



# FORM REVIEWS

INFORMATIONAL ARTICLE

# Forms Reviews

## Introduction:

We live in a world of change. Business processes change. Procedures change. Regulatory and legal requirements change. Keeping up with all this change can challenge even the best of us!

Forms are like small children – leave them alone and they will get into trouble! That's why a very important function of forms management is conducting regular reviews for each form in our organization. With no regular reviews, forms get out-of-date quickly.

Reviews are generally conducted during one of the following events:

- When any forms project is initiated
- Reprints
- Scheduled Review
- Macro Analysis
- Ad Hoc

## Conducting Reviews:

### Forms Projects:

Each time a forms project is initiated, a review of the existing form becomes a part of the project. Checking the form history file or database for any notes or comments and checking with the form owner is among the first steps performed.

### Reprints:

An ideal time to conduct a review is when a form is ready for reprint. This review is generally simple and straightforward. An email is sent to the form owner asking if the form is still active and if any changes are needed or anticipated. If changes are needed, or if the form is no longer active, a forms project is established. The review status is updated when the project is completed.

If the form is active and no changes are required, the reprint project is established, and the review is complete. The review status is updated in the database. As we convert more forms to electronic format, fewer reprint reviews are scheduled.

### Scheduled Review:

We recommend that each form be reviewed at least every 12-18 months, depending on the nature of the form and its usage. The established review date is recorded in the database. Each month, reports are generated that list forms requiring reviews in the upcoming month and that show the status of all open reviews. Reviews can be for an individual form or for a group of related forms (batch processing).

Scheduled reviews can be a simple email (described above under Reprints) or they can encompass a short questionnaire. The email or questionnaire is sent to the form owner. If there are no changes required, the review date is updated in the database and the review is complete. If changes are required, or if the form is no longer active, a form project is initiated, and the review date is updated upon project completion.

Most forms will require a scheduled review date. They generally do not require much time to complete but do provide an important check that helps keep the form population fresh and current.

## **Macro Reviews:**

Macro reviews are generally initiated by Forms Management and are set up as a non-forms project. The purpose of the review is to examine the entire forms population, or a specified segment of the forms population, looking for improvement opportunities. Get curious and look at your forms from varying viewpoints. Run queries on a variety of parameters, such as specifications, business systems, form type, form owner, and others. When an opportunity is identified, a forms project is established (generally a batch project involving multiple forms).

We recommend a macro analysis be conducted every 1-2 years.

## **Ad Hoc Reviews:**

Many events can trigger an Ad Hoc review, including:

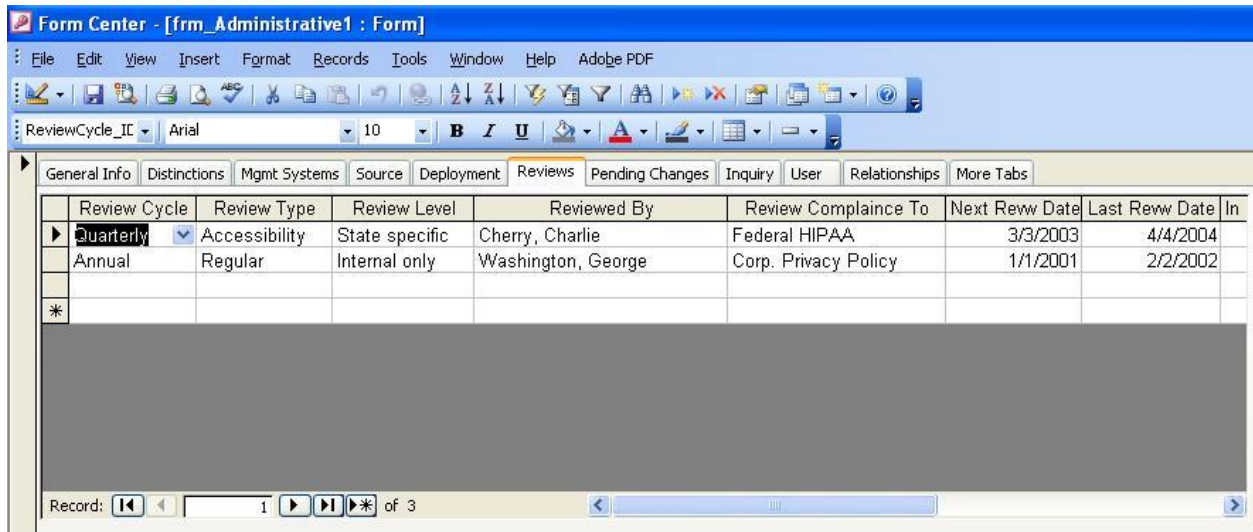
- Legal changes
- Regulatory changes, including federal, state, and province
- Policy changes, including privacy, security, accessibility, and audits
- Acquisitions, divestitures, and reorganizations, including name changes
- Major systems changes, such as new software implementations
- Strategic planning sessions

Ad Hoc reviews may be set up as a non-form project or as a multi-form project and tracked to completion. Such reviews frequently result in additional, form-specific projects.

