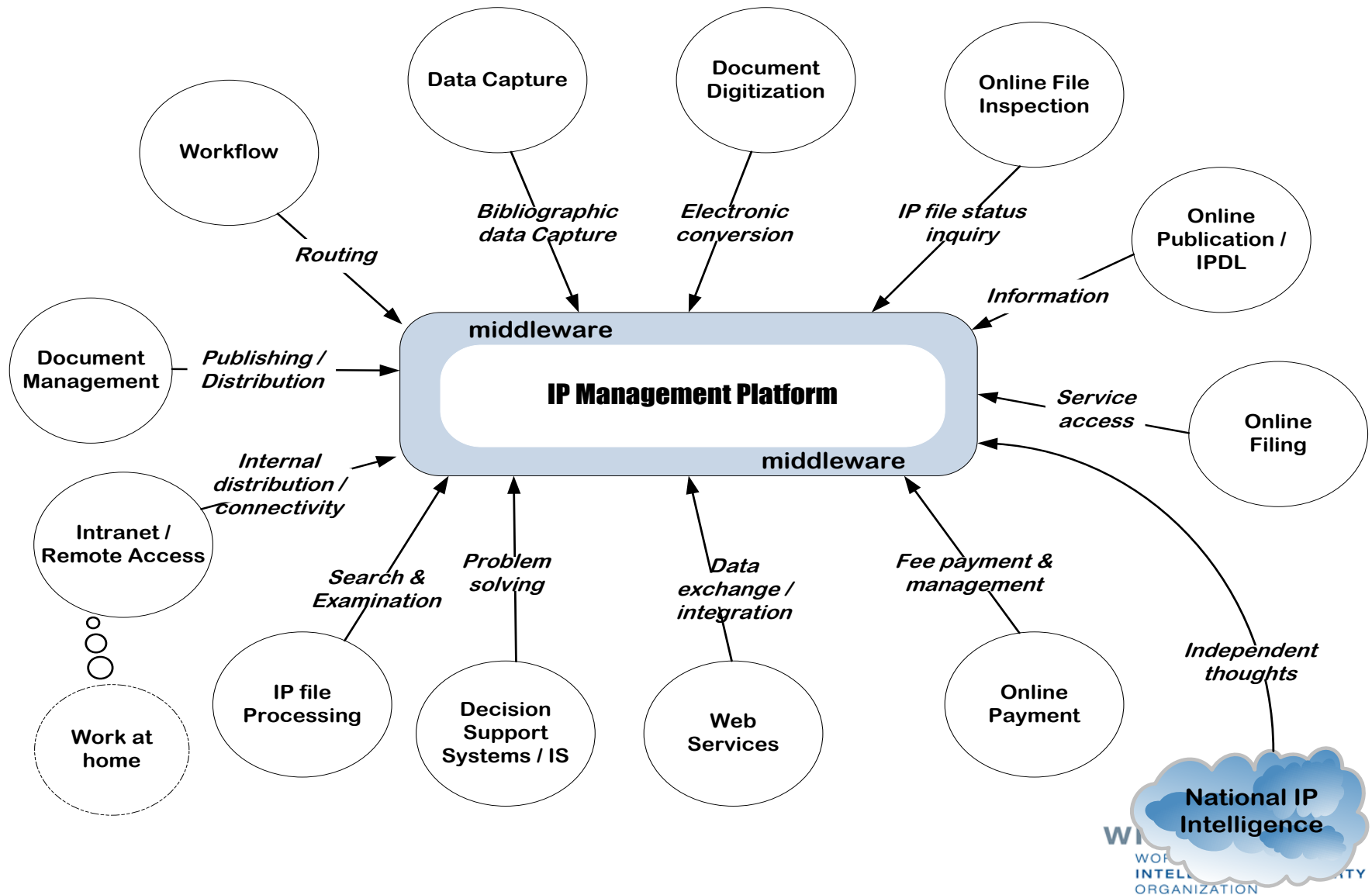# Examiners' Role in Data Quality