IPO BUSINESS SOLUTIONS

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IPO Business Solutions Division

IPOBSD: Mission and Objectives

To provide tools and services that enable IP Offices around the world to participate in the global IP system effectively and efficiently, and to address the needs of offices to collaborate in an increasingly global environment.

IPOBSD: Mission and Objectives

- Objectives are to enable IP Offices:

■ to **improve efficiency** in their processing and management of IP rights

■ to improve their provision of quality **online business services** to their stakeholders

■ to participate effectively in **international and regional networks** of IP Offices

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IP Office Technical Infrastructure Development

- IP related ICT projects initiation
- Technical Consultancy Services
- Support in technologies used and international standards specifications
  - IP digitization projects
  - IP administration projects
- Assistance in training & capacity building
- Provision of ICT equipment where necessary and possible

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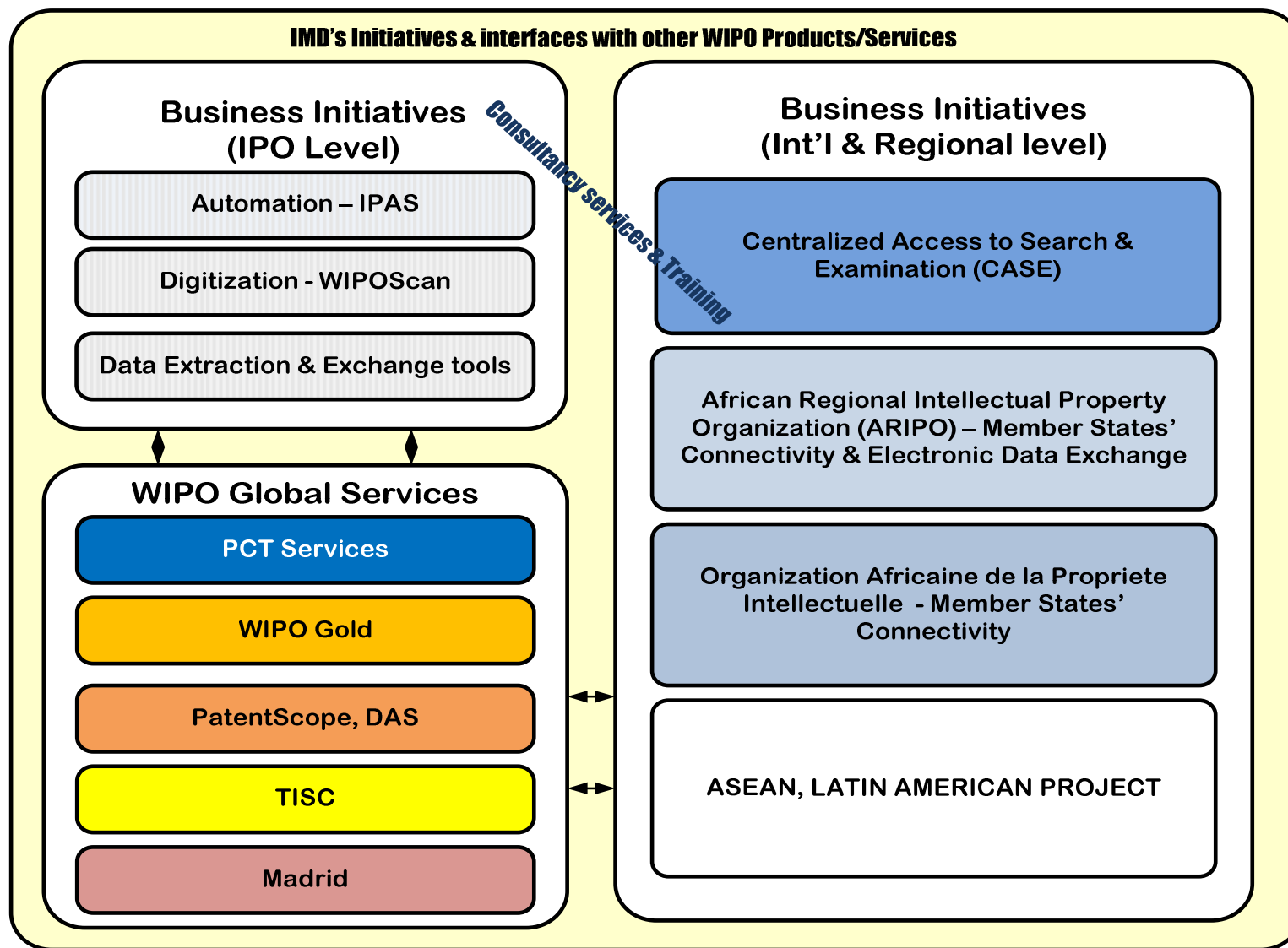ORGANIZATION

Portfolio of Products and Services

- WIPOScan, digitization product
- IPAS, automation product
- WIPO Centralized Access to Search & Examination (CASE)
- DAS – Digital Access Service
- WIPO FILE
- PUBLICATION SERVER
- MADRID MODULE

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Portfolio of Products and Services

Products/Services to be (further) developed according to demand:

- Electronic filing for patents, trademarks, designs

- Online electronic registers

- Online Gazette and/or publication server

- Support for fully paperless processing

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Available Services / Products & Support

IMD's Initiatives & interfaces with other WIPO Products/Services

Business Initiatives (IPO Level)

