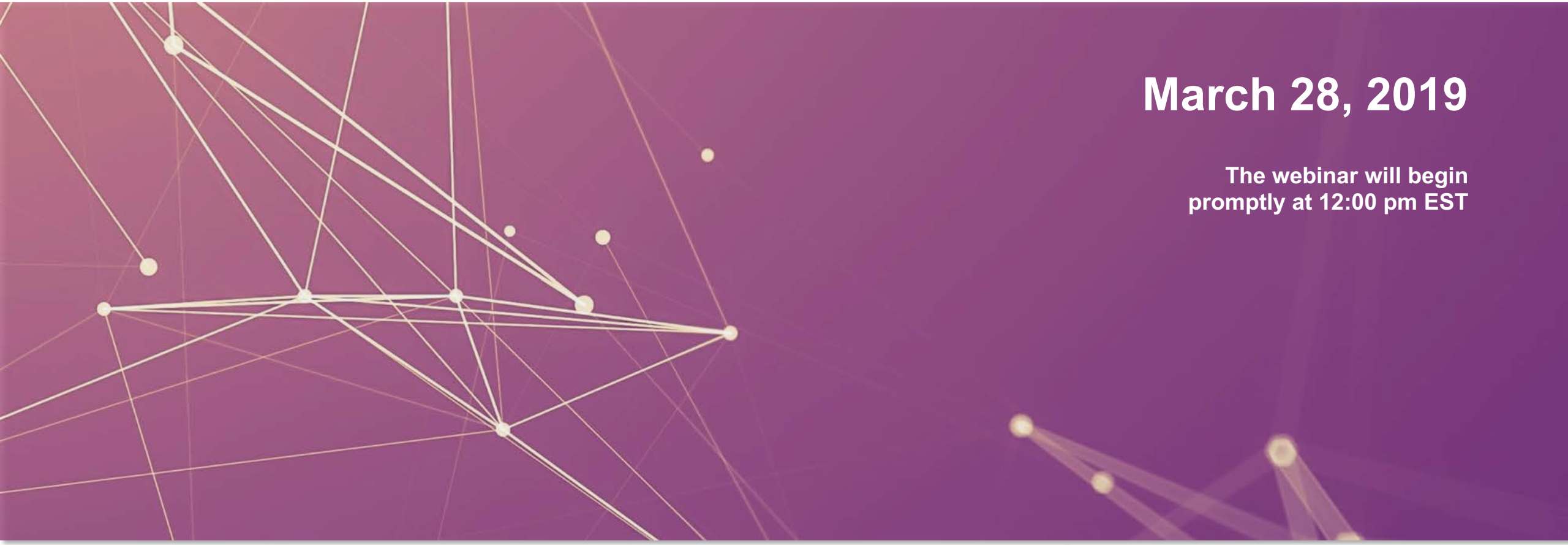
Modernization of the U.S. Copyright Office



March 28, 2019

The webinar will begin promptly at 12:00 pm EST

Copyright
United States Copyright Office

SUBMITTING QUESTIONS

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To submit a question, use the Q&A dialog box in the lower right corner. You may submit a question during any portion of this webinar, however, questions will be answered at the end of the presentation.

Please note: We may not be able to answer all questions received in the allotted time. Thank you.

AGENDA

Copyright
United States Copyright Office

Introduction

Karyn A. Temple
Register of Copyrights
and Director of the
United States Copyright Office

Overview

Ricardo Farraj-Feijoo
Director of Copyright
Modernization Office

User Experience Design, Accessibility and Usability in Copyright Modernization

Natalie Buda Smith
IT Division Chief, IT Design & Development Directorate,
Office of the Chief Information Officer, Library of Congress

Initial Design Concept for Copyright

Thomas Willis
Project Manager, Office of Registration Policy and Practice

Internal Acceptance Testing

Tapan Das
Analysis Section Head, Copyright Modernization Office

User Experience Design, Accessibility and Usability in Copyright Modernization

Natalie Buda Smith
IT Division Chief, IT Design & Development Directorate,
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USER EXPERIENCE DESIGN

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- User Experience Design includes the practical, experiential, affective, meaningful and valuable aspects of human-computer interaction with a product.
- User Experience Designers represent the needs and wants of the product's actual users.
- User Experience Designers through journey maps, system architectures, wireframes, visual design, design systems, front-end code, and more.

USER EXPERIENCE DESIGN

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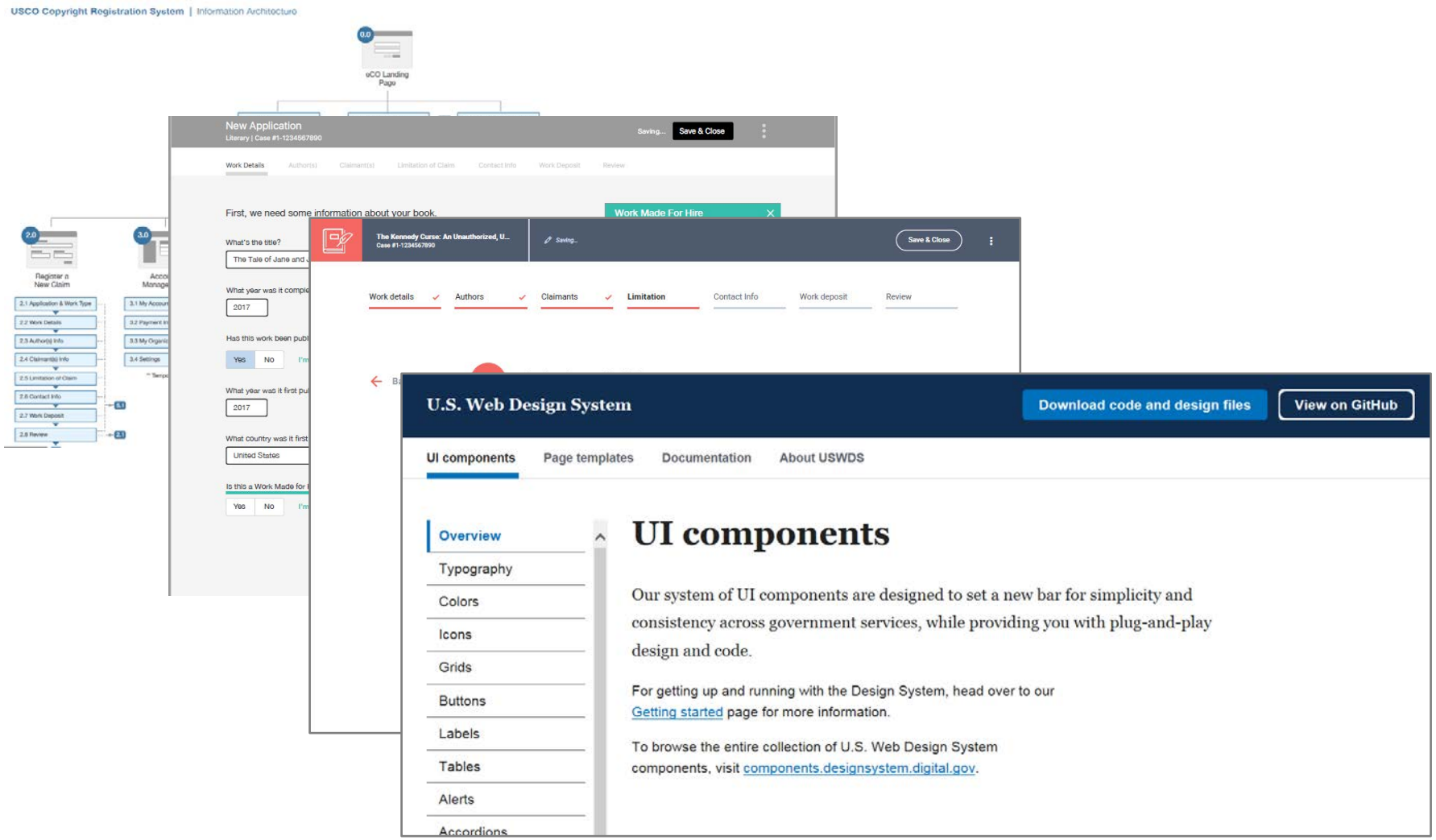

ACCESSIBILITY

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- **Accessibility** is the design of products, devices, services, or environments for people with disabilities.
- Accessible design and development ensures both “direct access” (i.e. unassisted) and “indirect access” meaning compatibility with assistive technologies.
- Copyright Modernization applies accessibility best practices and addresses Section 508 and WCAG 2.0 requirements and standards.
- Accessibility is not to be confused with Usability, which is designing for effectiveness, efficiency and satisfaction in a specified context of use.

USABILITY TESTING

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- **Usability testing** is the testing process with users to understand if the system meets its user's objectives, is complete, is easy-to-use and understandable.
- This method validates assumptions, measures ease-of-use, and identifies issues.
- The value of usability testing is that it is conducted with actual users that need to use the system and want to use it without obstacles.
- In Copyright Modernization, usability testing is and will be conducted regularly on online services to ensure ease-of-use by actual users.

Initial Design Concept for Copyright

Thomas Willis
Project Manager, Office of Registration Policy and Practice

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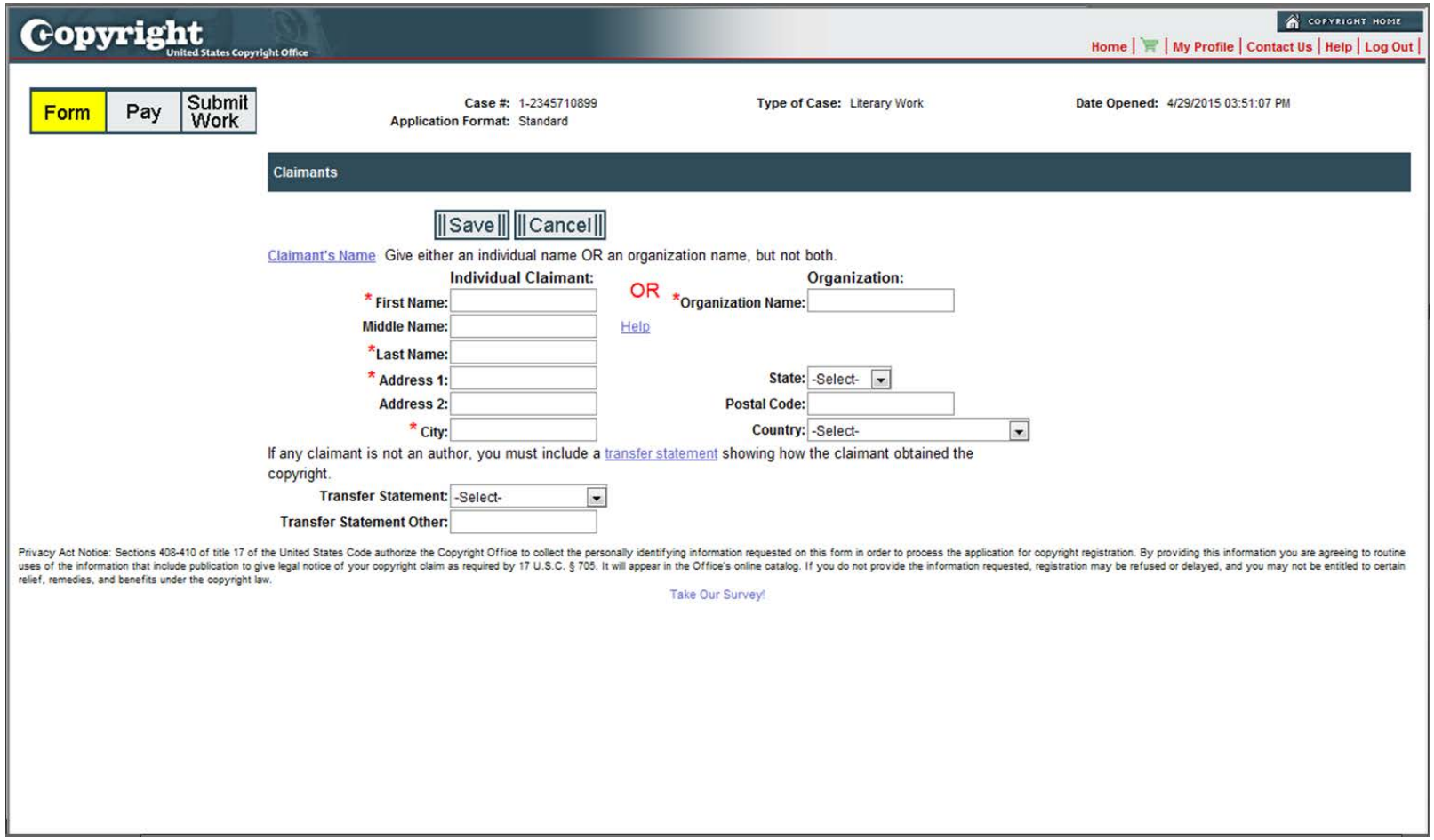
FEEDBACK

