

**Study Visit: Intellectual Property Focal
Persons of the African Regional
Economic Communities and Executive
Bodies of the African Union**

Global IP Infrastructure

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Project Manager

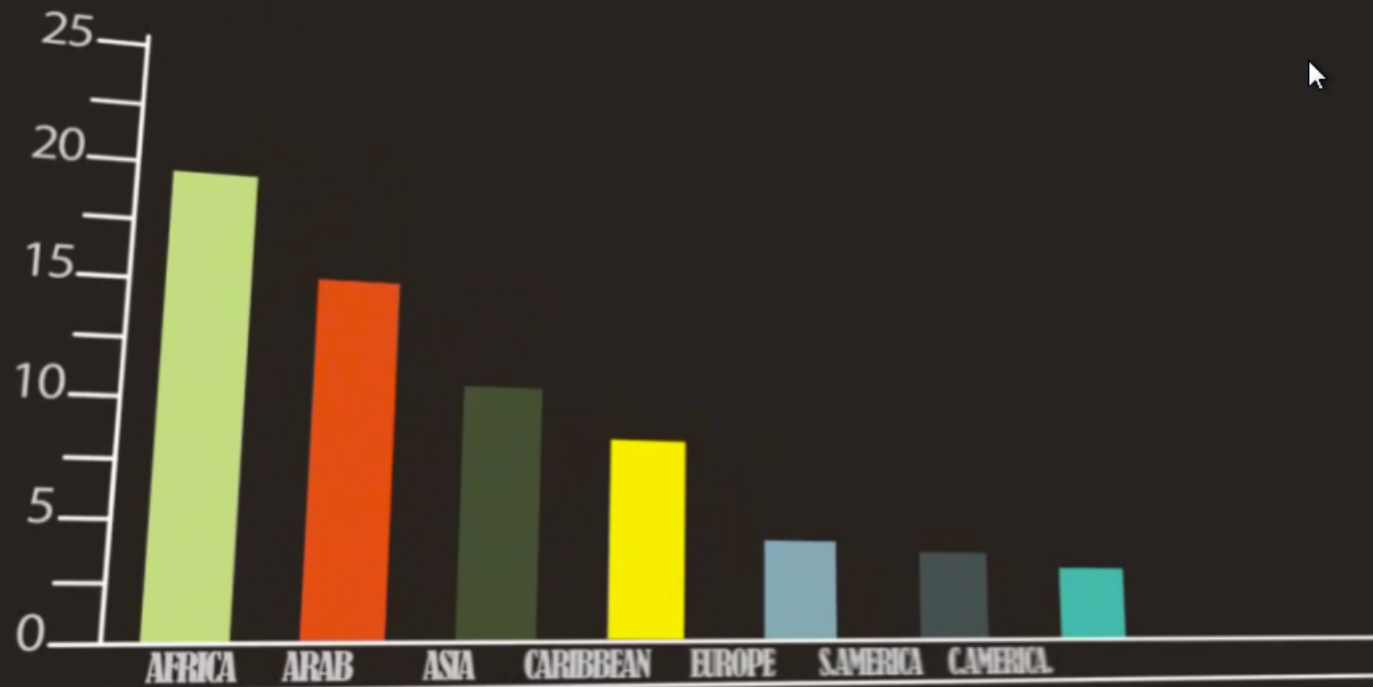
IP Office Business Solutions Division (IPOBSD)

IP Offices Business Solutions Roadmap

WIPO's Assistance in Africa

More than 15 years of supporting IP Offices to effectively use ICT to improve service delivery



