

# COMPANIES & INTELLECTUAL PROPERTY AUTHORITY

## BOTSWANA

**Keletso Desiree Linchwe**  
**Middleware/Release Change Manager**  
**Administrator**

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**Dar es Salaam, Tanzania**

# OUTLINE

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# INTRODUCTION

- The Companies and Intellectual Property Authority(CIPA) is an autonomous body under the Ministry of Investment, Trade & Industry since November 2014.
- CIPA is charged with the following responsibilities
  - Incorporation of Companies-Companies Act (CAP 42:01)
  - Registration of Business Names-Registration of Business Names Act (CAP 42:05)
  - Protection of Industrial Property Rights- Industrial Property Act( CAP 68:03)
  - Protection of Literary & Artistic Works-Copyright & Neighbouring Rights Act(CAP 68:02)

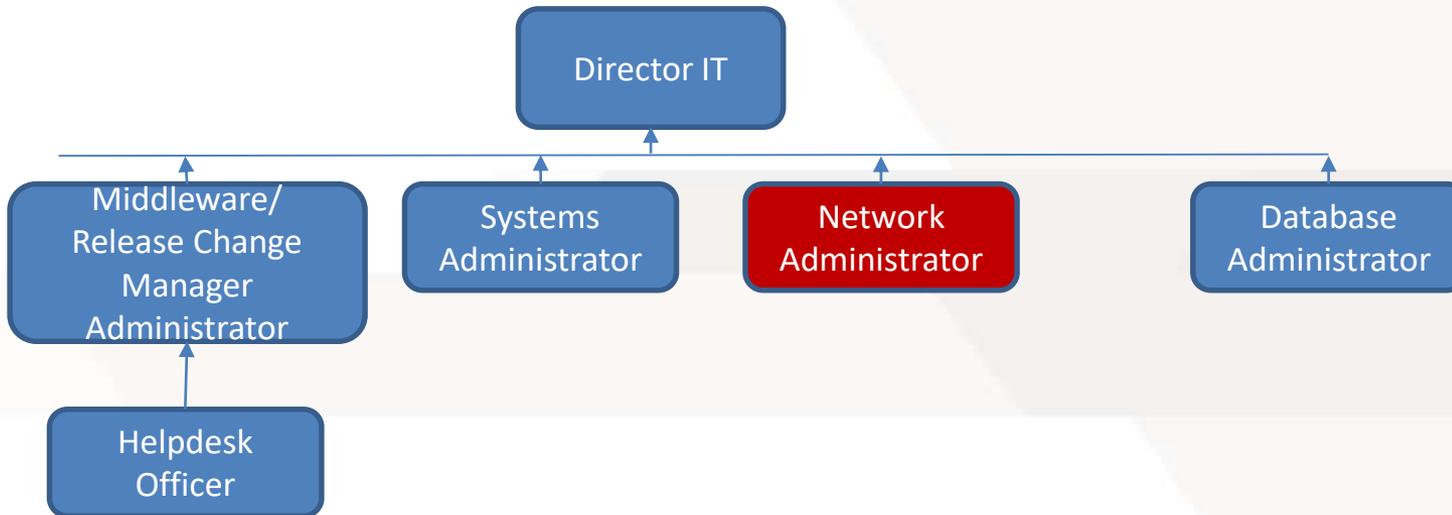
# STRUCTURE

- CIPA is run by a Board of Directors and the Registrar General who is the Chief Executive Officer
- The organization has seven (7) operational divisions;
  - Core being the Companies & Business Names, Copyright and Industrial Property while Information Technology, Compliance, Awareness and Client Services, Board Secretary/Legal Services as well as the Corporate Services offer support services.
- CIPA has an establishment of 88 permanent employees and 15 temporary staff member.
- It has the head office in capital city Gaborone and three branches in Francistown, Serowe and Maun.

