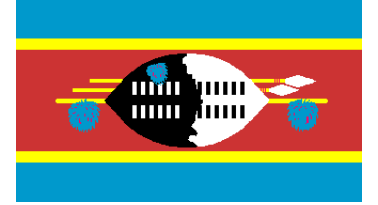


Swaziland IP Office
Automation Status Report
by
Ms. Queen Matsebula
Assistant Registrar

Outline of Presentation

- Overview
- Data Report
- Strategies for data quality management
- Future plans
- Challenges encountered



Overview

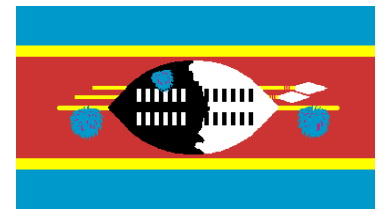
- The IP office falls under the Ministry of Commerce, Industry and Trade
- The office has a staff complement of 9 officers
- The IP office does not have dedicated ICT staff; but sources these from the Ministry of Information, Communication and Technology – Computer Services Department
- Full implementation of IPAS system commenced in November 2015

Data report



KPI	2015	2016	2017	TOTAL
New Applications	270	500	234	1004
Examinations	270	500	234	1004
Registrations	249	423	328	1000
Searches	64	191	76	331
Renewals	47	426	125	598
Assignments	64	100	20	184
Amendments	0	8	1	9
Change of Name	7	36	80	123
Change of Proprietor Address	21	34	27	82
Change of Service Address	10	8	0	18
Alterations	1	0	0	1
Registered users	0	0	0	0

Data report contd.



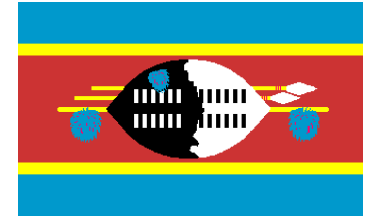
- **Total number of captured files : 39 900**

This number includes ALL files opened since the IP office's inception. We have no backlog in terms of capturing files.

- **Total number of unprocessed files : 35 546**

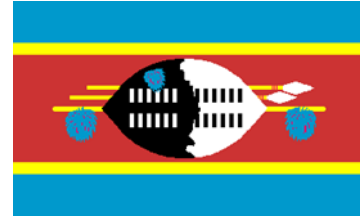
As per the Trademarks Act No: 6 of 1981, files cannot be processed until the applicant makes an application for any required service e.g. renewals, change of name, amendment etc. This means that these files will only be processed at the applicant's instruction. Total number of processed files : 4 354

Strategies for data quality management



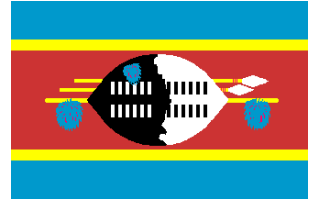
- New applications for any service (examinations, change of names, address etc.) are given a date stamp and allocated a number on lodging. **This allows the office to keep inventory on number of applications in any given month and year**
- Searches are conducted on new applications to ensure that there is no redundancy in company name and trademarks
- Applications are captured on IPAS system and workflow is tracked in this manner
- Trademarks are advertised on monthly gazette to allow potential opposition an opportunity to file formal complaints. **Opposition period is three months from date of issue of gazette**
- If there is no opposition, certificates are granted to applicants

Future Plans



- Online searches to enable applicants to do their own searches
- Establish a website for the office
- Introduce online payments

Challenges encountered



- Additional captured information (disclaimers, priority dates etc.) do not appear in documents (e.g. proof of advertisement, certificates etc.)
- Search form does not show on IPAS. It only reflects on old government system called Terminal
- On amendments, information being amended does not show. Documents only reflect new amendment without showing correction
- Skills shortage on how to produce the gazette on IPAS
- Registered user form is not generated on IPAS, user often has to generate it manually

Ngiyabonga!

