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RENEWALS

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REENGINEERING UPDATE

The New IT System —

What Will Happen When?

Michael Burke

There is a lot of activity on the IT front these days, but *when will we see the new system? What functionality will be available to the staff and at what time?* Answers to these questions are becoming available now that the work on the new systems infrastructure has entered the build phase of the system development life cycle. An IT project timeline prepared by David Page of SRA identifying time frames for work on, and completion of, major IT events is included on pages 3 and 4.

Building the new workflow management system by the SRA team will take place in 5 major stages. The first of these, **Build 1**, involved the screen prototypes that several staff have seen at the user reviews and at the technical progress review. This work was accomplished using the Siebel software.

Build 2, which is underway, adds the workflow functionality for the Receive Mail and Register Claim processes. After associated testing and training, this Build will culminate in pilot processing using motion picture claims starting in October 2004. This work expands on Siebel case management, including correspondence, deposit tracking, and some reports. It adds paper scanning via Captiva software and touch screen technology, and supports cataloging copyright records through a

Siebel/Voyager interface. This Build will also include functionality for processing electronically received \$407 monograph deposits.

Build 3 will begin about July of this year and will add functionality for the Maintain Accounts, Answer Request, and Process License areas, all to be implemented in pilot processing of manageable scope starting in April 2005. This Build incorporates credit card processing through *Pay.gov*, full integration of Paper Check Conversion (PCC), and centralized printing of certificates, correspondence, and other paper products.

Build 4 will begin about January 2005 and will add functionality for the Acquire Deposit and Record Document processes and for processing electronically received claims and other requests. The products

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Space Planning Nears Completion

Virginia Kass

Major progress has been made toward completion of the space planning process for the Office's new facility design. The process includes completion of all design and construction documents.

Several requirements have been completed: (1) development and refinement of workstation and private office furniture prototypes; (2) development and modifications of space plans for the fourth, fifth, and basement levels; (3) research for, and selection of, high-density shelving for the basement level; (4) identification of shared electrical equipment; and (5) development of the furniture schedule and tasks.

Senior management and process owners have been actively involved in reviewing draft space plans for their respective divisions. Several challenges had to be met. These included structural restrictions, many of which are unique to the Madison Building, and adherence to safety standards and building codes.

Marybeth Peters, Robert Dizard, Donette Carroll, Julia Huff, and Virginia Kass are reviewing the design development plan submitted by the architectural/engineering firm Leo A Daly. This plan details the overall design perspective and takes in all architectural design aspects, including layout, furniture, furnishings, lighting, color, floor finishes, wall coverings and finishings, millwork, and doors. It also includes graphics such as artwork and signage. The result is a creative interior architectural plan that is designed to the program requirements, cost, and timeframes of the project. The final interior architectural plan is due to the Architect of the Capitol (AOC) at the end of April. The AOC will then develop the engineering plan.

After the interior architectural plan is completed, work will continue in May on identifying furniture specifications. This includes identifying and labeling furniture, files, and shelving to be re-used, as well as developing specifications for new office and systems furniture.

The other important part of the space planning process is the completion of construction documents, which include design and the material specifications. These documents are used for pricing, code review, and actual construction. The furniture selections are also documented and specified for pricing, purchasing, and installation. Final 100 percent complete construction documents are due to the AOC at the end of June.

A project plan for Copyright Office relocation to offsite rental space and construction administration will be developed in late summer. This plan will detail the various tasks that need to be accomplished and when they need to occur for the off-site move, as well as what needs to happen and when on the redesign of space in the Madison Building.

Offsite rental space will be identified by early fall 2004, and work will get underway to prepare this space for move-in. The Office will move offsite in October 2005, and back to the newly renovated space in the third quarter (April-June) of Fiscal Year 2006.

The overall facilities plan is on schedule. This is an exciting, fast-paced project, and we look forward to sharing more of the details as it progresses. ■

