



# WIPO Solutions for IP Offices

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IP Offices Business Solutions Division

# Overview

- IPOBSD: Mission and Objectives
- WIPO Business Solutions
- Workflow Optimization & Data Management Project
- IPAS
- WIPOScan-EDMS
- WIPO File
- WIPO Publish
- Deployment & Support

# IPOBSD: Mission and Objectives

*To provide tools and services that enable IP Offices around the world to participate in the global IP system effectively and efficiently, and to address the needs of offices to collaborate in an increasingly global environment.*

Objectives are to enable IP Offices:

- to **improve efficiency** in their processing and management of IP rights
- to improve their provision of **online business services** to their stakeholders
- to participate effectively in **international and regional networks** of IP Offices

# IPOBSD- Business Focuses

- Meeting the needs of IP Offices
- Covering the overall business at IP Offices
- Applying a single integrated IP business solutions
- Enabling a holistic approach

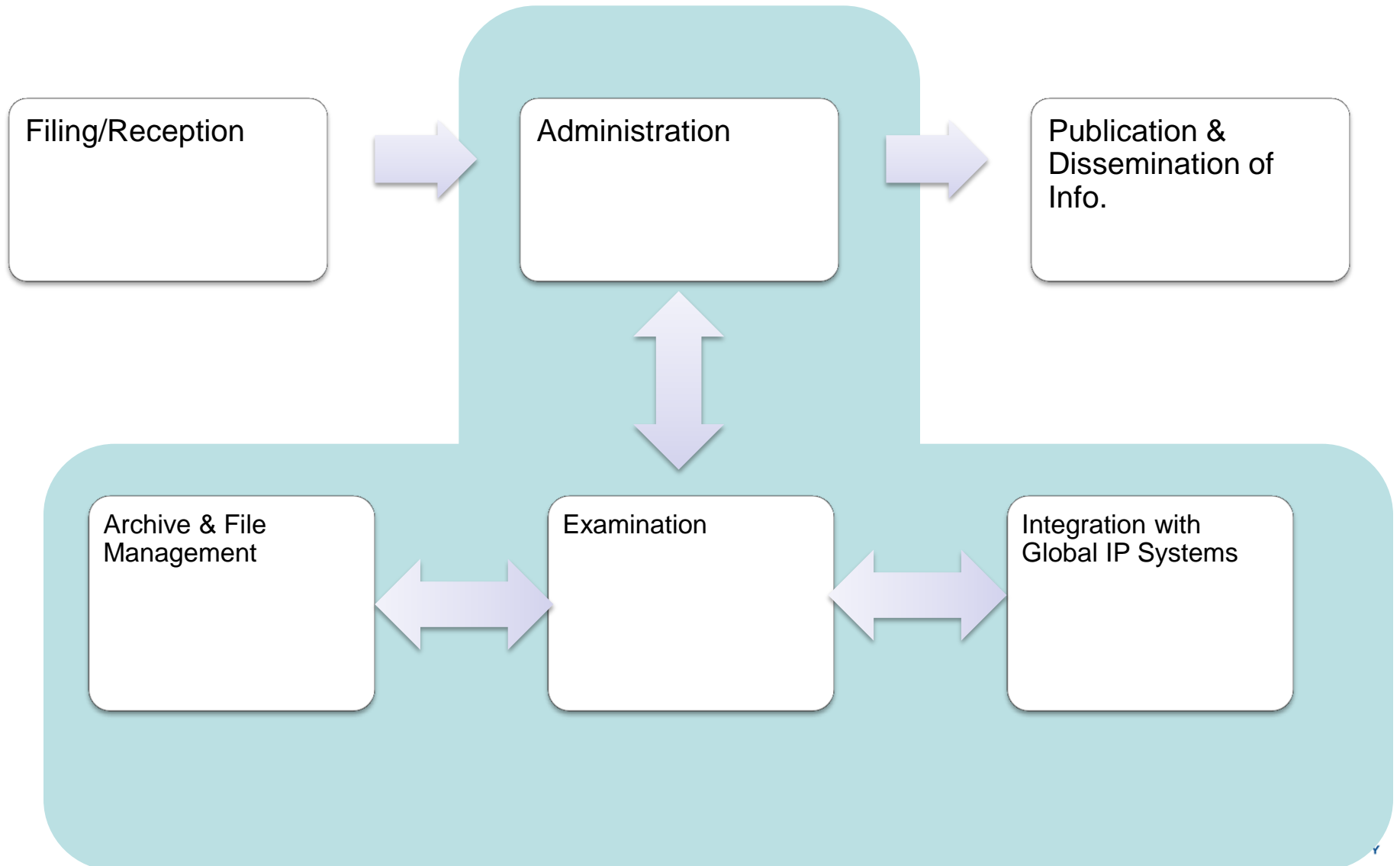
# Project Management and Deployment

	IP Office	WIPO
Project Management	Responsible	Advice
Data Migration	Planning, data quality and migration	Training, validation
System Configuration	Specify business rules, workflow, etc and configure system	Training, validation, advice and support
Systems Integration	Plan, specify, develop and test	Training, validation, advice and support
Infrastructure	Plan, specify and purchase	Advice
User Training and Deployment	Develop training materials, train users. Deployment strategy.	Advice
Production Support	User support	Software support

