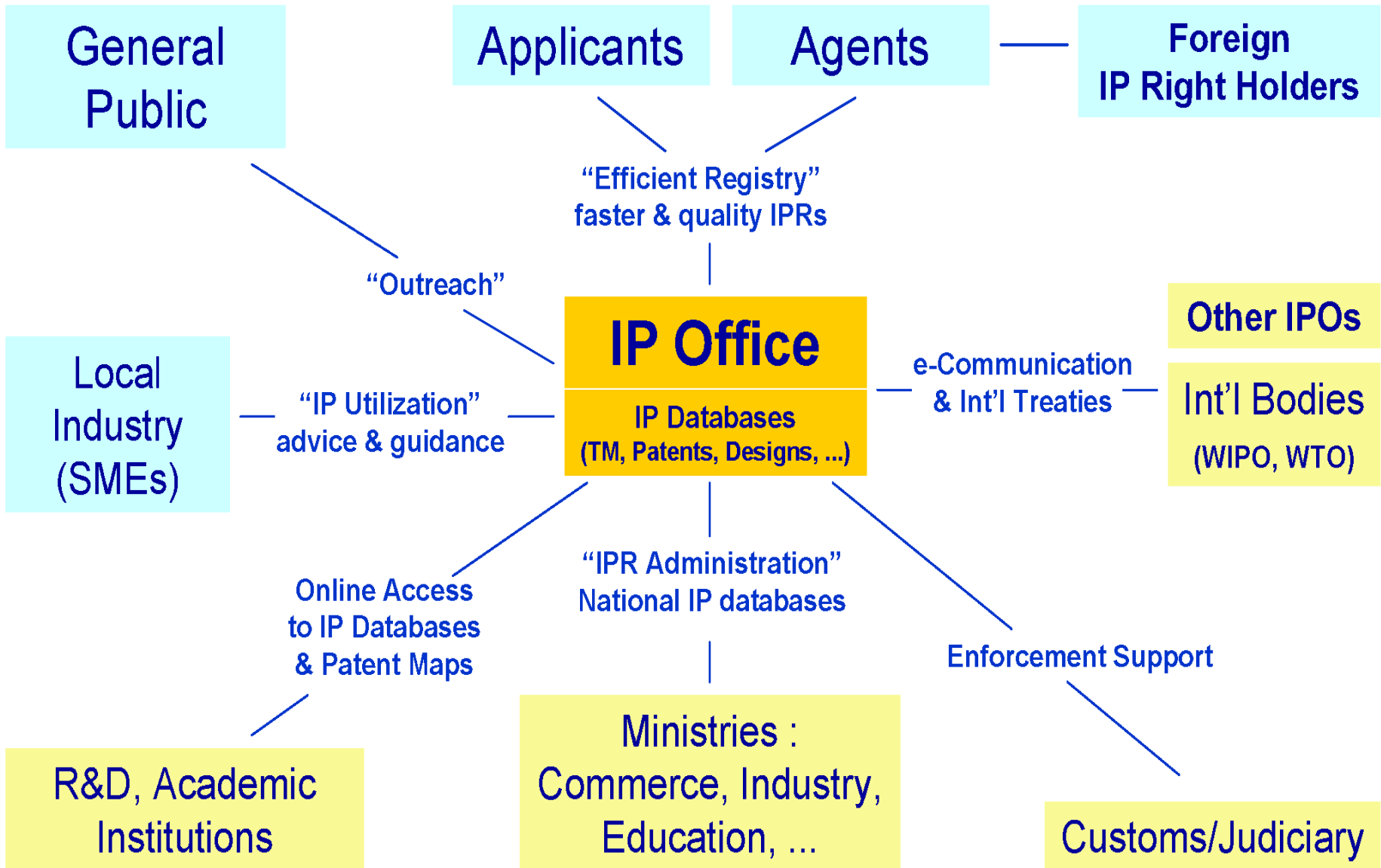


WIPO Regional Training Workshop on Online Tools and Services for Industrial Property Administration and Automation

Online Filing and Correspondence Framework – Automation of Legal and Administrative Procedures

