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Digitalization Activities at European Patent Office

Committee on WIPO Standards (CWS)
Ninth Session, November 1 to 5, 2021

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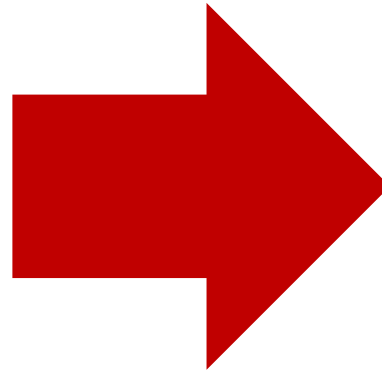


What's the goal for the End User Work Environment?



Onsite

- ✓ Major part of the workforce onsite
- ✓ IT support onsite and "hands on"
- ✓ Device management and software distribution via internal network and possibly VPN
- ✓ Large or formal meetings, key events F2F;
- ✓ Stability & compatibility issues.
- ✓ Limited VICO room facilities.
- ✓ 25% of Examination OPs via VICO.
No VICO for OPPO and BoA



Online

- ✓ Remote Workspace is the norm
- ✓ IT support remotely and at user's homes
- ✓ Device and Application Management moves entirely to the cloud
- ✓ Collaboration tools (e.g. Teams Zoom) – Move to cloud
- ✓ Online meetings, Live Events, Webinars

What is the status of Remote Working?

Before



Around **2500** staff had homeworking equipment



VDI was in pilot phase



Limited VPN bandwidth



Skype main ViCo & Telephony tool



Device and Application mgmt., Applications, MS Exchange Onsite

After



Over **4000** staff received urgently set-up for teleworking



New Laptops rollout and WIN7 to WIN10 migration **completed**



Remote Workspace, Remote Device and Application Management



New Collaboration tools (e.g. Teams, Zoom)

Setting Up the Remote Workspace

Material

- Finalised the **WIN10 Laptop Rollout** in 2 weeks
- Allow Users to **take office equipment** home (monitors, peripherals,..)
- Test, acquisition and distribution of **new monitor model**, headsets and other peripherals
- Commissioned **CITRIX Virtual Desktop** Infrastructure, used mainly by contractors (Azure Cloud)

Access

- Increased **VPN bandwidth & licences/tokens**; commissioned **additional VPN connectivity** via recently commissioned Luxembourg data centre
- **Enable BYOD** to use as “RD jump station” to computers installed on premise
- Enable **MFA** (Azure AD)
- Enable remote **on- and offboarding**
- Enable "cloud access": M365; SAP **collaboration tools**

Remote Device and Application Management

Microsoft End Point Manager

- Microsoft's Enterprise Solution to **remotely manage all End User Devices**, independent of Platform (WIN10, iOS, Android) and Hardware (PCs, Laptops, Tablets, Smartphones).
- **Policies** for Resource Access, Device Configuration and Compliance and Security
- **Operating System** and **O365** Application Updates.
- **Application** packaging and distribution and **AppStores**.
- **Zero-Touch Provisioning** and Auto-Enrolment
- Troubleshooting, Monitoring and Analytics

The Digital Workplace Toolbox



Microsoft 365
user
applications

3rd party
Teams apps

Email

Document
management
platforms

Telephony

Video
Conferencing

Chat

Remote collaboration



Mail migration to Exchange online

- green field approach
- access from any device at any time and from anywhere



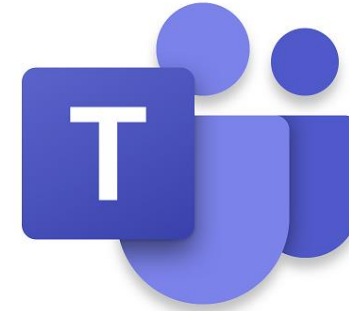
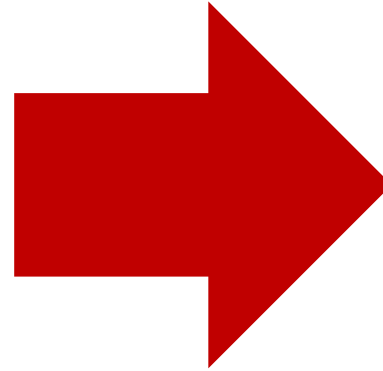
Full functionality of Office 365

- MS Teams (Team sites, channels, chat Calendar, Todo, Planner, etc.)

