Modernization of the U.S. Copyright Office

March 28, 2019

The webinar will begin promptly at 12:00 pm EST
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

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

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
• 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.
UI components

Our system of UI components are designed to set a new bar for simplicity and consistency across government services, while providing you with plug-and-play design and code.

For getting up and running with the Design System, head over to our [Getting started](#) page for more information.

• **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** 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
Got everything you need to register?

Registering a copyright doesn't have to be a pain. Having a few pieces of key information can make the process a lot smoother. And who doesn't like smooth sailing?

- A copy of your completed work, physical or digital
- Publication details, even if it is unpublished
- Claimant details if you are not the author
- Author details, such as name, citizenship, and pseudonyms
- Transfer agreement details (if applicable)

Learn more
Forgot password? No worries.

Enter the email address associated with your account, and we'll email you a link to reset your password.

Email

Send reset link Back to login
Reset password

Your password must:
- Contain at least 12 characters
- Must not contain repetitive characters
- Must contain a combination of upper and lower case letters, numbers, and symbols ((), #, $, &, *, !, ?)
- Must match confirmation field

Password

Password

Confirm password

Password

Rest password

What makes a strong password?
INITIAL DESIGN CONCEPT
INITIAL DESIGN CONCEPT

**Notification settings**

Select which methods you would like to be notified of the following actions. Notifications will be sent to the email and phone number that is specified under your Profile.

- **Text SMS is disabled**
  - Set up text SMS

**Email**

- **When my application is submitted**
- **When my physical deposit is received by the Copyright Office**
- **When my application is open for review by an Examiner from the Copyright Office**
- **Examiner comments (correspondence)**
- **When my application is approved**
INITIAL DESIGN CONCEPT

Your registration applications

Apply for your first copyright!
You don't have any copyright registrations yet. Start a new copyright registration by clicking the button below.

Start a new application
Your registration applications

Pending review
Once your completed application is received by the Copyright office, it will be queued for review by an official Copyright examiner.

Start a new application

You don't have any copyright registrations yet. Start a new copyright registration by clicking the button below.
INITIAL DESIGN CONCEPT
INITIAL DESIGN CONCEPT

List authors

- John Smith
  123 Christmas Lane, Washington DC 20003

- Micheal Smith
  849 Pittman Ct, Centreville VA 20121 USA

- John Smith
  Conspiracy Publishing, 1B Strother Street, Tuscalo...

Work made for hire

A work is made for hire if it was created by an employee within the scope of their employment.
Drag and drop a digital copy of your work below. Please note acceptable file types and size. At least one file must be attached.

Drag & drop or upload files
Accepted file types include .txt, .pdf, .jpg, .zip. File limit is 500MB.

- Outline-calendar-1963.exe
  An error has occurred and your file was not uploaded.

- Portrait-of-American-Royalty.jpg
  1.5 MB/2.4 MB

- Manuscript_KennedyCurse-101118.txt
  Waiting to upload

- Headshot_Kennedy0802-1.jpg
  Uploaded Oct 10, 2018

- Jackie-in-yellow-hat.jpg
  Uploaded Oct 9, 2018
INITIAL DESIGN CONCEPT

**Titles**

**List titles**

Provide the primary title of the work being registered, and any previous or alternative titles the work may have been publicly known by, including translations. Also include the titles of the tracks contained within. [Learn more about titles](#)

**Album title**


**Add alternative title**

**Track titles**

12 digital files were recognized as tracks. Review, edit and reorder as necessary to match how they appear on the album.

1) The Pilot
   ![The_Pilot.mp3](#)

2) Stairway to Berlin
   ![stairway-to-berlin.mp3](#)

3) Nostalgia Trip
INITIAL DESIGN CONCEPT

Provide the title of the work being registered. Add any previous or alternative titles it is publicly known by, including translations. Learn more about titles

Primary title

The Kennedy Curse: An Unauthorized, Unsourced, and Entirely Speculative Telling of One of America’s Greatest Families

This book is part of a series

Series title

Book number

Placeholder

Placeholder

+ Add alternative title

Next ➔
**INITIAL DESIGN CONCEPT**

### Work details

Provide the title of the work being registered. Add any previous or alternative titles it is popularly known by, including translations. **Learn more about titles**

<table>
<thead>
<tr>
<th>Year of completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select year</td>
</tr>
</tbody>
</table>

**Has the work been published?**

- Yes
- No

**Completion & publication**

**Previous title(s)**

Example: A song, novel, movie or painting entitled, "My Old Ohio Home" previously known under the title, "Take Me Back to Cincinnati".

**Example**

- **Title of work:**
  - My Old Kentucky Home

**Alternative title(s)**

Any previous or secondary title(s) by which the particular work you want to register may be known. This may include the title in another language.
INITIAL DESIGN CONCEPT

Review your registration

Review all information to make sure it is correct. Once you submit this application, it will go to an examiner at the Copyright Office for review and they will contact you with any questions.

Work details

Titles

- The Kennedy Curse: An Unauthorized, Unsourced, and Entirely Speculative Telling of One of America’s Greatest Families
- Alternative titles, separated by commas

Completed: 2017
Published: 02/01/2018; Northern Mariana Islands

Work deposit - physical

A shipping slip will become available after payment
Internal Acceptance Testing

Tapan Das
Analysis Section Head, Copyright Modernization Office
• 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
Process of validating and verifying that a software application:

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

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?

• 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…

• 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?

Waterfall

- Client Needs
- Requirements
- Functional Specifications
- Technical Specifications
- Acceptance Testing
- Unit Testing
- Integration Testing
- System Testing

Agile

- Iteration 1
- Iteration 2
- Iteration 3
- Iteration 4
- Acceptance Testing 1
- Acceptance Testing 2
- Acceptance Testing 3
- Backlog
HOW IS ACCEPTANCE TESTING CONDUCTED IN COPYRIGHT?

1. Identify test team
2. Plan test schedule
3. Gather key user stories and develop test cases
4. Review test cases and incorporate feedback
5. Prepare test data
6. Confirm acceptance test environment readiness
7. Establish tracking method
8. Host kick-off meeting and begin test execution
9. Facilitate check point and defect triage meetings
10. Compile test execution results and recommendation
WHO IS INVOLVED IN ACCEPTANCE TESTING?

**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

**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

**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

**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

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