# IT Mandate

- To create platforms that will improve turnaround times and assist in effective compliance
- To provide source of guidance for technology issues for staff and the organisation
- Manage the organization's hardware, software, physical security and communication
- Maintain information security and availability
- To provide ad-hoc IT technical training to staff (custom applications)
- IT Procurement
- Develop More IT Policies (Ongoing-
- Provide access to more information through the internet and Mobile Services
- Be in the Forefront to Drive CIPA Strategy through ICT
- Analysing organisational needs, dealing with technical integration issues, testing UAT, deployment and licencing
- Planning, managing and implementing large scale changes, as well as managing and mitigating risks within an environment
- Write Technical Procedures and Documentation for applications
- Ensure that Policies that ae already approved a adhered to , e.g User Acceptance Policy, Password Security

# IT Team



Currently 5 officers, responsible for all offices across the country

# Current IT Infrastructure

- Have own Wide Area Network (WAN) connecting 4 offices across the country
- Hosting all applications and Internet
- Using blade Servers
- Virtual environment – Hyper V
- Cloud Environment e.g Office 365, Companies Online System Registration System (OBRS)

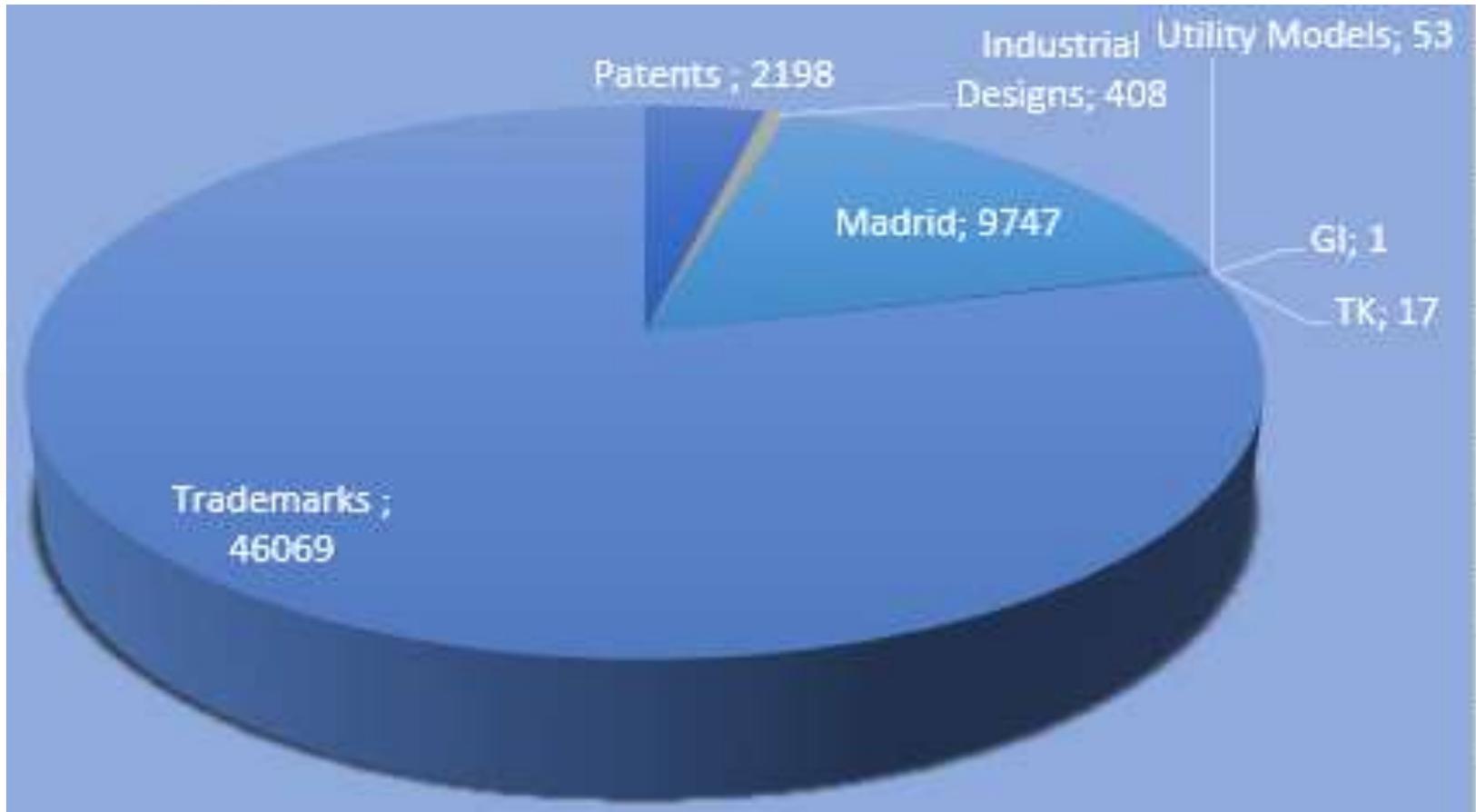