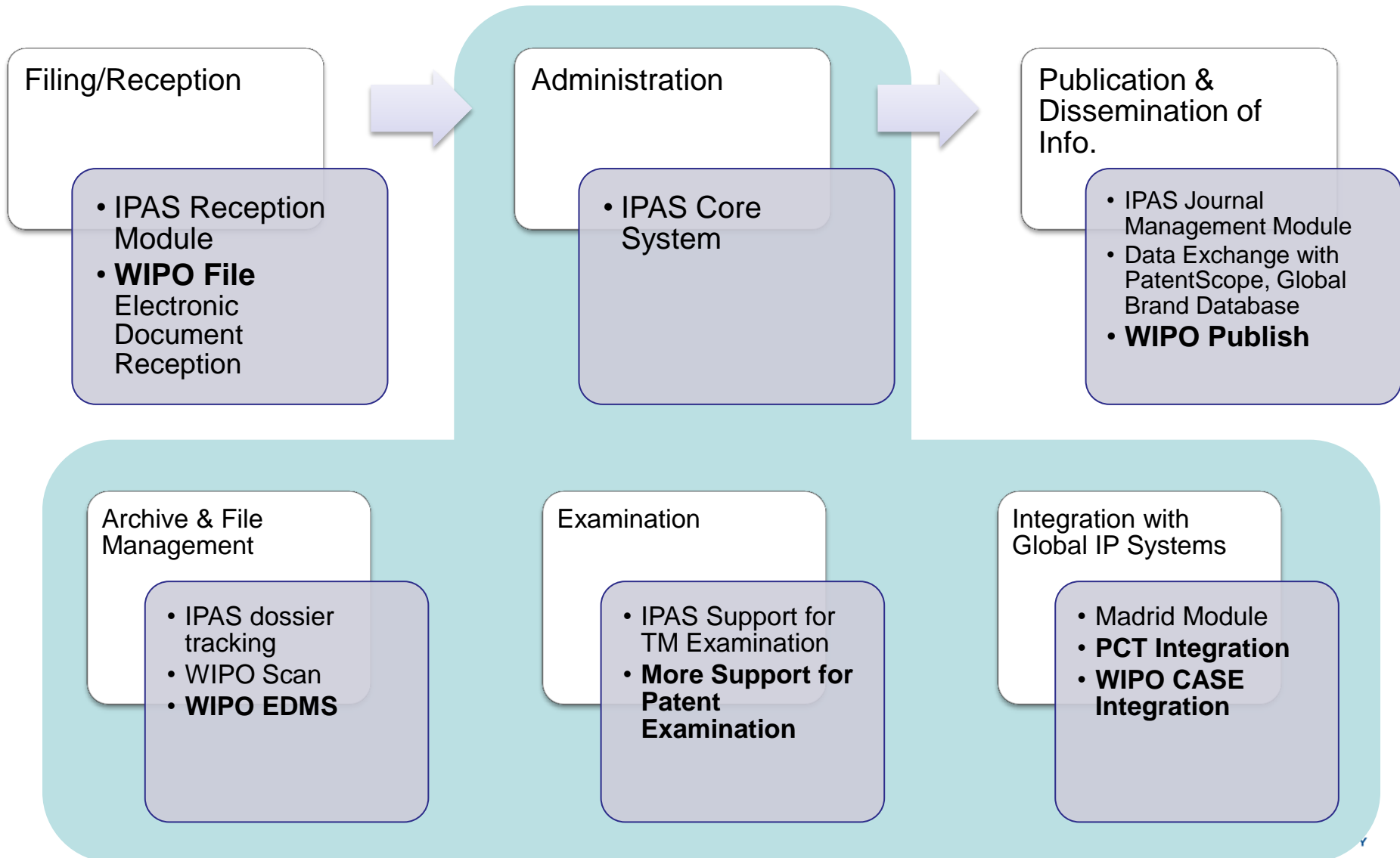
# WIPO Solutions

- **WIPO IPAS** : IP Office Administration System, including digital document management.
- **WIPO Publish** : Online publication and dissemination of IP information (trademarks, patents, designs).
- **WIPO File** : Online submission and tracking of applications and subsequent transactions.
- **WIPO CASE** : Access to dossier information to support work sharing for patent examiners.
- **Patentscope** : free and powerful search tool with access to 45 million PCT and national patent documents.
- **Global Brand DB**: free and powerful search tool with access to 45 million PCT and national patent documents.

# IP Office Business Processes



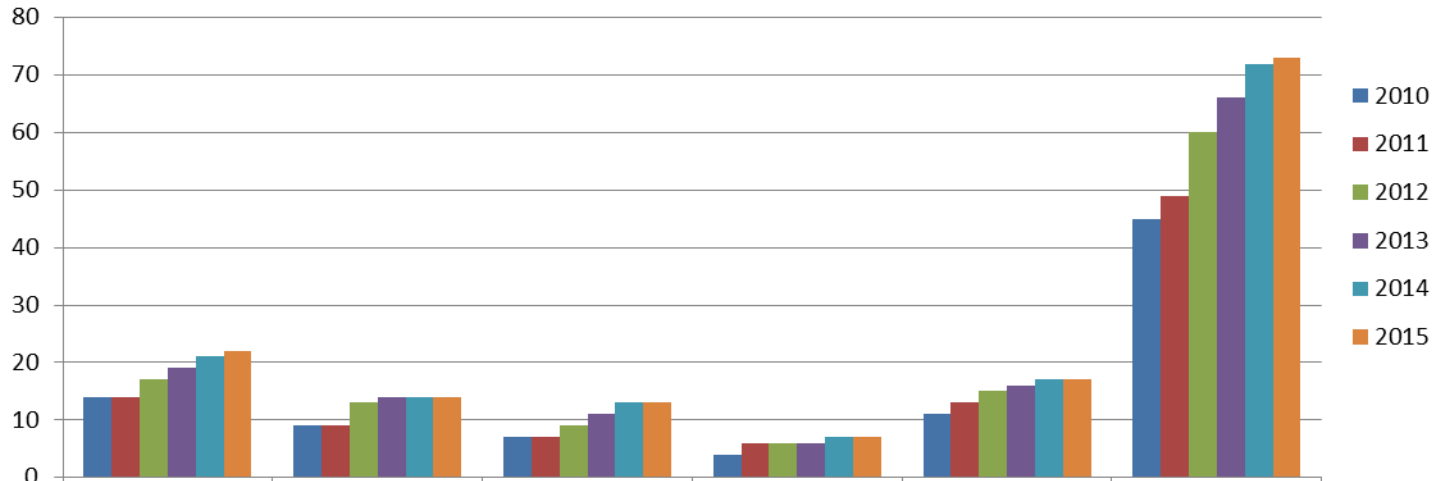
# Support for IP Office Business Processes