Management
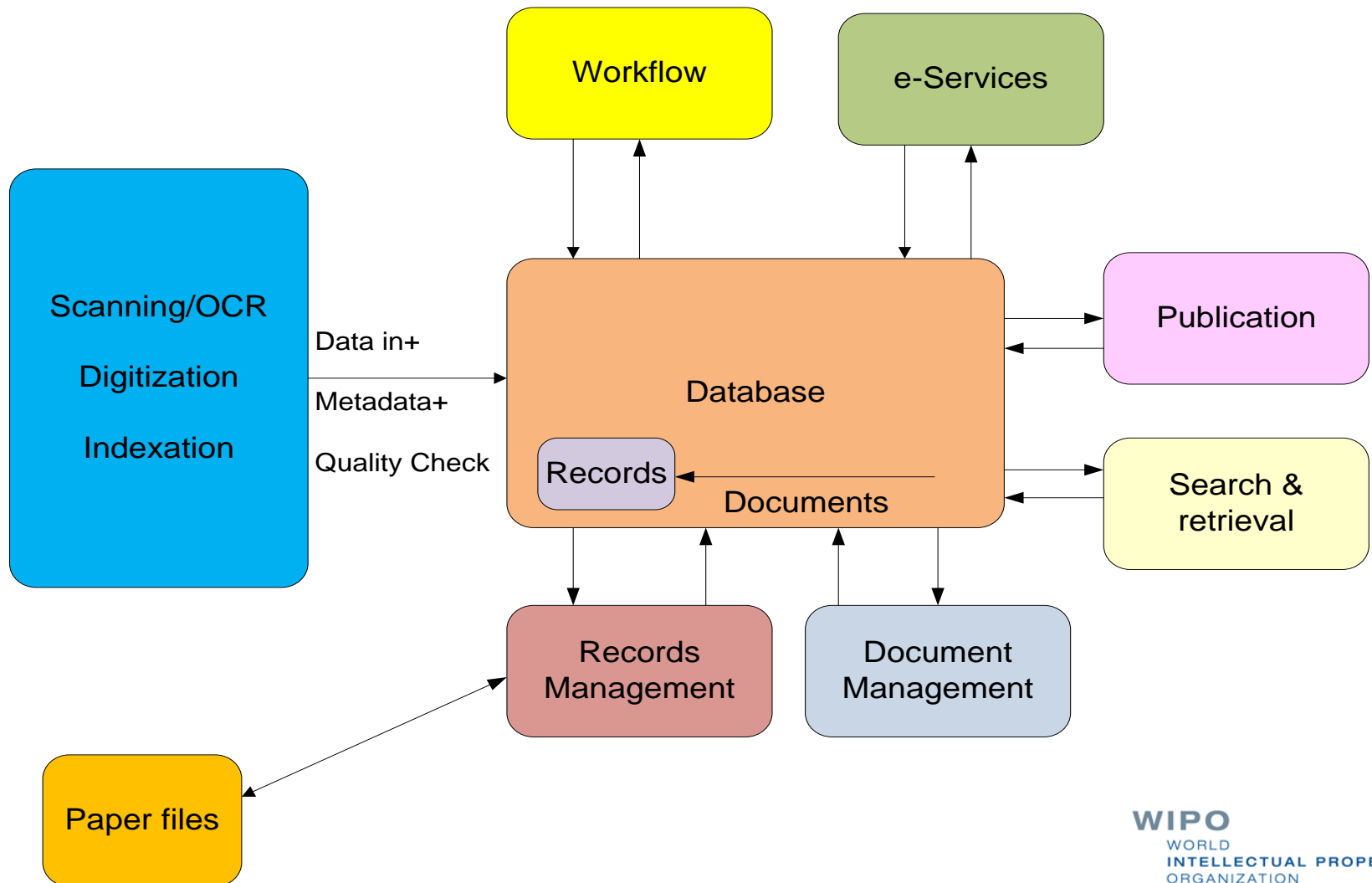
Gregory Sadyalunda