Guidance
I could use some help while I'm actually filling out the application
I often re-use information when filling out the application
I enter the same information over & over again
templates because they save me time
I have all of this information but I'm unsure which parts are important
I need help choosing the type of work
I work in chunks because it's efficient

CURRENT DESIGN

Copyright United States Copyright Office



CURRENT DESIGN

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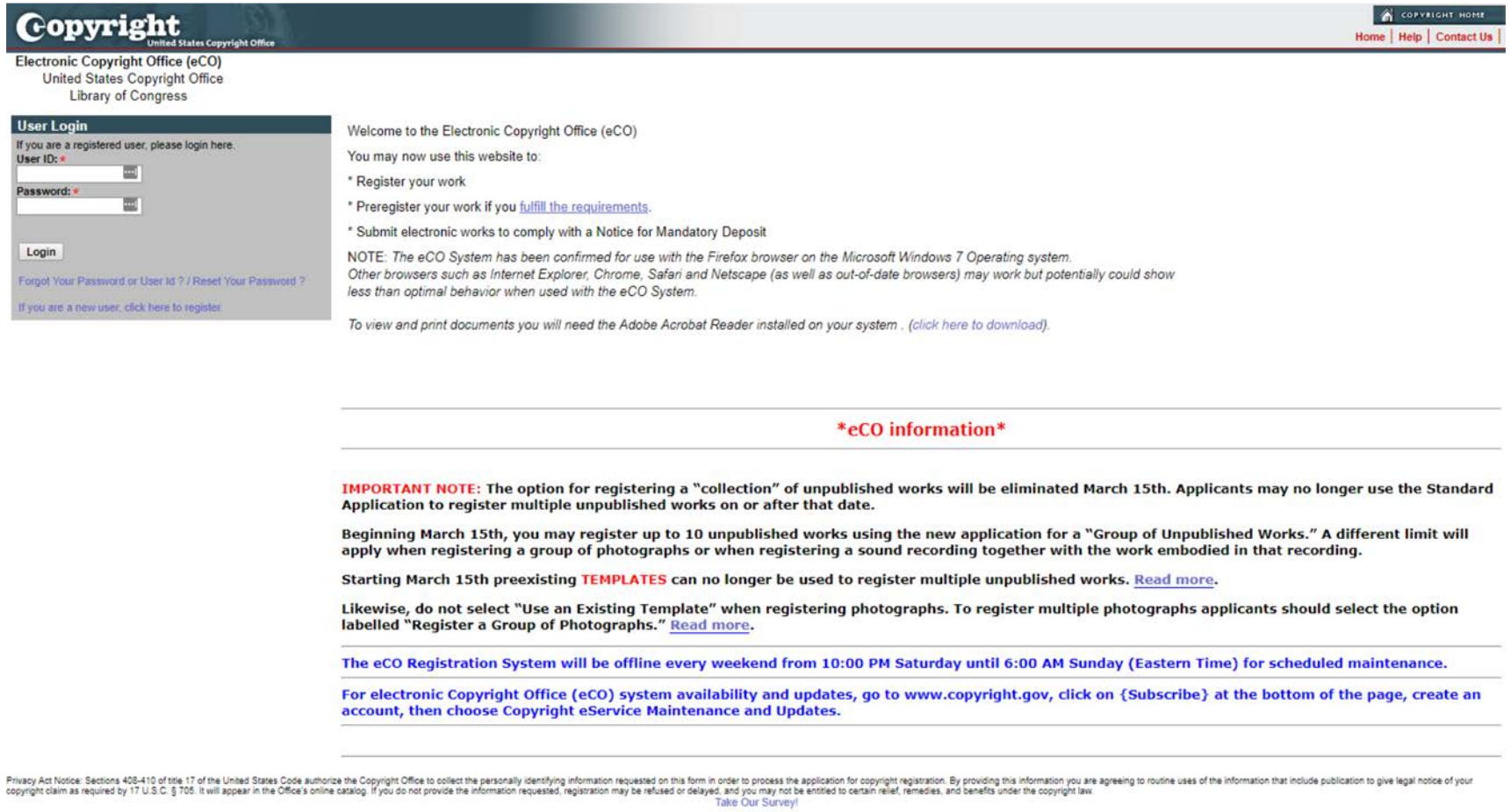
United States Copyright Office



Copyright
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COPYRIGHT HOME
Home | Help | Contact Us

Electronic Copyright Office (eCO)
United States Copyright Office
Library of Congress

User Login

If you are a registered user, please login here.
User ID: *
Password: *
Login
Forgot Your Password or User Id ? / Reset Your Password ?
If you are a new user, click here to register

Welcome to the Electronic Copyright Office (eCO)

You may now use this website to:

* Register your work
* Preregister your work if you fulfill the requirements.
* Submit electronic works to comply with a Notice for Mandatory Deposit

NOTE: *The eCO System has been confirmed for use with the Firefox browser on the Microsoft Windows 7 Operating system. Other browsers such as Internet Explorer, Chrome, Safari and Netscape (as well as out-of-date browsers) may work but potentially could show less than optimal behavior when used with the eCO System.*

To view and print documents you will need the Adobe Acrobat Reader installed on your system . (click here to download).

eCO information

IMPORTANT NOTE: The option for registering a "collection" of unpublished works will be eliminated March 15th. Applicants may no longer use the Standard Application to register multiple unpublished works on or after that date.

Beginning March 15th, you may register up to 10 unpublished works using the new application for a "Group of Unpublished Works." A different limit will apply when registering a group of photographs or when registering a sound recording together with the work embodied in that recording.

Starting March 15th preexisting TEMPLATES can no longer be used to register multiple unpublished works. Read more.

Likewise, do not select "Use an Existing Template" when registering photographs. To register multiple photographs applicants should select the option labelled "Register a Group of Photographs." Read more.

The eCO Registration System will be offline every weekend from 10:00 PM Saturday until 6:00 AM Sunday (Eastern Time) for scheduled maintenance.

For electronic Copyright Office (eCO) system availability and updates, go to www.copyright.gov, click on {Subscribe} at the bottom of the page, create an account, then choose Copyright eService Maintenance and Updates.

Privacy Act Notice: Sections 408-410 of title 17 of the United States Code authorize the Copyright Office to collect the personally identifying information requested on this form in order to process the application for copyright registration. By providing this information you are agreeing to routine uses of the information that include publication to give legal notice of your copyright claim as required by 17 U.S.C. § 705. It will appear in the Office's online catalog. If you do not provide the information requested, registration may be refused or delayed, and you may not be entitled to certain relief, remedies, and benefits under the copyright law.

Take Our Survey!

INITIAL DESIGN CONCEPT

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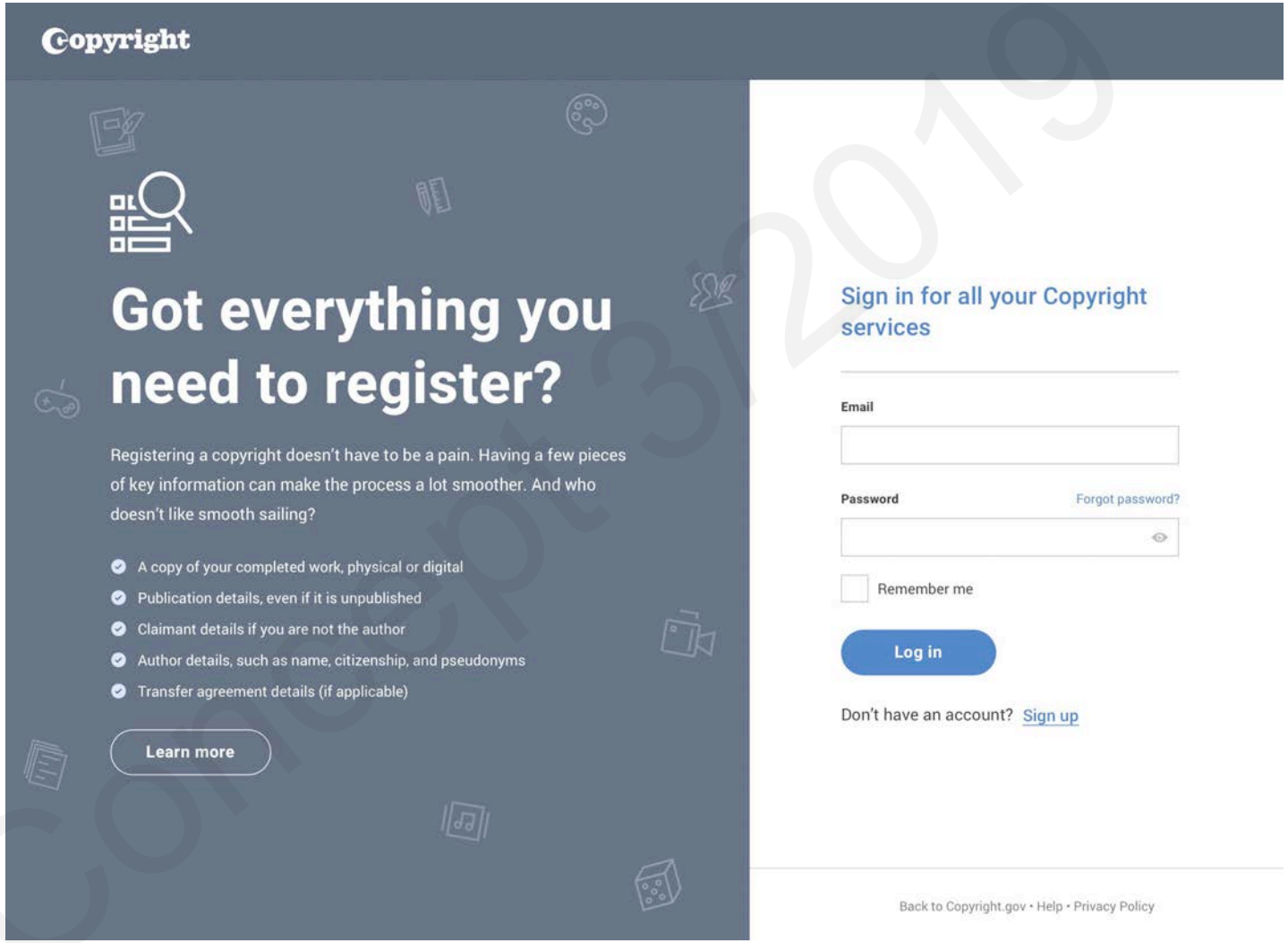

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Copyright
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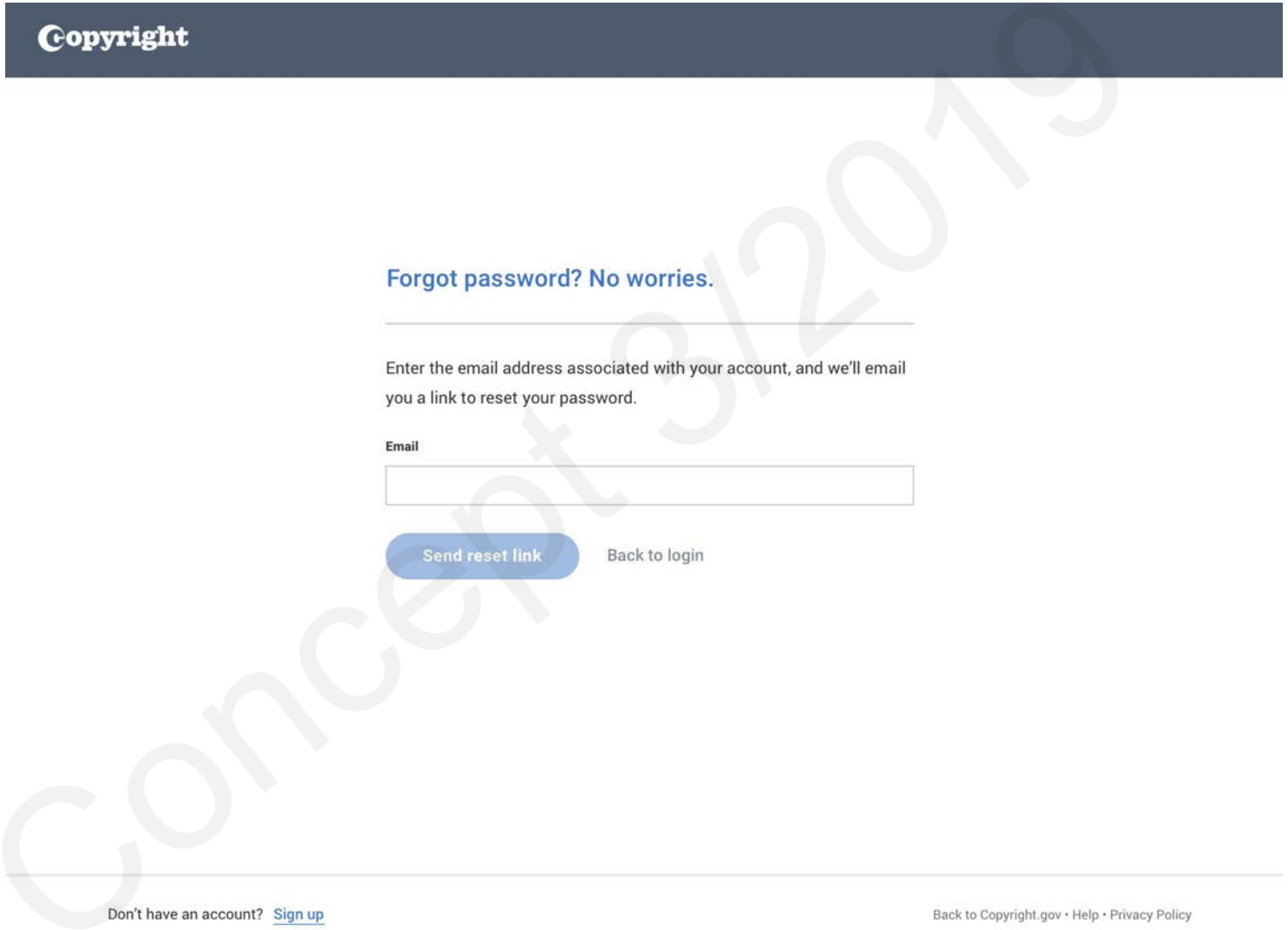

