



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

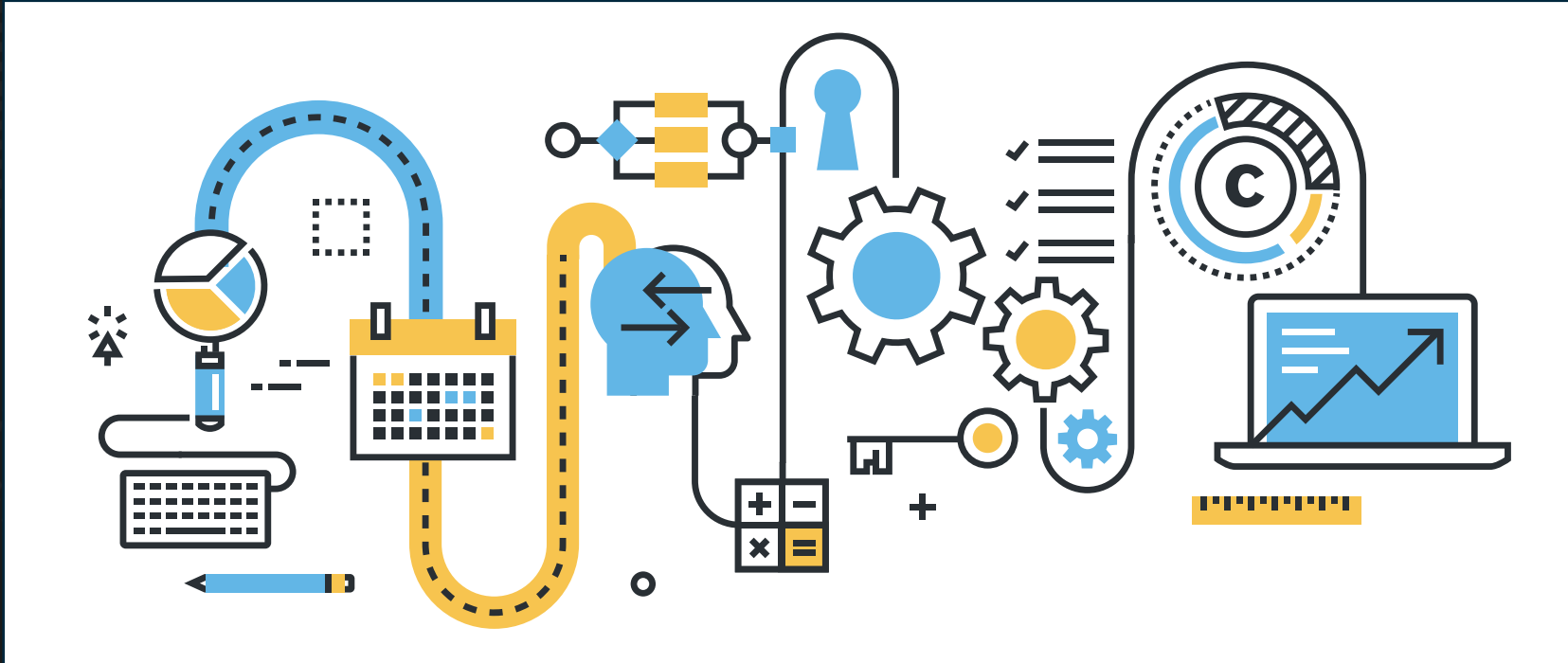
Program Analyst
& BPR Project Manager



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

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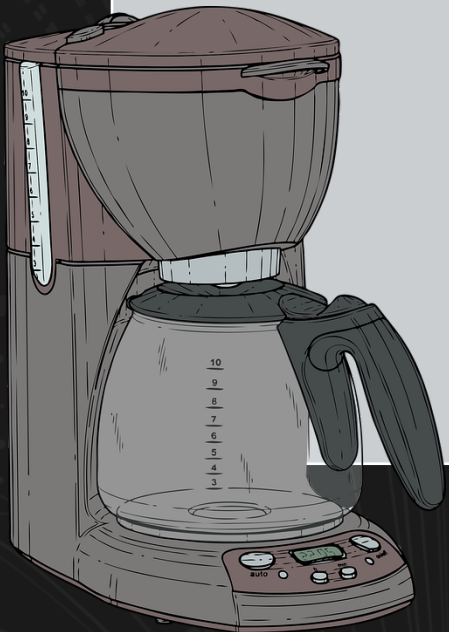
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Suppliers	Inputs	Process	Outputs	Customers
<ul style="list-style-type: none">Grocery store (for coffee beans)	<ul style="list-style-type: none">WaterGround coffee beansCoffee makerCoffee mug	<ul style="list-style-type: none">Grind coffee beansPlace 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

