



10th ICT Roadmap meeting

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10th ICT Roadmap meeting

Agenda

- Summary of ICT Roadmap meeting
- SPTO digitalization activities

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Meeting on ICT Strategy: SPTO from 15th November to 17th November, in coincidence with the celebration of the 30th anniversary of the OEPM under its current name

Covered Issues

- IP and Technology: The current state of play
- Common IT Issues: technological debt, required migrations and security, among others
- Journey for IP: Challenges and collaboration

Partakers

AU, BX (BOIP), CA, CN, CZ; DK, EE, FI, FR, DE, HU, IS, IT, JP, LT, MT, MX, NO, PE, PT, KR, RO, SG, SI, ES, CH, UK, US, EM (EUIPO), EP (EPO), WO (WIPO)

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Background

Objective

- The International Bureau (WIPO) convened this meeting for the exchange of views and experiences in ICT and business management for effective Intellectual Property Office (IPO) administration

Task Force

- 6th CWS: noted 40 Recommendations prepared by the Meeting on ICT Strategy and Artificial Intelligence
- 8th CWS: task force priority of 40 recommendations

Priorities

- R09 (collaboration on emerging technologies), R18 and R4 (conversion to XML), R06 (reingeniering and digital transformation), R23 (AF), R39 (online services via APIs), R12 and R15 (distributed IP register, blockchain), R38 (standard APIs for data dissemination)

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IP and Technology: The current state of play

Speakers

- EUIPO: Roadmap; AUSTRALIA: IA Roadmap; CHINA: IA Roadmap; US: IA Roadmap; JAPAN: IA and API services; FRANCE: IA Roadmap; CANADA: Legacy systems; KOREA: IA Roadmap

Technologies

- AI: for searchig (image, phonetic, conceptual), for classification, Natural Language Processing, Machine Learnig, Chatbot (voice support), Big Data, Data Anonymization

Questions

- Apply IA tools to Examination and service delivery in omnichannel strategy; Data anonymization; Vienna Classification Service and Customer Data repository in FR, Public-Private collaboration for IA in USPTO, Patent classification in AWS, Notification tool in Canada, Snackables asking requirements in market in USPTO, Model training in Machine Learning

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Common IT Issues

Speakers

- AUSTRALIA: Cloud Transformation; UK: Cloud Security; ICELAND: Web modernization; US: Digitalization; CH: Customer Self Service; NORWAY: Post COVID Digital consequences; EUIPO: API platform; SINGAPUR: Digitalization