# Current Applications

- ❑ The UNIT is responsible for:
  - Companies Business Names Administration System/Copyright & Neighbouring Rights Administration System (CBNAS/CNRAS)
  - OBRS
  - Office 365, email
  - ACCPAC
  - Industrial Property Administration System (IPAS) and its supporting stand alone tools/Modules
    - IPAS Madrid
    - IPAS Manager
    - IPAS Designer
    - ARIPO Member States Module
    - EDMS
    - WIPO Publish
  - WEBSITE
  - Building Reports and Dashboards via the BI System (Tableau)

# Current Applications - IPAS

- Automation of the Industrial Property started in 2004
- The World Intellectual Property Organization Provided the Industrial Property Automated System(IPAS); software and hardware.
- The Project started with the capturing of all trademarks into the database in 2004.
- Patents, Industrial Designs and Utility Models were captured into IPAS in 2008
- Data Validation Project done in 2017

# IP Statistics



# Current Applications- OBRS

- Funded by the New Zealand Government
- Provide online activities such as name reservation, registration, annual returns payment and SMS notifications
- To Interface with BURS, PPADB and OP, By 30<sup>th</sup> September 2019
- Already reduced turn around times from days to hours
- Reduced expenses related to customer travels
- Promote paperless office
- Payment done online via Debit Cards or via Deposit Accounts
- Go-live was on the 03<sup>rd</sup> of July