Project Manager, IP Offices Business Solutions Division

IPO Functions & Services – Digital Environment
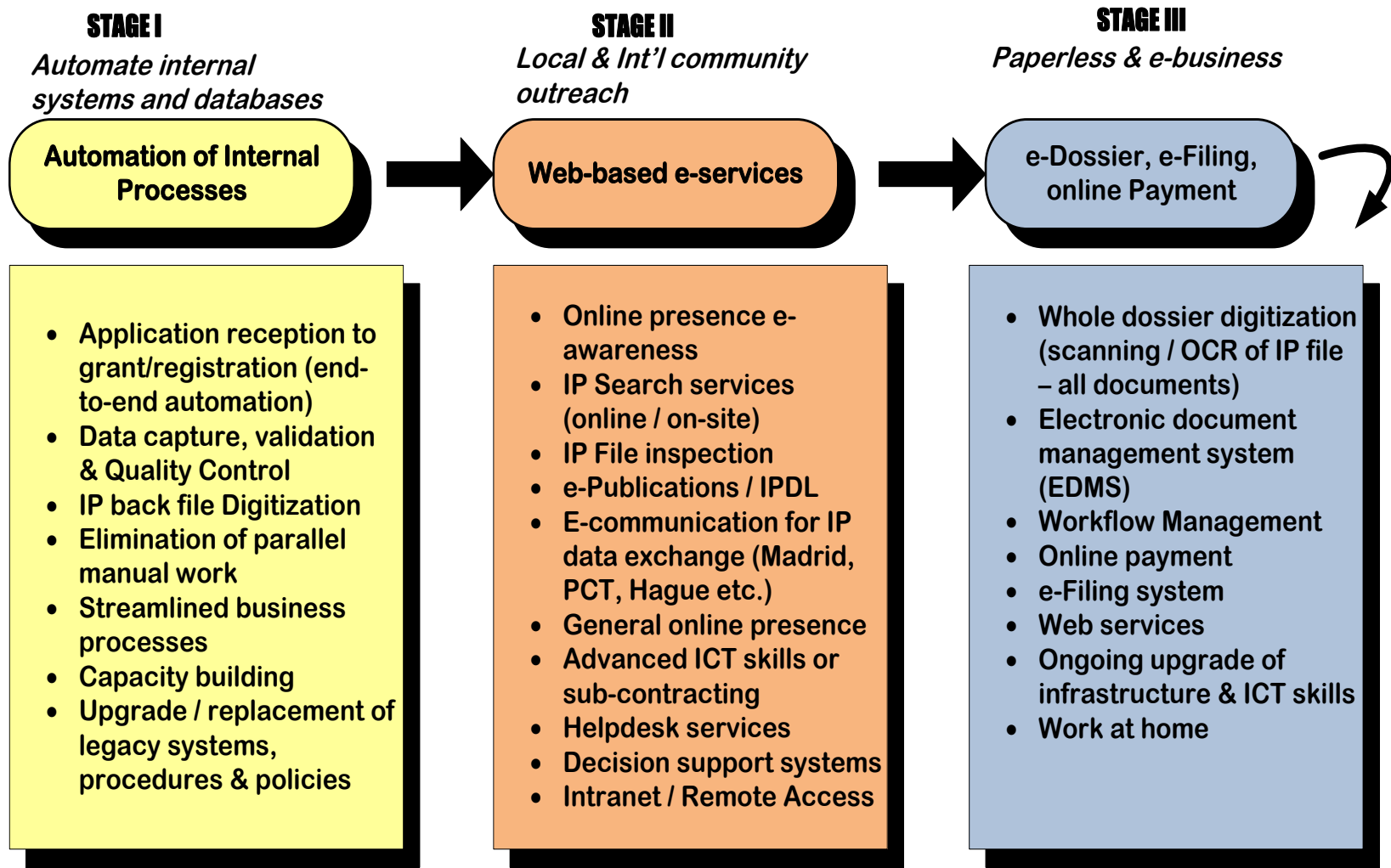
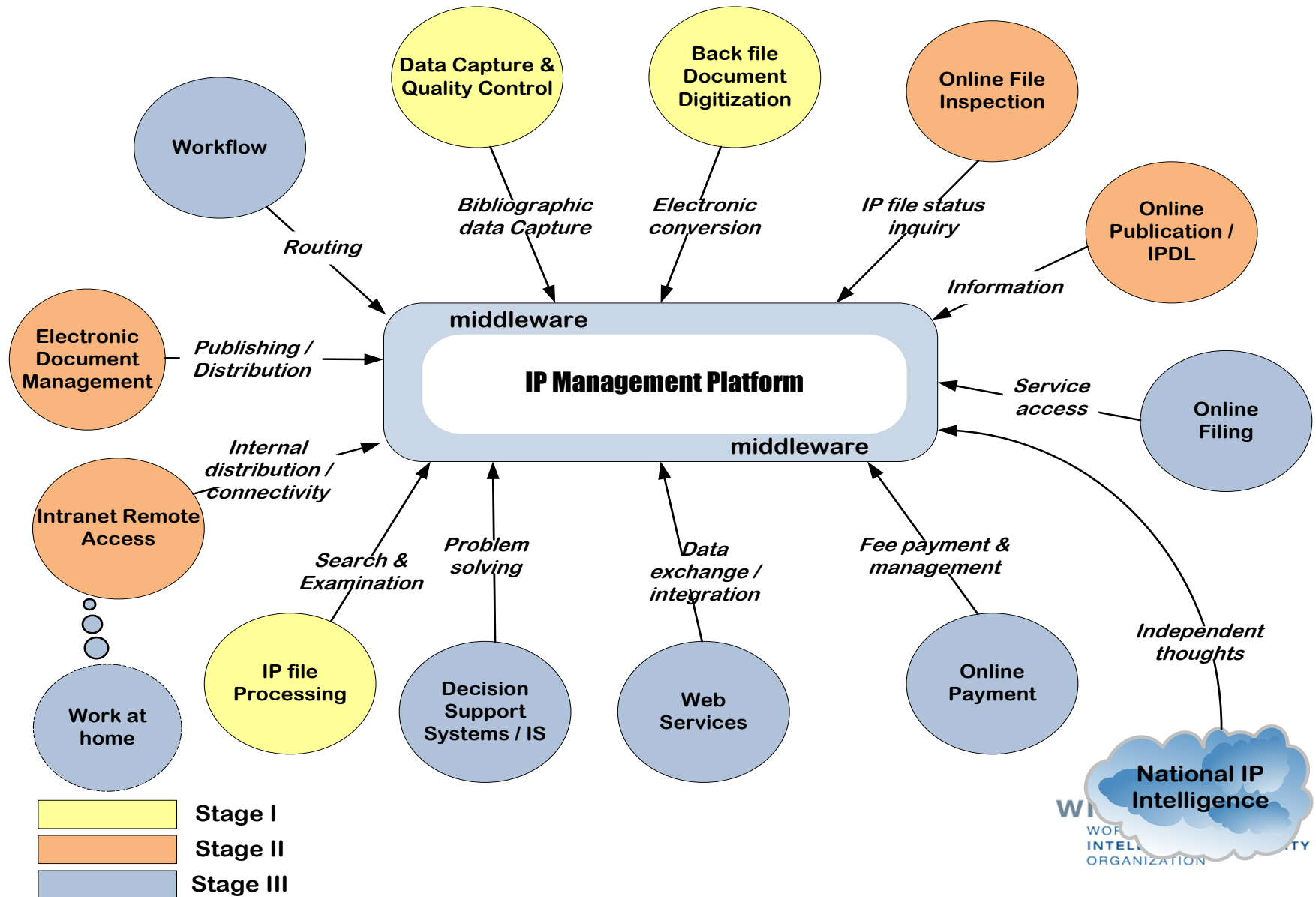# Key areas in electronic IP information Management

