



UNITED STATES GOVERNMENT
Memorandum

LIBRARY OF CONGRESS
Office of the Inspector General

TO: James Billington
Librarian of Congress

March 14, 2008

FROM: Karl W. Schornagel
Inspector General

A handwritten signature in black ink, appearing to read "Karl W. Schornagel".

SUBJECT: Progress Review: Copyright Office Reengineering
OIG Project Number 2001-IT-304

In September 2000, the Copyright Office embarked on a multi-year business process reengineering initiative. This initiative was intended to improve the efficiency and effectiveness of its public service.

The backbone of the new business process is a web-based system which will enable most users to enter and maintain copyright applications online, thus saving time and resources. The new system, dubbed "eCO," has been built and several of its components are now in the most critical phase in a system's development life cycle: beta testing. This phase gives both users and Copyright staff an opportunity to use the system and work out bugs before system development ends. The next step will be to turn the system on for all users.

We have been monitoring the reengineering process since inception. We **have** issued memoranda from time to time detailing current progress and our assessment of the process. During this critical phase, we have intensified our review. We have:

- met with Copyright staff;
- requested information and statistics on beta testing outcomes; and
- analyzed the statistics provided by Copyright.

As a result of our efforts, we were able to make recommendations for improvements to the beta testing process, such as:

- correlating the help desk logs and functionalities currently being tested;
- collecting more detail in certain areas reported as problems by users

We believe that our recommendations will result in an improved beta testing process; this will provide Copyright management increased assurance that eCO will function as intended when deployed.

At this time, we believe that the beta testing phase is proceeding appropriately and that no further action is required on our part until full beta testing results become available. We will continue to monitor the process and report again at the conclusion of beta testing.

cc: Register of Copyrights
Chief Operating Officer