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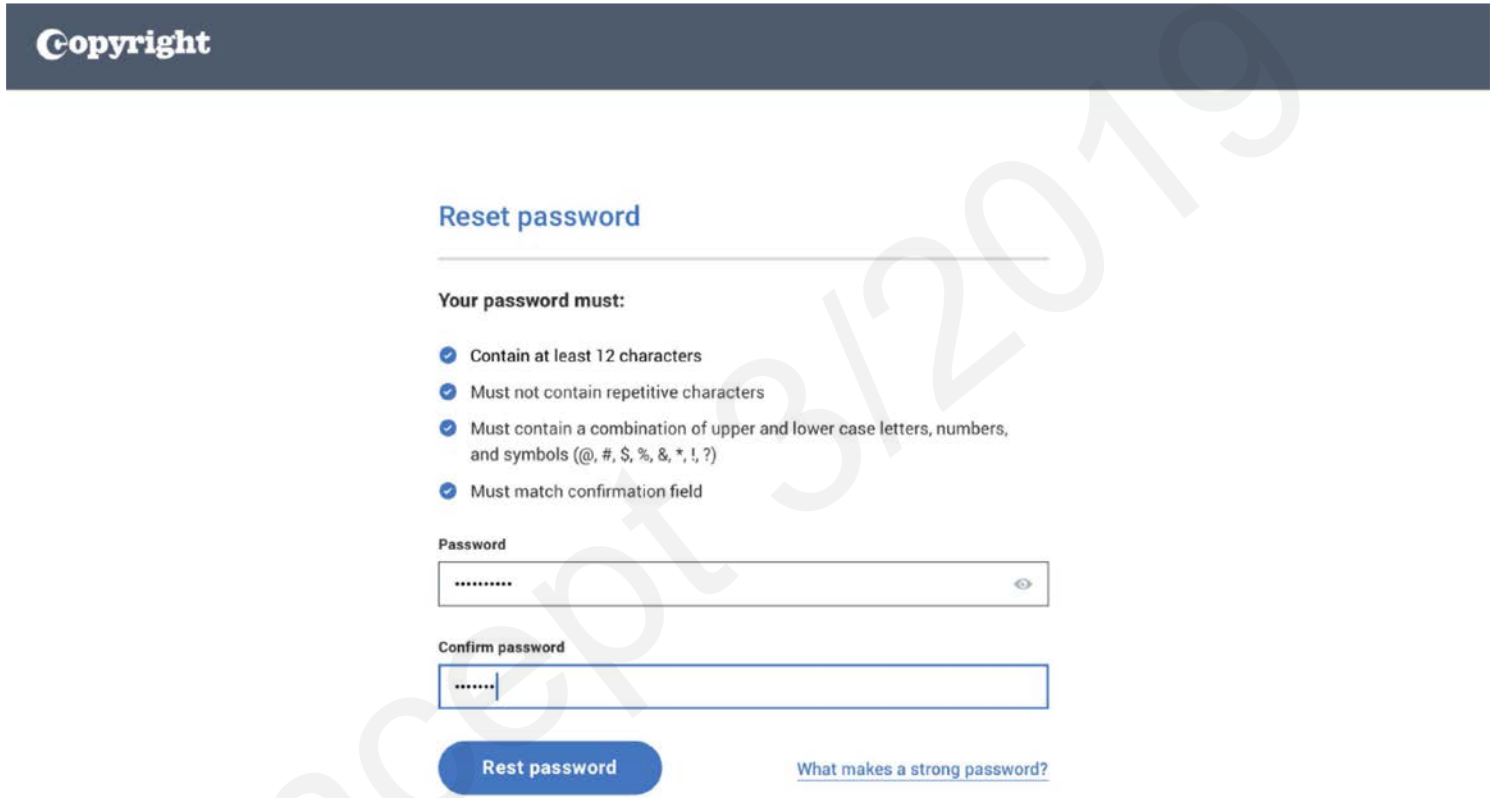
United States Copyright Office



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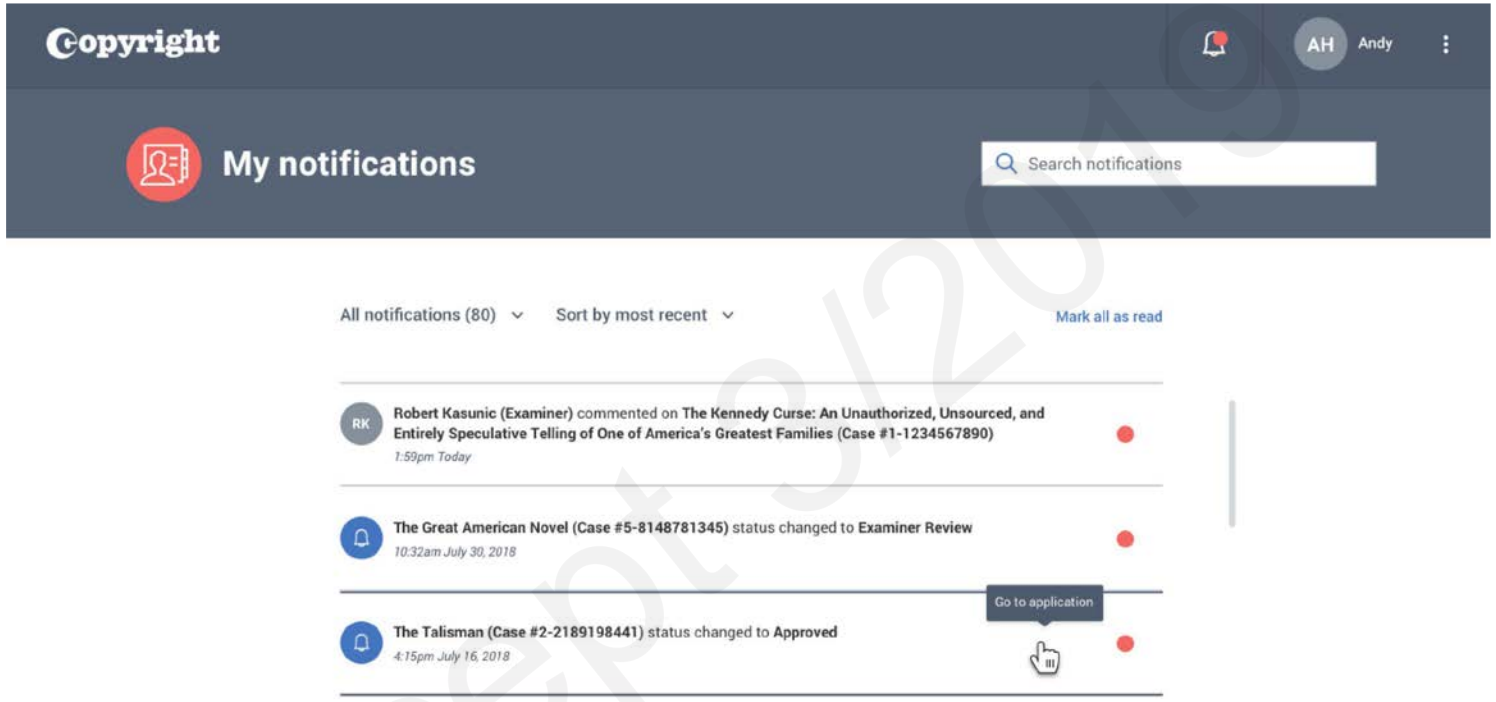

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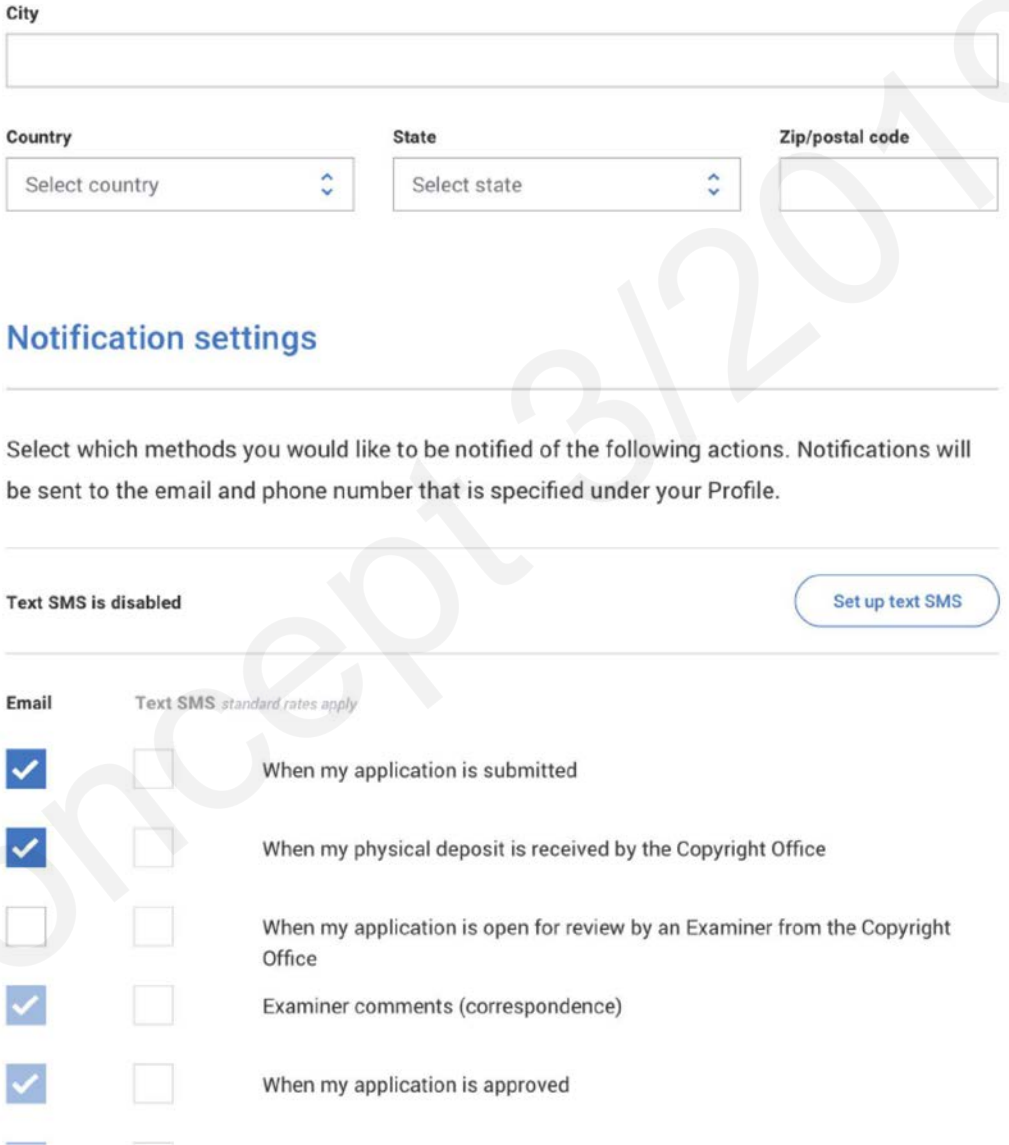