Key areas in electronic IP information management
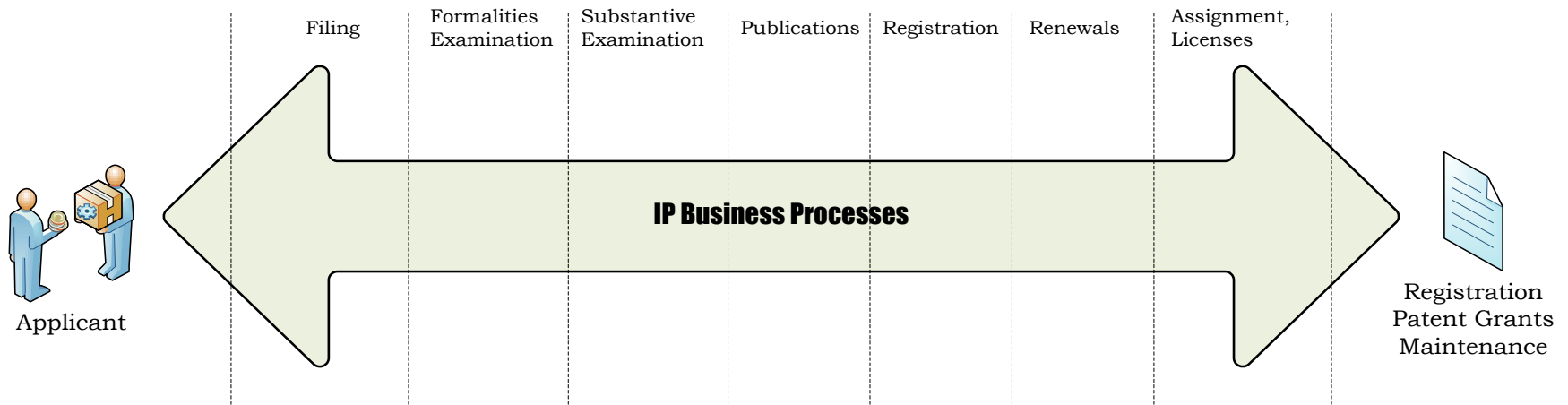
IPO Transition and Examiner Involvement

