



Tech Alert

from the Office of Customer Engagement

"Your Gateway to Technology Services"

TA 16-17 New Service Offering: eSignature/Digital Signature

ISSUE DATE: December 5, 2016

ATTENTION: All CDT Customers

ACTION REQUESTED: If interested, submit a Remedy Service Request

EFFECTIVE DATE: Immediately

Overview:

In August 2016, Assembly Bill (AB) 2296 was signed into law effective January 1, 2017, and modified California Civil Section 1633.2 and Government Code Section 16.5 to define the difference between an electronic signature (eSignature) and a digital signature. AB 2296 clarifies the following:

- A digital signature is one type of eSignature that a public agency may use to satisfy the requirements of an eSignature under the Uniform Electronic Transactions Act.
- If a public entity elects to use an eSignature/digital signature, the eSignature/digital signature has the same force and effect of a manual signature in any official communication with the public entity.

The California Department of Technology (CDT) is now offering eSignature/digital signature as a new Vendor Hosted Subscription Service (VHSS), which can be used to secure any transaction between two or more persons or government entities.

Features and Benefits:

The new eSignature/digital signature service offering may provide the following features and benefits:

- Streamlined workflow processes
- Reduced costs
- Acceptance of electronic documents
- Increased flexibility: works with existing applications, services, and devices
- Digital audit trail

Please see the [CDT Service Catalog](#) for additional details on this service offering.

Cost:

The cost of this service varies, depending on the solution and vendor selected. Customers interested in this service should review the eSignature/digital signature information in the CDT Service Catalog, select a vendor, and then contact your [Account Lead](#) to discuss next steps. The vendor will provide a cost estimate including administrative costs.

Action Requested:

To request the eSignature/digital signature service, submit a Remedy Service Request, as follows:

1. Select Software Services Category
2. Select "VHSS Services" from the Available Requests list
3. Select "eSignature/digital signature"
4. Attach the proposal provided by your vendor of choice

Effective Date:

These new service offerings are currently available.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Directory](#), or call CDT Office of Customer Engagement at (916) 431-5476.