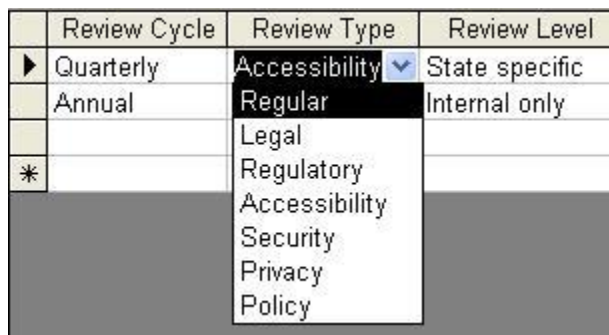
## **Keeping Track:**

Any organization with a large forms population will need a database that contains fields for storing information related to reviews, including Last Review Date, Next Review Date, Review Type, Reviewed By, and more. Queries and reports can help keep the process under control and can speed up and simplify the review process. In addition, resource assignments and time tracking, added to results reporting, can help demonstrate the cost savings achieved by an aggressive forms review process.

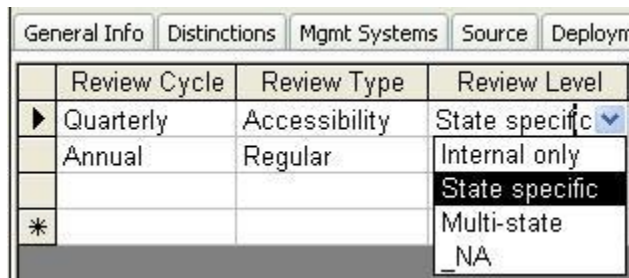
## **Examples:**



Reviews Tab



Review Type (Changeable by User)



Review Level (Changeable by User)

**Conducting Reviews:**

Many reviews are conducted by using a standard email, addressed to the Form Owner. When the response is received in Forms Management, a project may be established (Revision or Discontinuance). If no further action is required, the database is updated, and the review is complete.

### **Sample Email Review**

To: Form Owner

From: Forms Analyst

Date: November 30, 2005

We are conducting our regular review of Form No 1234, "Benefits Application Request". Your feedback is essential.

Are you still using this form regularly? Are you aware of any changes necessary to this form?

Please let us know by return email if any changes have occurred or are planned for the near future.

Thanks for your assistance.

The next level of review uses a standard questionnaire, sent to the form owner. It is the forms analyst's judgment when to use the questionnaire, although guidelines may be established based on usage, business systems involved, complexity, or other criteria.

**Form Owner**

First Name	M.I.	Last Name	Email Address	Telephone	Ext.

**Form Identification**

Form Number	Edition Date	Form Title	Version

**Form Status**

**Form Used**

**Form Type**

**Form Usage**

<input type="checkbox"/> Active <input type="checkbox"/> Inactive <input type="checkbox"/> Obsolete Obsolete Date	<input type="checkbox"/> Departmental Use Only <input type="checkbox"/> Division-wide Use <input type="checkbox"/> Company-wide Use	<input type="checkbox"/> Change to POD <input type="checkbox"/> Change to IEF	<input type="checkbox"/> No Change <input type="checkbox"/> Increasing <input type="checkbox"/> Decreasing
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**Anticipated Changes**

Do you anticipate any changes to the form, or the underlying business processes, within 6 months?

Yes    If Yes, please explain:

No

**Comments**

Please indicate any comments or suggestion regarding this form

Form 12345 (11-2005)

## Sample Review Questionnaire

The returned questionnaire requires an analyst review of the responses. If no action is required, the database is updated, and the review is complete. If additional action is required, a project is established. The review is complete upon completion of the project.

Some form reviews result in an immediate project. This frequently occurs when the database contains information about changes required "on next review" or when Forms Management personnel are aware of problems with the form.