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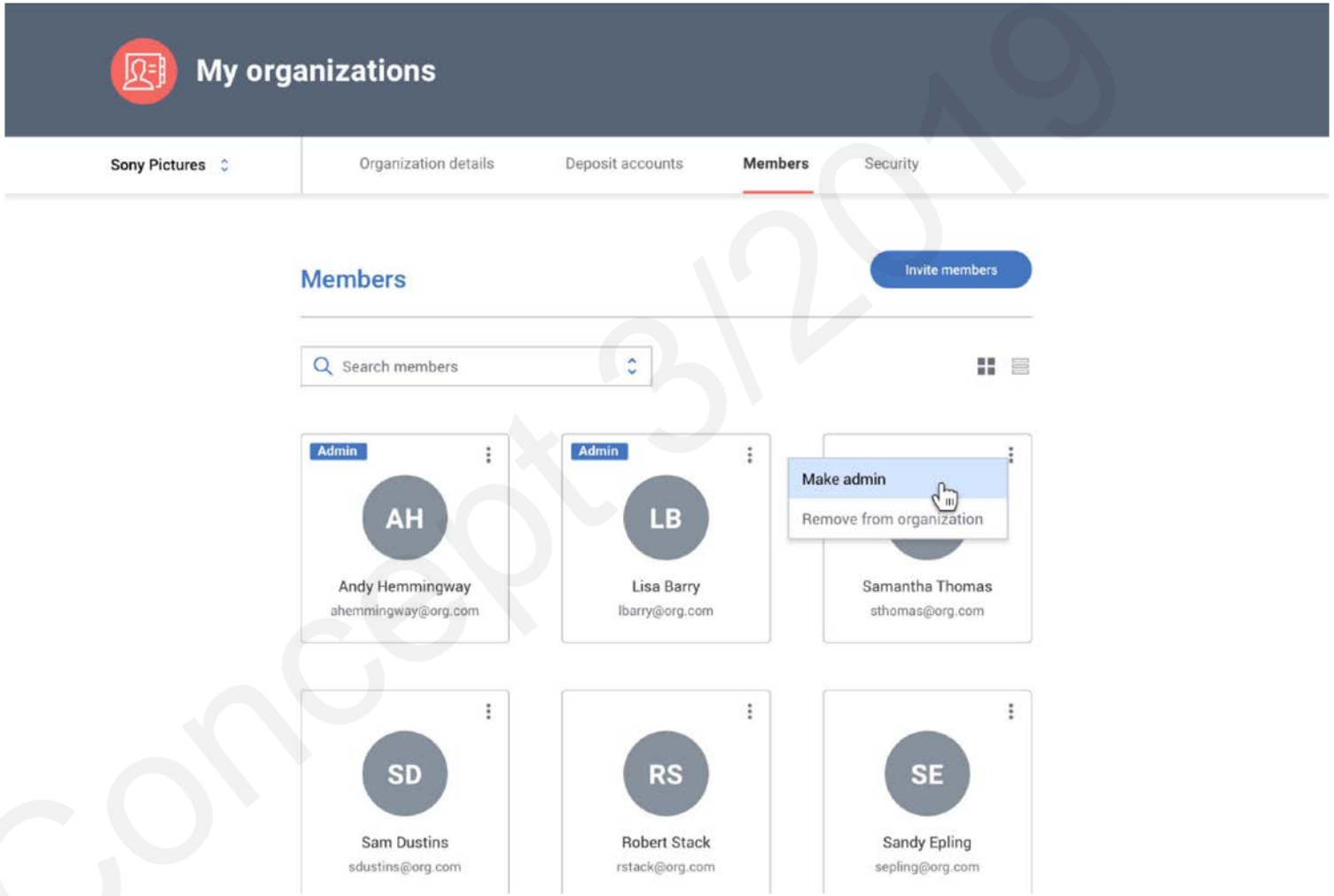

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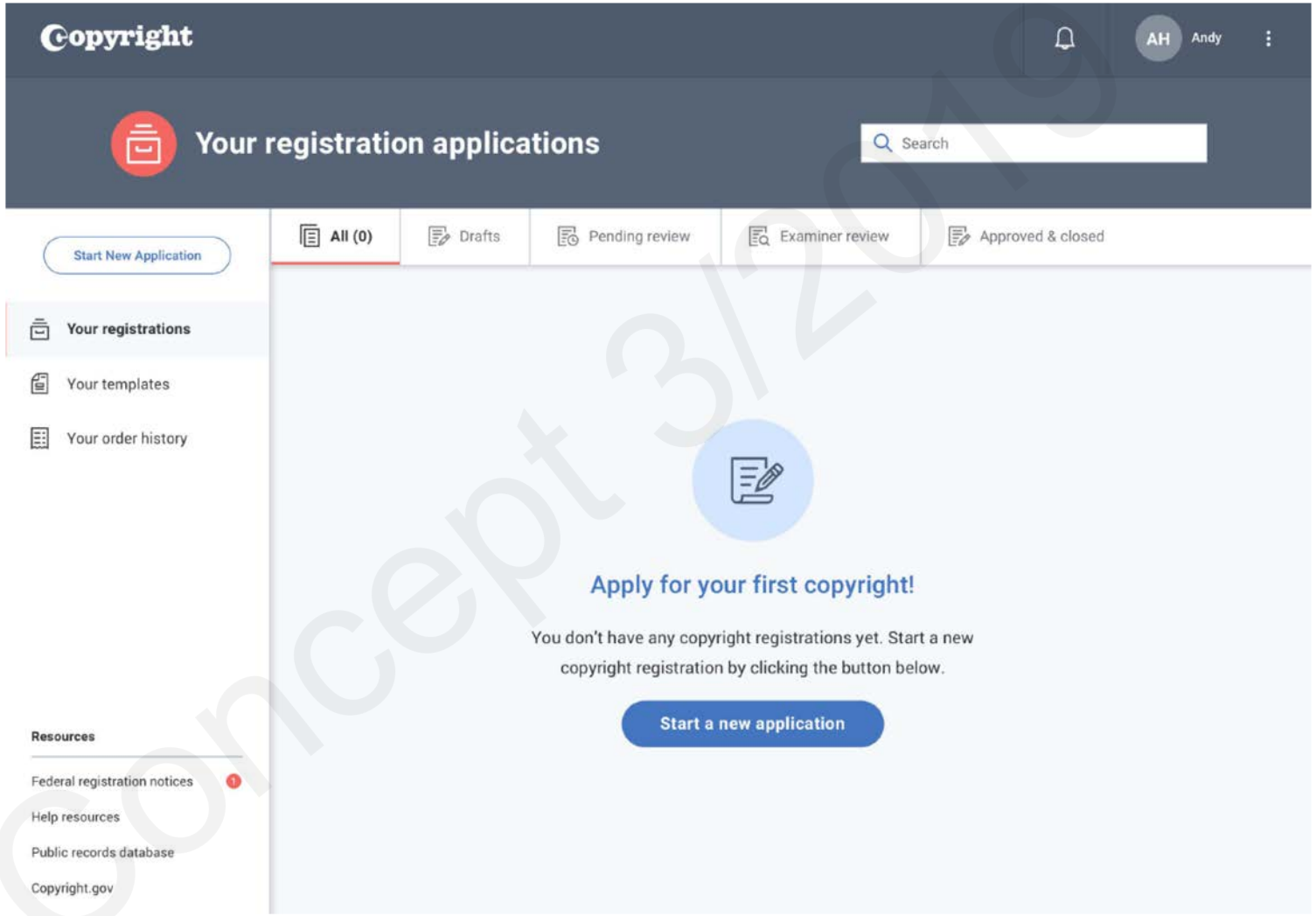

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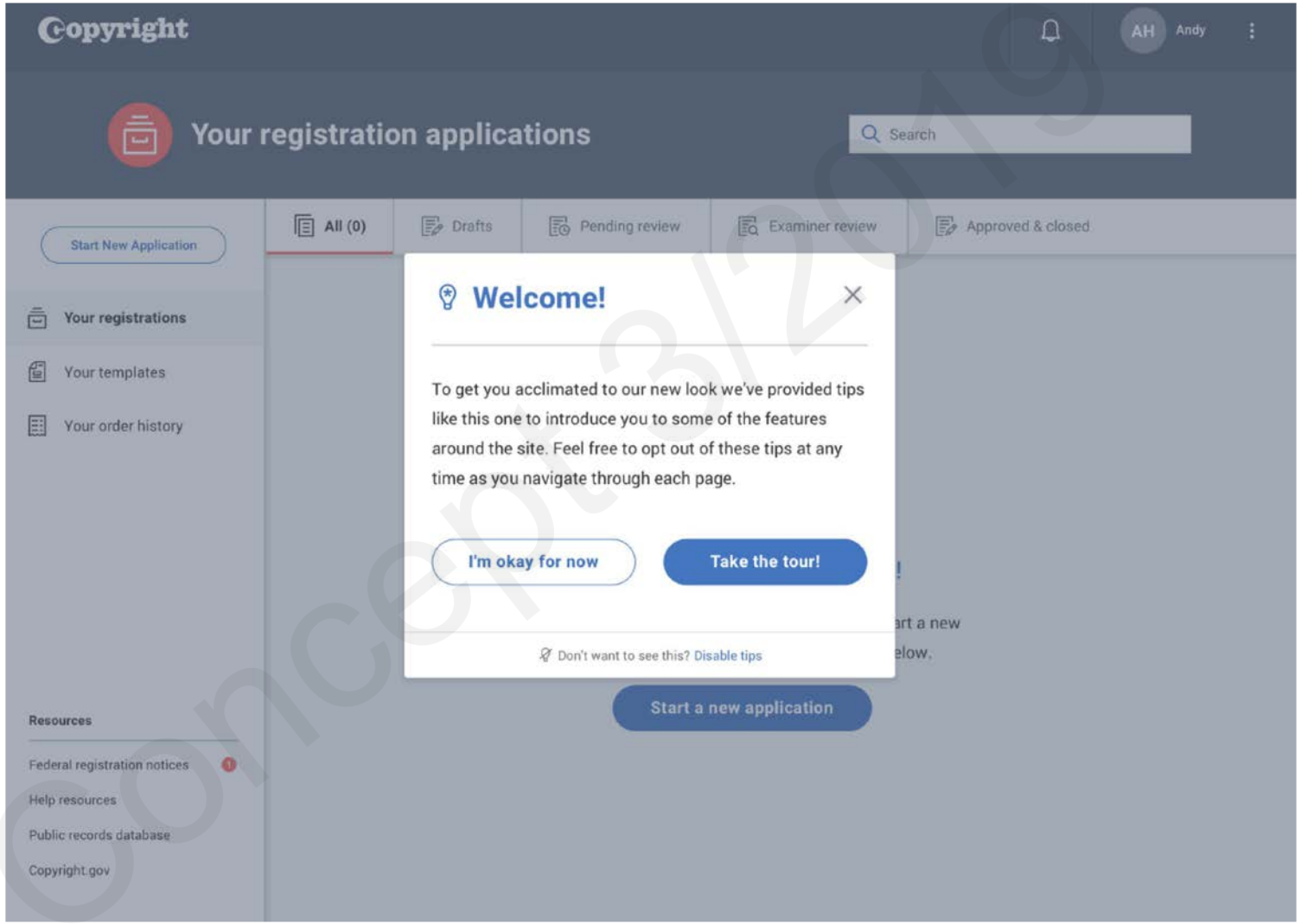