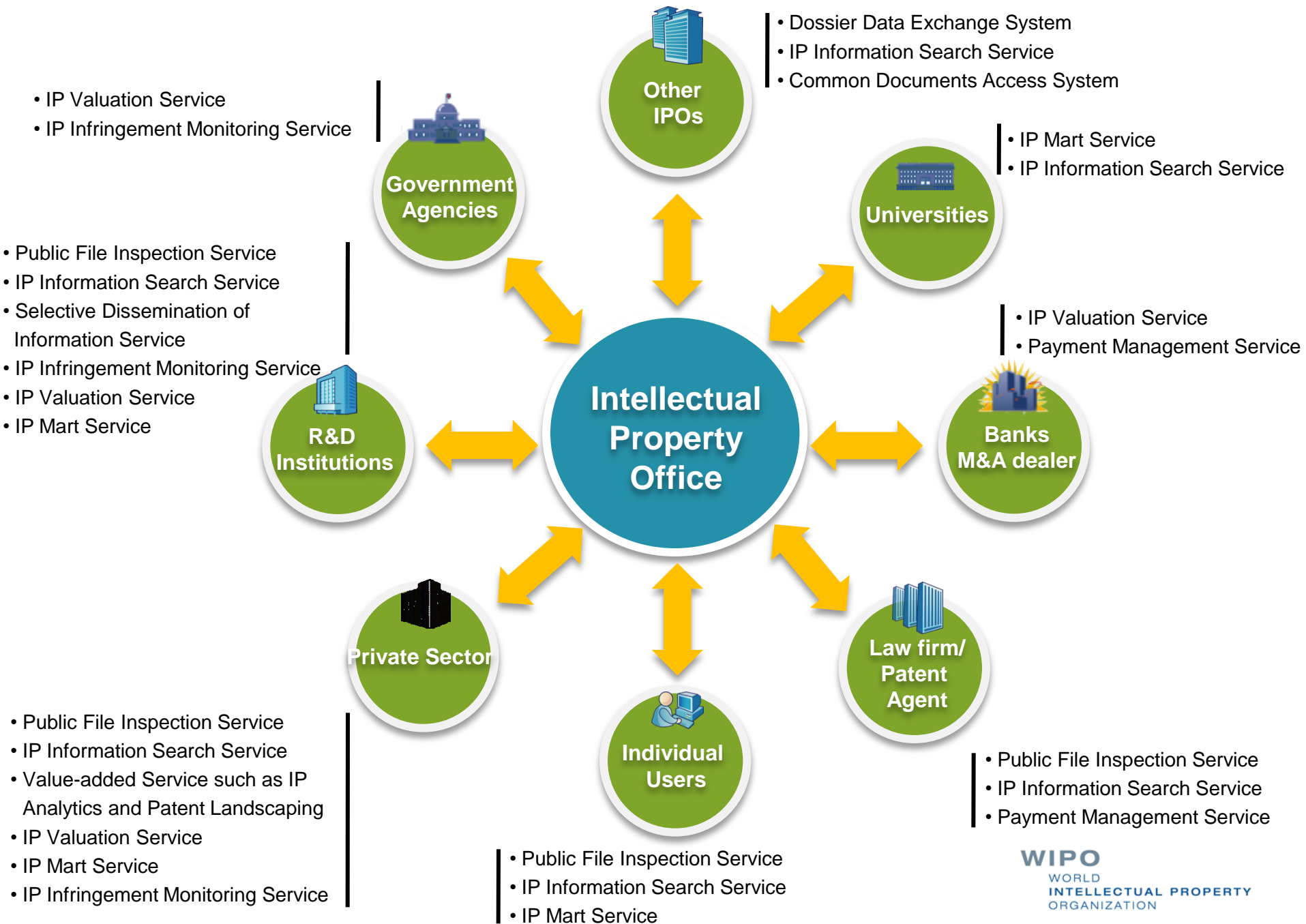
# Status as at end 2015

## WIPO IP Office Business Systems - Usage by Region

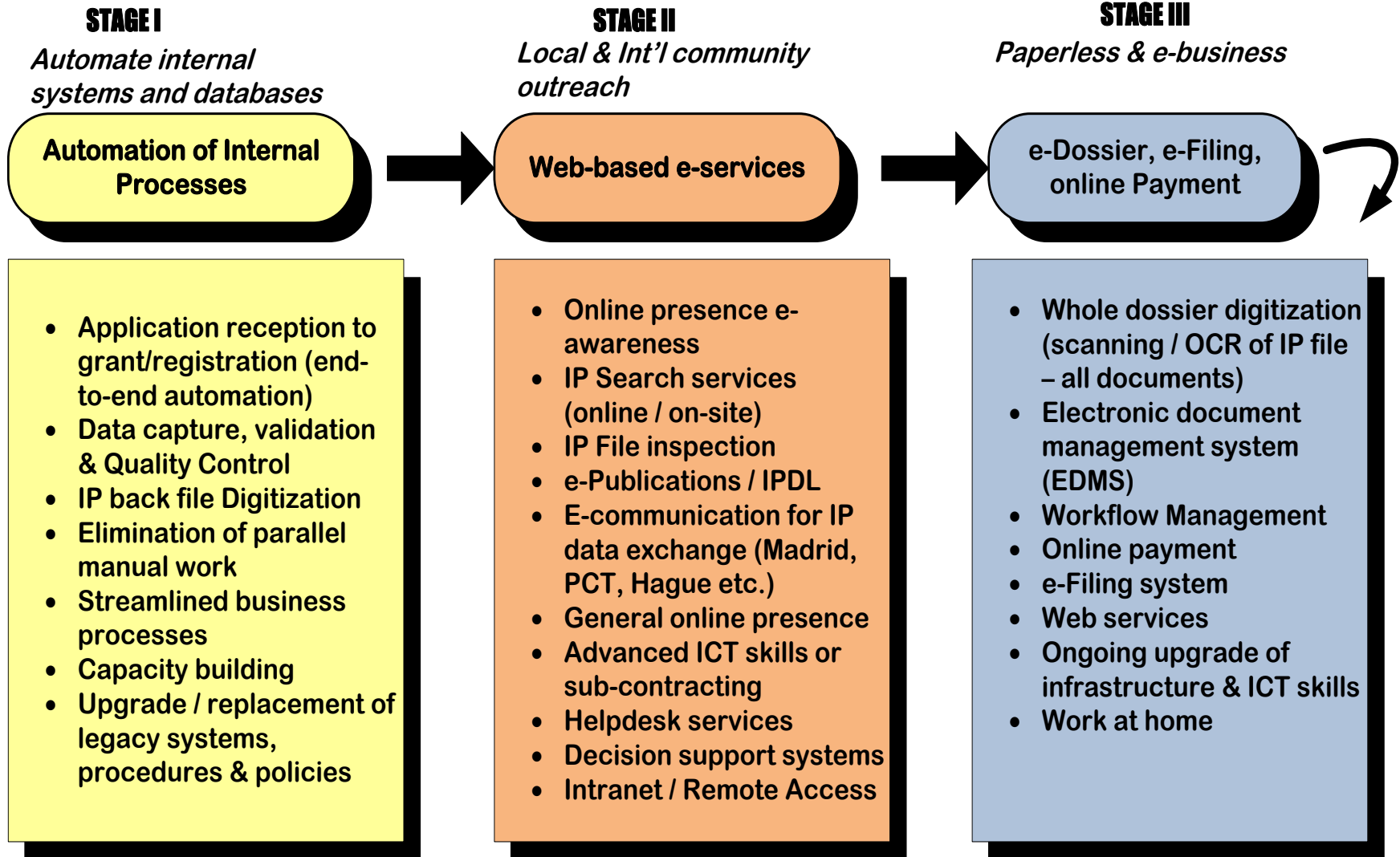


	AFRICA	ARAB	ASPAC	CCEA	LAC	Total
2010	14	9	7	4	11	45
2011	14	9	7	6	13	49
2012	17	13	9	6	15	60
2013	19	14	11	6	16	66
2014	21	14	13	7	17	72
2015	22	14	13	7	17	73

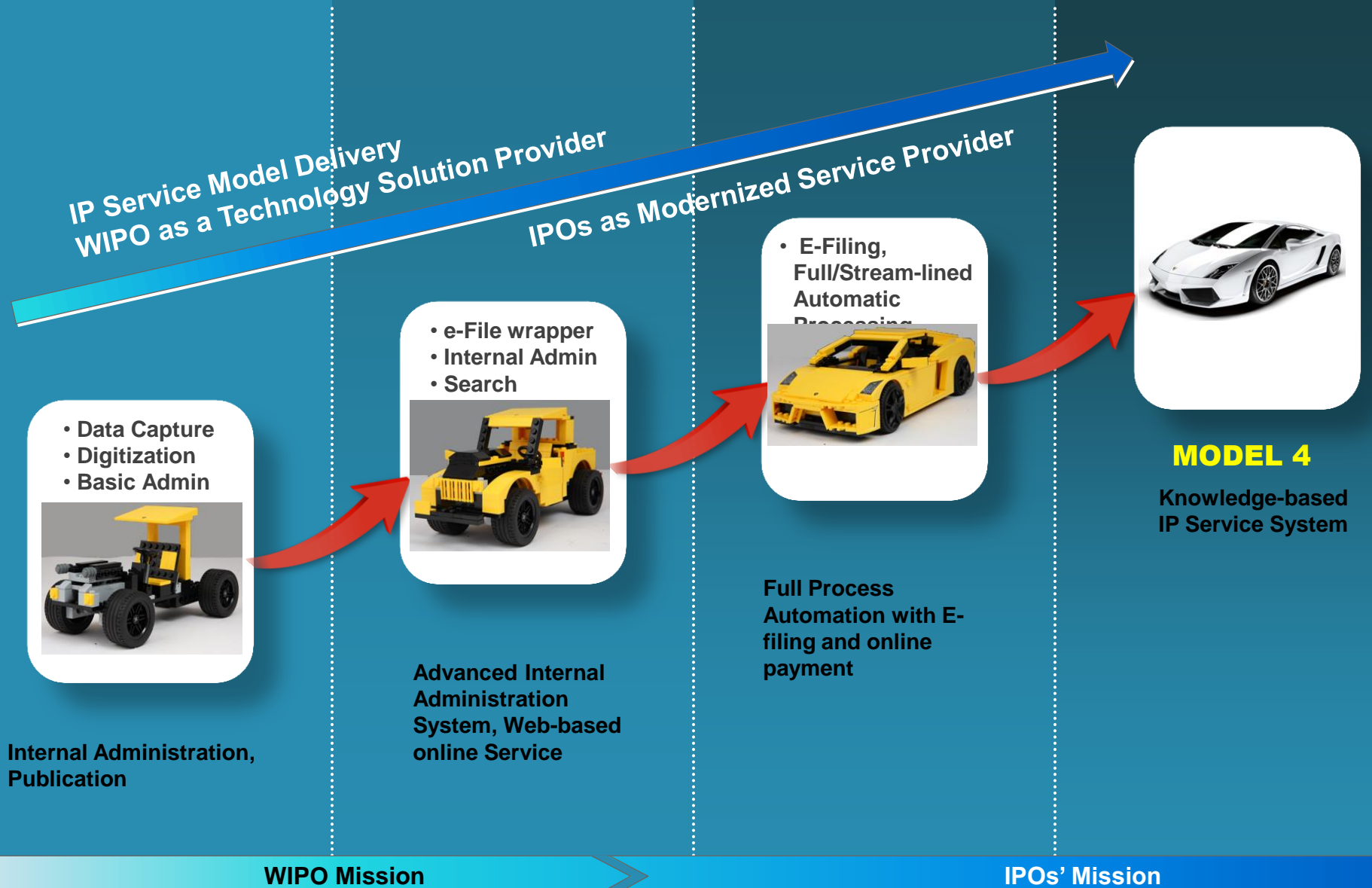
IP Office Business Systems include: IPAS (IP Administration System), AIPMS (Arab language version), WIPO Scan (digitization), EDMS (document management), WIPO File (online filing), WIPO Publish (online search database)

