

0910.12 Electronic Signatures

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Revised:
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PURPOSE

To instruct state of Michigan (SOM) agencies about the use of electronic signatures (eSignatures), and the process for acquiring approved technology to generate legal eSignatures.

APPLICATION

Executive Branch Departments and Sub-units and all other state operations that need to execute legally binding signed documents.

CONTACT AGENCY

Department of Technology, Management and Budget (DTMB)
Office of Support Services (OSS)
Logistics and Operations Support (LOS)
Division Records Management Services (RMS)
3400 N. Grand River Avenue
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Email: recordscenter@michigan.gov

Website: <https://stateofmichigan.sharepoint.com/sites/SOM-SPC-Records-Management>

SUMMARY

Electronic signatures (eSignatures) encompass a set of methods that can be applied to a digital document to capture the intent to sign, and the consent to sign electronically. They do this by electronically gathering metadata about the transaction that is packaged in an audit trail of the signing events that is cryptographically sealed to ensure authenticity, nonrepudiation, and integrity. It may also contain signer names, email addresses, identity proofing, and authentication steps.

eSignature technology creates security for the documents and the signing process and prevent the misuse of the documents and the signatures. The technology needs to establish and maintain the integrity of the documents so they are tamper evident, as well as establish and maintain the authenticity of the signatures by providing an audit trail. This technology fulfills the goal of ensuring the documents and signers are legally defensible, because sealed documents establish legal and/or financial commitments of the parties involved.

The Michigan Uniform Electronic Transactions Act (UETA 2000, MCL 450.831-849) requires the Michigan Department of Technology, Management and Budget (DTMB) to adopt policies for eSignature use by Michigan government agencies. The adopted policies are [SOM 1340.00.080.02 Electronic Signatures Standard](#) and [SOM 1340.00.080.02.01 Electronic Signature Procedure](#). Per these requirements, SOM agencies shall only use eSignature technology that is approved by DTMB.

APPLICABLE FORMS

[DTMB-3622 eSignature User Security Request](#)

[DTMB-3624 eSignature Local Coordinator Appointment](#)

REFERENCES

[eSignature Service Charter](#)

[SOM 1340.00.080.02 Electronic Signatures Standard](#)

[SOM 1340.00.080.02.01 Electronic Signature Procedure](#)

PROCEDURES

State Agency

- Identifies documents maintained by the agency to conduct State of Michigan business that needs to be signed using the State of Michigan's eSignature tool.
- Fills in the [eSignature Service Charter](#) and submits it to dtmb-imaging@services@michigan.gov. The charter will identify:
 - Sponsor – person authorizing the agency's billing codes to be charged when the service is used;
 - Local Coordinator – person who can request user accounts, and who helps the agency's users if they have questions about using the tool;
 - Agency's Billing Codes – inter-account billing is conducted monthly according to the number of transactions sent;
 - Agency's Signature Block – used in the invitation to sign emails so the recipients know who to contact if they have questions about the transaction – shared by all users associated with the agency's account.
- Local coordinator identified in the charter submits requests ([DTMB-3622](#)) to the eSignature help desk (dtmb-imagingservices@michigan.gov) to create user accounts for the agency's employees who will be sending transactions.
- Sponsor notifies DTMB Records Management Services if a new local coordinator will be appointed for the agency by submitting the [DTMB-3624](#) to the eSignature Help desk (dtmb-imagingservices@michigan.gov).

DTMB Records Management Services

- Acquires an eSignature tool for State of Michigan agencies to use, maintains the authorization for the tool to operate, addresses functionality issues with the tool, and ensures vendor compliance with the contract.
- Reviews the charters submitted by agencies seeking to use the eSignature tool and route them for approval using the eSignature tool.
- Provisions the agency's account after the charter is signed.
- Notifies the local coordinator when the agency account is active.
- Provides user training about the functionality of the eSignature tool.
- Reviews user security requests ([DTMB-3622](#)) and provisions user accounts.
- Notifies users when their accounts are active.
- Bills the agency monthly for their use of the service via inter-agency account billing.
- Operates an eSignature Help Desk (dtmb-imagingservices@michigan.gov) and [website](#) to assist new and current users of the service.