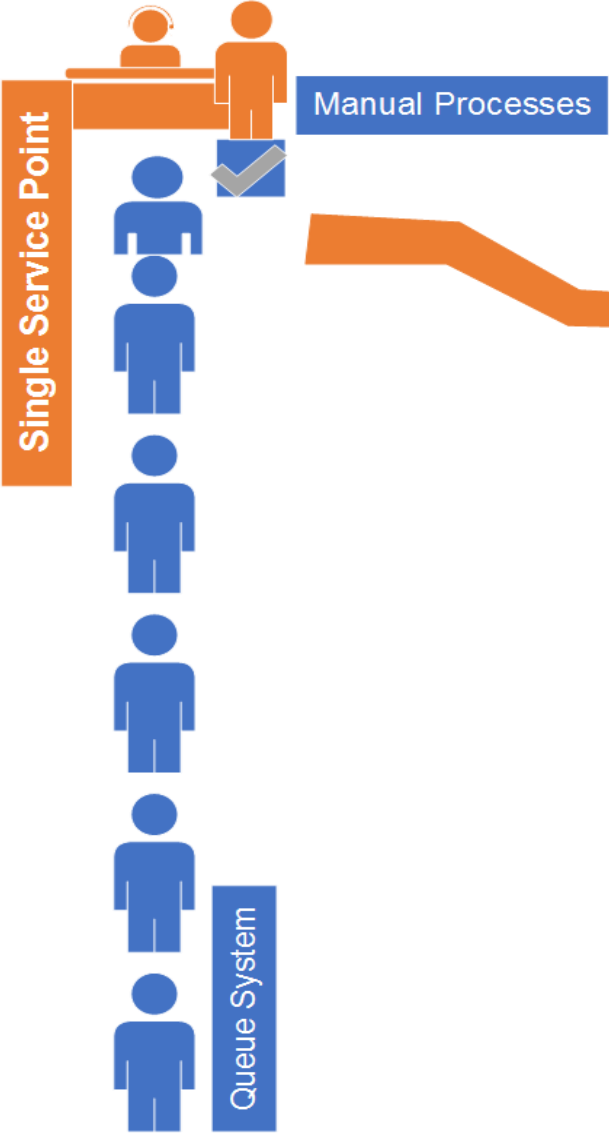
Gregory Sadyalunda
Project Manager

Role of IP Office



Business Process Optimization