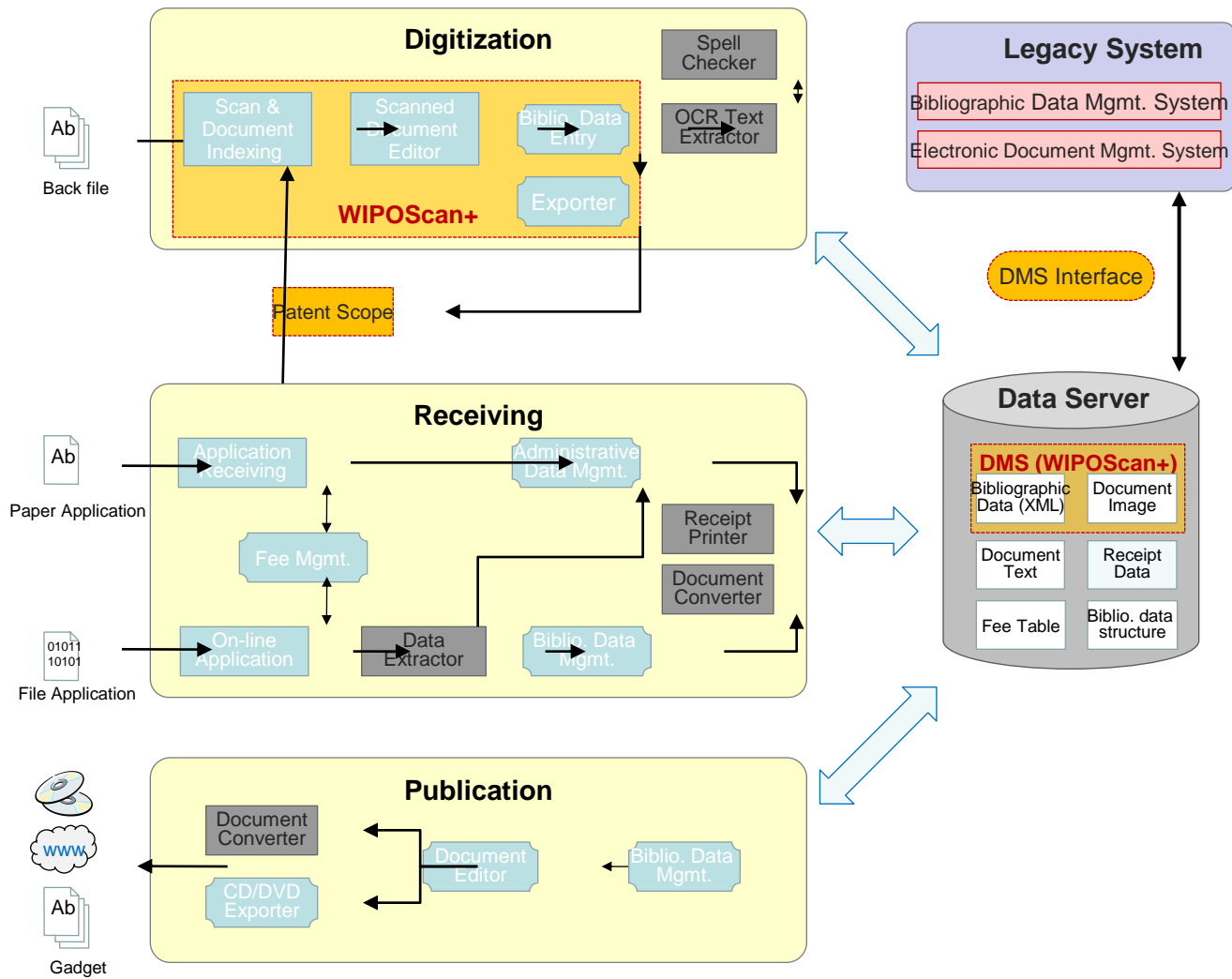


# Stages of Automation

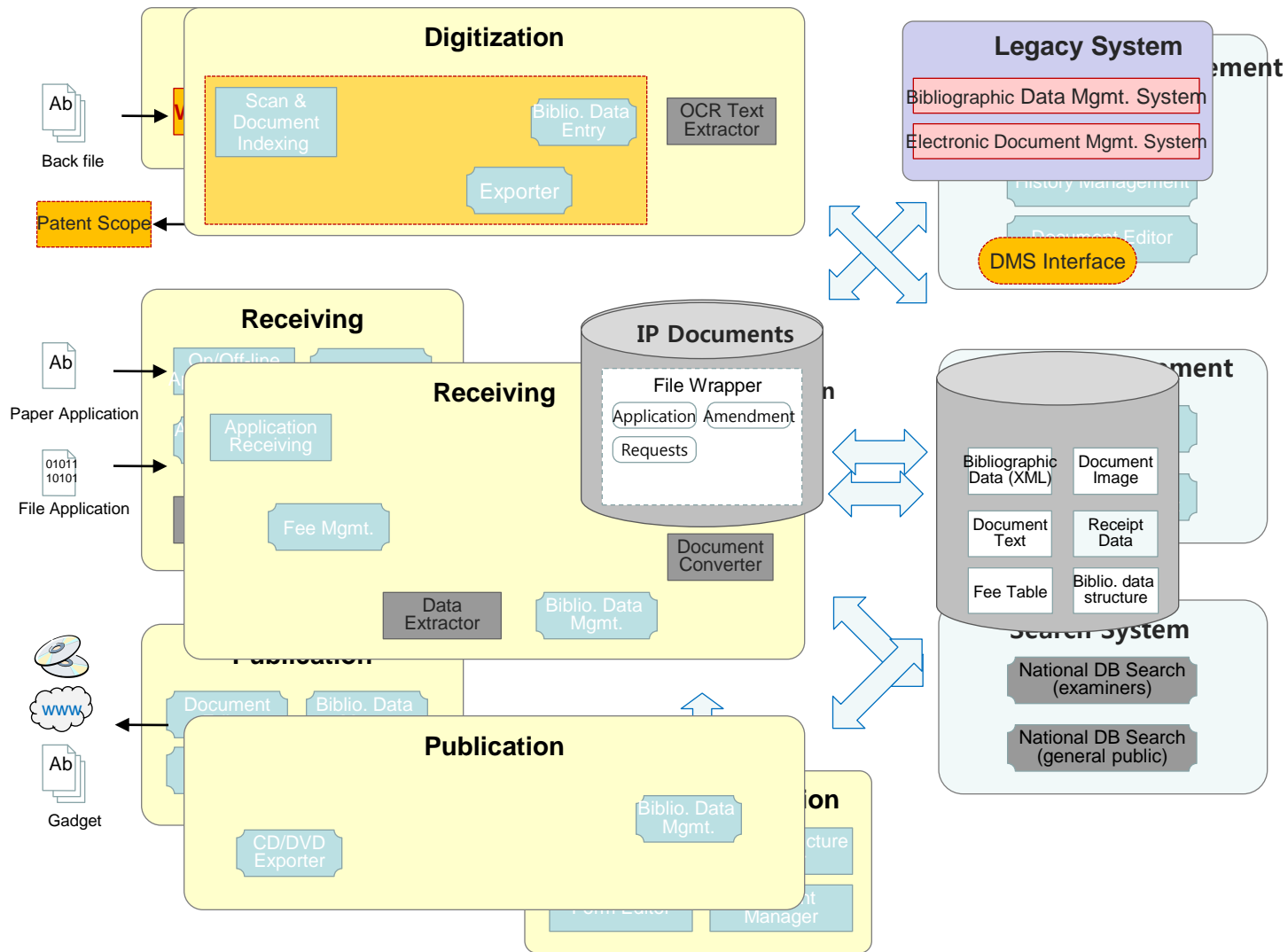


# WIPO's Business Strategies for the Support of IP Office Modernization

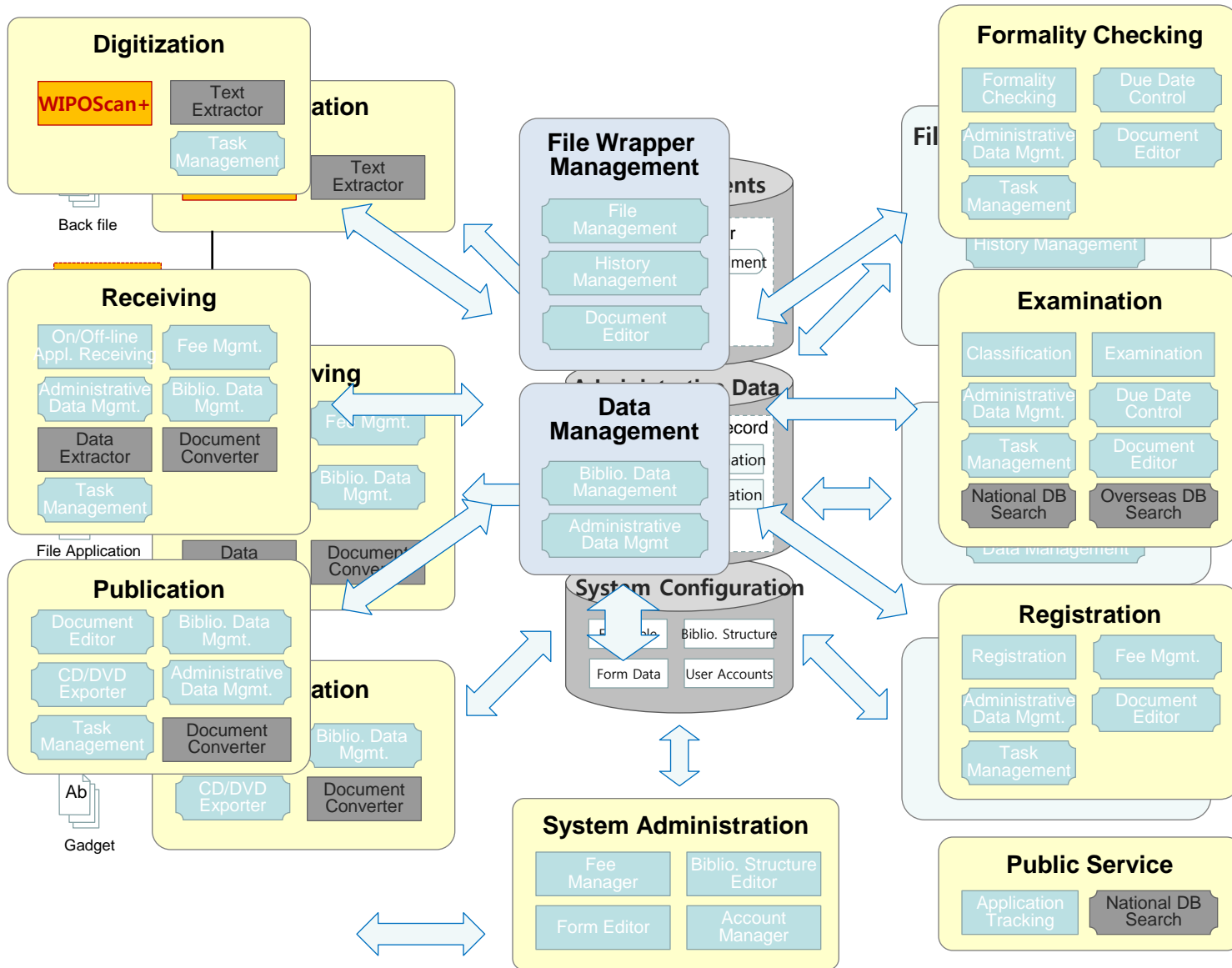




<Model 1> Basic Internal Processing



<Model 2> Advanced Internal Administration System



<Model 3> Full Process Automation

# Workflow Optimization & Data Management Project



# Workflow Optimization Project

- Examine IP administration system for compliance with current laws and regulations : detailed action by action review of the entire lifecycle of the application, registration, maintenance of registration and other administrative matters related to the registration of the trademark
- Identify how processes could be improved to ensure consistency with the laws and regulations Propose appropriate modifications to business processes in this regard