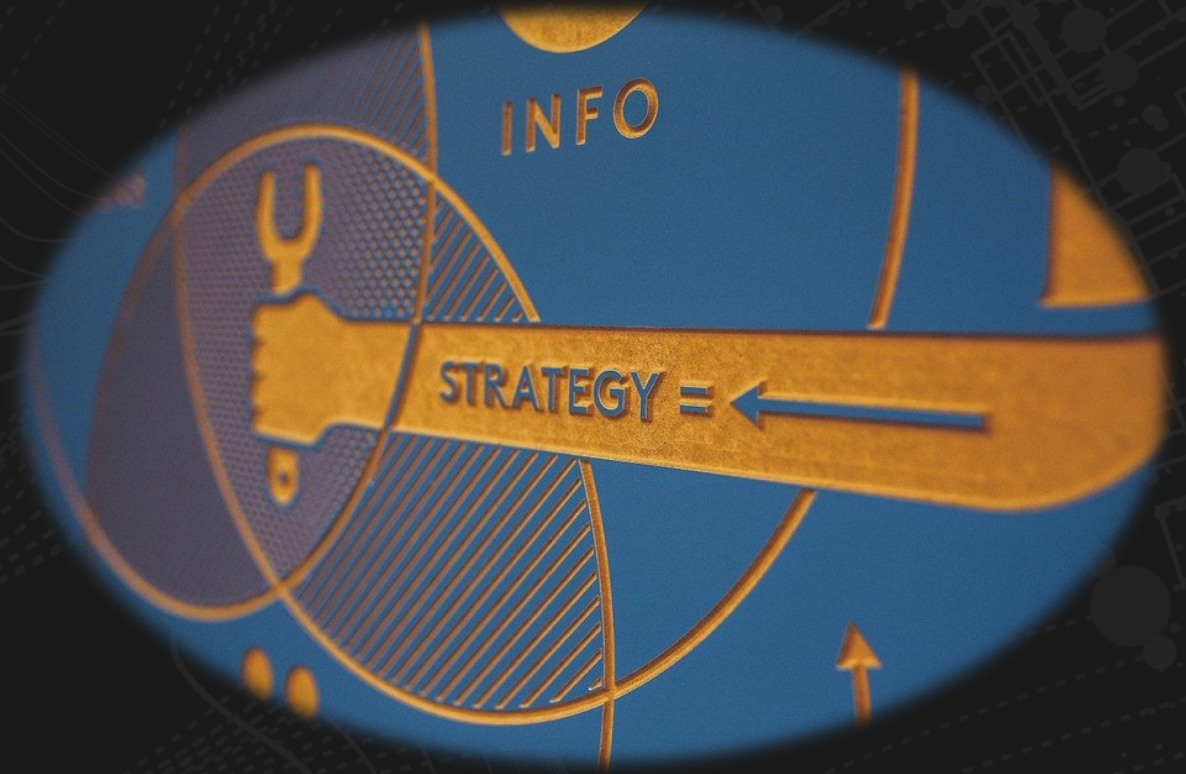
DEFINE FUTURE STATE: STRATEGY AND GOVERNANCE

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?

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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

Recordation Modernization

Copyright Office Modernization Webinar Series

September 26, 2019

The webinar will begin promptly at 12:00 pm EST

U.S. Copyright Office

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July 25, 2019: Answering Your Modernization Questions - [PDF Slides](#) and [Recorded Webinar](#)

Copyright Office Modernization Webinar - July 25, 2019

Answering Your Modernization Questions

Copyright Office Modernization Webinar Series

July 25, 2019

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For More Information:

copyright.gov/copyright-modernization

Send Questions To:

askcmo@copyright.gov