# Current Applications- OBRS

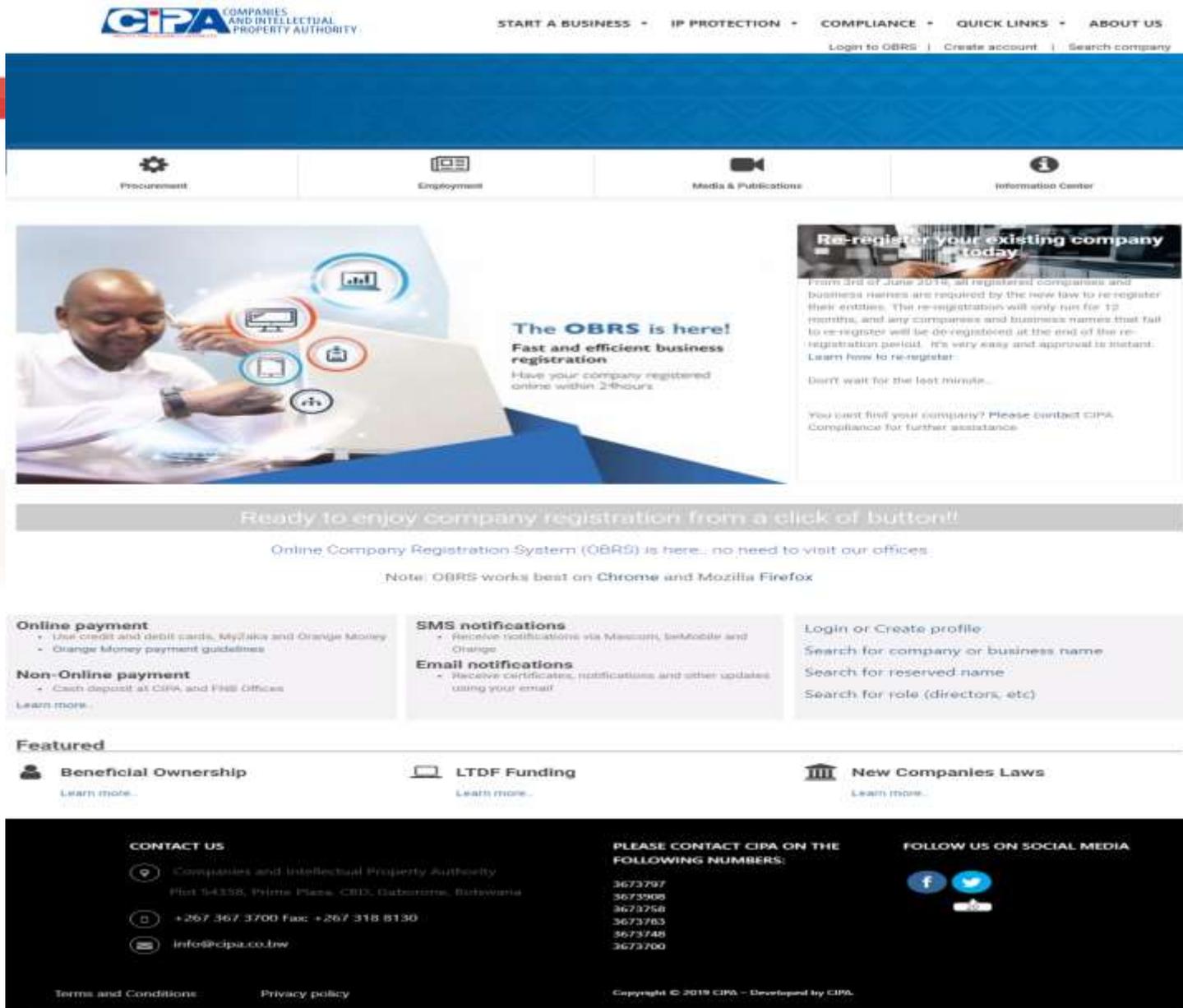
- Reduces costs for the customer
- Reduces operating costs
- Improves client satisfaction
- Reduces reliance on paper records
- Increases transparency and Integrity of register
- Improves efficiencies

# Current Applications-OBRS

The project is divided into 5 phases;

- Phase 1: Understanding – completed in May 2015
- Phase 2: Engagement – Completed February 2016
- Phase 3: Installation and configuration (Build Phase) 2018
- Phase 4: Training, Acceptance and Deployment (Go live – 03<sup>rd</sup> June 2019)
- Phase 5: Ongoing Support (Maintenance support)

# Current Applications-OBRS Landing Page



The screenshot shows the landing page for the Online Business Registration System (OBRS) by CIPA. The page features a blue header with the CIPA logo and navigation links for 'START A BUSINESS', 'IP PROTECTION', 'COMPLIANCE', 'QUICK LINKS', and 'ABOUT US'. Below the header is a navigation bar with icons for Procurement, Employment, Media & Publications, and Information Center. The main content area includes a large banner for 'The OBRS is here!' with a man working at a computer and icons representing various business services. To the right, there is a section for 'Re-register your existing company today' with text explaining the re-registration process and a link to learn more. Below the banner, a grey bar states 'Ready to enjoy company registration from a click of button!!' and 'Online Company Registration System (OBRS) is here.. no need to visit our offices.' A note indicates 'OBRS works best on Chrome and Mozilla Firefox'. The page is divided into several sections: 'Online payment' (credit/debit cards, MyZika, Orange Money), 'Non-Online payment' (cash deposit), 'SMS notifications' (via Mtscom, beMobile, Orange), 'Email notifications' (certificates, updates), 'Login or Create profile' (search for company, reserved name, role), 'Featured' (Beneficial Ownership, LTDF Funding, New Companies Laws), and a footer with contact information, social media links, and terms of service.

