Priority: **N4**

Issue: **Information Accuracy and Update**

Description: The data stored in the Clearinghouse should be as accurate, up-to-date and complete as reasonably possible. However, since rights data, proof of use, and contact data are voluntarily submitted to the clearinghouse by its customers, and because that information may change over time without any obvious indication to the Clearinghouse, it is necessary to identify the relevant processes and requirements to ensure that clearinghouse data is as accurate and up-to-date as reasonably possible.

Business Requirements:

(1)   Ensure the clearinghouse maintains usably accurate data
(2)   Avoid an overly onerous set of data maintenance requirements which reduce the market viability of clearinghouse services.

Elements of data maintenance:

1. Required frequency with which to re-authenticate rights data
2. Required frequency with which to re-validate proof of use
3. Required frequency with which to re-confirm e-mail address validity and other contact data
4. How long to continue using data without some form of refresh (1-3 above)
5. Expiration: when to remove "stale" data from the system
6. Required steps for reviving expired data
7. Expiration notice frequency

Processes required for data maintenance:

1. User interface for provision of updated data (e.g., notice of abandonment, name change)
2. Re-authentication of rights data
3. Re-validation for proof of use
4. Re-confirmation for contact data
5. Removal of records (i.e., removal from active database – historical records can still be retained)
6. Re-instatement of removed records

Questions for discussion:

1. Are there certain data elements for which information updates are most critical?
2. Are there processes needed for information updates and accuracy not mentioned above that should be accounted for in the implementation?

3. What additional processes could be instituted by the Clearinghouse to enhance data accuracy (e.g., automated tools, spot-checks for quality control)?