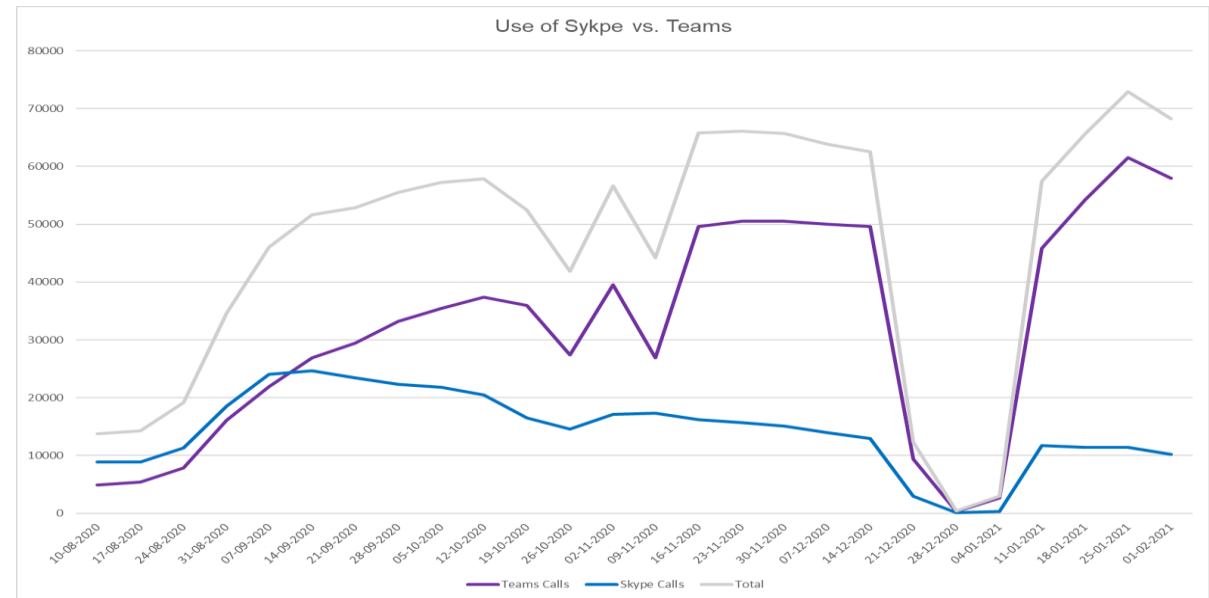


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Remote collaboration

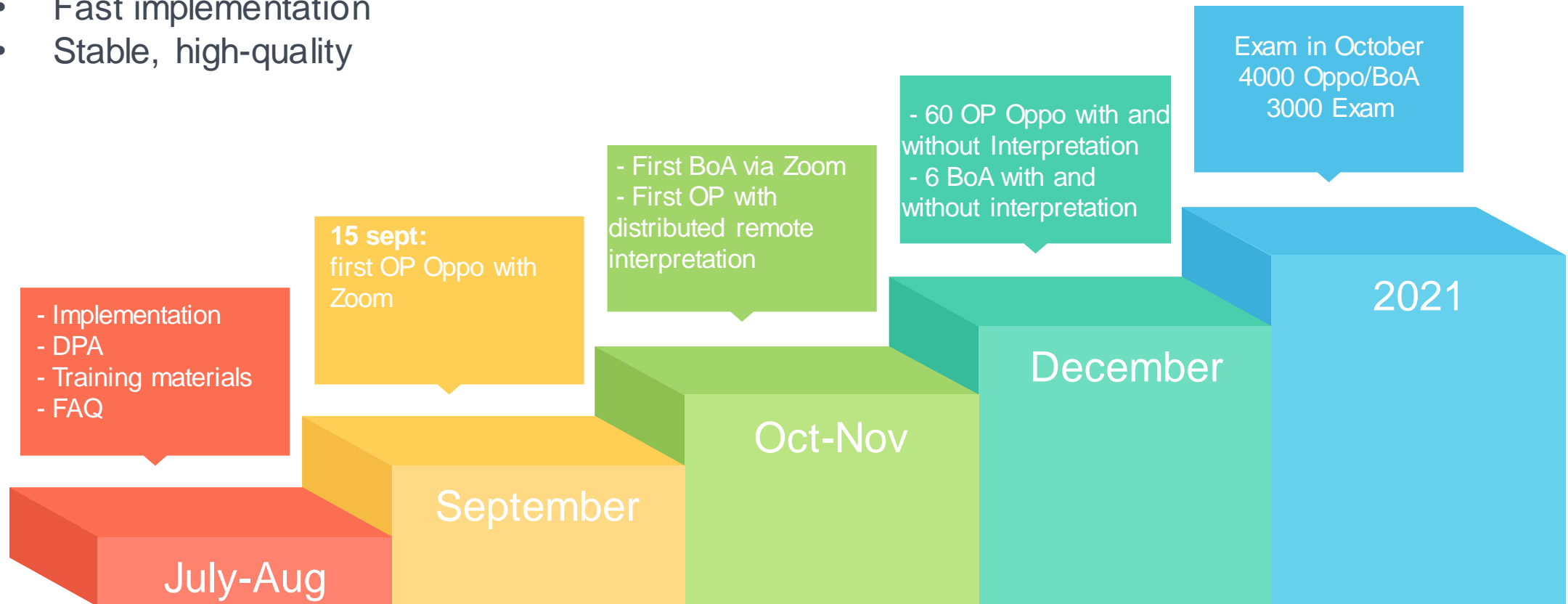


- ✓ Explosion of virtual meetings: location is now irrelevant
- ✓ MS-Teams: stable, high quality, popular
- ✓ Basic platform for teleworking and collaboration



Remote collaboration - implementation

- OPPO and BoA with and without interpretation
- Exam
- Fast implementation
- Stable, high-quality



Next steps

- Review meeting rooms and setup
- Hybrid / mixed-mode





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Thank you!