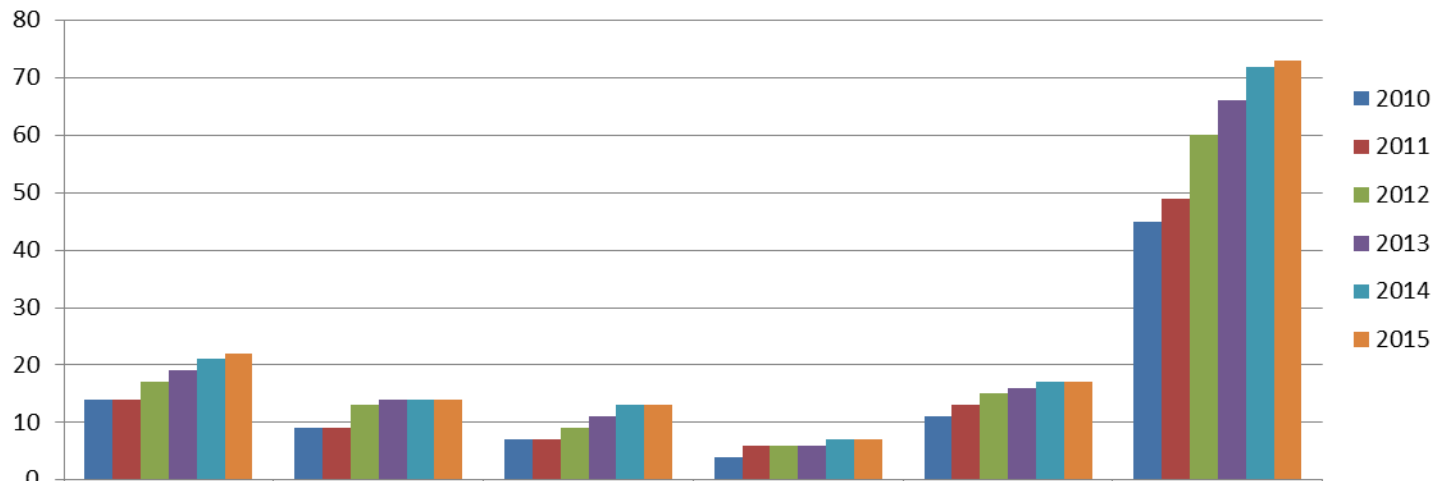


WORLD IPAS DEPLOYMENTS 2014

Source: World Intellectual property Organization

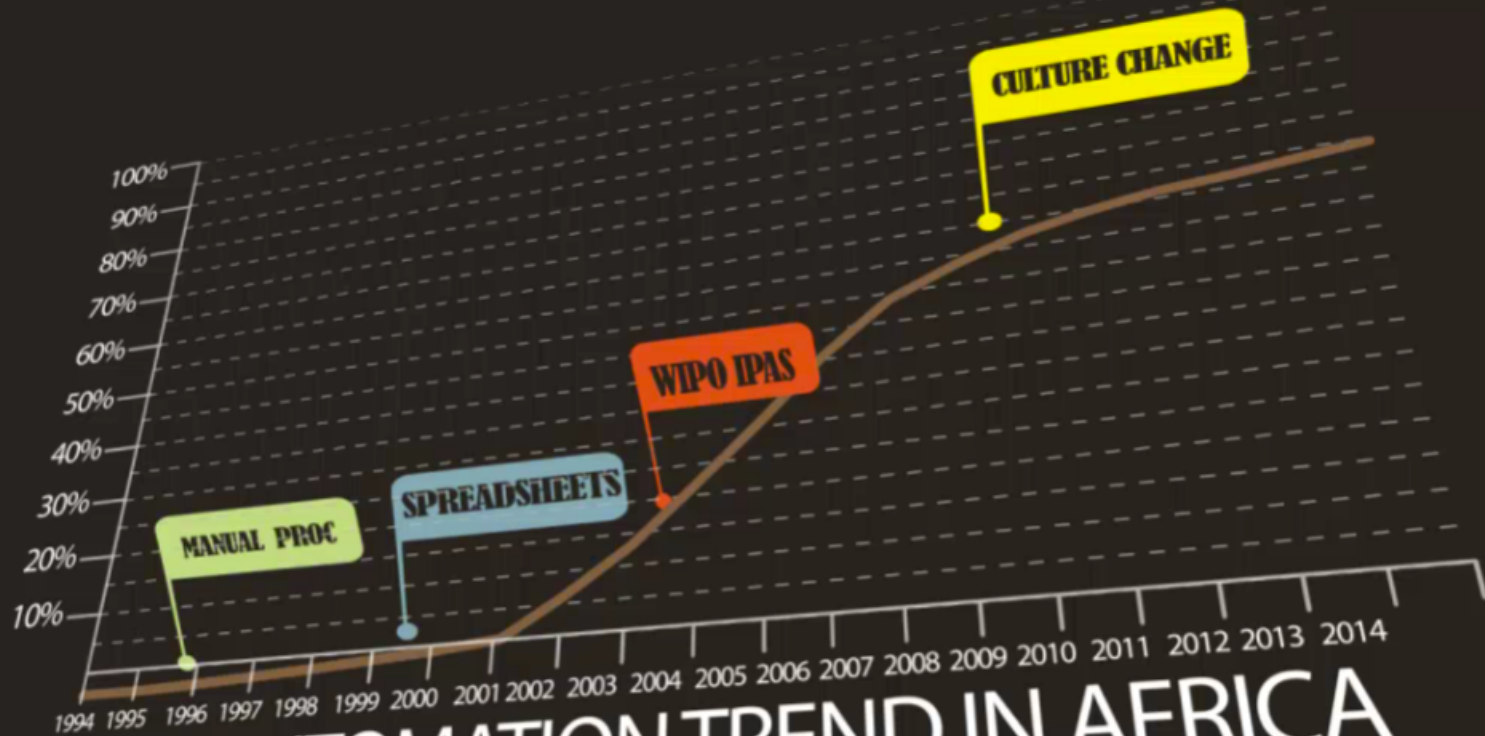
Use of WIPO Systems World Wide

WIPO IP Office Business Systems - Usage by Region



	AFRICA	ARAB	ASPAC	CCEA	LAC	Total
2010	14	9	7	4	11	45
2011	14	9	7	6	13	49
2012	17	13	9	6	15	60
2013	19	14	11	6	16	66
2014	21	14	13	7	17	72
2015	22	14	13	7	17	73

IP Office Business Systems include: IPAS (IP Administration System), AIPMS (Arab language version), WIPO Scan (digitization), EDMS (document management), WIPO File (online filing), WIPO Publish (online search database)



