



Business Process Reengineering

Copyright Office Modernization
Webinar Series
December 18, 2019

The webinar will begin
promptly at 1:00 pm EST

Copyright
United States Copyright Office

SUBMITTING QUESTIONS

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.

INTRODUCTION TO BUSINESS PROCESS REENGINEERING



Stephen Oswald

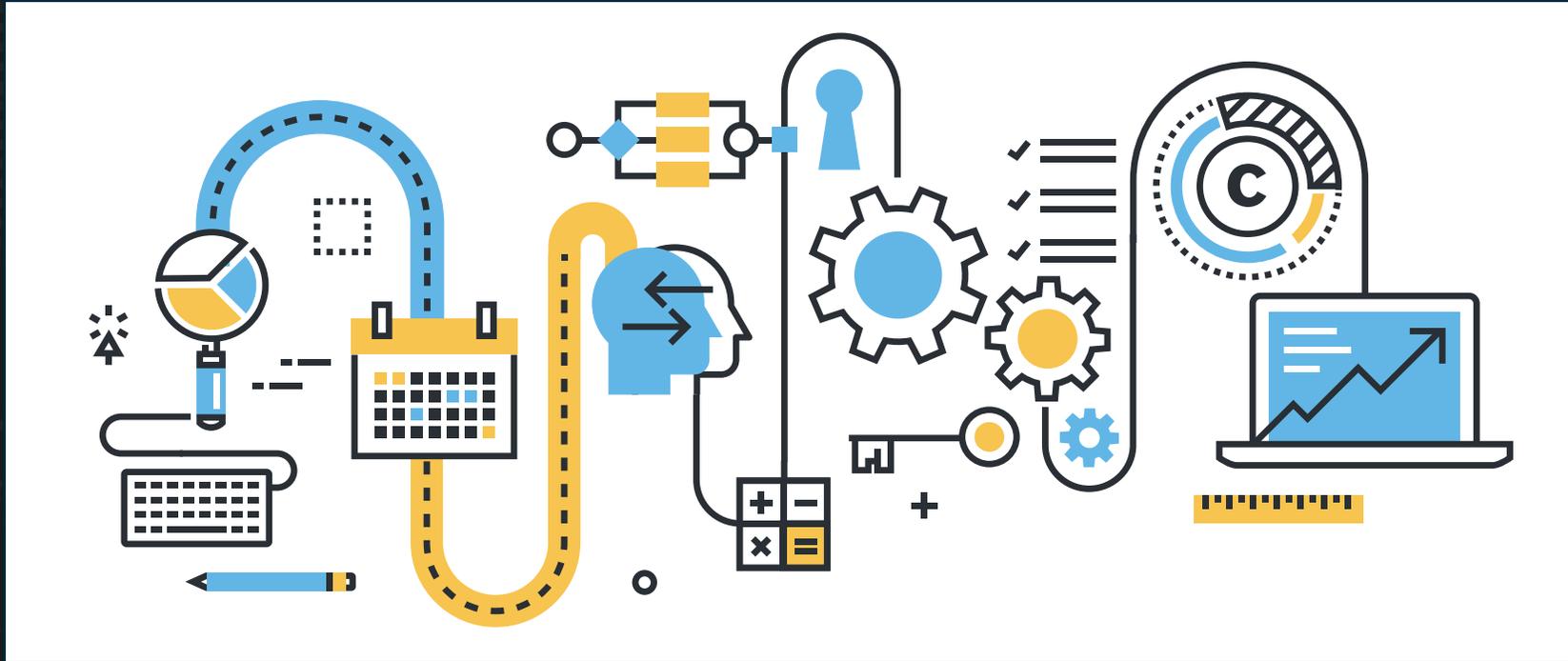
Program Analyst
& BPR Project Manager



Craig Lowenstein

Program Analyst

INTRODUCTION TO BUSINESS PROCESS REENGINEERING



A “business process” is a series of related activities or tasks performed to produce a product or a service.

