
Information Technology Policy

Forms Development Tools Policy

<i>ITP Number</i> ITP-APP021	<i>Effective Date</i> March 23, 2009
<i>Category</i> Recommended Policy	<i>Supersedes</i>
<i>Contact</i> RA-itcentral@pa.gov	<i>Scheduled Review</i> April 2015

This Information Technology Policy (ITP) establishes enterprise-wide standards and policy for forms development tools.

1. Purpose

The purpose of this Information Technology Policy (ITP) is to establish enterprise-wide standards and policies for Forms Development Tools. Establishing standards will provide guidance to agencies as they plan for new application development projects or make investments in existing applications.

2. Background

The forms development tools addressed in the policy are situated in the Document Output Management (DOM) market. DOM is software that creates, formats, structures, and delivers documents or forms to users. Additionally, DOM provides mechanisms for users to interact with the documents while maintaining data quality, privacy, and security.

DOM integrates with data from back-end systems by binding XML schemas to intelligent forms and documents allowing data to be extracted and exported as an XML document to the back-end system.

3. Scope

This Information Technology Policy (ITP) applies to all departments, boards, commissions and councils under the Governor's jurisdiction. Agencies not under the Governor's jurisdiction are strongly encouraged to follow this ITP.

4. Policy

Agencies requiring forms development solutions are to use one of the current standards as defined in section 5 of this ITP.

Agencies implementing forms solutions are to incorporate usability testing as part of application quality assurance. Usability testing is to assess the form solutions ability to:

- Provide good quality information to users
- Gather good quality information from users
- Reduce processing costs
- Increase user satisfaction

Agencies implementing forms solutions are to comply with ITP-ACC001 - *IT Accessibility Policy*.

Agencies implementing form solutions are to assess the level of security and privacy associated with the data in the form. Forms solutions requiring authentication and authorization services are to comply with ITP-SEC014: *Identity Protection and Access Management (IPAM) Architectural Standard – Identity Management Technology Standards*.

5. Standards

CURRENT STANDARDS

(These technologies or products meet the requirements of the current architecture and are recommended for use.)

Technology	Platforms	Technology Classification
SAP Interactive Forms by Adobe ¹	All	Current
Adobe LiveCycle Enterprise Suite	All	Current

¹ This standard is for use within Integrated Enterprise Systems

CONTAIN

(These technologies or products no longer meet the requirements of the current architecture and are not recommended for use. They are to be phased out over time. No date has been set for their discontinuance.)

Technology	Platforms	Technology Classification
--	--	Contain

RETIRE

(These technologies or products are being phased out. Plans are to be developed for their replacement, especially if there is risk involved, such as lack of vendor support. A date for retirement has been set.)

Technology	Platforms	Technology Classification
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EMERGING / RESEARCH

(Emerging technologies or products have the potential to become current standards. At the present time, they are to be used only in pilot or test environments where they can be evaluated. Use of these technologies is restricted to a limited production mode, and requires approval of a waiver request. Research technologies are less widely accepted and time will determine if they will become a standard.)

Technology	Platforms	Technology Classification
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6. Related ITPs/Other References

- ITP-PRO001 – *IT Procurement Review Process*
- ITP-ACC001 - *IT Accessibility Policy*
- ITP-SEC014: *Identity Protection and Access Management (IPAM) Architectural Standard – Identity Management Technology Standards*

7. Authority

- Executive Order 2011-05, Enterprise Information Technology Governance

8. Publication Version Control

It is the user’s responsibility to ensure they have the latest version of this publication. Questions regarding this publication are to be directed to RA-itcentral@pa.gov.

This chart contains a history of this publication’s revisions:

Version	Date	Purpose of Revision
Original	3/23/2009	Base Document
	10/25/2010	ITB Refresh
	4/2/2014	ITP Reformat; Merged STD-APP021A into ITP