# Workflow Optimization Project

- Identify how improvements to the IT system can support the revised business processes.
- Identify any associated organizational changes, including job definitions, roles and responsibilities and required capacities to support the revised business processes.
- Identify any training requirements for the implementation of new business processes that include consideration to linkage among various functional areas throughout the business process.

# Issues found

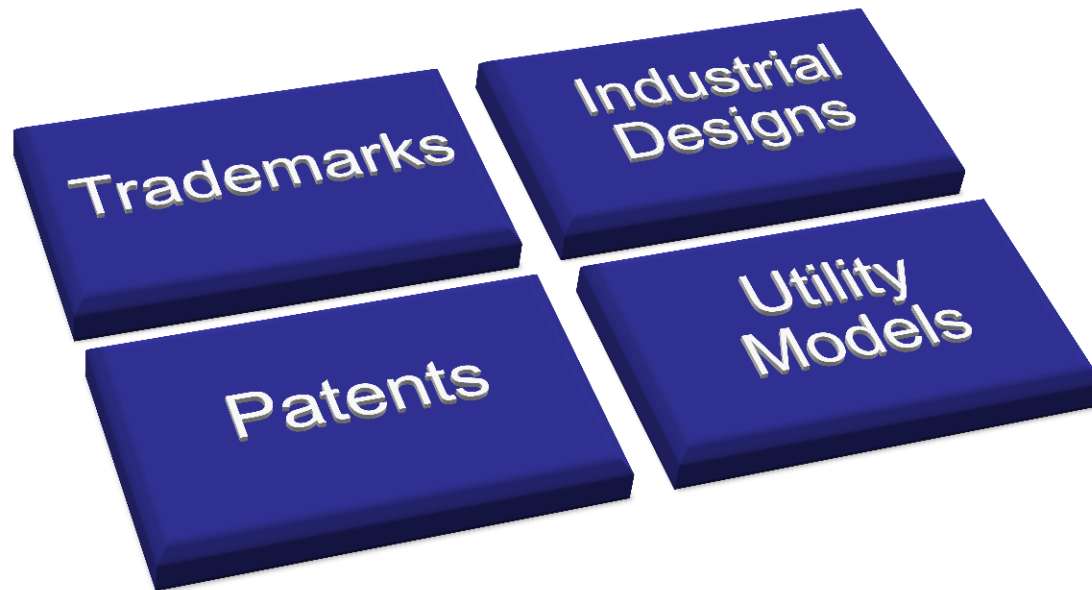
- Differences between IP legislation and data captured
  - Priority Date vs Filing Date
  - Filing Date Requirement
  - Formality Examination
  - Notification
  - Publication
- Simplification of Business Processes vs Actual Business Practices