INTRODUCTION TO BUSINESS PROCESS REENGINEERING



BUSINESS PROCESS REENGINEERING AT THE OFFICE

The end goal of reengineering business processes is an engaged, results-oriented professional workforce that has the tools it needs and is organizationally empowered to provide efficient, high-quality services to stakeholders and the public.



**BUSINESS
PROCESS
REINVENTED
REIMAGINED
REENVISIONED**

BENEFITS OF BUSINESS PROCESS REENGINEERING

- Improve operations and services to achieve better processing times and creating timely public records
- Enhance operational efficiencies through use of new or alternate technologies
- Contain costs of registration, recordation, and other Office services
- Strengthen security within the Copyright Office
- Use staff and space efficiently



WORKFLOW SESSIONS



Three Phased Approach

Establish process scope

- What is the process?
- Who is involved?
- How is the process currently supported?



Understand as-is process

More in-depth, nuts and bolts of the process

- What do you do?
- How does the process get done?
- Who gets the work next?



Define the to-be process

- Prioritize results
- Develop an implementation strategy
- Transition to rethinking and redesigning
- Determine if new processes are effective

SIPOC

S

I

P

O

C

Suppliers	Inputs	Process	Outputs	Customers
<ul style="list-style-type: none">Grocery store (for coffee beans)	<ul style="list-style-type: none">WaterGround coffee beansCoffee makerCoffee mug	<ul style="list-style-type: none">Grind coffee beansPlace coffee beans in filterPut filter in coffee makerFill coffee maker with waterPress start button	<ul style="list-style-type: none">Pot of coffee	<ul style="list-style-type: none">You



Waste Analysis

Waste can be defined as anything that causes inefficiencies, which in turn often result in loss of timeliness and lower user satisfaction with services.



DEFINE FUTURE STATE



**Strategy and
Governance**



**Service Delivery
Model**



Operations

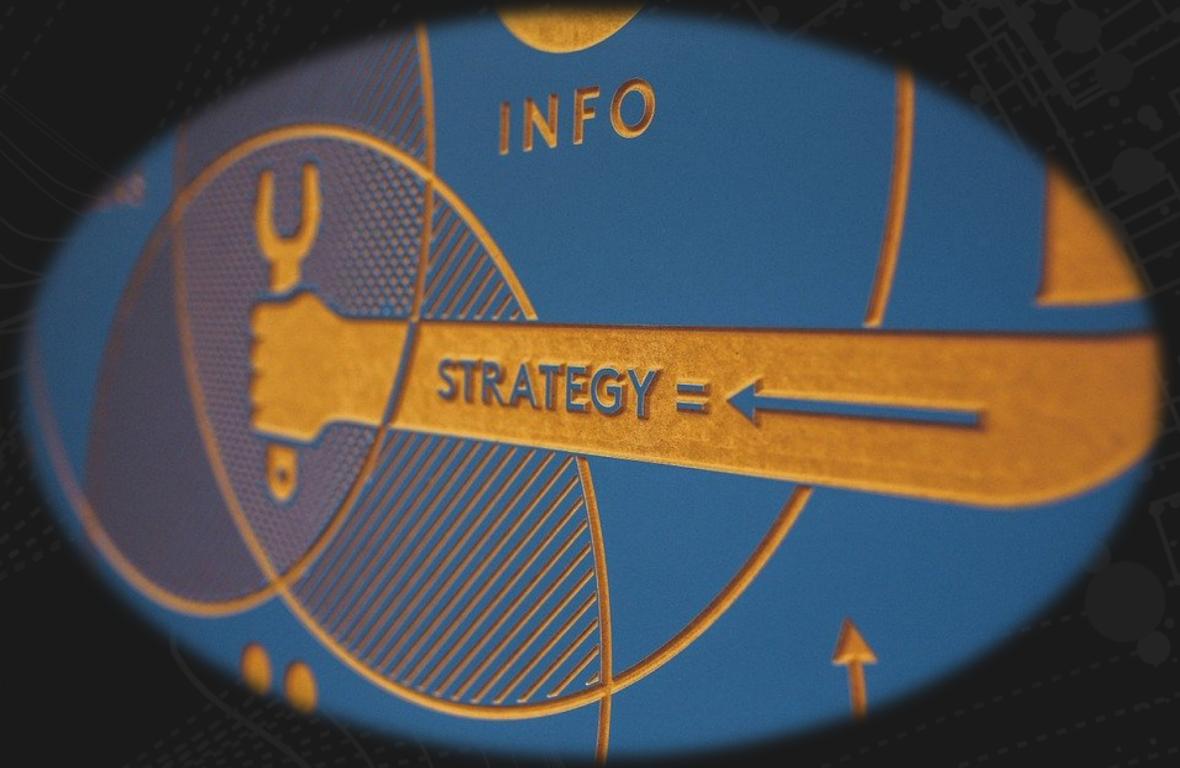
DEFINE FUTURE STATE: STRATEGY AND GOVERNANCE