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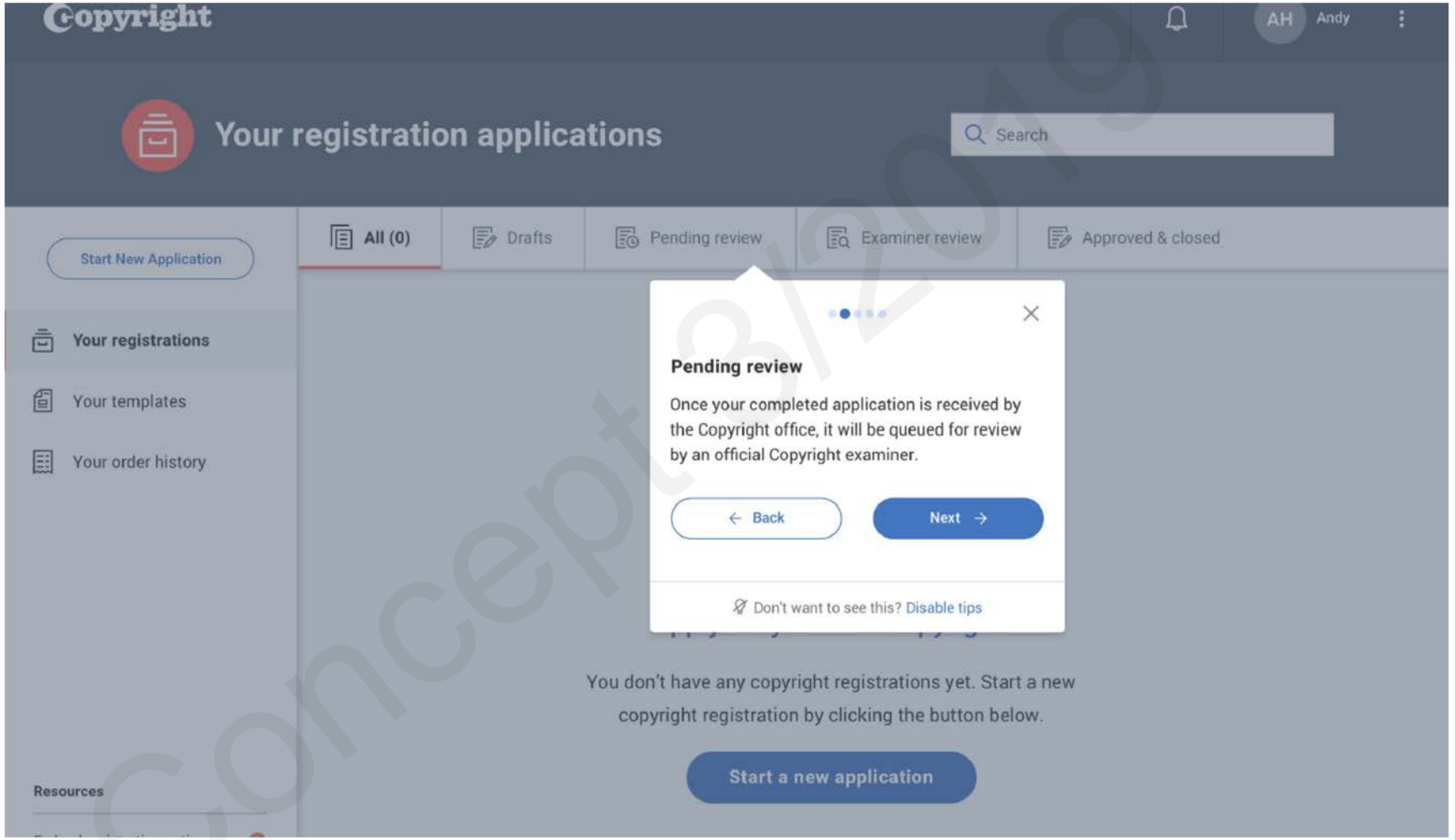

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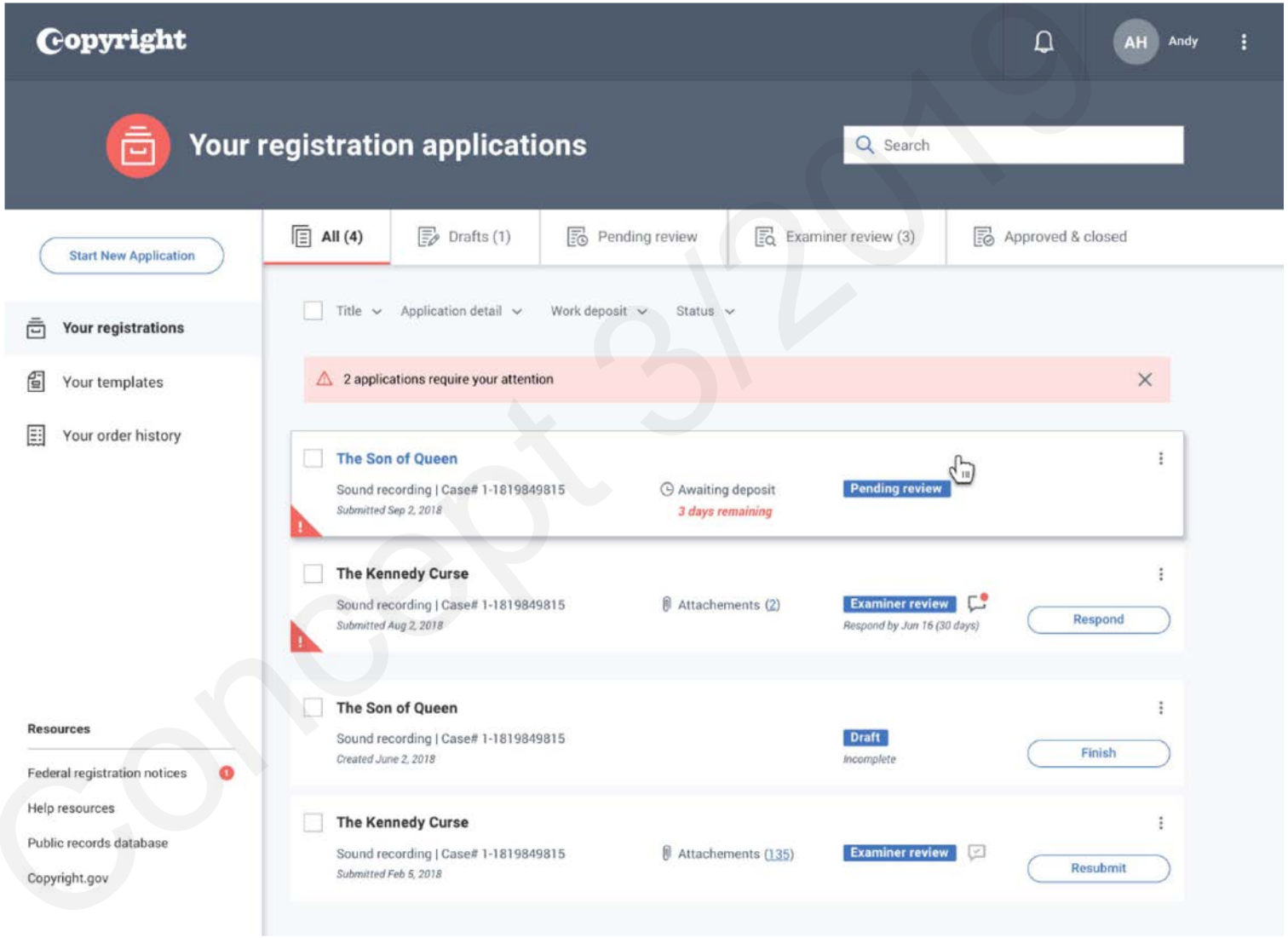

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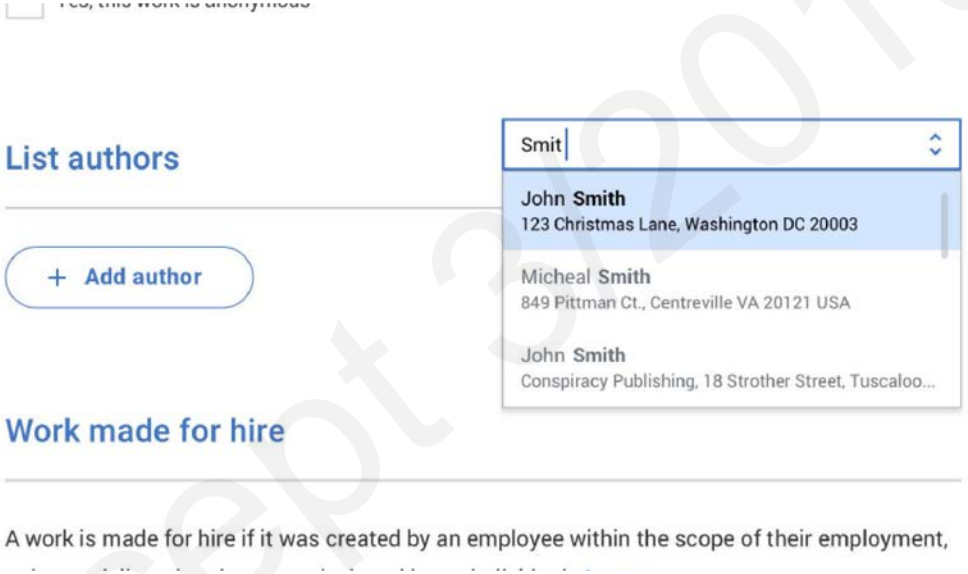

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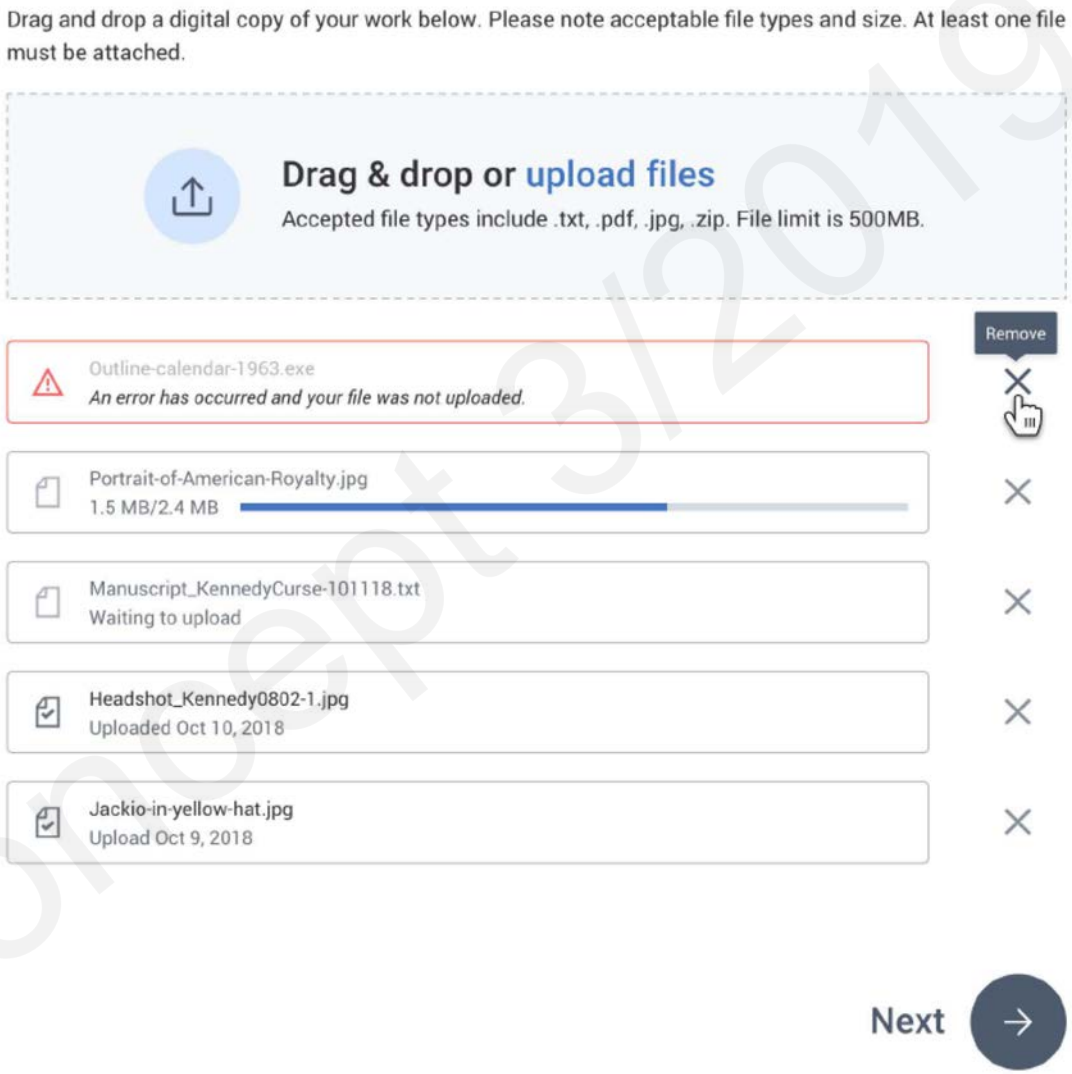