- Automation – IPAS
- Digitization - WIPOScan
- Data Extraction & Exchange tools

WIPO Global Services

- PCT Services
- WIPO Gold
- PatentScope, DAS
- TISC
- Madrid

Consultancy services & Training

Business Initiatives (Int'l & Regional level)

- Centralized Access to Search & Examination (CASE)
- African Regional Intellectual Property Organization (ARIPO) – Member States' Connectivity & Electronic Data Exchange
- Organization Africaine de la Propriete Intellectuelle - Member States' Connectivity
- ASEAN, LATIN AMERICAN PROJECT

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Data Exchange

WIPO → Office:

- Published PCT international applications
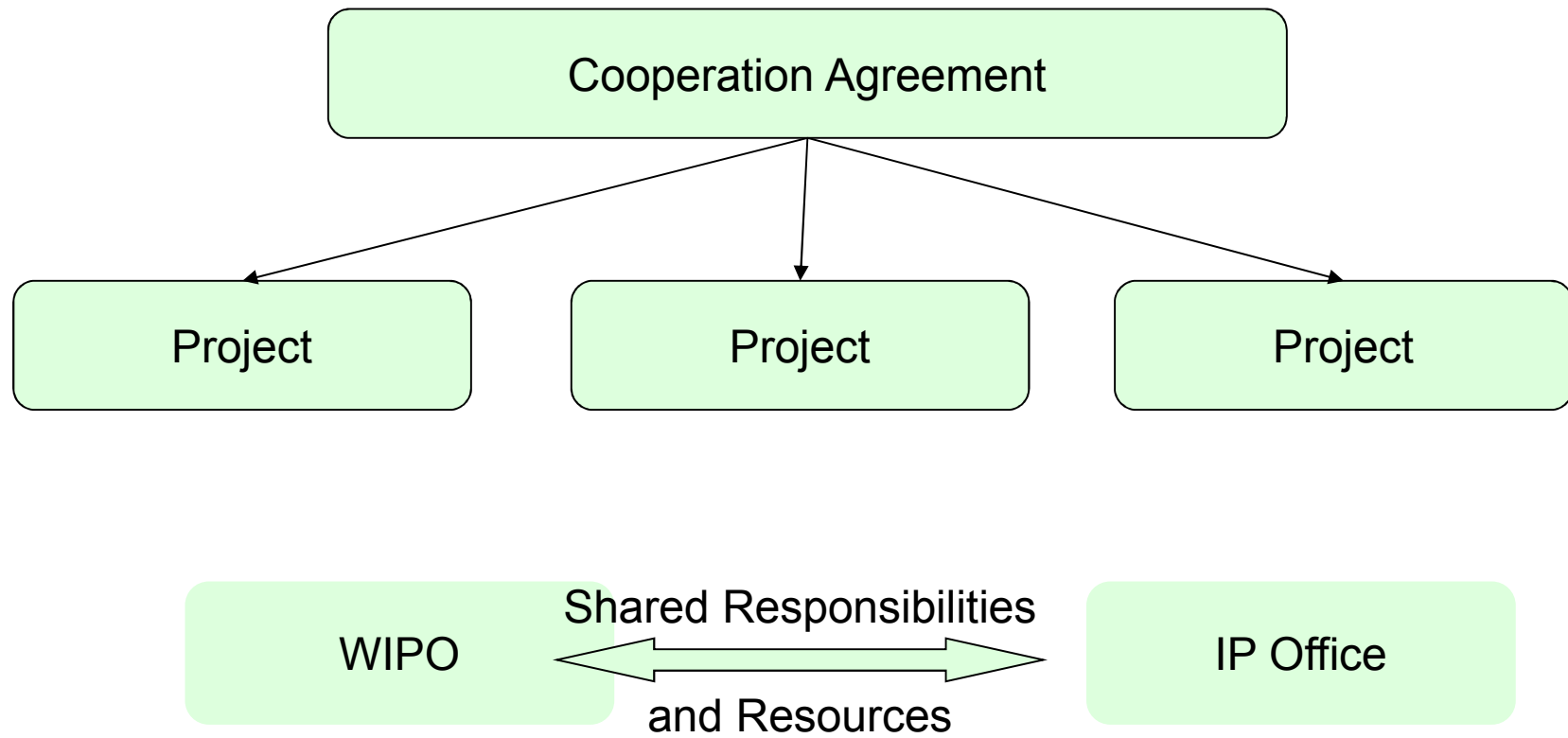- OCRed Full-text searchable PCT data since 1978
- Madrid data

Office → WIPO:

- Industrial property information, including patent, trademark and industrial design
- Legal status data
- Industrial property statistics
- PCT national phase information with national translations

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Portfolio of Products and Services