Aligning with the Office's Strategic Plan

www.copyright.gov/reports/strategic-plan

Establishing and communicating customer service standards

Increasing a business unit's ability to deliver against its mission and business objectives



DEFINE FUTURE STATE: SERVICE DELIVERY MODEL

Optimize customer experience

- Increasing timeliness
- Reducing wait times & backlogs

Enhance service quality

- Increase responsiveness
- Reduce errors

Create a transparent customer service

- For example, self-service tools and workflow tracking



DEFINE FUTURE STATE: OPERATIONS

**Address known
challenges**

**Reduce cost of
operations**



NEXT STEPS



Questions?

To submit a question, use the Q&A dialog box in the lower right corner.

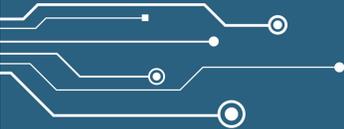
Please note: we may not be able to answer all questions received in the allotted time. Thank you.

Copyright.gov About Us News Law and Guidance Policy Issues Contact Us Search

Home / Copyright Modernization / Modernization Webinar

Modernization Webinar

The Copyright Office is modernizing. To provide information about our ongoing efforts, we are hosting a bimonthly webinar series that focuses on various aspects of our modernization process and progress. The webinars also provide an opportunity to ask questions. Sign up for our NewsNet to get the latest information on the webinar series.



Copyright Office Modernization Webinar Series
Business Process Reengineering
 December 18 at 1:00 PM • *Registration now open*

Previous Webinar Materials and Slides

September 26, 2019: Recordation Modernization - PDF Slides and Recorded Webinar

Copyright Office Modernization Webinar - September 26, 2019



The webinar will begin promptly at 12:00 pm EST

Copyright

Video Controls ▾

July 25, 2019: Answering Your Modernization Questions - PDF Slides and Recorded Webinar

Copyright Office Modernization Webinar - July 25, 2019



The webinar will begin promptly at 12:00 pm EST

Copyright

Video Controls ▾

Subscribe | Twitter | YouTube | Blog | Take our Survey

<p>About Us</p> <ul style="list-style-type: none"> Overview Leadership Resources and Education Academic Partnerships Internships Kaminstein Program Ringer Fellowship 	<p>News</p> <ul style="list-style-type: none"> Federal Register Notices NewsNet Press/Media Information 	<p>Law and Guidance</p> <ul style="list-style-type: none"> Copyright Law Regulations Rulemakings Compendium Forms Circulars 	<p>Policy Issues</p> <ul style="list-style-type: none"> Policy Studies Legislative Developments Congressional Hearings International Issues Register's Speeches Contact Us 	 <p>U.S. Copyright Office 101 Independence Ave. S.E. Washington, D.C. 20559-8000 (202) 707-3000 or 1 (877) 476-0778 (toll free)</p>
---	---	--	---	--

Library of Congress | Congress.gov | USA.gov | FOIA | Legal | Privacy Policy

Learn More

For More Information:

copyright.gov/copyright-modernization

Send Questions To:

askcmo@copyright.gov