IPO AUTOMATION TREND IN AFRICA

From Manual Processes to IPAS
Source: WIPO Modernization Mission Reports



2002

North: 2

Sub-Saharan: 2

Total: 4



2005

North: 2

Sub-Saharan: 11

Total: 13



2010

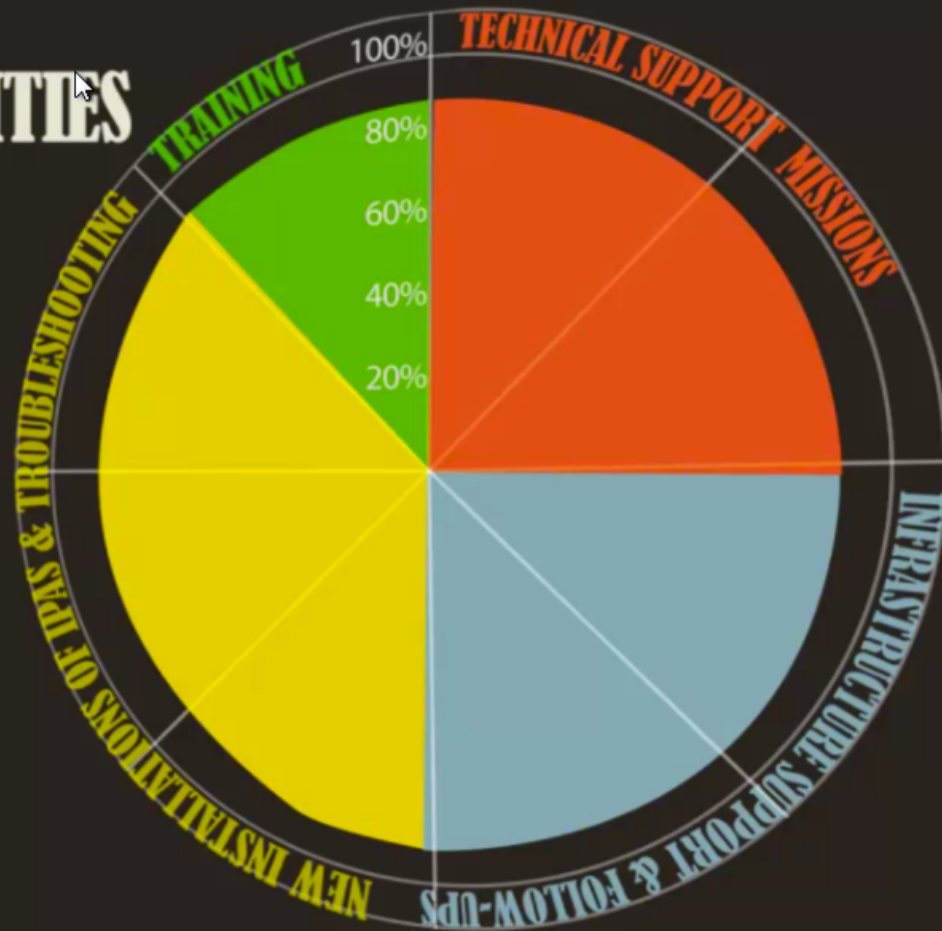
Arab: 4

Sub-Saharan: 13

Total: 17

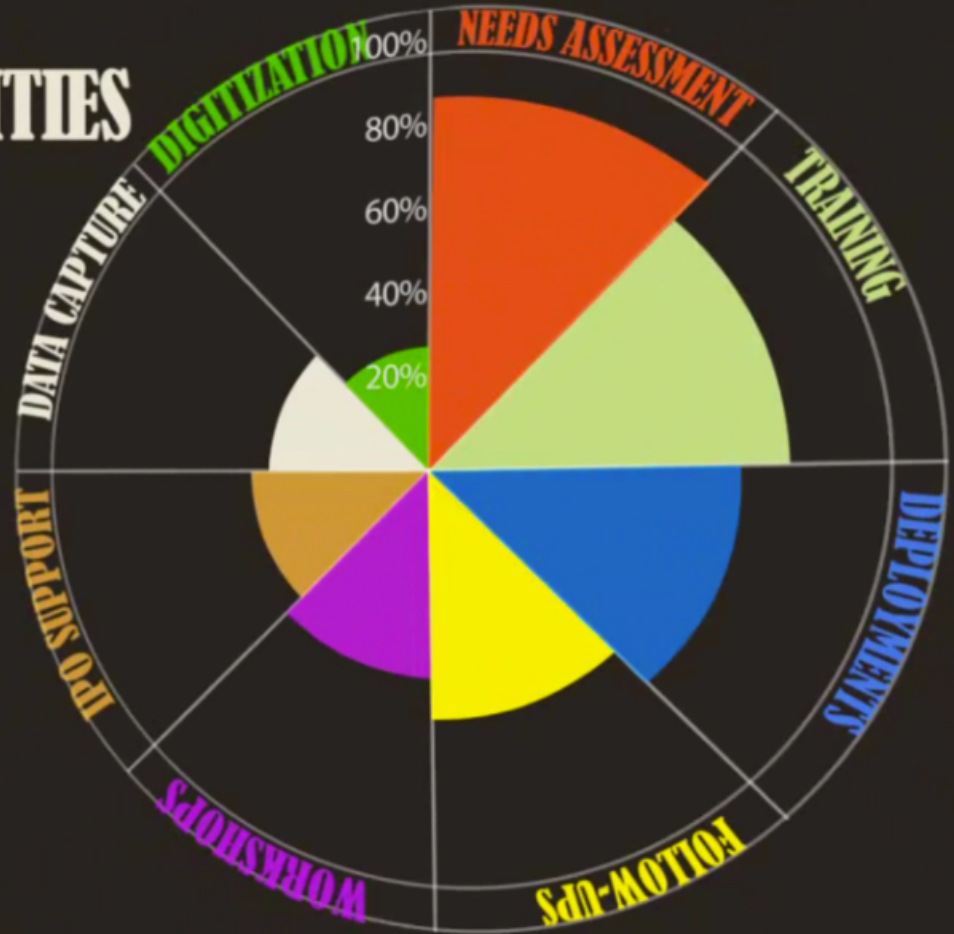
WIPO's IPOBSD ACTIVITIES IN AFRICA

PAST



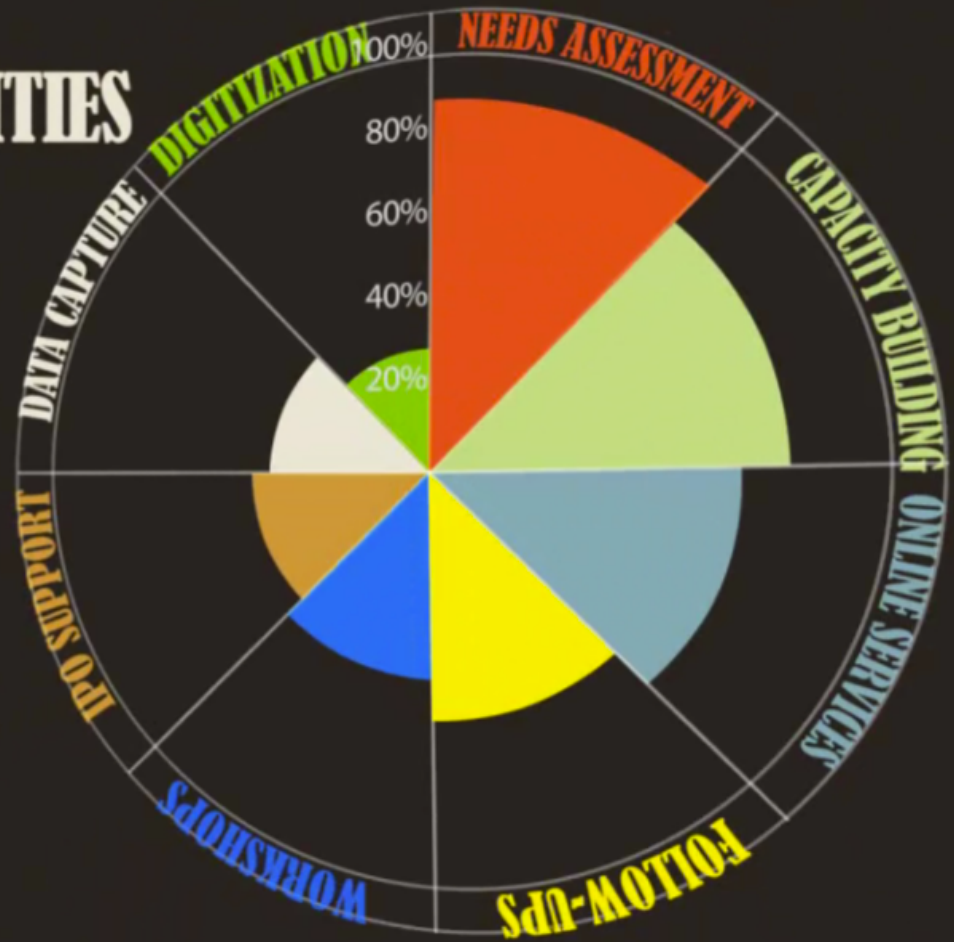
WIPO's IPOBSD ACTIVITIES IN AFRICA

CURRENT



WIPO's IPOBSD ACTIVITIES IN AFRICA

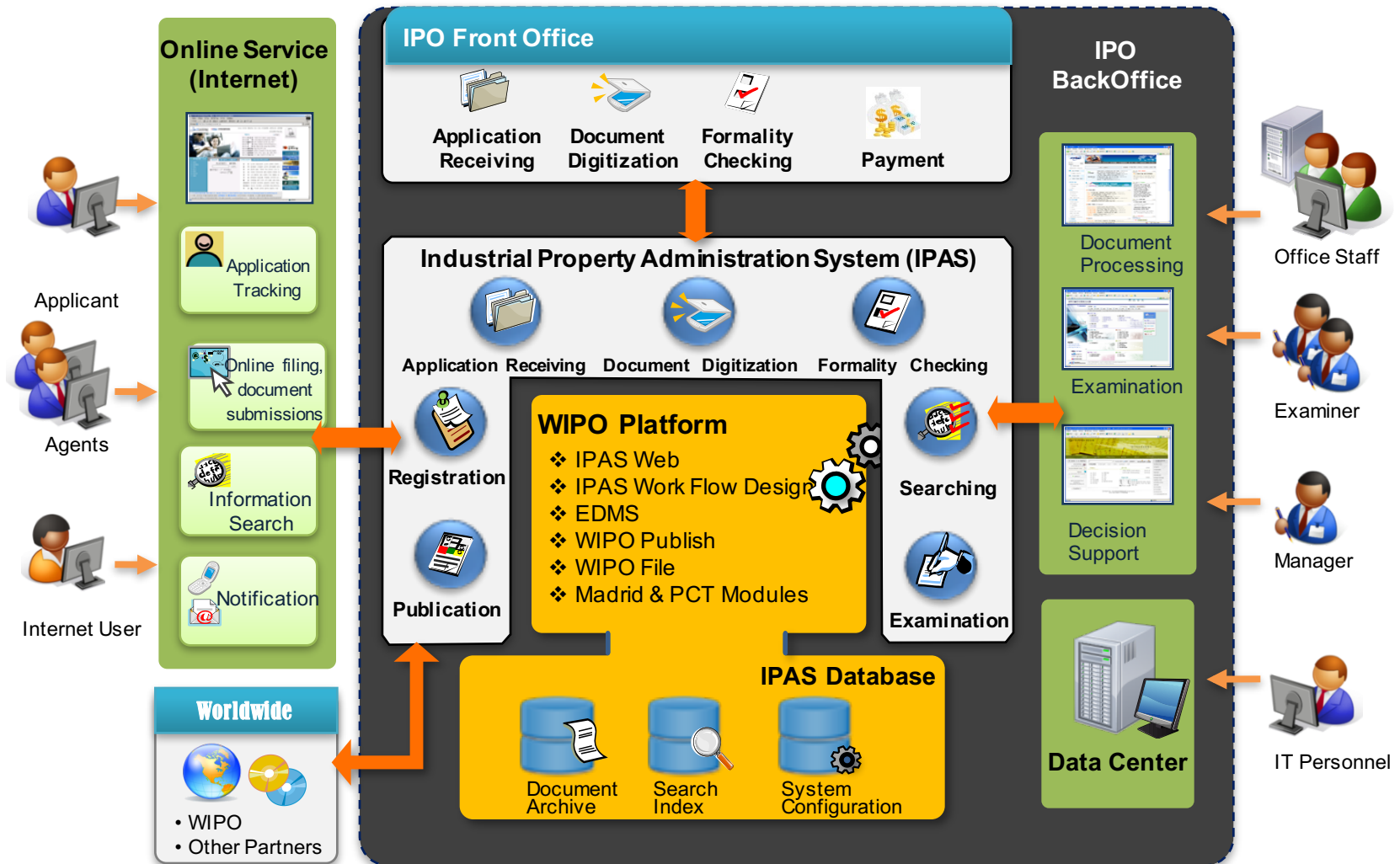
FUTURE



IP Office – Service Delivery Model

A model for improving quality, efficiency and service delivery by utilizing information technologies

IP Office Service Delivery