- **Products/Services under development due to demand:**

■ Electronic filing for patents, trademarks, designs

■ Online electronic registers

■ Online Gazette and/or publication server

■ Support for fully paperless processing

■ Further business process automation in IPAS

■ others to be identified …

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Cooperation Framework

```
┌──────────────────────────────────────────────┐
│             Cooperation Agreement             │
└──────────────────────────────────────────────┘
         ↓             ↓             ↓
┌──────────────┐ ┌──────────────┐ ┌──────────────┐
│   Project    │ │   Project    │ │   Project    │
└──────────────┘ └──────────────┘ └──────────────┘
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Shared Responsibilities

WIPO ⟺ IP Office

and Resources

Roles and Responsibilities

WIPO:

- Provides Software Solutions to Member States

- Provides training and knowledge transfer

- Provides assistance in customization and efficient use of software

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Roles and Responsibilities

Office:

- Has worldwide, non-exclusive right to the software

- Can modify the s/w for development of own applications

- Needs to commit resources to implement the project

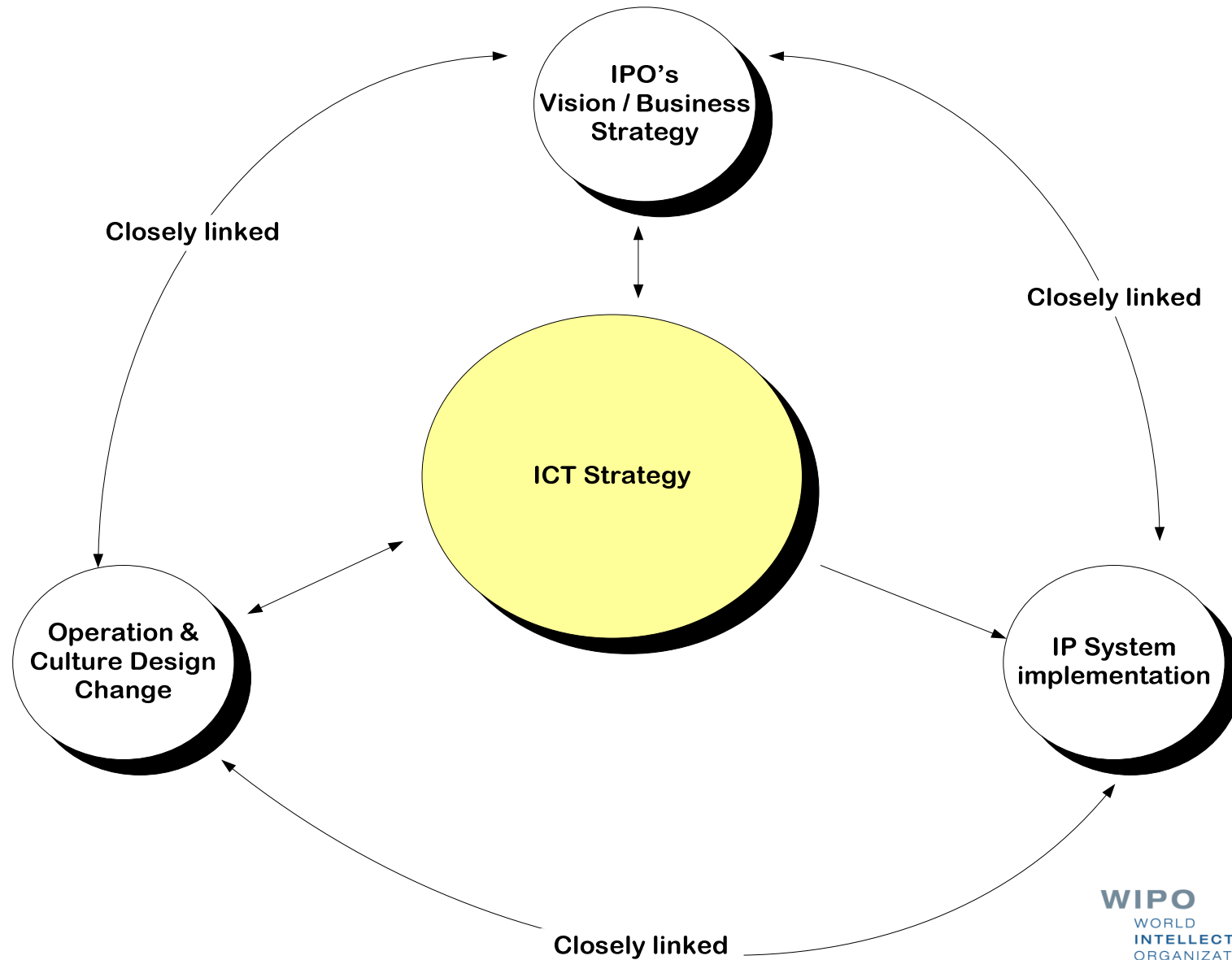- Responsible for successful deployment and use of s/w

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Cooperation Framework

- **IP Office Provides:**
  - ■ Local IT expertise and IP knowledge
  - ■ ICT Infrastructure
  - ■ Project management
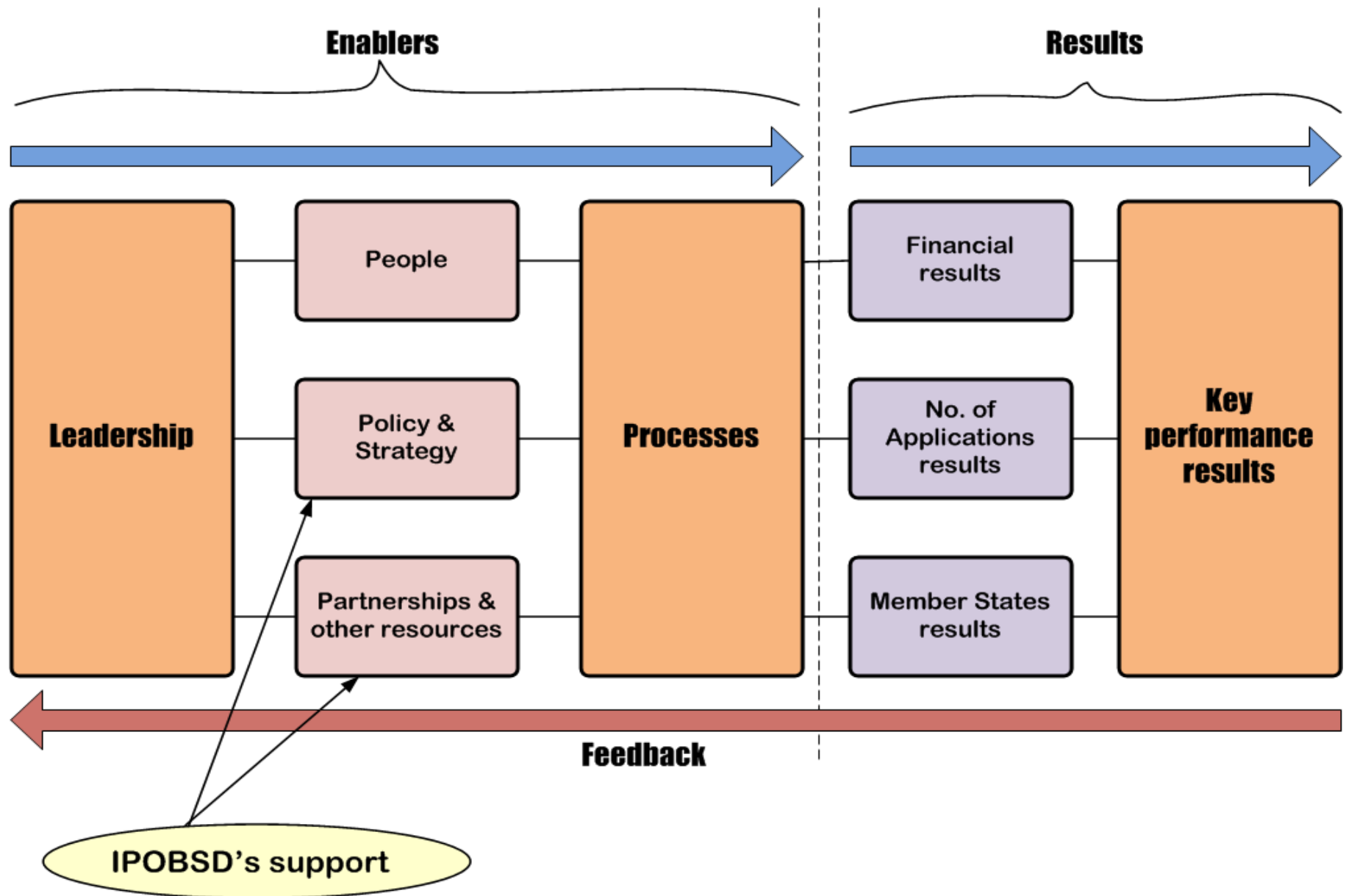 - ■ Project team
  - ■ 1st level support

Cooperation Framework

- **WIPO Provides:**
  - Technical expertise
  - Software platforms
  - Project management
  - Access to external funding
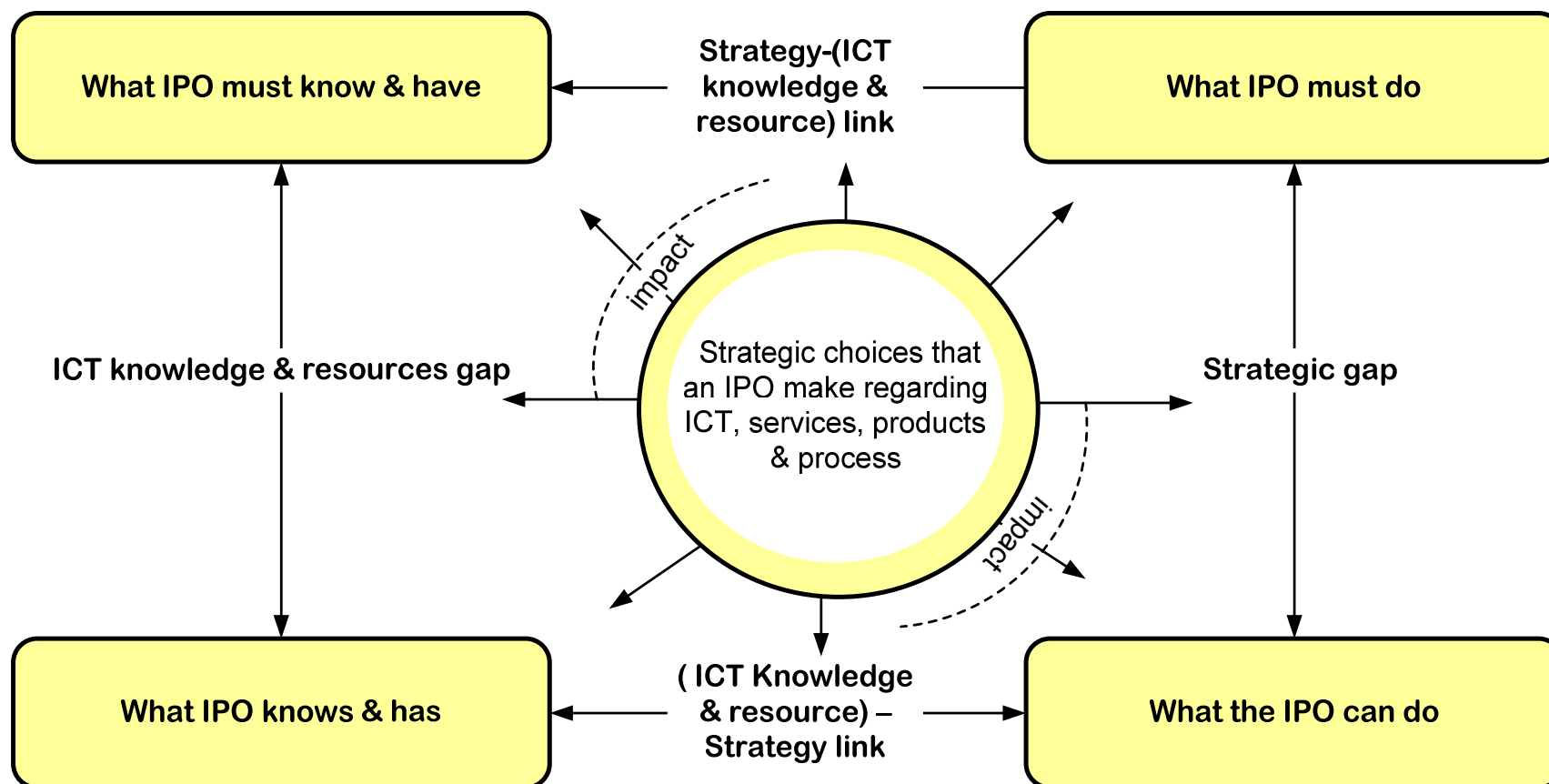 - 2nd and 3rd level support

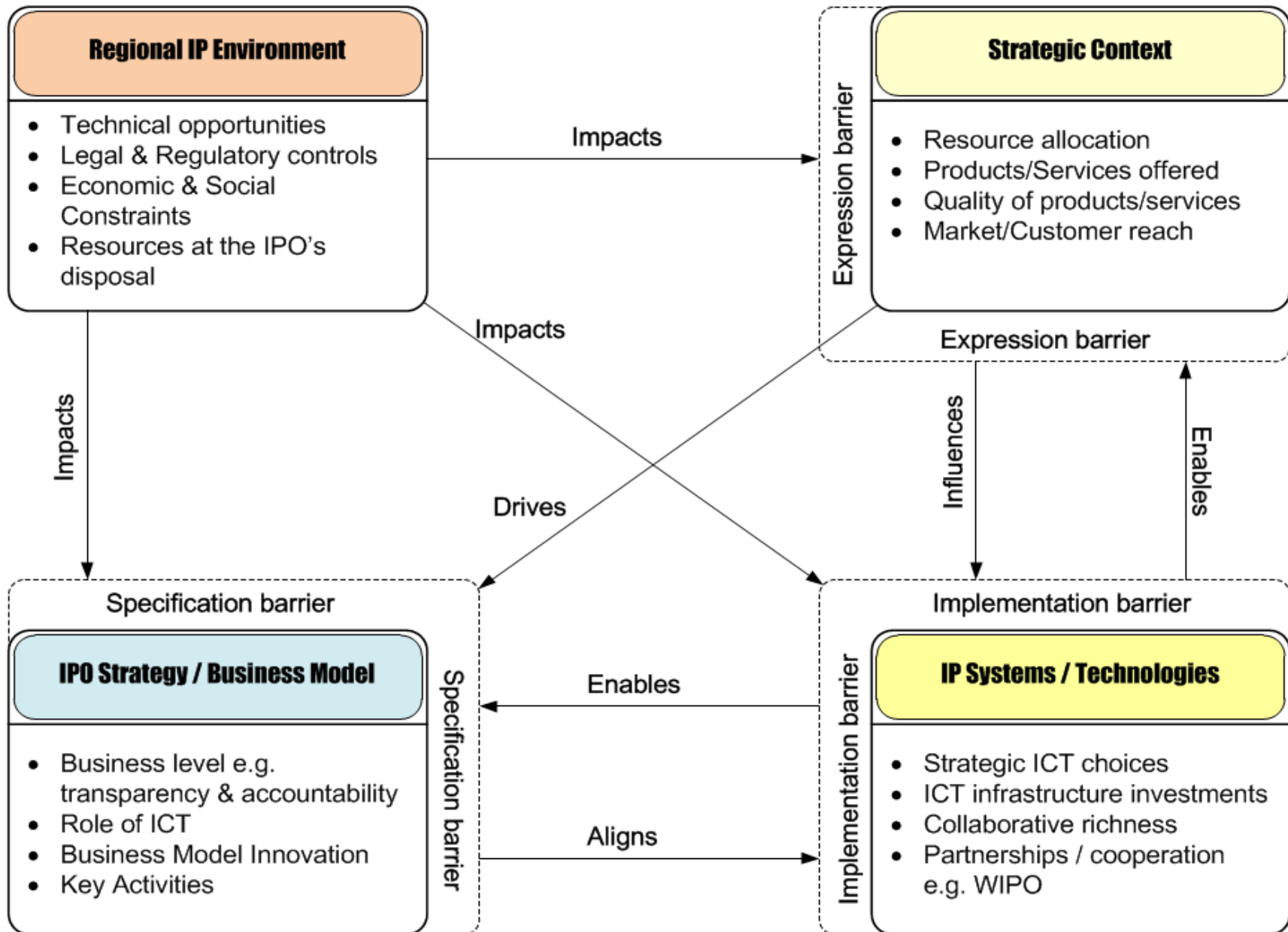# IPO Vision – Link to ICT Strategy

IPO's Vision / Business Strategy

ICT Strategy

Operation & Culture Design Change

IP System implementation

Closely linked

Closely linked

Closely linked

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Context of WIPO Assistance

Enablers — Results

Leadership | People | Policy & Strategy | Partnerships & other resources | Processes | Financial results | No. of Applications results | Member States results | Key performance results

Feedback

IPOBSD's support

Filling the Gap between Strategy choice and Resources / Skills / Knowledge

What IPO must know & have	**What IPO must do**

Strategy-(ICT knowledge & resource) link

ICT knowledge & resources gap

impact

Strategic choices that an IPO make regarding ICT, services, products & process

Strategic gap

impact

What IPO knows & has	**What the IPO can do**

(ICT Knowledge & resource) – Strategy link

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ICT Strategy Formulation Process

