use cases are generally employed in the creation of new business processes to outline the actions or steps that will be involved in the typical flow of user interactions with a software or system. When subject matter experts identify and detail distinct use cases it facilitates communication with those configuring the solution as well as those being trained on the new process. Effective use case documentation provides a guide and test elements that can be verified.

The key elements of this lesson are:

- Exploring the essential elements of a good use case
- Using the Implementation Workbook to determine and document use case elements
- Different use case types to consider for your IMM eSign implementation

And after watching the video you should be able to:

- Create a use case that will be used for the initial installation and end-to-end validation
- Create use cases that will be used to test the system and train end users

### Activity Checklist

- Watch the Lesson 6: Use Cases video
- Consider the recommendations posed in the lesson
- Utilize the Implementation Workbook to document your use case decisions

## Installation Use Case

The installation activity involves multiple resources, both people and technology, that need to be available and ready to participate in the steps that will be taken.

The last step is the “test transaction.” For a successful installation, IMM strives for an “end to end” test which includes the business system, the signers and devices and the archiving – at least to the point where the session documents are downloaded to your server.

Rather than waiting until you are interacting with the installer to decide what source documents you would like to use, who the test signers will be, etc., you can draw up a **use case** ahead of time and have it ready. You might even have some things “staged” as well.

One example could be from your account opening system. Prior to the installation process you may want to create a new test client account. Perhaps Mickey and Minnie Mouse are opening a new joint account. You can have the system ready to generate a **signature card** which the IMM Installer will use to guide you through printing to IMM eSign for the first time and creating a template. You can also have an email account ready to be the *recipient* of the remote signer email (this would be different than the user creating the session and *sending* the email). And if connecting to the imaging system will be part of the initial installation activity (which is not always the case) you should know the document name as used in the imaging system.

Having these basic elements, in addition to those elements discussed in Lesson 5, decided upon and set up prior to the installation can save some time and frustration.

You can use a similar approach for the initial test of your loan origination system or any other system – essentially, one document type with signature locations, two signers (in branch and remote), and a test account already set up. And don't forget to have your signing device at the ready.

## Testing Use Cases

It will be important to test the entire system prior to going live. **Testing Use Cases** are often less about the user process and more about making sure all the various parts work as needed and expected.

In the case of eSign, perhaps the most critical testing is of the **templates** and **attachments**. Whether you have 10, 100, or more templates defined, you'll want to be sure that each one is correctly identified by eSign, that all the template definitions are correct (indexes, data, signing parties and signature locations) and working as expected, and that after the session is closed the documents move into the imaging system as expected – or NOT depending on the settings on some attachments.

You can use the Documents tab in the **Implementation Workbook** to keep track of your testing!

In addition to testing all the document types, it is wise to test your **user accounts**. Making sure that users in your test group have access to eSign, and validating that the permissions set for different users are being reflected in what they see and can and cannot do, etc.

Again, your **Implementation Workbook** can come in handy here to keep track of what you have tested and validated along the way.

And of course, there are other things to be tested. One such example are the **signing methods** both in branch and remote. This may include testing various signature devices, remote authentication methods, remote signing methods, validating email templates and the look of emails being sent to remote signers, etc. What you test will depend on what your system includes, and – you guessed it – your **Implementation Workbook** can help you decide that and keep track.

As you are testing the various aspects of your system, it will be a good idea to keep in touch with your IMM Project Manager and let them know how things are going and most definitely if you encounter any problems. The sooner we know about any hiccups, the sooner we can get them resolved for you.

## Training Use Cases

**Training** Use Cases are all about demonstrating how the solution works and making sure you have reliable process flows to walk your users through when they are just being introduced to the solution. Although you do not need to cover every eventuality, it is good to include several possibilities. Some things to include might be an assortment of documents, single signer vs. multiple signers, in branch vs. remote, and a combination of signers. It's also good practice to include some unique circumstances

In general, it is recommended to have at least 3 **types** of training use cases: simple/basic, multifaceted, and out of the ordinary. By now you can likely think of several candidates for each of the three, but here are some suggestions:

**Simple:** You are setting up a new account and the client is in the branch. There are 4 documents that they need to sign that are all generated in your business system. For training, you walk through the creation of the session and the in branch signing process and the final archive step.

**Multifaceted:** This might be more like the example used in Stage 1. An in branch and a remote signer applying for a single auto loan. You may need to generate some documents you're your loan origination system, add a document from your workstation as an attachments, and also capture a copy of each person's ID as well.

**Out of the Ordinary:** An example here could be a customer who is in branch when you start the process but who needs to leave and come back. You can stop the signing process—you can create the session and then come back to it later (by using the Search feature). Maybe when you restart the process, they are remote and need to upload a document.

Another example might include a new, or unrecognized, source document that is not templated and the user needs to transfer the session to a manager who can help with it. The possibilities are endless, and the idea is not to cover them all, but to show a few features that might only have occasional use and assure the users that eSign can handle exceptions.

## Using the Implementation Workbook

During the implementation it is highly recommended that you keep track of your users and groups and permissions, templates and attachments, signing decisions, imaging system specifics, etc., in the Implementation Workbook

The workbook can then be used for additional implementations and systems that you might bring on board. You can add new users or groups to those tabs, duplicate the Documents tab to document new system templates and attachments, and if you change your signing devices or remote authentication decisions, you can update those as well.

The workbook can be your working documentation and reference of what you have built so far, and what you hope to build going forward. And as we have mentioned in this lesson, it can be a great way to keep track of your testing and help you design and even track your training.

## Questions to Consider

What are the details of the installation use case(s)?

Will the installation include testing sending documents to the imaging system? If so, is the import into the imaging system ready?

How many business systems need to be initially tested during installation? (Most implementations are for a SINGLE business system, however, the initial installation activity can include multiple business systems.)

What are the success criteria for the testing use cases?

What are the details of the training use cases? (Remember, multiple use cases are recommended for training purposes.)

Who will perform testing and training activities? Who will document the use cases and testing/training strategies?

Begin answering and documenting these decisions in the Implementation Workbook.