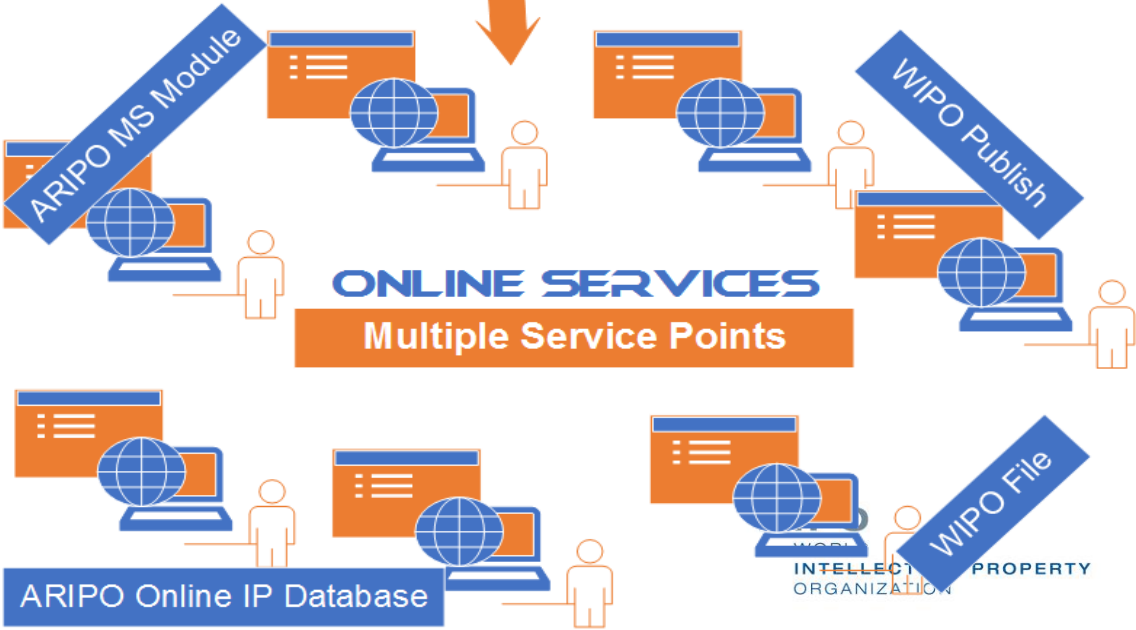
BEFORE AUTOMATION & MODERNIZATION



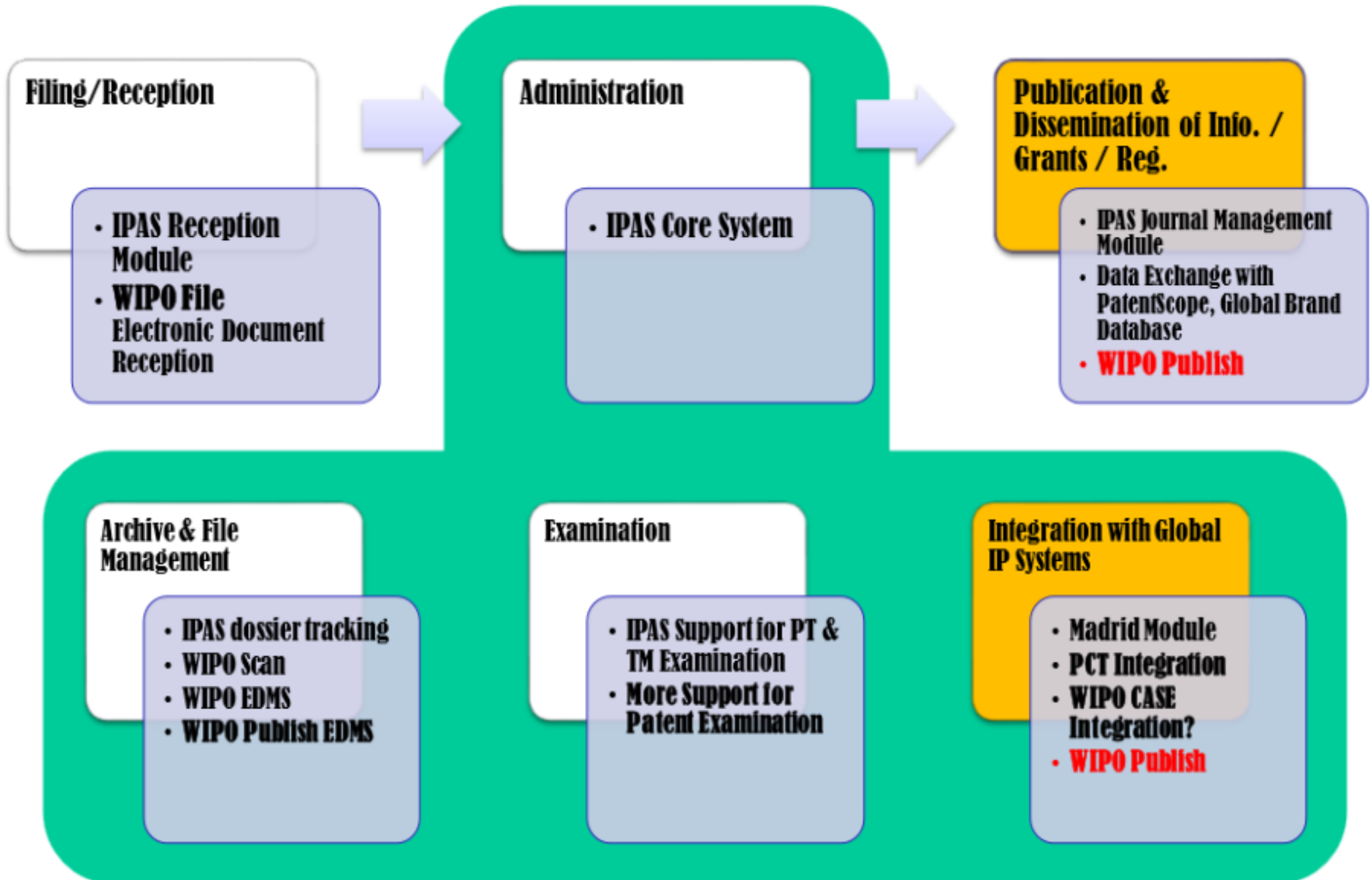
Hybrid – Queue + Multiple Service Points



