

# Licensing Division



## Introductions

Jim Enzinna, Chief, Licensing Division

Mark DiNapoli, Assistant Chief, Licensing Division

Tracie Coleman, Head, Information Section

Vince Murzinski, Head, Fiscal Section



## Project Mission

- The Copyright Office has undertaken the reengineering of the Licensing Division to achieve more timely processing of royalty statements of account, to enable the division to better manage its royalty investment accounts, to make statements of account and other records available for public inspection more quickly, to better control costs for those who participate in the statutory licensing system, and to improve the work lives and job satisfaction of its staff.



## Approach

- To ensure a seamless integration, the Licensing Division has sought out software products capable of tying in all the licensing activities in real time.
- To ensure the desired result, the Licensing Division has sought out teams with previous experience in integrating complex environment.
- To ensure integrity of the financial environment as automation takes place, the Licensing Division has sought out teams with previous experience designing and setting up financial systems.



# PAST

Results and Accomplishments

# Licensing Division



## Customer Satisfaction Results





## Survey Results:

- How did you feel about your overall experience?
  - 85% '*satisfied/very satisfied/delighted*'
- Telephone wait time?
  - 95% responded '*1-3 minutes or less*'
- Email response time?
  - 85% responded a '*reasonable* amount of time'
- CPRRR facilities?
  - 80% '*satisfied/very satisfied/delighted*'



## Survey Results (staff interaction):

- Were you treated with respect and courtesy?
  - 95% responded '*completely*'
- Was LD staff responsive to your questions?
  - 90% responded '*completely*'
- Did you feel that LD staff cared about you as an individual?
  - 90% responded '*completely*'



## Survey Results (staff interaction):

- Did LD staff treat your questions as important?
  - 94% answered '*completely*'
- How did you feel about the accuracy and reliability of the information you received?
  - 98% responded '*satisfied/very satisfied/delighted*'
- Were your questions handled in a professional manner?
  - 95% responded '*all were*'

You talk, we listen...



The Three 'I's –

## Immediate Improvements Implemented

- Copyright Public Records Reading Room staff now have:
  - Basic knowledge of LD material
  - A complete listing of records at the front desk
  - The ability to fix minor computer maintenance issues and report more complex maintenance issues to our IT department

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You talk, we listen...



- Clearly identify content of stakeholder meetings –  
(i.e. “Re-engineering Meeting” in subject area of emails)
- Lack of fillable forms on web site:
  - <http://www.copyright.gov/forms/SA1-2c-2011.pdf>
  - <http://www.copyright.gov/forms/SA3c-2011.pdf>
  - <http://www.copyright.gov/forms/SC-2011.pdf>

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You talk, we listen...



- Be more responsive to emails:
  - *emails are answered/acknowledged within 48 hours*
- Keep rates up-to-date on site
  - *the Information Section monitors the site to assure accuracy and up-to-date information*
- Web site user friendliness
  - *new improved site uploaded*



## Improvements through Reengineering

- Availability of SOAs (online) within 30 days of filing.
- Implementation of electronic filing system.
- Later hours to accommodate west coast public.



## Stakeholder “Wish list”

- Questions?
- Comments?
- Clarification?



# PRESENT

Status Report



## Project Status

- Business requirements identified and documented.
- New Business processes identified, documented and reviewed.
- Preparing NPRM on e-Signature.
- COTS Software selected and acquired.
- Software team selected and on-board.
- Financial consultant selected and on-board.
- IV&V consultant selected and on-board.
- Briefings and orientation complete.
- Technical design phase has started.



# FUTURE

Business Process Reengineering  
Technical Project Team

# Licensing Division



Software AG  
Global Consulting  
Services





## About Software AG

- Software AG was founded in 1969 and currently has 5,600 employees doing business in 70 countries around the world.
- Over \$1.6 billion in revenue for 2010.



## Software AG Project Scope:

- Installation and configuration of webMethods and Data Pro software.
- Work with the Licensing Division to design and implement the solution for the business process reengineering efforts started with Horizon.
- Ensure a usable design by working with users to ensure satisfaction with tools and reports.
- Complete development and testing to implement the solution.



## Transforming Finance in the Licensing Division



*cutting through complexity™*

## About KPMG LLP

- KPMG LLP (KPMG) is one of the Big 4 Global Professional Service Firms with 19,000 professionals and over 90 offices in the U.S.
- KPMG has a long history of assisting Federal Agencies with their Finance and Agency Transformational Issues.
- KPMG professionals will combine business, finance, and technology experience to help meet the goals of the Licensing Division.