# Data Management Project

- Digitization Project
- Data Cleaning Project
- Data Migration Project

# IPAS

## ■ Industrial Property Automation System



# Reception Module

**IPAS Reception**

Receive New Appl/User Doc | Report

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**Application Reception [ PNG | 28/10/2013 ]**

Application
User Document

Application Type	<input style="width: 95%; border: 1px solid #ccc;" type="text" value=""/> *
Payment	Industrial Designs
Type	Industrial Designs
Date	Patents
Number	National
Currency	PCT
Amount	Trademark
	Part A
	Part B

**IPAS Reception**

Receive New Appl/User Doc | Report

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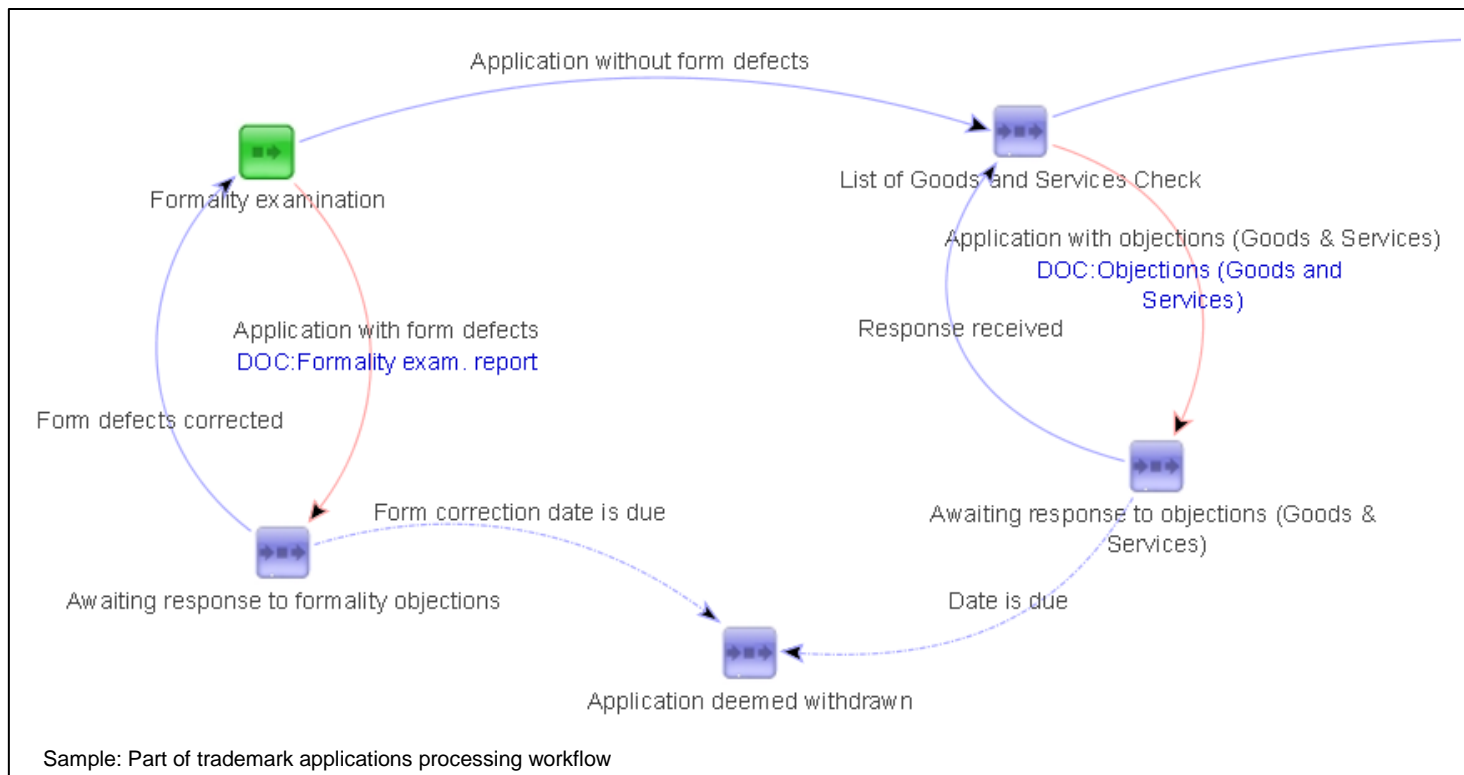
**User Document Reception [ PNG | 28/10/2013 ]**

Application
User Document

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Type	F3: alteration of regd mark
Date	F5: notice of opposition to alteration of regd mark
Number	Association
Currency	Association of marks
Amount	Dissolution of association of marks
	Changes
	Authorization of Agent
	Change of address for service
	F11: assignment or transmission of mark
	F2: alteration of Register (cancellation)
	F2: alteration of Register (change of address)
	<b>F2: alteration of Register (change of name)</b>
	F2: alteration of Register (name and address)
	F2: alteration of Register (other changes)
	Court
	Court order to cancel
	Court order to rectify Register
	Court order to remove for non-use

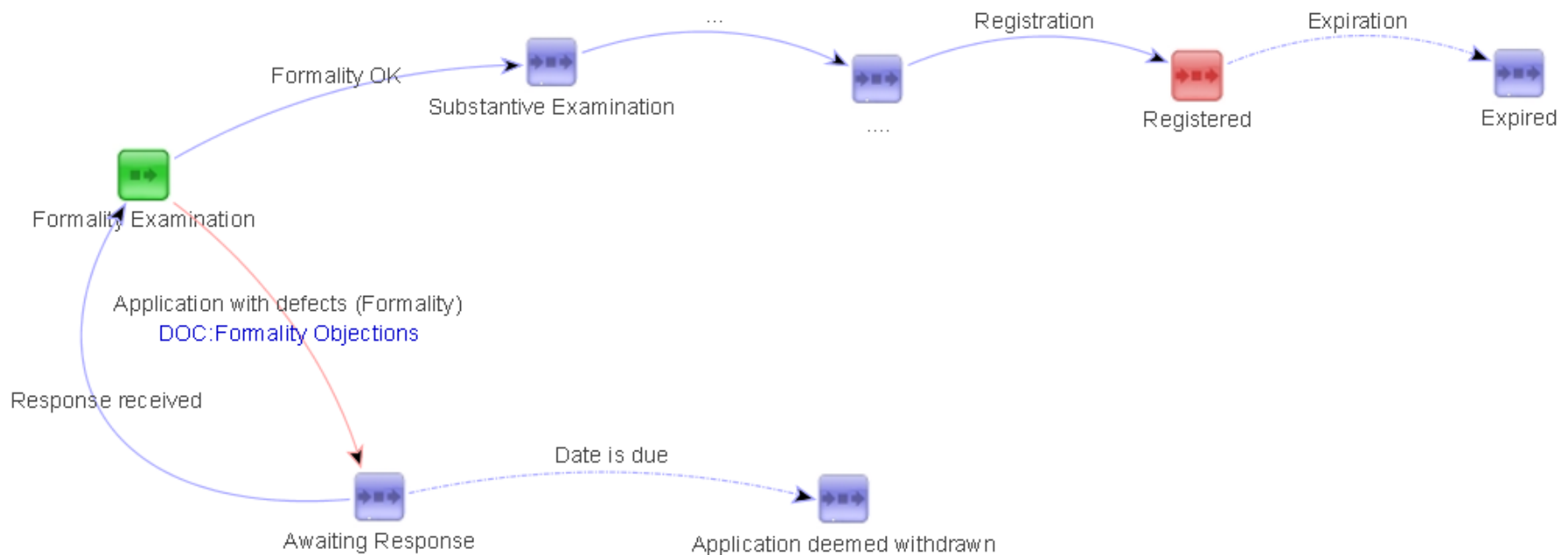
# IPAS

- Workflow-based system which ensures legislated regulations are respected during IP files processing



