

FAQ on Adobe Sign Electronic Signatures

We strongly recommend to you to look up a comprehensive FAQ available on the following link for a detailed overview of Adobe Sign:

<https://helpx.adobe.com/in/sign/faq.html>

We also recommend you to watch the following two video recordings of live events held in IISc. You are especially encouraged to go through the Q&A session.

Introduction to Electronic Signatures using Adobe Sign

https://digitsvideos.iisc.ac.in/Videos/Adobe/AdobeSign_Event_Recording2020Nov04.mp4

IISc Use cases using Adobe Sign

https://digitsvideos.iisc.ac.in/Videos/Adobe/AdobeSign_Event_RecordingII2020Nov27.mp4

This FAQ covers only essential issues specific to the IISc implementation.

What is Adobe Sign?

Adobe Sign is a Cloud based solution that offers an end-to-end digital document scheme with trusted, legal electronic signatures. Adobe Sign enables to easily initiate, sign, track, manage, and archive digital documents from web or mobile app or from within an organisation. Adobe Sign complies with many regional regulations and industry standards, and is accessible anywhere on any device. Adobe sign is hosted on robust cloud-based service and securely handles large volumes of e-signature) processes, including:

- Managing user identities with capability-based authentication
- Certifying document integrity
- Verifying e-signatures
- Logging recipient acceptance or acknowledged receipt of documents
- Maintaining audit trails
- Integrating with other business applications and enterprise systems

What is an Adobe Sign License?

The use of Adobe Sign requires a license. At IISc, licenses are being provided to all faculty members, all admin officers, and all admin and office staff members who will be needing to use Adobe Sign. An adobe Sign license is required to “initiate” an Adobe Sign “transaction.”

What is an Adobe Sign Transaction?

An Adobe Sign transaction involves one or more digital documents (it could be for example, a combination of a PDF document, a WORD document, and a JPG file) and enables this set of digital documents to go through a workflow of sequential and parallel steps where in each step, multiple signatures and approvals may be involved. The signatories need not have an Adobe Sign license.

Provide typical examples of transactions in IISc where Adobe Sign could be used?

Example 1 (Issue of Provisional Certificate to a Student): As a first example of a transaction, suppose a graduating student wants a Provisional Certificate (PC) from the Department. The office supervisor prepares a PC to be signed by the Department Chair and also prepares a note to the faculty Advisor (FA) to approve. Then creates a workflow which will take the office note and the PC to the Faculty Advisor first. Once the Advisor approves using Adobe Sign, the documents will move to the Department Chair who will sign on the PC using Adobe Sign. The approved office note and the signed PC will then be received by the Office Supervisor who can forward the signed PC to the Here only the Office Supervisor needs an Adobe Sign license.

Example 2 (CPDA Request): Suppose a Faculty Member (FM) wishes to obtain an approval for a CPDA request. The FM will fill in the CPDA form, sign it, and create a workflow which will take the form first to the Dept. Chair, next to the Dean of the Division, then to the Financial Controller. After e-signatures by all of them, it will be received by the Case Worker. *The request for the CPDA approval can also be initiated by the Office Supervisor in which case the flow will be: FM followed by Department. Chair followed by Divisional Dean followed by Financial Controller followed by the concerned Case Worker.*

Example 3 (Committee Minutes): Suppose a purchase committee is formed for a certain procurement and the deliberations have been completed. The minutes are prepared with all supporting documents. The Secretary of the committee prepares the minutes and creates a workflow. The workflow will take the documents to all the members of the committee (except the committee chair). All these members instantly receive a notification from Adobe Sign and they can sign in any sequence. Once all these signatures are obtained, the committee will receive a notification from Adobe Sign. Once the committee chair signs, the final signed document will be received for further action by the Secretary. In the above example, the Secretary could be a member of the committee or an office staff member handling the committee logistics. In this transaction, it is enough only the Secretary has an Adobe Sign license.

Example 4 (Oral Examination Report of a Ph.D. Student): When a Ph.D. student completes his/her Defense, the Research Supervisor (RS) prepares a consolidated report and a checklist which are to be signed by the RS and the external examiner (EE) . The Office Supervisor can create a workflow which will take these two documents first to the RS and then to the EE. The RS will receive the notification first and once the RS signs the two documents, the EE will receive a notification to sign. As soon as the EE signs the two documents, the Office Supervisor receives the signed documents, and these can be uploaded into the SAP SLcM system. In this above transaction, only the Office Supervisor needs to have a license.

How complex can a transaction be?

A transaction can involve any number of signature/approval steps and any number of signatories and approvers. For example, if an admin officer has to affix the e-signature at designated locations on hundreds of documents, the entire sequence of e-signatures constitutes a single transaction.

How strong is Adobe Sign from a Cryptography viewpoint?

The cryptographic guarantees provided by Adobe sign are strong as shown by several published reports. Adobe sign provides even stronger security for sensitive documents with multifactor

authentication or certificate based digital signatures. Adobe sign complies with ISO 27001 and SOC 2 Type 2. Compliance can be increased by archiving signed documents with a complete audit trail.

What are the most appropriate use cases for which Adobe Sign can be used right away?

We recommend that Adobe Sign be used right away for all transactions where a legal validity of signatures is required, and the workflows are very clearly specified (as in the above four examples). This list will include: Committee minutes, Selection committee minutes, office notes for approvals, CPDA approvals, lists of examiners for students, comprehensive examinations, student evaluations, oral examination reports, etc.

There is no need to use Adobe Sign for transactions where email approvals suffice. It is important not use Adobe Sign for routine transactions. We have a strict upper limit on the total number of transactions which are permitted per year, so it is important to make a judicious use of Adobe Sign signatures.

How do I get a license?

DIGITS will be creating licenses for all faculty members and admin officers who will get a notification from Adobe Sign as soon as a license is created. Office staff members and admin staff members will be provided with a licenses on receipt of an email from the chair of the department or section to srinivasba@iisc.ac.in with a copy to support.digits@iisc.ac.in, with subject line: “**Adobe Sign.**”

What is the URL for logging into Adobe Sign?

The URL is:

<https://secure.echosign.com/public/login>

Who do I contact in case I have any difficulty or clarification to seek?

Please send email to support.digits@iisc.ac.in with a copy to srinivasba@iisc.ac.in with subject line: “**Adobe Sign.**”

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Wishing you a pleasant experience with Adobe Sign,
Thanking you,
DIGITS Team