IP Office Service Delivery



<p>Establish a good foundation with the right staff, structures, budget and IT equipment</p>	<p>Use the IP Admin System to standardise workflows, respect legal requirements, record data and automate office functions</p>	<p>The IP Admin system should be the authoritative source of all information, replacing paper registers and used for all official communications and records</p>	<p>Paper dossiers are replaced with digitized documents, scanned and indexed on receipt</p>	<p>Applicants can interact with the office online and the public can search and access all relevant information online</p>
<p>Benefits:</p>				
<p>Reliability of systems</p>	<p>Standardization of work practices and conformity to legislation</p>	<p>Quality and efficiency of service</p>	<p>Quality and efficiency of service</p>	<p>More responsive to applicants, better outreach better information for all stakeholders</p>

Category I – Infrastructure and Management



Goal	IP Office	WIPO Support
Office has managed IT infrastructure	Modern equipment, regular upgrades Purpose-designed computer room Policies and procedures for backups, security, etc	Recommendations, specifications and advice
Appropriate human and financial resources are available	Dedicated IT staff, represented on senior management. Updated staff profiles. Appropriate skills. Dedicated IT budget.	Recommendations, proposed staff profiles

Category II – IP Administration System



Goal	IP Office	WIPO Support
<p>An IP Administration system is used to record data about IP applications and to perform some functions, such as printing certificates.</p>	<p>Management of IP administration system.</p>	<p>Assessment of existing systems, recommendations and advice.</p>
<p>The office has WIPO IPAS operational, or an equivalent system.</p>	<p>Definition of workflows. Data quality improvement. Staff to support system.</p>	<p>Provision of IPAS software and implementation services. Assistance with workflow design, document template design. Assistance with data migration and quality improvement.</p>

