

Copyright Office Modernization

Quick Facts – December 2019

The Copyright Office is modernizing, which means that we are **1** building a new Enterprise Copyright System (ECS) featuring a user-centered and flexible design, **2** streamlining processes and policies, **3** improving access, and **4** reimagining the entire Office.

There are several major efforts in modernization:

Developing the ECS

The ECS will automate Office workflows and serve as the online public interface to the Copyright Office. Currently, the ECS's three main development focus areas are recordation, registration, and system of public record, all of which are ongoing. The Office is:

- Continuing to gather and prioritize requirements for the new system of public record initiative that will eventually replace the current public catalog system.
- Beginning registration development planning activities. Systems development for the modernized registration system is expected to kick off before the end of 2019.
- Continuing recordation development. The Office anticipates a limited release pilot in 2020.

Comprehensive Access to Public Records

The Copyright Office continues to work on improving access to public records by:

- Facilitating online access to historical public records, both those housed within legacy systems and those not easily accessible to the public online. The Office is in the process of converting the extensive, paper-based pre-1978 entries into a digital format to make them accessible and searchable online.
- Digitizing more than 26,000 record books. These images are being scanned to extract metadata to enable a robust search. The Office continues to perform quality assurance for these images. This is a multi-year effort.

- Initiating work on the new Public Records System. Among the new features are robust searching capabilities, the ability to view relationships between records, and a web interface consistent with other ECS portals. The Copyright Public Records System will eventually house copyright public records from current systems, legacy systems, and future ECS systems. The initial proof of concept is anticipated in fall 2020.

Data Management Initiative

Data management continues to be an important focus of the Copyright Office's modernization efforts. The Office advanced its efforts by:

- Awarding a contract for a business intelligence tool. Implementation, including the identification and prioritization of dashboards and user stories, is in progress.
- Continuing to develop a data migration plan to determine the data flow from various sources to the ECS system.

Business Process Reengineering

The Copyright Office's business process reengineering (BPR) effort, which kicked off in July, is ongoing. BPR includes:

- Conducting working sessions across the Office, which are underway.
- Continuing partnership with the Office of Personnel Management on a workload analysis and an organizational analysis and redesign to ensure that the Office is optimally staffed and structured for postmodernization.

Organizational Change Management

Through applying organizational change management practices, the Office will build and maintain a workforce that is efficient, adaptable, and inclusive. This effort includes:

- Awarding a contract for organizational change management. Training sessions are underway.

Outreach

It is important that the Copyright Office continually keeps the public informed about our progress. In addition to these Quick Facts sheets, the Office has engaged in the following outreach efforts by:

- Continuing a bimonthly webinar series to keep the public up to date on ECS progress and focus areas. The first webinar was held on January 31, 2019. The December webinar, the sixth in the series, will discuss BPR, its key activities, and how it will help the Office identify opportunities for improvement.
- Launching the ECS User Experience project in June. This contract engagement has three focus areas: Registration Examiner and Administrative User Experience Design, Recordation Usability Testing, and ECS Design System Support.
- Analyzing results from the second round of recordation usability testing, completed in November 2019.

Please contact us at askcmo@copyright.gov for more information or to get involved.