# Workflows

- Statuses, Manual actions, Actions with time limits, Automatic actions, Actions with document outputs, Actions linked with User Documents















# Management and Status Tracking

◀ 1, 2, 3 ▶▶

Process type	Status	User	Quantity	Avg days old	Min days old	Max days old	Total days old
Marks	Data Capture .		19	6952	1022	13509	132089
Marks	Substantive examination .		196	191	108	2124	37500
Marks	Confirming refusal for non-response .		3	126	119	138	380
Marks	Approving acceptance .		9	117	108	168	1054
Marks	Objected, awaiting response .		221	201	107	286	44427
Marks	Refused .	User 3	1	1897	1897	1897	1897
Marks	Refused .	User 16	1	3406	3406	3406	3406
Marks	Refused .	User 19	1	558	558	558	558
Marks	Refused .		749	1952	110	9005	1462559
Marks	To be published .		101	146	107	175	14808
Marks	Awaiting oppositions .		157	168	168	168	26429
Marks	Analysing if oppositions were filed .		137	184	169	643	25277
Marks	Opposed .		21	1928	144	3202	40495
Marks	Controlling registration fee .		10	1318	114	1955	13182
Marks	Registered .	User 3	1	1750	1750	1750	1750

# Process History of a File

File: IP/M/1/67379 VODAFONE - Otsuka Pharmaceutical Factory, Inc. - Registered

Events	Status	Frozen By	Freezing	
Type	Date	Description	Notes	View Delete
 e-doc	09/01/2008 00:00:00	App: Trade Mark	Trademark/1/67379	<a href="#">View</a>
 Action	15/01/2008 09:00:00	Notification of lodgement		<a href="#">View</a> <a href="#">Delete</a>
Office Doc.	15/01/2008 09:00:01	<a href="#">OfficeDoc: PG/2008/170</a> Notification of lodgement.	Mailed (22/01/2008)	
 Action	25/01/2008 13:16:31	Examiners first report		<a href="#">View</a> <a href="#">Delete</a>
Office Doc.	25/01/2008 13:16:32	<a href="#">OfficeDoc: PG/2008/1144</a> Examiners first report.	Mailed (29/01/2008)	
 Action	11/07/2008 15:06:43	Response received		<a href="#">View</a> <a href="#">Delete</a>
 Action	11/07/2008 15:06:47	Recommendation for acceptance		<a href="#">View</a> <a href="#">Delete</a>
 Action	21/07/2008 15:46:29	Acceptance		<a href="#">View</a> <a href="#">Delete</a>
Office Doc.	21/07/2008 15:46:30	<a href="#">OfficeDoc: PG/2008/4461</a> Notice of acceptance.	Delivered (23/07/2008)	
 Action	24/09/2008 08:00:00	Publication		<a href="#">View</a> <a href="#">Delete</a>
User Doc.	02/12/2008 14:48:00	<a href="#">UserDoc: Payment of registration fee (Doc 2008/3491)</a> (User Documents 2008/3491) VODAFONE - Otsuka Pharmaceutical Factory, Inc. .	Processed (16/01/2009)	<a href="#">View</a>
User Doc.	02/12/2008 14:52:00	<a href="#">UserDoc: Association of marks (Doc 2008/3499)</a> (User Documents 2008/3499) VODAFONE - Otsuka Pharmaceutical Factory, Inc. .	Processed (16/01/2009)	<a href="#">View</a>
 Action	15/01/2009 17:12:43	End of opposition period		<a href="#">View</a> <a href="#">Delete</a>
 Action	16/01/2009 10:56:04	No oppositions filed		<a href="#">View</a> <a href="#">Delete</a>
 Action	16/01/2009 10:56:08	Registration fee paid		<a href="#">View</a> <a href="#">Delete</a>

# Patent/Industrial Design Module

IPAS JAVA - Industrial Property Automation System

Usuario: IPOPNG

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[Home](#) | [Logout](#)

## Select patent

Search criteria: Filing date &gt;= 01/01/2012.

44 items found, displaying 16 to 30.

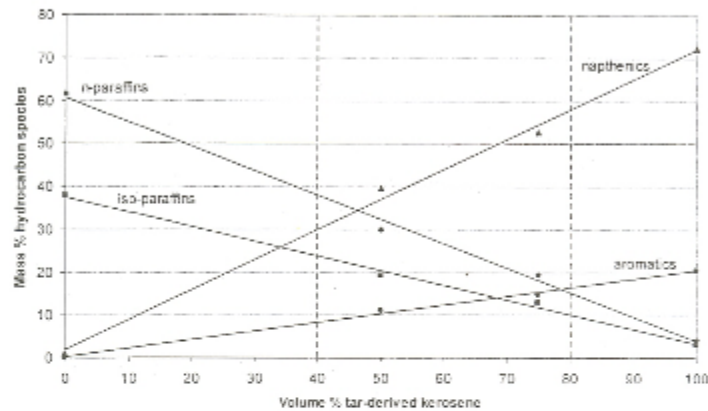
[1](#), [2](#), [3](#)

	File id	Filing date	Reg Nbr	Application subtype	Title	Classes	Owner	Status	Responsible
<input type="checkbox"/>	<a href="#">PG/P/2012/000016</a>	25/01/2012		PCT	PROCESS OF RECOVERY OF BASE METALS FROM OXIDE ORES	C 22B 23/00, 3/10	VALE S.A [BR]	Objected (formalities)	
<input type="checkbox"/>	<a href="#">PG/P/2012/000017</a>	30/01/2012		PCT	IMPROVED GAS SCRUBBER APPARATUS AND METHOD	B 01D 47/02, 47/06, 53/14, 53/18, 53/48, 53/54, 53/62	ENVIRORESOLUTIONS INC. [CA]	Accordance of filing date	
<input type="checkbox"/>	<a href="#">PG/P/2012/000018</a>	31/01/2012		PCT	OIL/WATER SEPARATOR PROCESS AND APPARATUS	B 01D 17/028, C 02F 1/40, C 11B 13/00	STERI-FLOW FILTRATION SYSTEM (AUST) PTY LTD [AU]	Accordance of filing date	
<input type="checkbox"/>	<a href="#">PG/P/2012/000019</a>	09/02/2012		PCT	PROCESS FOR THE RECOVERY OF METALS SUCH AS NICKEL FROM IRON-CONTAINING ORE BY LEACHING WITH ACIDIC SULFATE SOLUTION	C 22B 23/00, 3/08, 3/44	ANGLO OPERATIONS LIMITED [ZA]	Accordance of filing date	
<input type="checkbox"/>	<a href="#">PG/P/2012/000020</a>	10/02/2012		PCT	METHOD FOR REMOVING IMPURITIES	C 01B 31/20, F 25J 3/02, 3/06	RESEARCH INSTITUTE OF INNOVATIVE TECHNOLOGY FOR THE EARTH [JP]	Accordance of filing date	
<input type="checkbox"/>	<a href="#">PG/P/2012/000021</a>	30/01/2012		PCT	A METHOD OF STORING AND TRANSPORTING LIGHT GASES	C 10L 3/10, F 17C 11/00, F 25J 1/00	SYNFUELS INTERNATIONAL, INC. [US]	Accordance of filing date	
<input type="checkbox"/>	<a href="#">PG/P/2012/000022</a>	24/02/2012		National	A WALL ASSEMBLY INCLUDING A CONDUIT SPACE AND A STRUCTURE INCLUDING THE WALL ASSEMBLY		METECNO PTY LTD [AU]	Accordance of filing date	
<input type="checkbox"/>	<a href="#">PG/P/2012/000023</a>	28/02/2012		PCT	METHOD FOR PRODUCING LUBRICANT BASE OIL	C 10G 45/60, 45/62, 65/12, C 10M 101/02, 105/04, C 10N 20/00, 20/02, 20/06	JX NIPPON OIL & ENERGY CORPORATION [JP]	Accordance of filing date	
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<input type="checkbox"/>	<a href="#">PG/P/2012/000026</a>	07/03/2012		PCT	FULLY SYNTHETIC JET FUEL		GAZTRANSPORT ET TECHNIGAZ [FR]	Accordance of filing date	
<input type="checkbox"/>	<a href="#">PG/P/2012/000027</a>	13/03/2012		National	DOUBLE-VERTICAL, STAGGERED SLAT, SUN & PRIVACY BLIND WITH AWNING		ROBERT (BOB) COGUT [PG]	Accordance of filing date	
<input type="checkbox"/>	<a href="#">PG/P/2012/000028</a>	19/03/2012		National	METHODS FOR VEGETATIVE PROPAGATION OF GRASS PLANTS		TREEFREE BIOMASS SOLUTIONS, INC. [US]	Accordance of filing date	
<input type="checkbox"/>	<a href="#">PG/P/2012/000029</a>	27/03/2012		PCT	HYDROCARBON SYNTHESIS REACTION APPARATUS, HYDROCARBON SYNTHESIS		NIPPON STEEL ENGINEERING	Accordance	