**CIPA** COMPANIES AND INTELLECTUAL PROPERTY AUTHORITY

START A BUSINESS • IP PROTECTION • COMPLIANCE • QUICK LINKS • ABOUT US

Login to OBRS | Create account | Search company

Procurement Employment Media & Publications Information Center

### The OBRS is here!

**Fast and efficient business registration**

Have your company registered online within 24hours

### Re-register your existing company today

From 3rd of June 2014, all registered companies and business names are required by the new law to re-register their entities. The re-registration will only run for 12 months, and any companies and business names that fail to re-register will be de-registered at the end of the re-registration period. It's very easy and approval is instant. Learn how to re-register.

Don't wait for the last minute...

You can't find your company? Please contact CIPA Compliance for further assistance.

Ready to enjoy company registration from a click of button!!

Online Company Registration System (OBRS) is here.. no need to visit our offices.

Note: OBRS works best on Chrome and Mozilla Firefox

**Online payment**

- Use credit and debit cards, MyZika and Orange Money
- Orange Money payment guidelines

**Non-Online payment**

- Cash Deposit at CIPA and FNB Offices

Learn more

**SMS notifications**

- Receive notifications via Mtscom, beMobile and Orange

**Email notifications**

- Receive certificates, notifications and other updates using your email

**Login or Create profile**

Search for company or business name

Search for reserved name

Search for role (directors, etc)

**Featured**

**Beneficial Ownership**  
Learn more

**LTDF Funding**  
Learn more

**New Companies Laws**  
Learn more

**CONTACT US**

Companies and Intellectual Property Authority  
Plot 54358, Prime Place, CBD, Gaborone, Botswana

+267 367 3700 Fax: +267 318 8130

info@cipa.co.bw

**PLEASE CONTACT CIPA ON THE FOLLOWING NUMBERS:**

3673797  
3673908  
3673758  
3673783  
3673748  
3673700

**FOLLOW US ON SOCIAL MEDIA**

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COMPANIES AND INTELLECTUAL PROPERTY AUTHORITY

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# Current Applications-OBRS Snapshot



Protecting business interests

[Keletso Linchwe](#) | [Log out](#)

[Dashboard](#) | [Start a business](#) | [Search](#) | [Admin](#)

## My Filters

[My tasks](#)

0

**[Team tasks](#)**

0

[All tasks](#)

590

[Things in progress](#)

[Things to do](#)

## Team tasks

Task type: [All](#) | Register: [All](#) | Teams: [All](#) | Assignee: [All](#) | Submitted Date: [All](#)

Search for ID or keyword...