Regional IP Environment
- Technical opportunities
- Legal & Regulatory controls
- Economic & Social Constraints
- Resources at the IPO's disposal

Strategic Context
- Resource allocation
- Products/Services offered
- Quality of products/services
- Market/Customer reach

Expression barrier

Expression barrier

Impacts

Impacts

Impacts

Drives

Influences

Enables

Specification barrier

IPO Strategy / Business Model
- Business level e.g. transparency & accountability
- Role of ICT
- Business Model Innovation
- Key Activities

Specification barrier

Implementation barrier

Implementation barrier

IP Systems / Technologies
- Strategic ICT choices
- ICT infrastructure investments
- Collaborative richness
- Partnerships / cooperation e.g. WIPO

Enables

Aligns

IP – ICT Strategy Formulation

- Legal framework

- Policies and procedures

- Structures to support its implementation

- Constraints/Challenges & Opportunities i.e. People, Financial Resources, Skills, Available Technologies etc.

- Available opportunities for partnerships & cooperation – sources of funding and other forms of support

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What is IPAS?

The Industrial Property Automation System (IPAS) of the World Intellectual Property Organization (WIPO) is a flexible, modular system that can be customized to individual industrial property (IP) offices to automate their IP business and administrative processes from application reception to registration, including post-registration actions such as amendments, assignment, renewal, annuities, etc.

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What is IPAS?

IPAS and its new web-based version IPAS Java are developed by the IPOBSD of WIPO. IPAS is one of the key components of the global IP infrastructure that is used by WIPO, along with a set of modernization services, to offer a comprehensive sustainable automation solution to requesting IP offices from developing countries with diverse levels of development, resources, capacity, skills and infrastructure.

What is IPAS? (cont)

The WIPO IPAS is a comprehensive automation solution for small-to-medium IP offices in developing countries, developed by WIPO and is continually enhanced with new functionality and value added services based on the feedback of IP offices.

What is IPAS? (cont)

IPAS introduces simplification of work procedures and covers end-to-end processing of trademarks, patents and industrial designs, throughout their life-cycle. IPAS offers a cost-effective and an appropriate technology solution and is designed for flexibility to be customized and adapted to specific needs of a national IP office. IPAS is currently operational in IP offices across regions and has become an integral part of their day-to-day work.

IPAS FAQs

• **Ownership?**