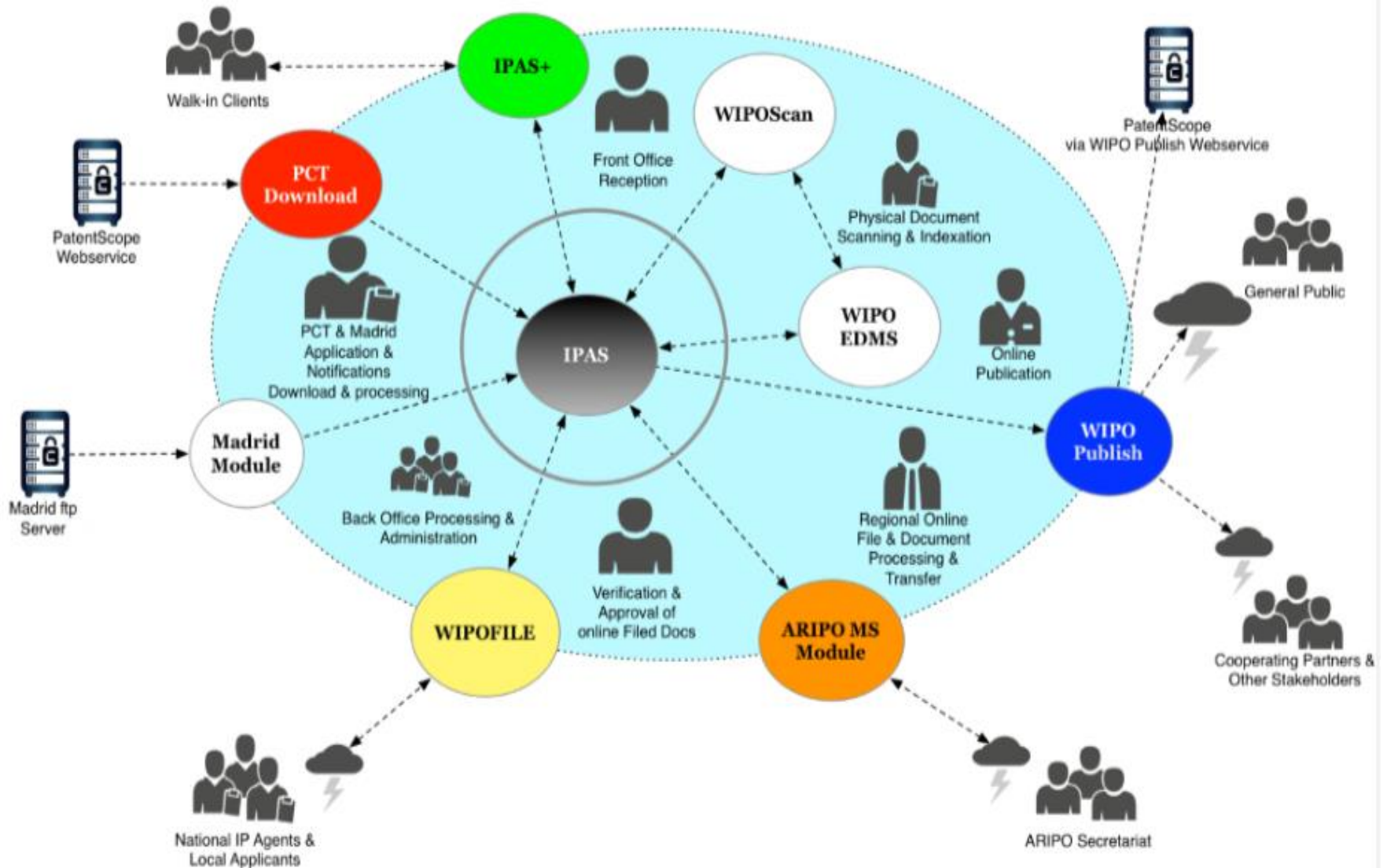
BACK OFFICE AUTOMATION (PAS)