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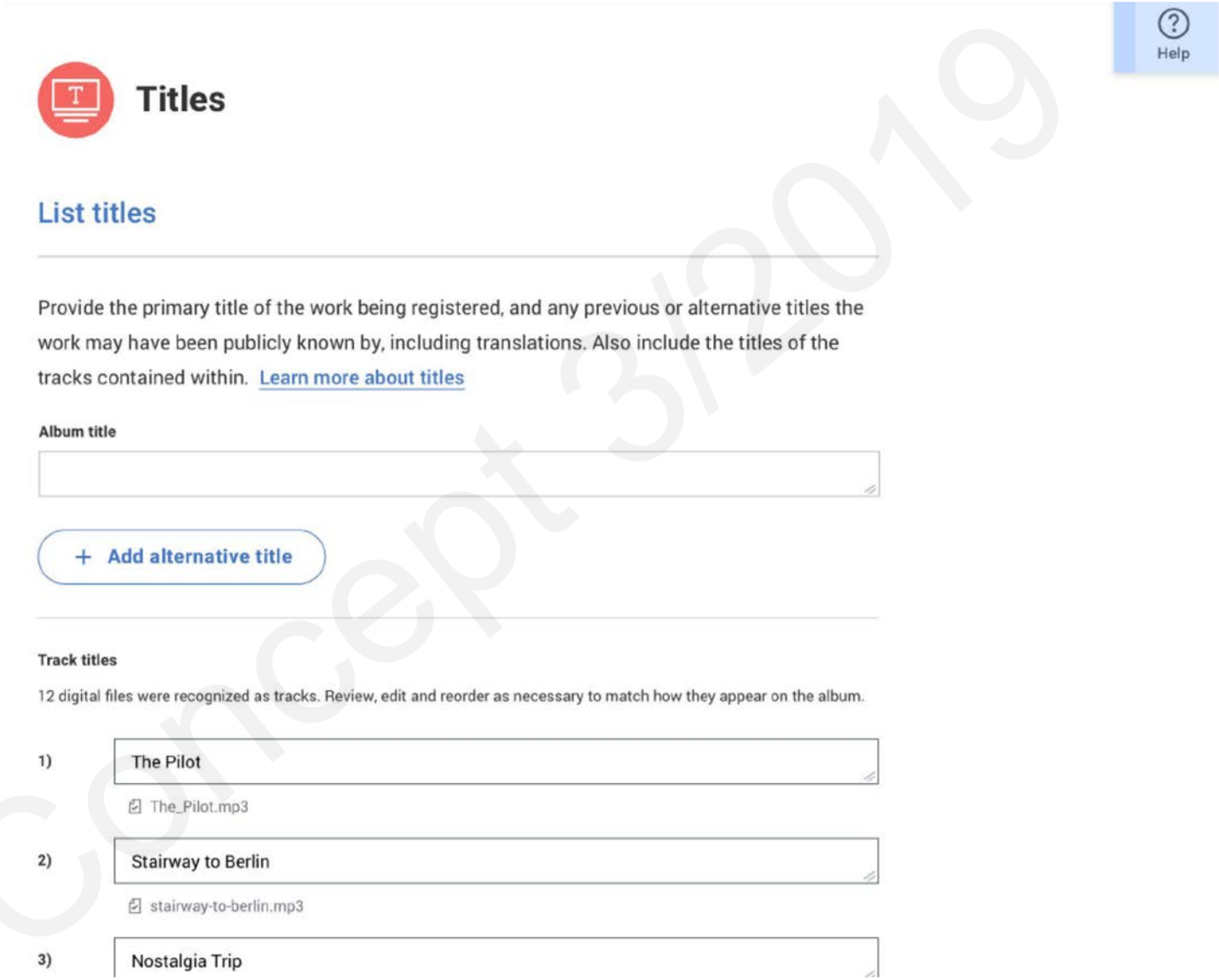

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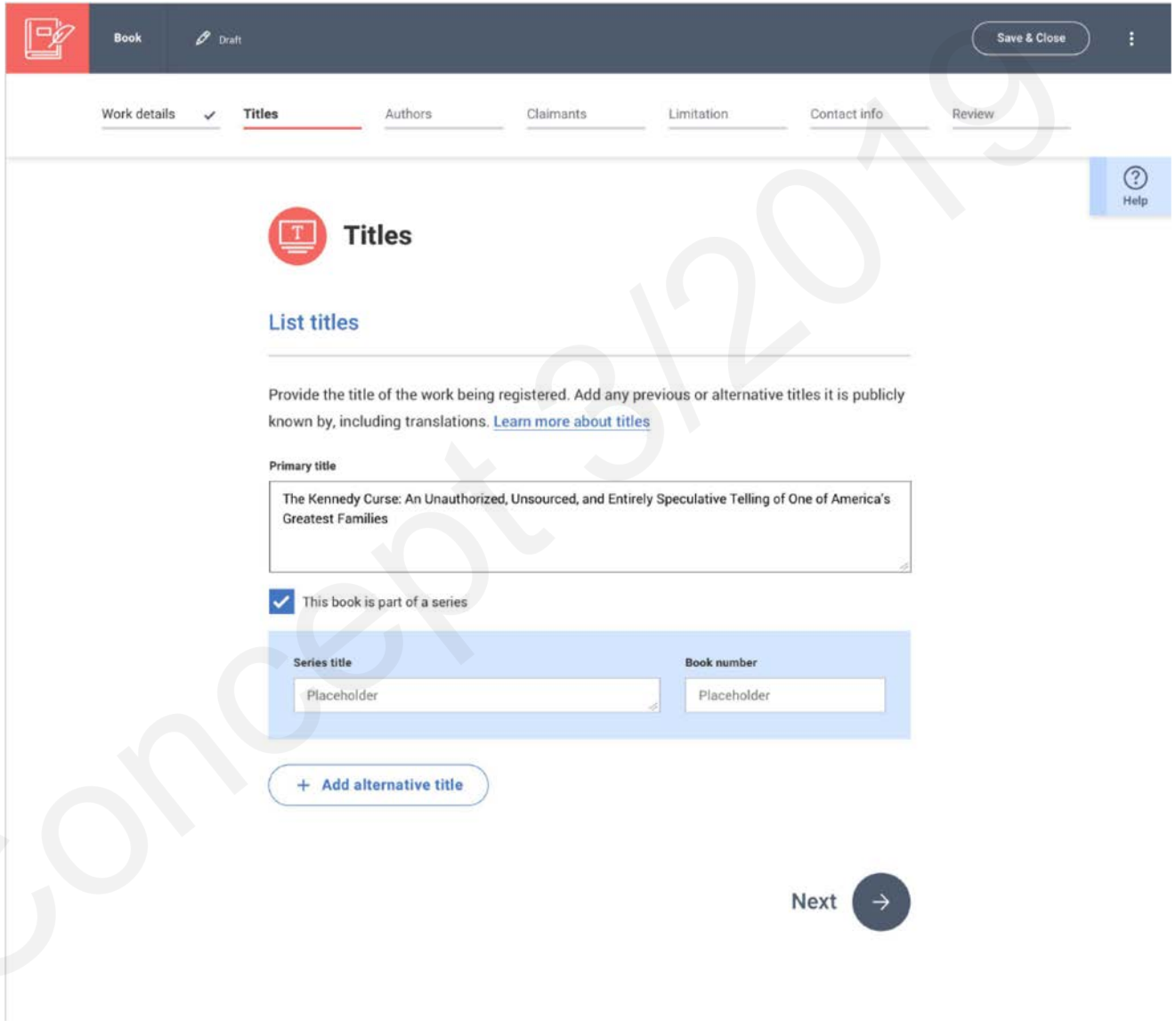

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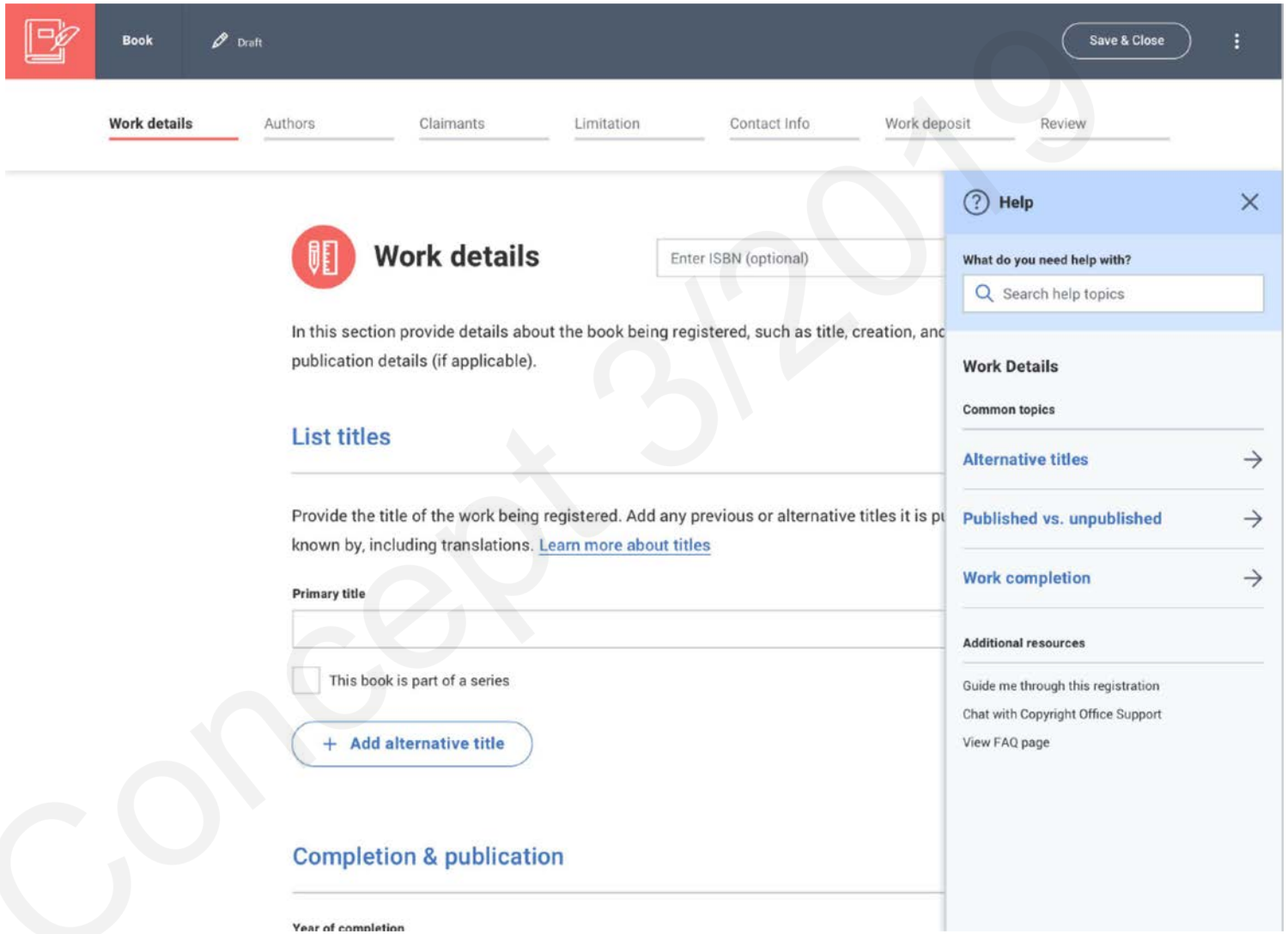