IPAS source code and copyright belongs to WIPO. However the Data belongs to the IP Office

• **Flexibility?**

Its modular design can be scaled up or down in terms of IP office size, IP legislation, functionality, workflow complexity, IP data volumes and any other national

Is it Open Source?

IPAS has rather an open architecture and is developed on the Java technology platform. IPAS itself is a proprietary product of WIPO. Most offices are still on IPAS Centura though

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IPAS FAQs (cont)

• **What can be customized?**

Extensive customization including: national IP legislation, workflow processes, actions & statuses, legal time-periods and deadlines, templates of official correspondences, certificates, gazettes, language, calendar support, data migration from legacy databases. No software programming is required in IPAS at customization!

• **What IP titles it can automate?**

IPAS is an integrated IP administration system that can automate the processing of trademarks, patents and industrial designs. Utility models or petit patents are also covered.

IPAS FAQs (cont)

Training and technical support?

WIPO provides training and knowledge transfer to IPO staff to increase their self-reliance. It also provides online or on-site support to resolve any system related problems, as required.

Future enhancements?

Ongoing enhancement of IPAS is an integral part of the IP Office Modernization Division. IPAS is continually improved in functionality, based on feedback from IP offices, and kept up-to-date to take advantage of new emerging technologies. New releases of IPAS are provided online via the Internet.

IPAS FAQs (cont)

How much does it cost?

As it is owned by WIPO, IPAS is offered at no cost to requesting IP offices to develop and improve their capacity and efficiency of IP registration activities and to enable them to better serve their IP stakeholders. This includes training, technical support and new releases as appropriate.

Compliance with Standards?

IPAS complies with WIPO and industry standards. For example, International Classifications (Nice, Vienna, Locarno, IPC) and other Standards relating to trademarks, patents and industrial designs wherever applicable.

IPAS FAQs (cont)

How long does it take to implement IPAS?   IPAS functionality is ready to use but it needs three sets of information from an IP office before its deployment.

1) Complete, accurate data of national trademarks, patents, designs as required through data capture of paper records or data migration from legacy systems.

2) Knowledge of IP office's workflow processes as per national legislation, rules and regulations.

3) Prepared Word templates of official forms, correspondences, notifications, certificates, publications, gazettes, etc. These tasks, specially for the database contents, are time consuming and sometimes require significant resources from the IP office. From experience, it can be anywhere from 6 months to 1 year for well prepared offices or longer for others.