IP Office Functions & WIPO Solutions

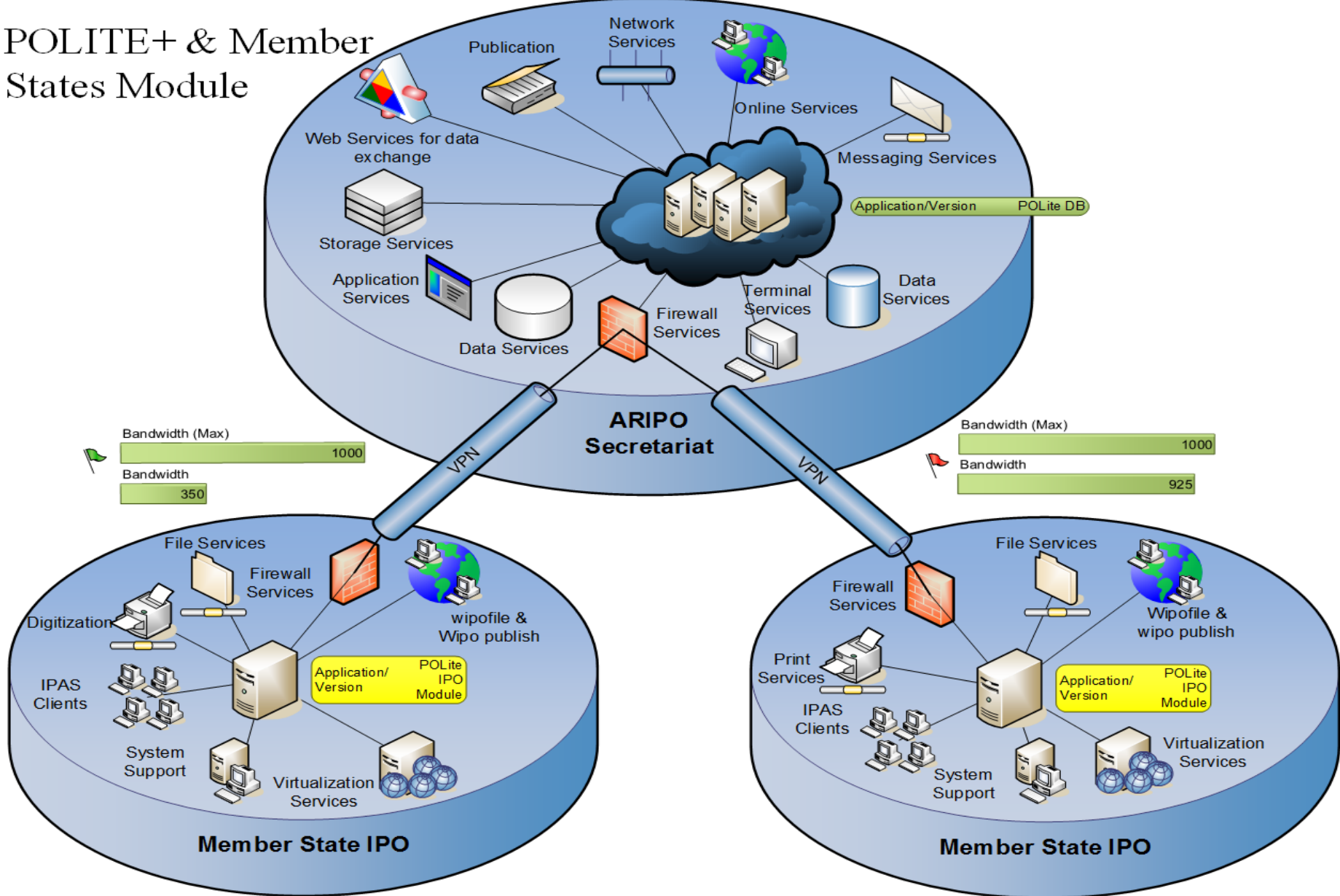


Online Framework – Support Structure

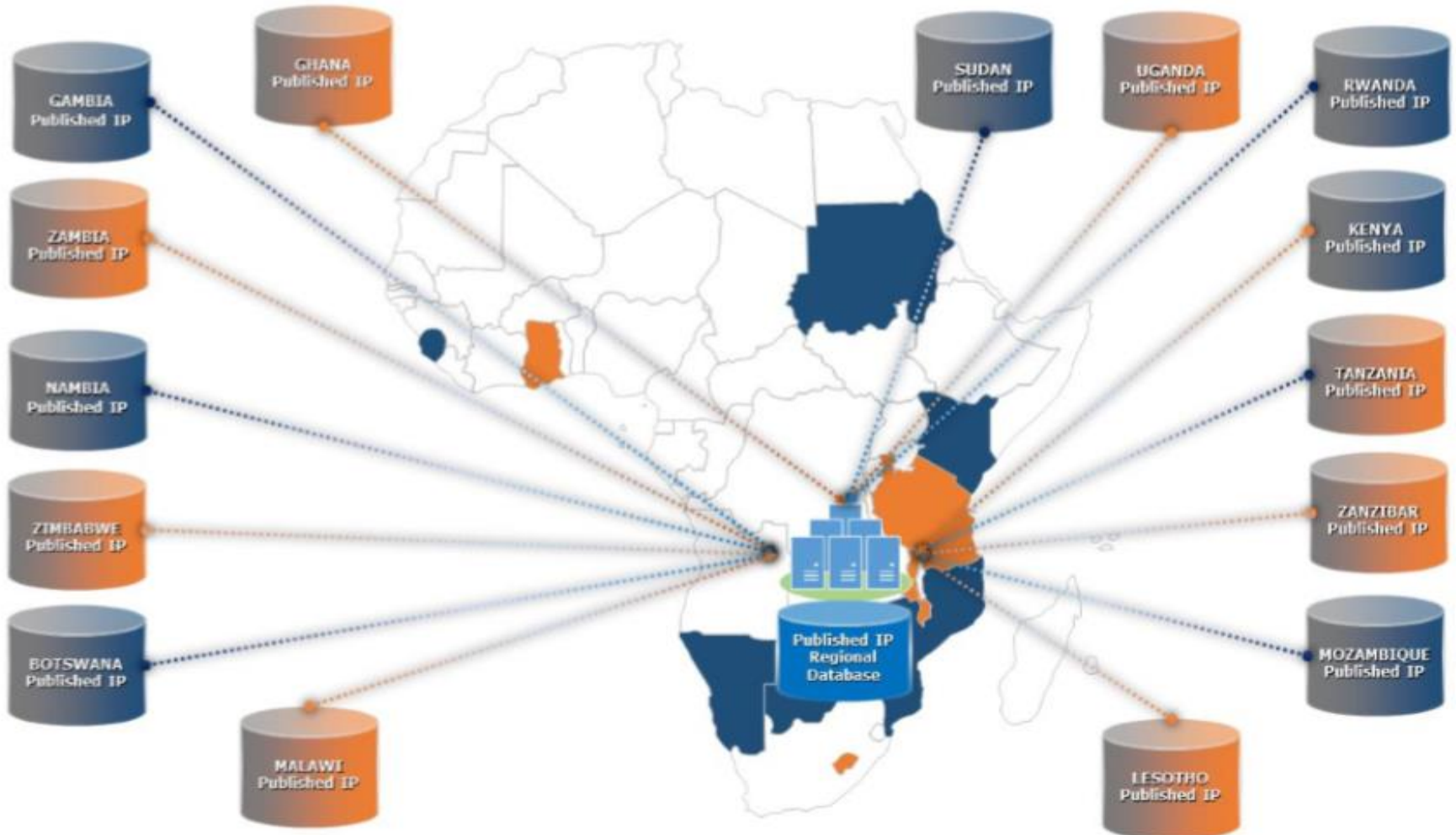


ARIPO & Member States Correspondence

POLITE+ & Member States Module



ARIPO Integrated Online Publication



Challenges to E-Services Delivery

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-conducive 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