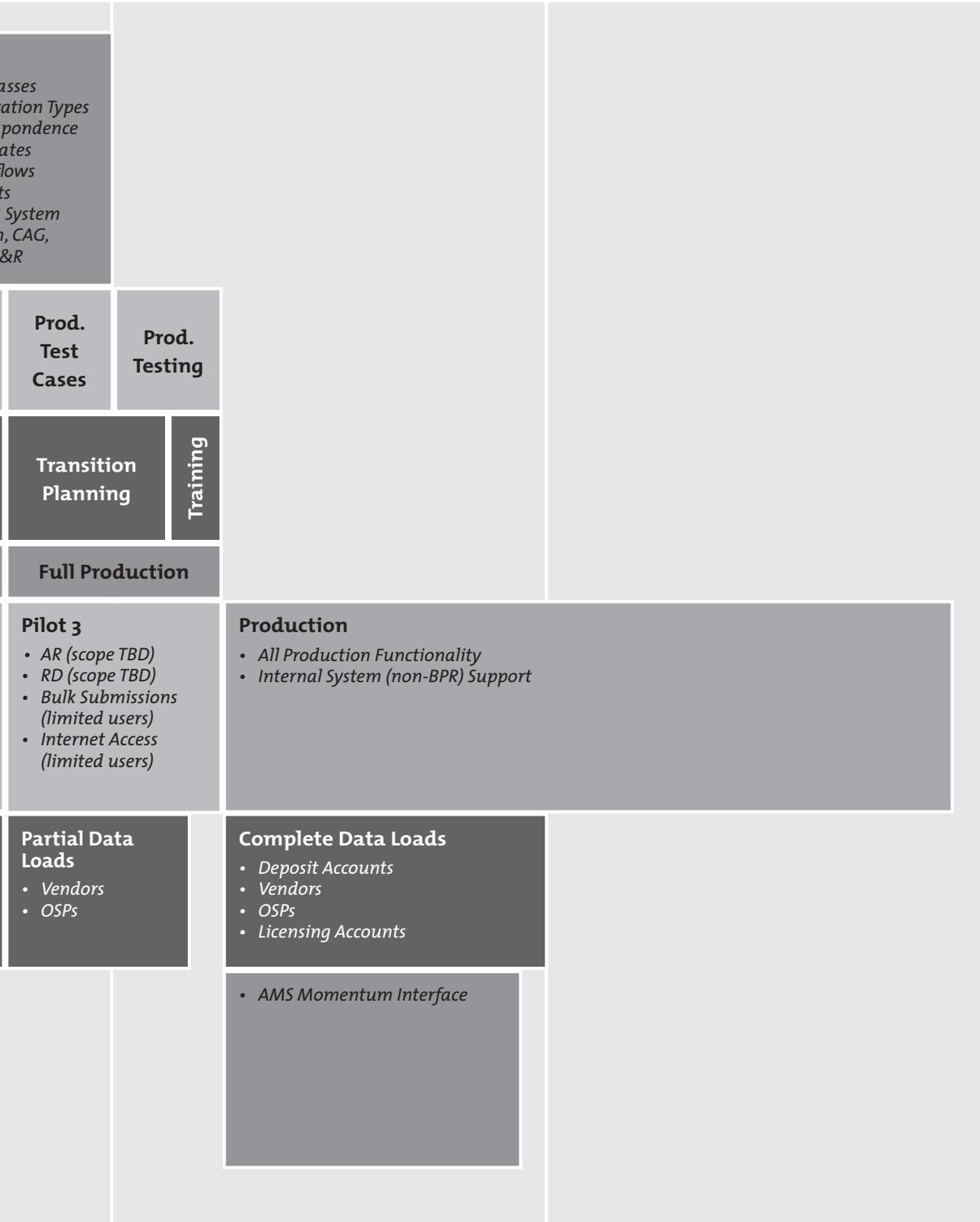
Copyright Office IT Reengineering Project

8/03 1/04 4/04 7/04 10/04 1/05 4/05 7/05 10/05

System Builds	Build 1 • Screen Prototypes	Build 2 • RC • RM • 407 Electronic Deposits • Voyager Entry (all types)	Build 3 • MA (MP only) • AR (scope TBD) • Licensing		Build 4 • AD • RD • Internet Access • Bulk Submissions	Build 5 • Other Cl... • Applic... • Corres... • Templa... • Workf... • Report... • Non-BPR... • Admin... • OGC, I...	
Testing		Build 2 Test Cases	Build 2 Testing	Build 3 Test Cases	Build 3 Testing	Build 4 Test Cases	Build 4 Testing
Transition Planning		Transition Planning	Training	Transition Planning	Training	Transition Planning	Training
Environments	Development	Test	Pilot Production				
Deployments			Pilot 1 • RM (MP only) • RC (MP only) • 407 Electronic—Deposits (limited users) • Voyager Entry (all types)			Pilot 2 • MA (MP only) • AR (scope TBD) • Licensing (scope TBD)	
Data Migration						Partial Data Loads • Deposit Accounts • Licensing Accounts	
Technologies		<ul style="list-style-type: none"> Case Management Scanning & OCR Asset Tracking Correspondence Email Response Touch Screens Voyager Integration Reports 	<ul style="list-style-type: none"> Pay.gov Integration PCC Integration Centralized Printing 	<ul style="list-style-type: none"> Web portal Bulk Submission Interface Library Search Interface 			

Project Timeline and Scope

10/05 1/06 4/06 7/06 10/06



Recent Happenings

Change Control Board

The reengineering Change Control Board (CCB) held several meetings in March to review changes made to the IT system requirements. The CCB evaluated impacts that the requirements changes will have on the process, facilities, and organization fronts of the reengineering program. If an IT requirement had an adverse impact on one of the other fronts, changes were made accordingly, and updates were provided to the IT system designers. These new requirements provide the baseline for the system and will become the Requirements Traceability Matrix (RTM) that the design, development, and testing will reference.