Functionality summary

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Register of Trademarks

o Flexible numbering can be configured.

o Full bibliographic data can be recorded, including logo.

o Person identification numbers can be configured.

o Register of Agents is available.

o Register of Power-of-Attorney is available.

o For search purposes Nice classes can be configured so that they are related to others where similar products or services can be found.

o Mapping between national and Nice classes is supported.

Trademark Searching

o Bibliographic searching by all basis numbers and dates and also by words contained within the mark name or owner name (search is case-insensitive and accent-insensitive).

o Phonetic search for new applications, preliminary search requests and ad-hoc interactive requests.

o Logo search based on the Vienna codes.

o Similarity list is kept for each trademark, where different search sources are consolidates (phonetic, logo, manual) and similarities can be flagged as "selected" and "discarded".

Register of Patents

Flexible numbering can be configured.

o Full bibliographic data can be recorded, including many drawings, abstract, many claims, etc.

o Search classes are IPC for patents/utility models and Locarno for designs.

o Local technical classes can be configured, which are automatically mapped from the main IPC.

o Person identification numbers can be configured.

o Register of Agents is available.

o Register of Power-of-Attorney is available.

Register of Patents (Cont)

Relationships between the patent and other predecessor or successor patents as per some existing relationship like division, enhancement, transformation of patent into utility model, etc.

Annuities are generated automatically based on flexible criteria. Payment of annuities can be recorded.

Non-paid annuities are detected and a warning is generated in order to analyze the potential abandonment of the patent.

Patent Searching

Bibliographic searching by all basis numbers and dates and also by words contained within the title name or owner name (search is case-insensitive and accent-insensitive).

Technical search criteria available.

Examination report can be recorded also, detailing the search fields used, the search strategy used, the list of relevant documents as per WIPO standards, etc.

Register of Other Documents

Flexibility in configuring the types of documents, for instance documents voluntarily filed by the applicant, documents filed by the applicant as a response to some previous request from the office, documents filed by a third party who is against the applied IP right, documents filed by a Court of Justice, requests of information by the public, etc.