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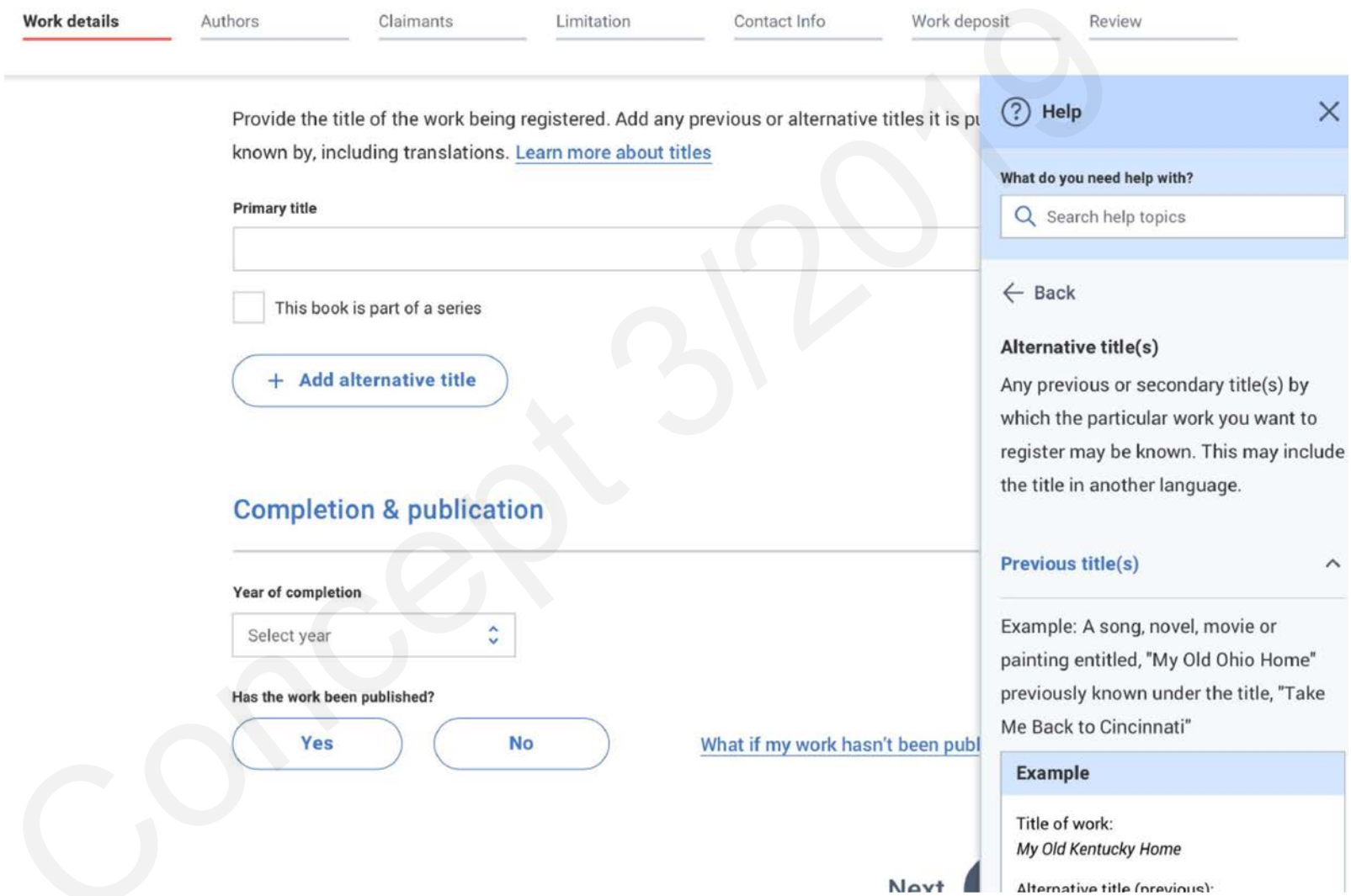

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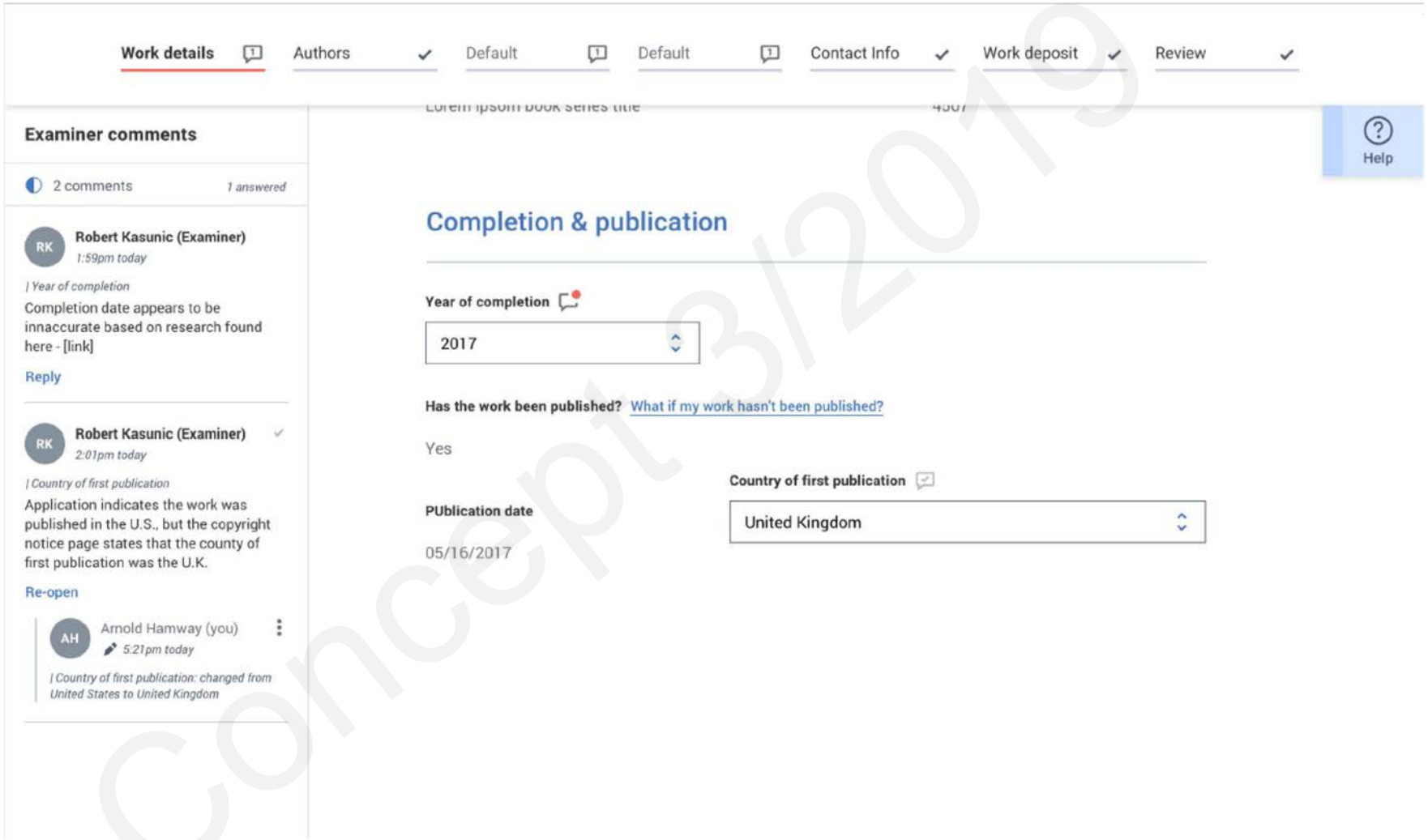

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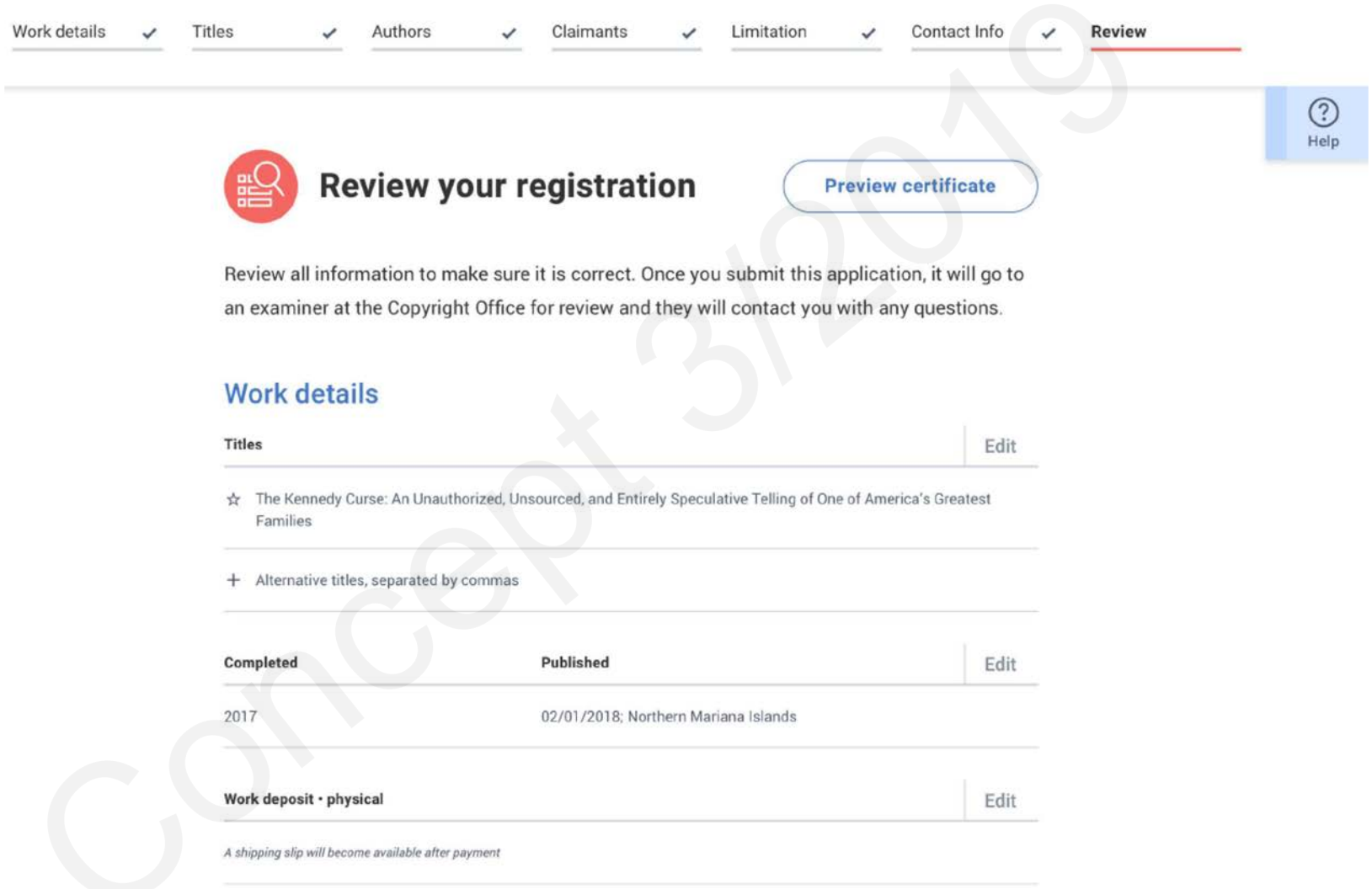

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Internal Acceptance Testing

Tapan Das
Analysis Section Head, Copyright Modernization Office

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OVERVIEW

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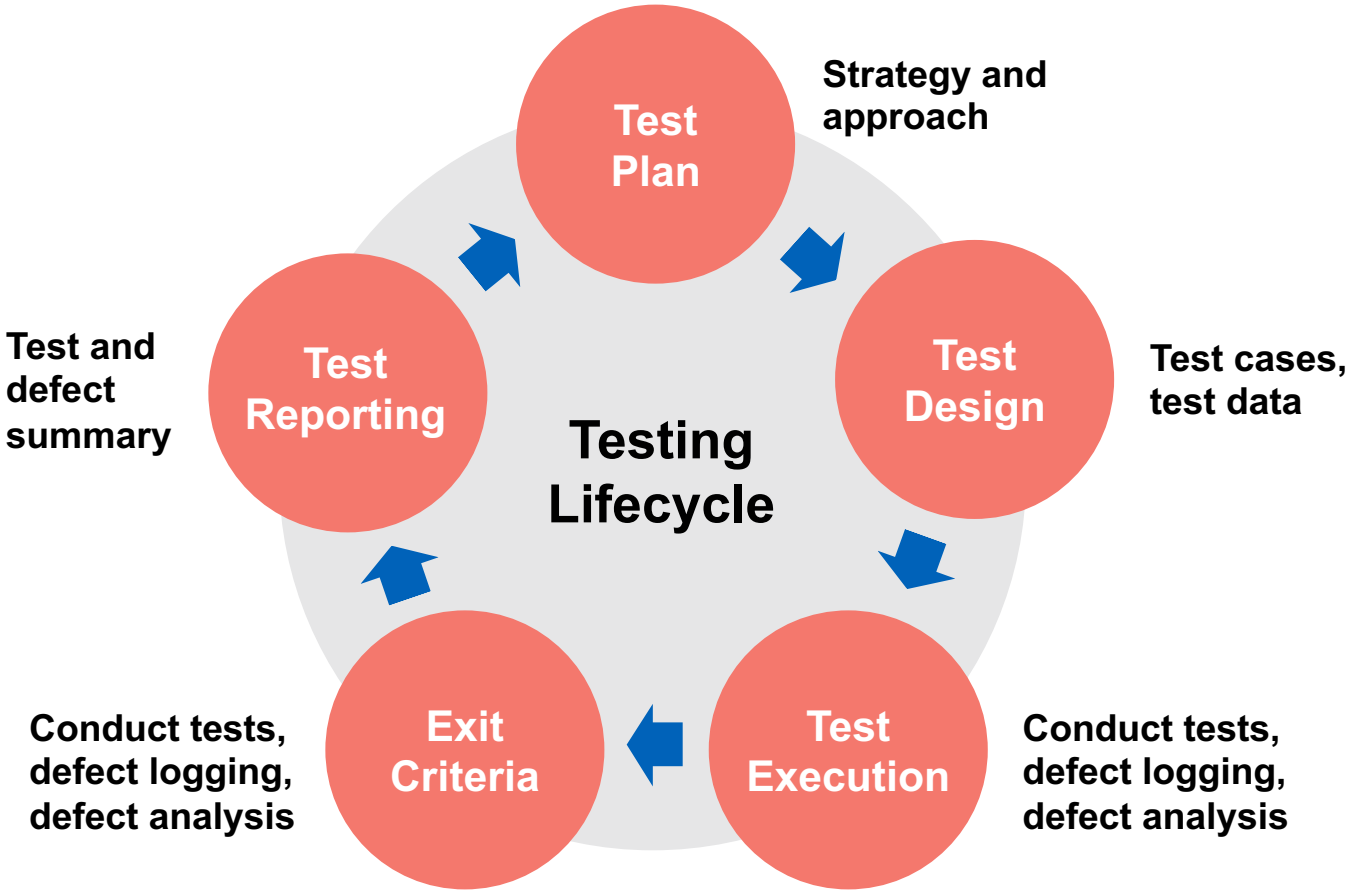
- What is testing?
  - Importance of testing
  - Types of testing
- What is Acceptance Testing?
- What Acceptance Testing isn't . . .
- When is Acceptance Testing performed?
- How is Acceptance Testing conducted at the Copyright Office?
- Who is involved in Acceptance Testing?
- Challenges vs benefits

WHAT IS TESTING?

