



iTouch Vision

dynamic forms

## Dynamic E-Forms for Web, Mobile Web and Native Mobile Applications:

Dynamic Form is a set of end user tools, that are part of the My Council Services platform. They enable the creation of online and mobile interactive forms, completely removing the need for paper forms.

The Dynamic Forms capability enables a form, once created, to be automatically available through the following channels:

- via a web page as part of your corporate web site
- via mobile web browser
- as a native application page that will run on an iOS (Apple), Android, Blackberry and a Windows 8 mobile device.

Dynamic forms are for internal and external use. This means that your customers can use a form to report something, apply for something or request something. Staff can also have access to specific forms to enable them to complete tasks wherever they happen to be.

## What are the benefits for a Local or a County Authority?

With Dynamic forms it is possible to allow your non-technical staff to design both simple and complex forms, replicating any process, using an easy to use design interface. No technical coding or scripting is required.

The screenshot shows the 'Form Details' section of the Dynamic Forms design interface. It includes fields for 'Form Name' (set to 'Apply\_for\_a'), 'Applicable For' (set to 'ALL'), and 'Enabled' (set to 'Yes'). There are also color pickers for 'Background Color', 'Title Color', and 'Description Color'. Below this is a 'Pages' section with a table listing the form's pages.

Name	Applicable For	Enabled	Header Text	Footer Text	Description
Apply for a Blue Badge	ALL	Yes	The Blue Badge scheme is for drivers or passengers with severe mobility problems. The scheme allows Blue Badge holders to gain access to where they need to go. The scheme does not apply to off-street car parking. The scheme operates throughout the UK and in Great Britain, is managed by local authorities who deal with applications and issue badges. You must be resident in the UK to apply for a Blue Badge.	What you'll need: National insurance number, Driving Licence number, A passport photo, and the details of your current badge, if you have one.	

The screenshot shows the user interface of the 'Information (QA)' form. It contains several questions with dropdown menus and text input fields. The questions are: 'Do you know the owner of the vehicle?' (dropdown: YES), 'Enter Owner Name' (text input), 'Do you know owner address?' (dropdown: YES), 'Enter owner address' (text input), 'Is the vehicle taxed?' (dropdown: YES), 'Please enter vehicle tax details' (text input), 'What is the vehicle registration number?' (text input), 'Please specify the make, model and color of the vehicle.' (text input), 'Please indicate the condition of the vehicle and any other information about the vehicle that you feel is relevant.' (text input), and 'How long has the vehicle been at the location?' (text input).

The screenshot shows the user interface of the 'Information (QA)' form. It contains several questions with dropdown menus and text input fields. The questions are: 'Do you know the owner of the vehicle?' (dropdown: NO), 'Is the vehicle taxed?' (dropdown: NO), 'What is the vehicle registration number?' (text input), 'Please specify the make, model and color of the vehicle.' (text input), 'Please indicate the condition of the vehicle and any other information about the vehicle that you feel is relevant.' (text input), and 'How long has the vehicle been at the location?' (text input).

## Can I integrate dynamic forms with my existing systems?

Yes, dynamic forms integrates with a wide range of existing office systems including Content Management Systems, Customer Relationship Management Systems, Online Payments and almost any other back office system you may be using. Dynamic Forms is delivered with a Local Integration Module to ensure that any data captured by the form can be integrated with any part of your current system.

Our approach to integration is one that is configured. This means that field mappings can be updated at any time as you develop the forms further or as your back office systems evolve. You will have the governance to control how the integration of the captured data is configured.

Data security and validation is ensured. With Dynamic Forms you can streamline and automate processes in every area of Council Operations allowing customers and staff to access any process from websites or their mobile device.

## Dynamic Forms supports conditional questions and routing logic

When creating a form to enable an automated, self-service process to be used by customers and staff it is important to keep the design and flow relevant and efficient. This will mean that you will want to create logical routing through an application or reporting process; only asking the questions that are relevant based on previous answers. For example if you have established that an applicant for a benefit does not have children, do not then present the questions that ask the age of their children. There are many examples where conditional and logical routing of forms is required. Dynamic Forms can fully support these requirements.