Category III – Electronic Registry



Goal	IP Office	WIPO Support
<p>The IP administration system supports the main business processes (formalities, examination, publication, registration, opposition).</p>	<p>Standardize business processes. Ensure all users are trained to use the system. Implement IPAS for all IP rights.</p>	<p>Review of business processes and workflow design. Training to IT and end-users.</p>
<p>Official documents, certificates and journal produced by IP Admin System</p>	<p>Enforce use of the system and discontinue ad-hoc processes outside the system.</p>	<p>Design workflows and templates, train staff.</p>
<p>All backfile data is captured and the administration system supports search and examination</p>	<p>Provide resources to capture backfile data or to support out-sourced project.</p>	<p>Possible out-sourcing of data capture projects.</p>
<p>Registration and other legal actions are recorded electronically</p>	<p>Ensure quality and accuracy of data in IPAS. Enforce use of the system and discontinue ad-hoc processes. Discontinue use of paper registers.</p>	<p>Design workflows and train staff.</p>

Category IV – Document Management



Goal	IP Office	WIPO Support
Incoming (frontfile) documents are digitized	Create scanning and data capture unit. Ensure equipment is available. Modify business processes.	Provision of WIPO Scan and EDMS software. Training of staff.
Backfile documents are digitized	Provide management support and logistical support to digitization projects.	Provision of WIPO Scan and EDMS. Training of staff. Possible out-sourcing of digitization projects.
Document management system provides appropriate tools for authenticity and integrity (full electronic dossier)	Policy decision to move to fully-electronic documents. Paper records are no longer the authentic record.	IPAS and EDMS provide functions for fully electronic creation and archiving of documents.
Signature requirements are met digitally where necessary	Review legal framework and policies on digital signature. Decision to implement digital signatures.	IPAS and EDMS provide electronic signature functions.

Category V – Online Services



Goal	IP Office	WIPO Support
Office Web Site is online and managed by the office	Assign responsible staff with appropriate skill profiles. Ensure equipment is provided and security is in place.	Recommendations, specifications and advice. Possible out-sourcing support.
Official publication (journal/gazette) on-line	Review work flows. Policy decision.	IPAS supports generation of Gazette in digital format. WIPO Publish includes a Gazette function for a fully online, searchable Gazette.
On-line databases are fully searchable (including full-text search)	Assign responsible staff with appropriate skill profiles. Ensure equipment is provided and security is in place.	WIPO Publish provides fully searchable online databases for all IP rights.

Category V – Online Services



Goal	IP Office	WIPO Support
On-line application filing	Review legal framework and policies for online transactions. Review online payment options. Policy decision to implement.	WIPO File provides online filing functionality, and may be integrated with national payment systems. WIPO specifications and advice.
On-line portfolio management and e-communication with applicants	Review legal framework and policies for online transactions. Review online payment options. Policy decision to implement.	WIPO File enables users to see application status and to implement all transactions online.
On-line file access to applicants and 3rd parties	Policy decision to allow file access. Review fee structure.	WIPO Publish includes functions to make electronic dossier available online.
Data exchange with regional and international databases	Policy decision. Review fee structure.	IPAS Madrid Module. IPAS PCT Module. ARIPO Member State Module. WIPO Publish.
Active in regional portals for data and work sharing	Policy decision.	WIPO Publish includes regional data sharing. Integration with WIPO CASE.