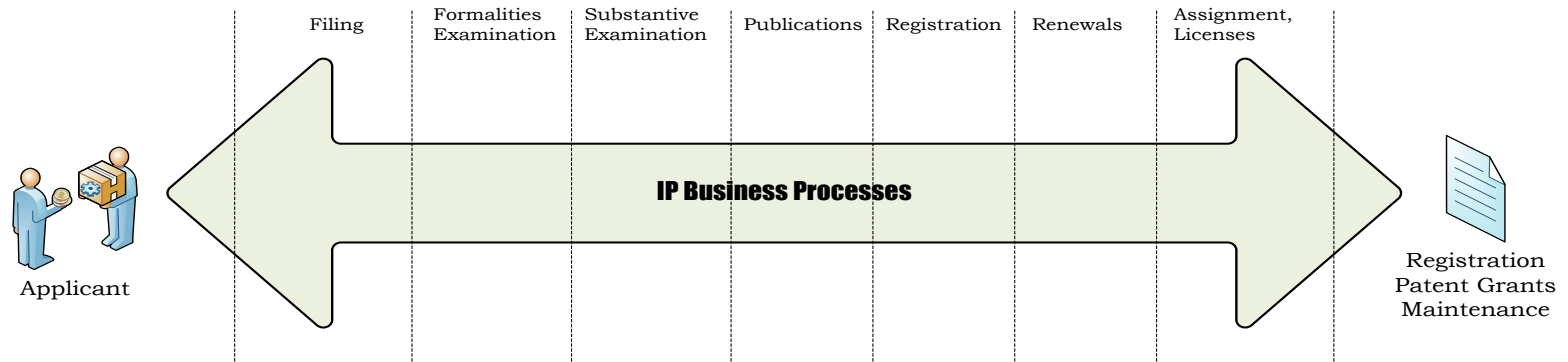
- Lack of financial infrastructure
- Lack of secure payment infrastructure
- Lack of budget
- Competitive pressure
- Unclear benefits from ecommerce

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

Business Process / Workflow Enablers

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

Thank You