Flexible numbering can be configured.

One document may affect many files (normally for ownership change).

Register of Other Documents (Cont)

Documents may alter the ownership or representatives, and the new owners or representatives can be entered into the Register. Then, upon approval of the document, the system will be able to automatically update the ownership or representative information of the affected file.

Documents may renew the affected file. In this case, its approval will trigger theextension of the validity period.

Workflow Configuration

Workflow is fully configured using a graphical tool to draw the state transition diagram showing all the statuses, the actions which can be recorded and the subsequent change in the status. A "workflow unit" is generated by the system for each new file, received document or letter produced by the IP office.

Assignment of responsibility for a specific workflow unit is supported, for instance all the trademarks in the examination status can be broken down by the assigned examiner, etc.

Office documents can be printed for selected actions when the applicant needs to be notified. The layout of these office documents is configured using Word templates and MailMerge fields generated from the database. Images (like trademark logo and patent drawing) can also be included in the document.

Workflow Configuration (cont)

MailMerge fields are fully configurable.

Each workflow unit can have a "due date" indicating the maximum time the underlying activity should be performed, e.g. when a letter was notified to the applicant and the IP office is waiting for a response. Calculation of due dates is fully configurable, e.g. non-working days can be used, etc.

Detection of due dates can be configured in the system so as to generate warnings.

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Journal

o The moment in which an application or registration must be published in the journal is fully configurable.

o Certain application types (e.g. patents) can be configured so that publication is not performed until a certain period of time has lapsed from the filing date, and also a special publication date request is supported.

o Template of the journal section is configured using Word templates, and the fields to be included are MailMerge fields which are fully configurable.

o The logo can be included as part of the data in the journal.

Physical Tracking

Physical deliveries of documents between office members can be tracked by printing "delivery lists" which electronically signed.

Applications, other documents received from the user and even letters generated by the IP office can be tracked.

Document reception and notification

Documents can be received from the applicant, and a configurable reception acknowledgement receipt can be printed.