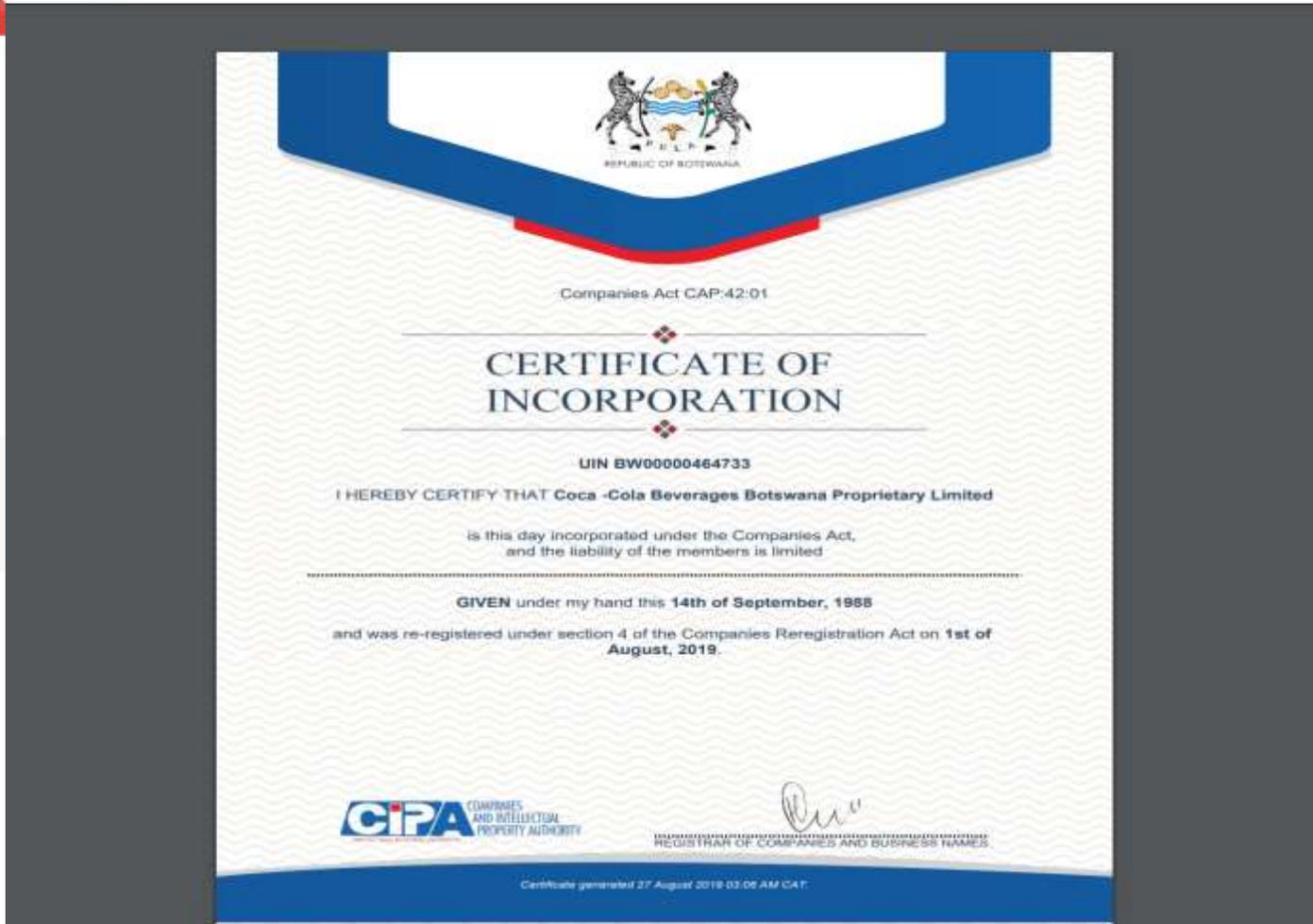
No tasks to display here at the moment

Tasks will appear here once you or your team has been assigned one

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# Current Applications-OBRS Final Product



# Challenges

- Limited IT Resources - Understaffed
- Lack of an Automated Help Desk System which leads to.
  - Unclear Status/Update on current user tickets
  - Users are sometimes not aware that the IT Officers are currently working on some other requests and expect immediate help which leads to frustrations on both sides.
  - If an urgent ticket (e.g client facing user requests comes through while attending a client feel neglected
  - Other IT Staff members may not know the whereabouts of the It Applications Support
- Lack of Funding on important infrastructure
- Lack of training on some of the responsibilities that the unit is to manage, e.g Procurement and Logistics including inventory due to lack of funding
- Teething Problems with the new Online Registration System

# Projects

## Current projects include

- OBRS (Ongoing)
- Network Monitoring Tool, ongoing
- IPAS – Ongoing
- SMS Services- Ongoing
- Building Reports and Dashboards, Tableau
- Digitisation of IP Files ( Coming Soon)
- Data Center Revamp (SimpliVity) – Ongoing

# Roadmap/Future

- Intranet
- Own email hosting
- Infrastructure improvement
- Continuous Automation of processes
- Additional Policy development - Ongoing, e.g Cloud Policy, Bring Your Own Device Policy, Security Policy
- Incorporation of Copyright into IPAS
- Online Services For IP
- Disaster Recovery Implementation

# Conclusion

IP has potential to contribute to Botswana's aspiration to be a knowledge-based economy and that is only possible with the provision and continuous improvements of ICT Solutions



**THANK YOU, Q & A**