STAGE I

Automate internal systems and databases

Automation of Internal Processes

- Application reception to grant/registration (end-to-end automation)
- Data capture, validation & Quality Control
- IP back file Digitization
- Elimination of parallel manual work
- Streamlined business processes
- Capacity building
- Upgrade / replacement of legacy systems, procedures & policies

STAGE II

Local & Int'l community outreach

Web-based e-services

- Online presence e-awareness
- IP Search services (online / on-site)
- IP File inspection
- e-Publications / IPDL
- E-communication for IP data exchange (Madrid, PCT, Hague etc.)
- General online presence
- Advanced ICT skills or sub-contracting
- Helpdesk services
- Decision support systems
- Intranet / Remote Access

STAGE III

Paperless & e-business

e-Dossier, e-Filing, online Payment

- Whole dossier digitization (scanning / OCR of IP file – all documents)
- Electronic document management system (EDMS)
- Workflow Management
- Online payment
- e-Filing system
- Web services
- Ongoing upgrade of infrastructure & ICT skills
- Work at home

WIPO
WORLD
INTELLECTUAL PROPERTY
ORGANIZATION

IPO Functions and Services with Examiner Involvement

Examination & Registration – IPO Core Business

BUSINESS PROCESS ENABLERS

Filing	Formalities Examination	Substantive Examination	Publications	Registration	Renewals	Assignment, Licenses

IP Business Processes

Applicant

Registration Patent Grants Maintenance

Workflow Design	Information Technology	Process Measurements	Human Resource	Laws, Int'l Treaties, Policies & Rules	Facilities
• 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	• 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	• 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	• 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	• 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	• 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

Data As An Asset for IP Office

- Data Should be accepted as an asset of an IPO
  - Data Quality should be part of everyone's job description
  - Data Quality should be a parameter of performance evaluations and incentive packages
- Employees should be assigned responsibility of data
  - Stewardship responsibility including
    - Establishing and forcing the policies
    - Defining data quality parameters and standards
    - Data classifications and processing
  - Address the major reasons for the failure to fill this role
    - Data is not recognized as an asset
    - Political or cultural consideration (e.g. who should be responsible for IP data)
    - The difficulty involved and other priorities
- Data should be modeled like other assets
- Compromise between accuracy and availability of data

Data Governance Challenges

- Cultural barriers
- Lack of senior-level sponsorship
- Lack of Examiners' involvement
- Underestimating the amount of work involved
- Long on structure and policies, short on action
- Lack of organization commitment
- Trying to move very fast from no-data-governance to data governance
- A lack of cross-organizational data governance structures, policy-making, risk calculation or data asset appreciation, causing a disconnect between business goals and IT programs.
- Governance policies are not linked to structured requirements gathering, forecasting and reporting.
- Risks are not addressed from a lifecycle perspective with common data repositories, policies, standards and calculation processes.
- Metadata and organization glossaries (WIPO Standards) are not used as to track data quality, bridge semantic differences and demonstrate the business value of data.

WIPO
WORLD
INTELLECTUAL PROPERTY
ORGANIZATION