The screenshot shows the 'Page Item Details' section of the Dynamic Forms design interface. It includes fields for 'Name', 'Region', 'Form Name', 'Form ID', 'Form Type', 'Applicable For', 'Enabled', and 'Settings'. There is also a table for 'Answer values' and a 'Validation' section.

Answer	Enabled	Action
Yes	Yes	
No	Yes	

## Dynamic Forms supports multi language content

Your Authority may well be delivering services to a diverse community where multiple languages are spoken and where English cannot be assumed to be a first language. Diversity considerations are crucially important in the delivery of social and broader public services.

My Council Services as a complete customer interaction platform and the Dynamic Forms capability that forms part of it, now fully supports multi-lingual content. If you need to deploy English and one other language or five other languages we provide you with the tools to create and manage your entire customer facing multi language content.

## Data Management and Dynamic Rules

Once data has been captured My Council Services provides you with direct data management tools. Form data can be automatically assigned to an individual or to another external agency.

By using the My Council Services Dynamic Rules engine, information can be routed to relevant people and organisations based on specific data that has been captured on a specific form. It is possible to route issues to specific colleagues, send an application or report as a PDF, deliver an automated response or any other contingent action that might be required.

## What range or data can be captured as part of a Dynamic Form?

All data recording formats are supported including the following:

- Text boxes & open text areas
- Lists of pre-defined values
- Drop down lists
- Check boxes
- Radio Buttons

Additional special fields can be created to enable the capture of a location, a photo, file upload or the calling of a web service to populate a list of values etc.

## Context sensitive help for Dynamic Forms users

It is possible to create context sensitive help at both the category level and the individual question level

As a user progresses through the different sections and questions of a form context sensitive help, which guides them through the process can be provided and is accessible with a single tap of the screen or click of the mouse.

## Users can capture and submit a wide range of content / evidence types as part of any Dynamic Form

Users can submit photos, videos or other types of electronic document if this is a required aspect of any Dynamic Forms process. This can include capture of a signature.

## Users can partially complete a form and resume later

If a user gets interrupted part way through completing a form nothing is lost, a partially completed form is available later from the Draft Forms page.

## Any submitted information is secure

All information is submitted using 256 bit encryption.

Each form can be deployed as its own url or can be used as a portal. Both of these methods offer full https encryption.

## If location is important Dynamic Forms enables this to be captured

My Council Services offer multiple easy to use methods of selecting an accurate location. For many Local Government processes location can be important. As part of the wider My Council Services Platform and specifically within Dynamic Forms five on screen tools are available to select the right location or address:

- Current location – allow the GPS decide if you are at the location that is relevant
- Drop a pin – drop a pin on the centre of the map
- Use your home address
- Select a location based on street address / postcode
- Easy pick – drag and zoom the map to the correct location





## Dynamic Form Features at a Glance:

- Quick and easy web and mobile based forms requiring no coding skill and therefore less dependency on specialist technical skills
- Functionally rich form design capability with full integration options that can be configured and updated by you
- In form data validation ensuring accurate data capture
- Improved customer experience allowing customers to access services through their preferred channel
- Intelligent Dynamic Forms allow for conditional logic to be built into your forms so users only complete the relevant parts of a process saving them time
- Secure data capture and submission

## About Abavus:

Abavus is a partner to iTouch Vision and the Exclusive Certified Partner for My Council Services.

Abavus is an established service provider to the UK Public Sector. Over the last 6 years Abavus has been delivering operational consultancy alongside accredited training and development to UK Public Sector organisations. During that time Abavus has also been involved with the successful implementation and set up of IT platforms for improved customer engagement and mobile working practices.

iTouch Vision is a leading innovator in the development of technology applications for public sector and commercial organisations that are focused on increasing efficiency and improving the customer experience.

In 2010 Abavus and iTouch Vision entered into a long term exclusive partnership agreement. The advantage of this arrangement is to allow iTouch Vision to invest the maximum resource in their continued research and development activities whilst Abavus can focus its expertise and resources on the delivery of the solutions, developed by iTouch Vision, to the client.

My Council Services is the flagship of the current development activity.

Go to [www.mycouncilservices.com](http://www.mycouncilservices.com) to get started.

To get the conversation started and to find out more call 0208 530 2505 or email [info@abavus.co.uk](mailto:info@abavus.co.uk)

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