Letters and other documents produced by the IP office can be notified to the applicant. The notification procedure is fully configurable since it uses the same workflow engine.

Data Import & Export

Electronic transactions generated in the Madrid system can be imported.
Patents can be exported as per the ST.36 standard.
National emblems protected under Article 6ter of the Paris Convention can be imported.

Internationalization

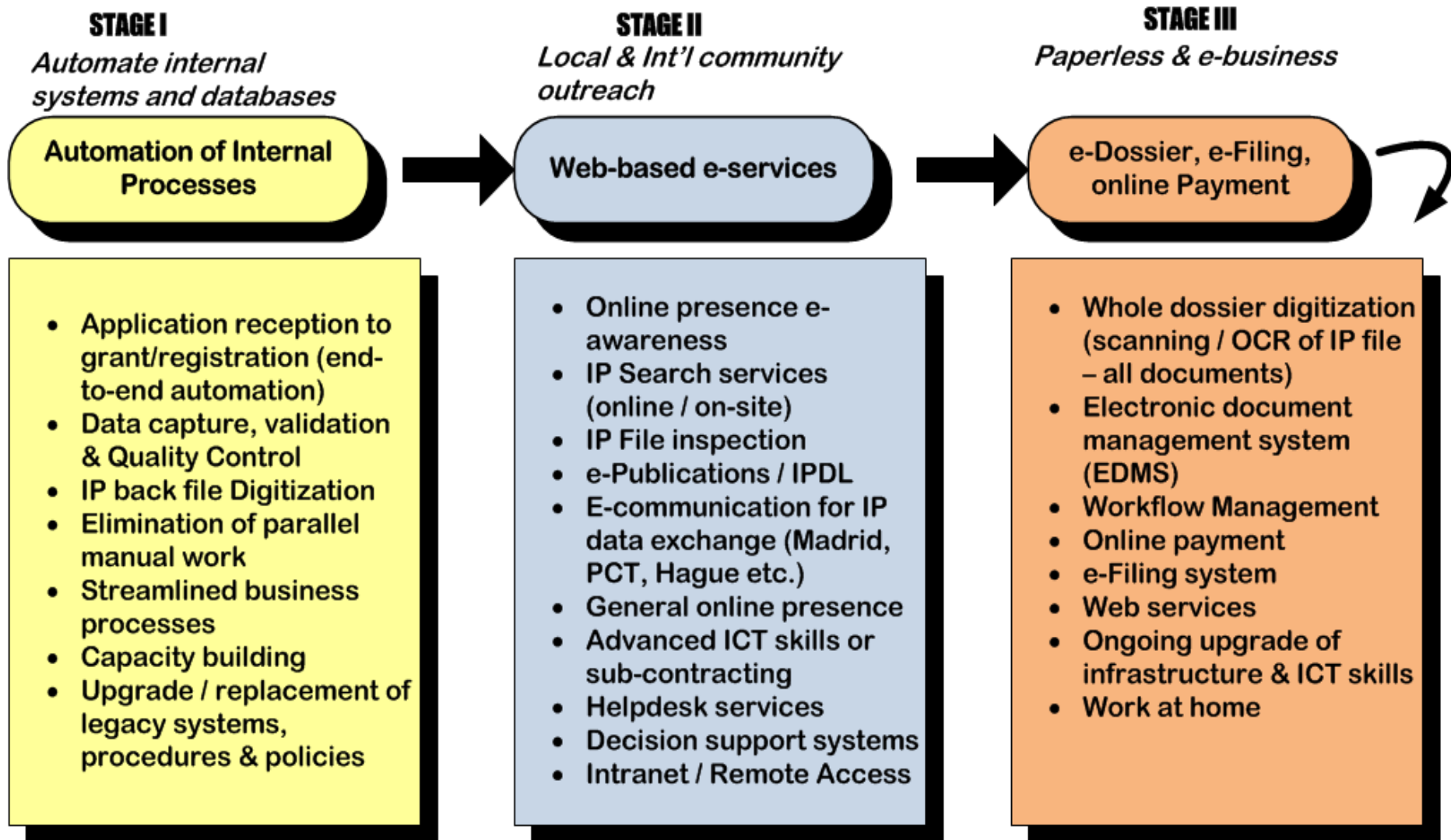The interface can be fully translated using Java

Authorizations

Roles are supported for configuring the authorizations.

Access to all interface elements can be fully configured for each role, e.g. each button or hyperlink can be disabled or even hidden, and each data item can be protected or even hidden.

Permission for entering administrative actions of certain types is also configured for each role.

Stages of Automation

STAGE I

Automate internal systems and databases

Automation of Internal Processes

- Application reception to grant/registration (end-to-end automation)
- Data capture, validation & Quality Control
- IP back file Digitization
- Elimination of parallel manual work
- Streamlined business processes
- Capacity building
- Upgrade / replacement of legacy systems, procedures & policies

STAGE II

Local & Int'l community outreach

Web-based e-services

- Online presence e-awareness
- IP Search services (online / on-site)
- IP File inspection
- e-Publications / IPDL
- E-communication for IP data exchange (Madrid, PCT, Hague etc.)
- General online presence
- Advanced ICT skills or sub-contracting
- Helpdesk services
- Decision support systems
- Intranet / Remote Access

STAGE III

Paperless & e-business

e-Dossier, e-Filing, online Payment

- Whole dossier digitization (scanning / OCR of IP file – all documents)
- Electronic document management system (EDMS)
- Workflow Management
- Online payment
- e-Filing system
- Web services
- Ongoing upgrade of infrastructure & ICT skills
- Work at home

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Automation Context

Workflow — Routing

Data Capture & Quality Control — Bibliographic data Capture

Back file Document Digitization — Electronic conversion

Online File Inspection — IP file status inquiry

Online Publication / IPDL — Information

Electronic Document Management — Publishing / Distribution

middleware

IP Management Platform

middleware

Service access — Online Filing

Intranet Remote Access — Internal distribution / connectivity

Work at home

IP file Processing — Search & Examination

Decision Support Systems / IS — Problem solving

Web Services — Data exchange / integration

Online Payment — Fee payment & management

Independent thoughts — Regional IP Intelligence

Stage I
Stage II
Stage III

Discussions

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Thank you for your attention