IT Issues

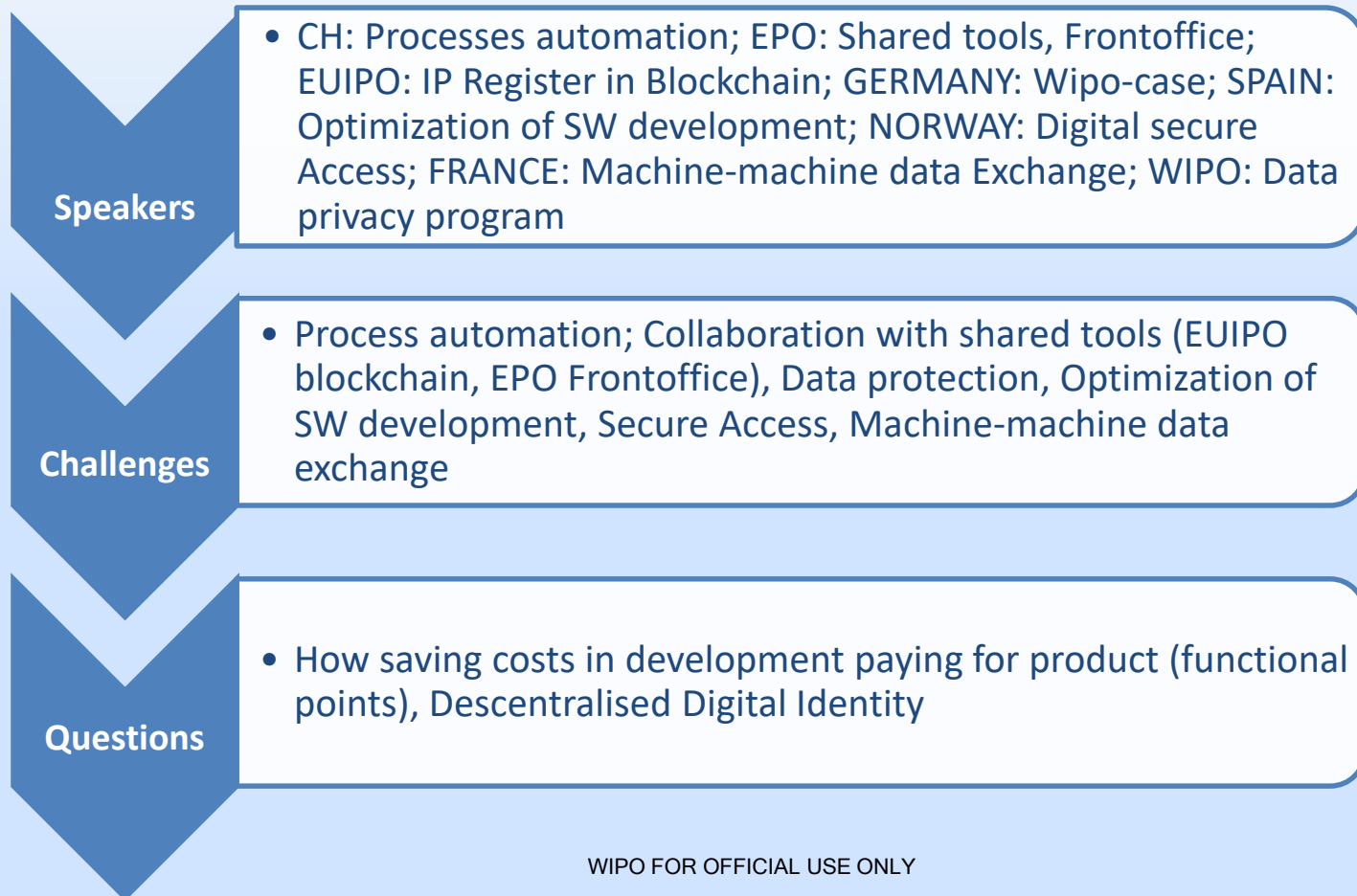
- Cloud (AWS), IT Security, Teleworking, Machine-machine services, Microservices, UX, Teleworking

Questions

- Canada's transformation process similar to UK, Vienna Classification service and Customer data Repository in FR, Cloud efficiency approach in Australia or cloud security model in UK, Services without authentication in CH, Customer Journey mapping on services in IS, DOCX and Employee engagement regarding remote work in USPTO

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Journey for IP: Challenges and collaboration



10th ICT Roadmap meeting SPTO digitalization activities

Currently SPTO is involved in some new initiatives:

- SPTO technological challenges: RPA, AWS, Low Code
- Cooperation projects
- Improvement of productivity from our vendors

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Technological Challenges

- Robotic pilot project
 - ✓ Three phases:
 - Discovery
 - Procedures prioritization (and selection)
 - Implementation
 - ✓ Pilot 1: RPA on premise
 - ✓ Pilot 2: RPA on cloud infrastructure
- Evaluation of Low Code solutions

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Cooperation Projects

- EPO new Frontoffice e filing for Patents for member states (pilot). Replace former eOLF service
- EUIPO IP Register Blockchain. We have moved TMVIEW to CTI platform to integrate to blockchain network

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Improvement of productivity from our vendors

We started questioning our efficiency...

Are we receiving the right productivity from our vendors?

Then we realized that we had to work towards the following lines of action:

01

OBJECTIVE & AUDITABLE METHOD

Function points is the selected method because:

- ✓ It is based on the software product and **ISO/IEC standard**
- ✓ It is **objective, transparent, auditable** and endorsed by the European Commission
- ✓ Supports **market benchmarking** using a reference database.

02

BENCHMARKING

Control of the User Stories effort through a **method of estimation comparable with the market** to know the situation with respect to:

- ✓ How do our vendors perform compared to the market?
- ✓ What savings and productivity improvements can I achieve?

03

CENTRALIZED ESTIMATION PROCESS

Launch a centralized process through an App that simplifies it, defining:

- ✓ A common **workflow of estimation**
- ✓ **Compulsory use** of the methodology
- ✓ Detailed **breakdown of estimates**



QUESTIONS?

Oficina Española de Patentes y Marcas, O.A. (OEPM)

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