Process of validating and verifying that a software application:

- Meets the business and technical requirements
- Works as expected by the users



IMPORTANCE OF TESTING

Most of us have experienced systems that don't work as expected. This can have a huge impact on an agency, including:

- Increased project costs
- Delayed goals
- Decreased user satisfaction

Testing is vital to assess whether business and technical requirements are being met.

TYPES OF TESTING

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Functional Testing

- Unit Testing
- Integration Testing
- System Testing
- Acceptance Testing

Non-Functional Testing

- Performance Testing
- Security Testing
- Usability Testing
- Compatibility Testing

WHAT IS ACCEPTANCE TESTING?

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- A process where actual software users test day-to-day business processes to make sure that there are no defects or errors
- A process to ensure the system meets business requirements
- A process to determine if users will accept the system

It is essential that Acceptance Testing is planned properly, starts as early as possible, and allows time for complete testing and issue resolution.

WHAT ACCEPTANCE TESTING ISN'T…

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- An opportunity to change the system design
- Development contingency
- A repeat of system or regression testing
- Testing against the detailed requirements

WHEN IS ACCEPTANCE TESTING PERFORMED?

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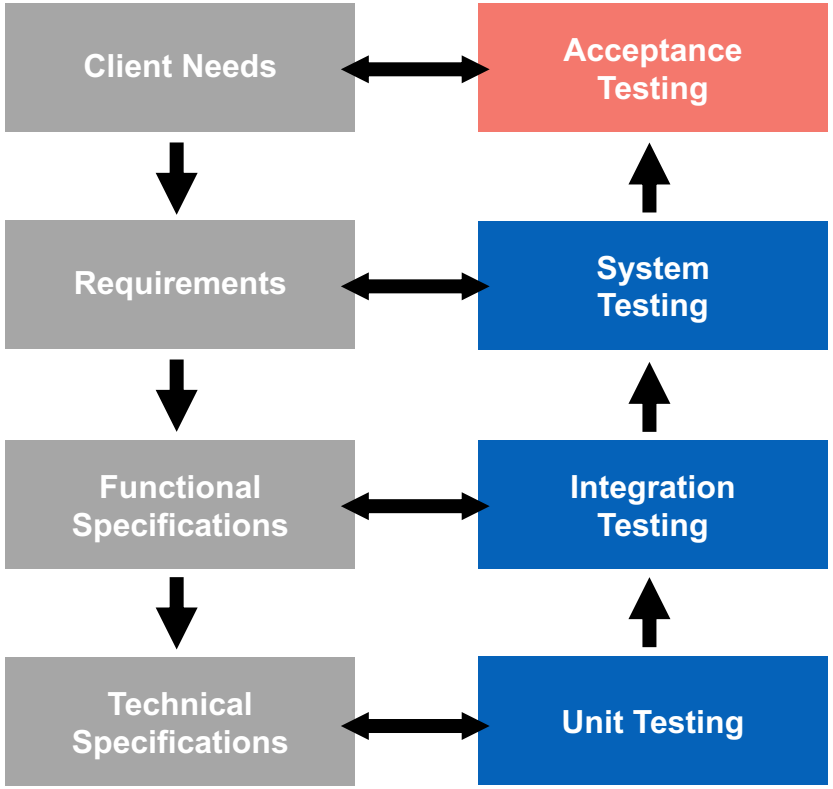
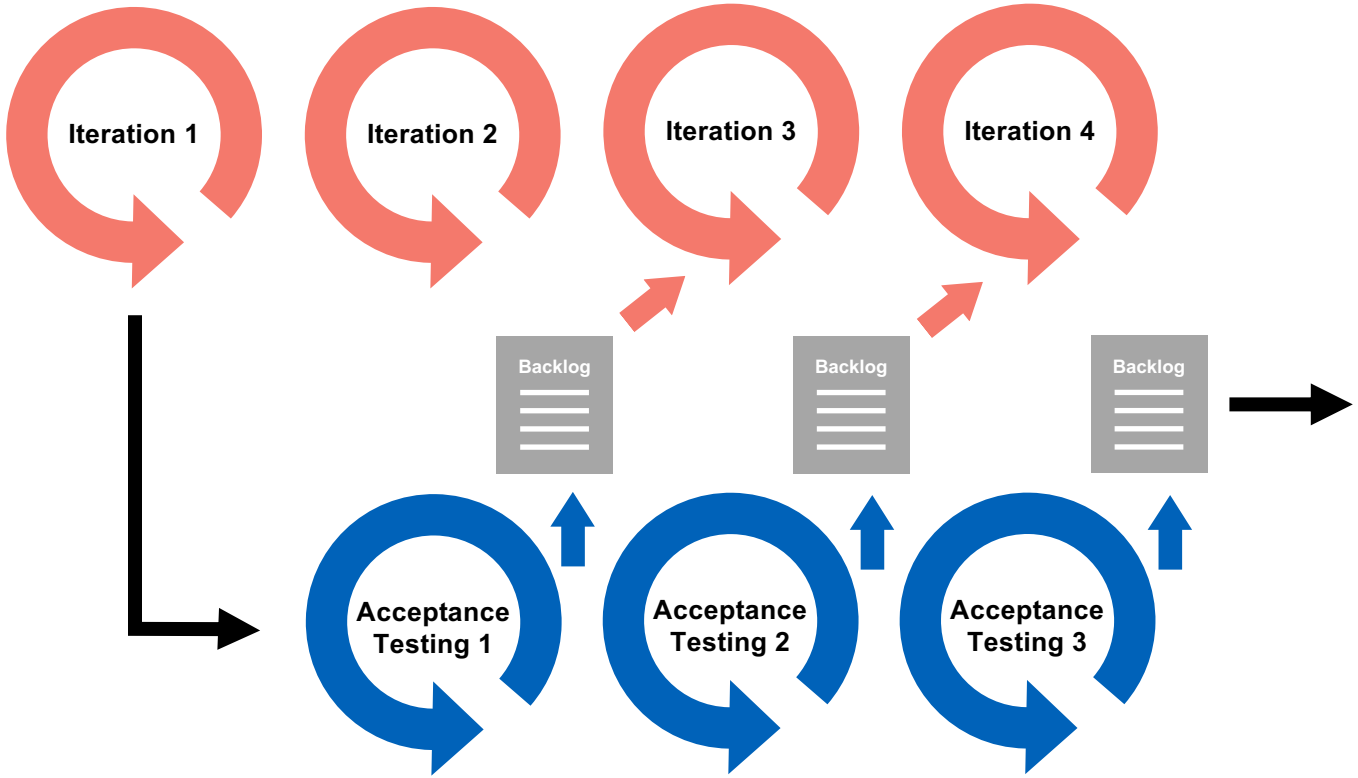


Waterfall



Agile

HOW IS ACCEPTANCE TESTING CONDUCTED IN COPYRIGHT?

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WHO IS INVOLVED IN ACCEPTANCE TESTING?

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TEST COORDINATORS / LEAD (CMO)

- Coordinate end-to-end activities including test resources, test environment readiness, test data load, test execution, etc.
- Provide training and guidance to business users on test case creation, execution, and defect logging
- Provide support throughout Acceptance Testing
- Provide recommendation for system acceptance

BUSINESS USERS

- Create test cases and data
- Send data requirements to OCIO
- Execute test cases and log defects in a test management tool
- Share test results with the lead

PRODUCT OWNER(S)

- Send user stories/test scope to test leads and business users
- Review test cases and clarify questions
- Prioritize defects in triage meetings
- Review final test metrics to verify the blockers plus resolution of critical/high issues
- Provide system acceptance

OCIO

- Provide support for environment and test data issues
- Load test data, create user logins, and provide training on data creation
- Resolve acceptance test defects based on Service Level Agreements (SLAs)
- Smoke test environment

CHALLENGES VS BENEFITS

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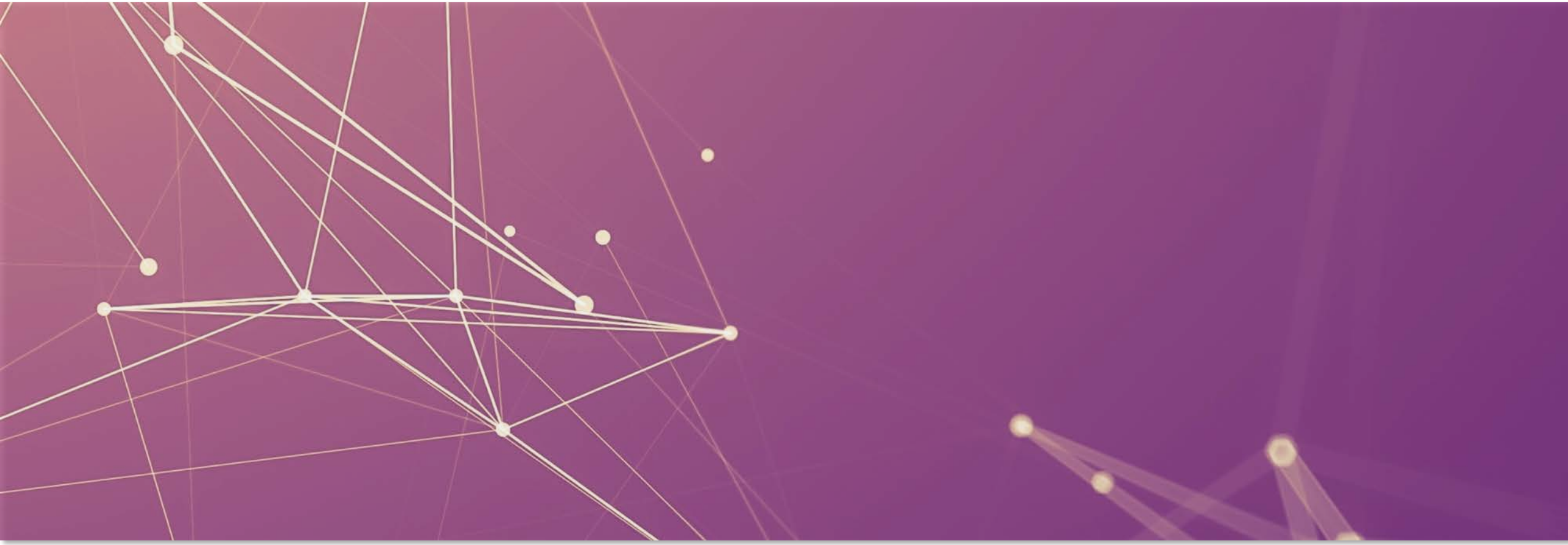
Challenges

- × Business requirements may not be met
- × High risk of system failure
- × No opportunity to identify new features
- × Poor user experiences
- × May increase on-going maintenance costs
- × Delay daily operations

Benefits

- ✓ Business requirements may operate in a manner suited to real life users
- ✓ Minimizes the risk of system failure
- ✓ Provides opportunities to identify new features
- ✓ Increases customer satisfaction
- ✓ Reduces on-going maintenance costs
- ✓ Increases efficiency in daily operations

Question and Answer Session



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