*cutting through complexity™*

## KPMG's Project Scope – Independent Validation & Verification (IV&V)

- **Overall**

- Perform Verification and Validation of the LOC's Fiscal Division re-engineered business processes and financial data.

- **IV&V Tasks**

- Review key financial and reporting processes.
- Conduct risk assessment on each financial process.
- Review internal controls.
- Review accounting and financial data.

# Licensing Division



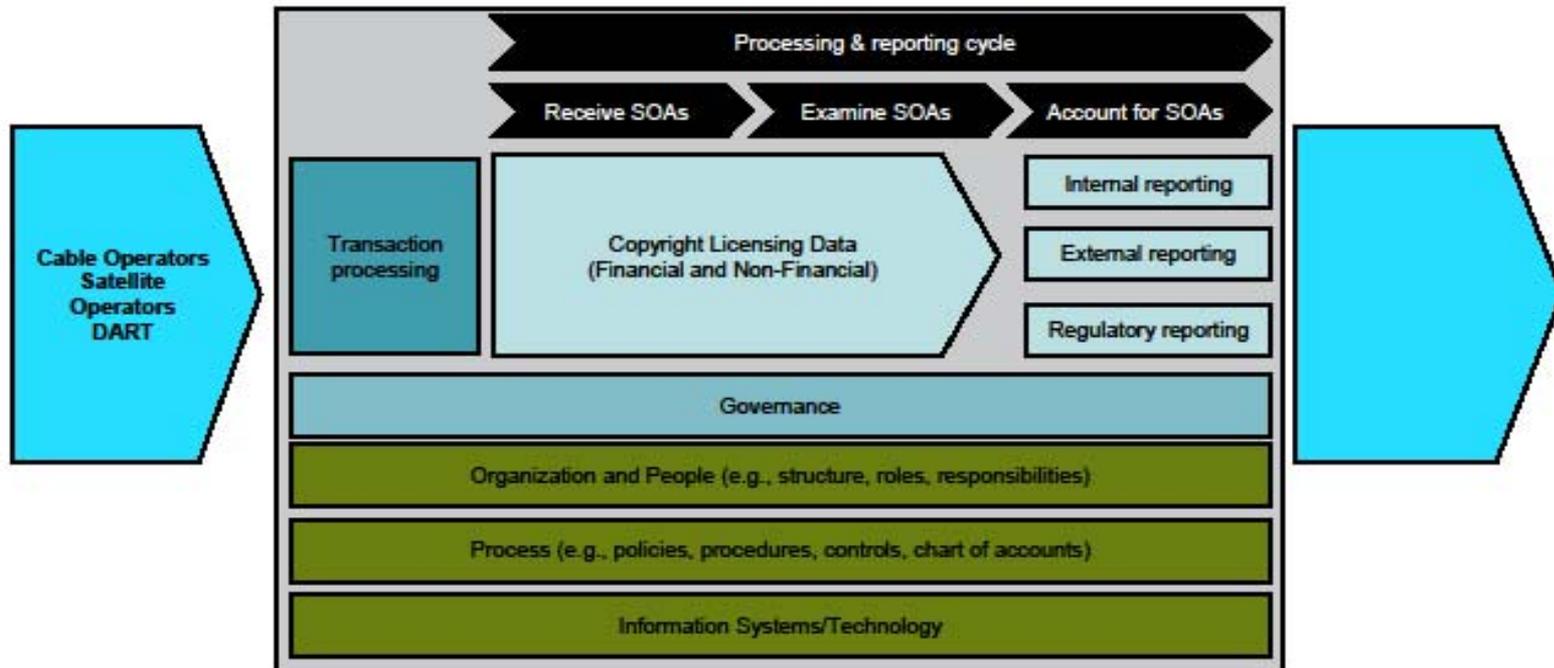
## Goals and Objectives

### Licensing Divisions Finance Transformation Goals and Objectives

#### Goals and Objectives

We understand the Licensing Division is in the process of improving its finance function and that the key goals and objectives of a finance function transformation will include:

- Integration of legacy finance functions
- Improved reporting and analysis
- Development of standard processes
- Alignment of the finance organization
- More efficient finance function
- Improved control





## Next Steps

- Finalize the project schedule to reflect real live situation.
- Review and test the final design.
- Develop the necessary technical interfaces.
- Customize the COTS software to LD requirements.
- Prototype and test LD business rules.
- Perform User Acceptance Testing.
- Start Pilot with select number of stakeholders.