IT Requirements Review

SRA, along with Copyright Office staff, reviewed the initial IT system requirements that were developed by the Office in 2002. The purpose of the review was to refine the requirements and determine needed changes, additions, or improvements. These revised requirements were given to the Office in December 2003. Chief of the Copyright Automation Group and IT Project Manager Michael Burke formed a small team of Reengineering Program Office staff and SRA team members to conduct a detailed review of the new requirements. This team met for 2 months to discuss and confirm that the individual requirements were complete, descriptive, testable, and not duplicative.

After the team completed its review, the refined requirements were provided to the Change Control Board for its review and approval.

Siebel Training

About 20 staff from the Copyright Automation Group (CAG), other parts of the Copyright Office, and the Library attended the first in a series of training sessions on Siebel information systems in March. Attendees became familiar with Siebel and learned basic configuration techniques. Siebel training is important early on as it will give CAG staff time to understand the system before taking over maintenance of the Siebel environment after SRA transitions the new IT system to the Copyright Office.

Voyager Training

In March, the Library's Technical Processing and Automation Instruction Office (TPAIO) provided a hands-on Voyager orientation to staff who are working on the migration of copyright records from COPICS to Voyager, and to Copyright Office decision makers. Attendees had the opportunity to work in Voyager and with the Online Public Access Catalog (OPAC). This training provided insight into the creation of MARC records in Voyager and helped the staff understand how cataloging works in Voyager.

Selection Pilot

Copyright Office and Library Services management approved the Selection Joint Issue Group (JIG) proposal for developing a pilot to have Copyright Office staff make routine selection decisions (see July 2003 edition of *ReNews*). Headed by Thomas Bland from the Examining Division's Literary Section, the pilot implementation team will begin meeting in May to review the pilot recommendations, develop and deliver selection training to Copyright Office staff, and assess performance measures to quantify the efficiency of the pilot. ■

Change Management Training

Katherine Scott

To prepare management and staff for the changes the Office will face in implementing our new processes, a course in change management will be offered starting in May. The Reengineering Program Office staff will be the first group to take this 4-hour training course and will evaluate its effectiveness. It will next be offered to all supervisors and managers, and then to staff as process pilots begin.

The training has several objectives:

- Identify historical success factors for change
- Understand the potential responses to change
- Promote the success of the change

During the training, each participant will be asked to think about past Copyright Office projects and to identify those that were successful and those that were less than successful, along with the reasons why. This discussion should provide an awareness for all about what has worked and what has not worked so that positive lessons learned are repeated and others avoided as the Office moves through reengineering implementation. In addition, participants will be asked to identify what they believe will be the three most significant changes that staff will face during reengineering. This exercise will promote a better understanding of, and preparation for, the types of issues that will likely arise during the transition to the new processes. ■

[**New IT System**, from page 1]

from this Build will be added to the pilot processing starting in October 2005. The present CORDS system will be supplanted by the new Copyright Office Web portal. Existing CORDS participants will be switched to the portal, and the system will support high volume electronic submission of claims. This release of the system will also allow Library recommending officers to submit demand requests electronically via the Acquire Deposit process.

Build 5 will begin about July 2005 and will add functionality for all other service requests. It will expand on workflow and report processing, and will include the functionality for the non-BPR processes such as the Office of the General Counsel and the Administrative Office. Any interfacing with the Library's financial system would also be incorporated in this Build. At the completion of this final Build, all the IT requirements will have been addressed, and the system will be ready for full production processing of all work, including paper and electronic service requests. Implementation of the full operating capability will occur upon the return of the Copyright Office to the Madison Building following reconstruction of the work space, scheduled for the third quarter (April–June) of Fiscal Year 2006.

Builds 2 through 5 will each include full testing of the functionality by the SRA team, by Copyright Office staff, and by an independent contractor. The latter will verify and validate that the system satisfies the IT requirements and operates as designed. Each Build will also include the necessary training to enable staff to carry out the respective pilot processing and the eventual full production processing.

Aside from the work being done by SRA, a team of Library staff from the Copyright Office, Library Services, and ITS is working on the conversion of Copyright Office records from COPICS and Deposics to Voyager. This is a large undertaking, involving nearly 16 million records, that will dovetail with the workflow management system starting in October 2005. From that point forward, Copyright Office records will be composed and/or updated in the Siebel system and transferred into Voyager for searching and retrieval. The Library's mainframe computer will be retired at the end of September 2005, and COPICS, Scorpio, and Deposics will cease to be used.

Because the new systems infrastructure will be oriented toward the new business processes, legacy system records for work in progress will generally not be converted to the new system. Rather the systems such as COINS and the Copyright Imaging System (CIS) will remain in use until the pipeline of old work is drained. Other records, including deposit accounts, vendors, online service providers, and licensing accounts, will be migrated to the new system as needed for the pilot processing or at the time of full production in 2006. ■



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