Challenges for Future Automation Projects

Organizational Barriers

- Resistance to change
- Limited use of on services by IPOs
- Lack of data validation and verification
- Lack of Management Support
- Legacy working procedures

Political Barriers

- Change of government policies every 5 or 10 years
- Low-levels of e-readiness in government institutions
- Non-conductive legal environment

Social & Culture Barriers

- Linguistic barriers
- Lack of service orientation
- Lack of awareness
- Lack of external pressure
- Lack of popularity for e-commerce and online services in general

Barriers to Adoption of E-Services by IPOs

Legal Barriers

- Lack of e-commerce legislation / Regulations
- Lack of procedures and guidelines for e-commerce business models
- Lack of e-commerce standards

Economic Barriers

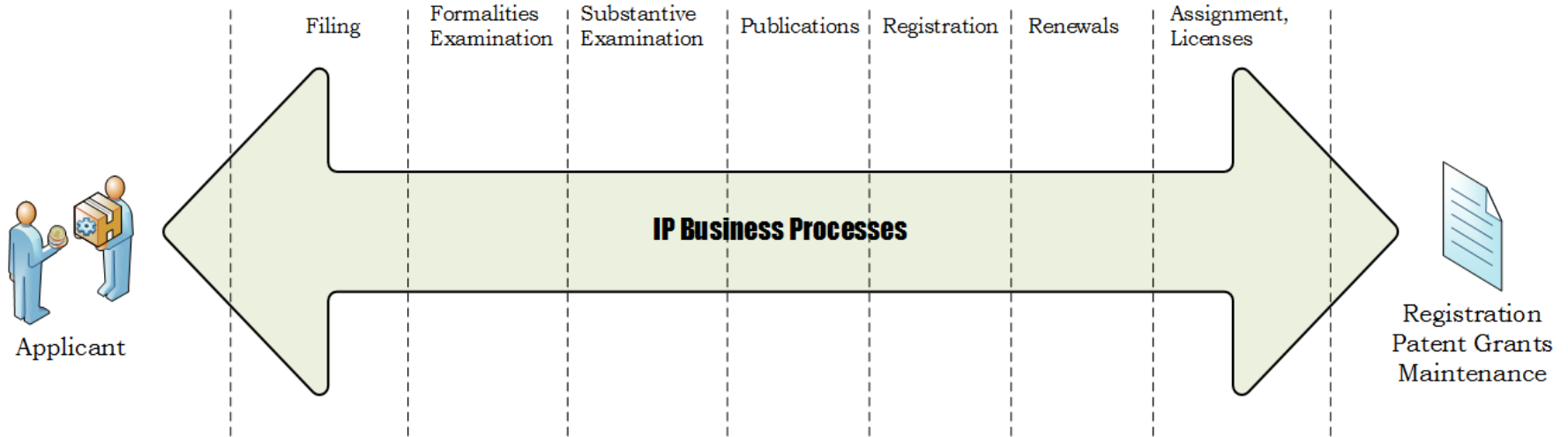
- Lack of financial infrastructure
- Lack of secure payment infrastructure
- Lack of budget
- Competitive pressure
- Unclear benefits from ecommerce

Technical Barriers

- Inadequate quality and speed of the internet
- Shortage of qualified personnel
- Lack of internet security
- Lack of ecommerce infrastructure e.g. payment gateways

Opportunities at IPO Level

BUSINESS PROCESS ENABLERS



Workflow Design	Information Technology	Process Measurements	Human Resource	Laws, Int'l Treaties, Policies & Rules	Facilities
<ul style="list-style-type: none"> Workflow defined and configured for the automation system Workflow needs revisiting for improvements and streamlining Office involvement in the definition of workflow required Capacity building for future amendments to the workflow necessary 	<ul style="list-style-type: none"> Workflow automated on the IPAS Centura Local Area Network (LAN) available for IPAS's client/ server architecture, data sharing, print sharing Microsoft Office / Document printing Automated production of the Journal & Office docs 	<ul style="list-style-type: none"> Based on WIPO Statistics Number of applications filed in a period Applications Registered Applications rejected/ abandoned Cycle time, work time Productivity per employee Cost of processing 	<ul style="list-style-type: none"> Organizational Structure in terms of government or autonomous Internal Organizational structure of the IPO Organizational Structure – Core system users and ICT Level of skills of ICT Staff to support and maintain the system 	<ul style="list-style-type: none"> Patents/ Trademarks / Industrial Designs Acts Vienna & Nice classification Office involvement in the definition of workflow required Capacity building for future amendments to the workflow necessary 	<ul style="list-style-type: none"> Air Conditioned Server Room Clean Power Supply, UPS, Generator Patch panels and Rack Mounts for Servers Dust blowers for scanners, workstations and servers Secure access, physical security controls to server room

Africa