# Patent/Industrial Design Module

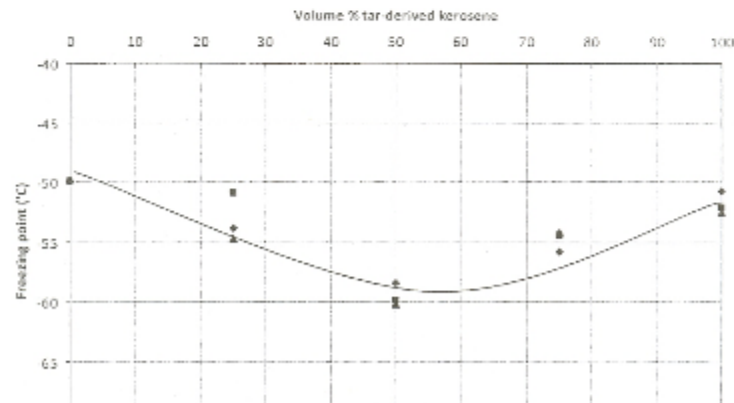
Application type	PCT
(219) Application Nbr	PG/P/2012/000026
(220) Filing date	07/03/2012
Priorities	ZA 2009/5411 03/08/2009;
Status	Accordance of filing date
(730) Owner(s)	SASOL TECHNOLOGY (PTY) LTD, 1 Sturdee Avenue, Rosebank, 2196 Johannesburg [ZA];
Inventor	VILJOEN, Carl Louis, 71 Danie Theron Street, 1911 Vanderbijlpark [ZA]; AJAM, Miriam, 1 Klasie Havenga Street, 1947 Sasolburg [ZA];
(740) Representative	ASHURST - PNG, PO BOX 850, PORT MORESBY, NATIONAL CAPITAL DISTRICT [PG];
Title	FULLY SYNTHETIC JET FUEL

Figure 1

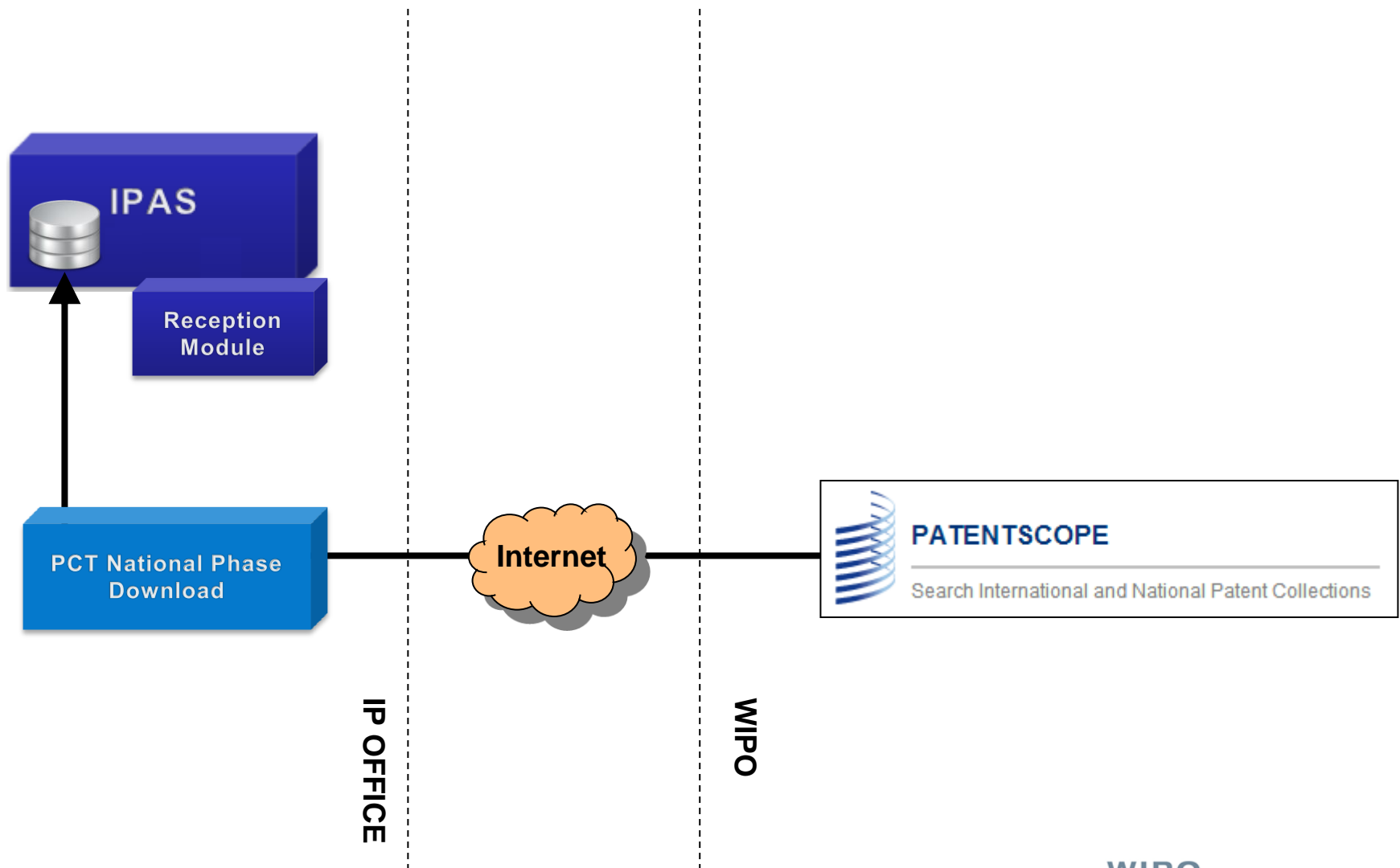


Drawing

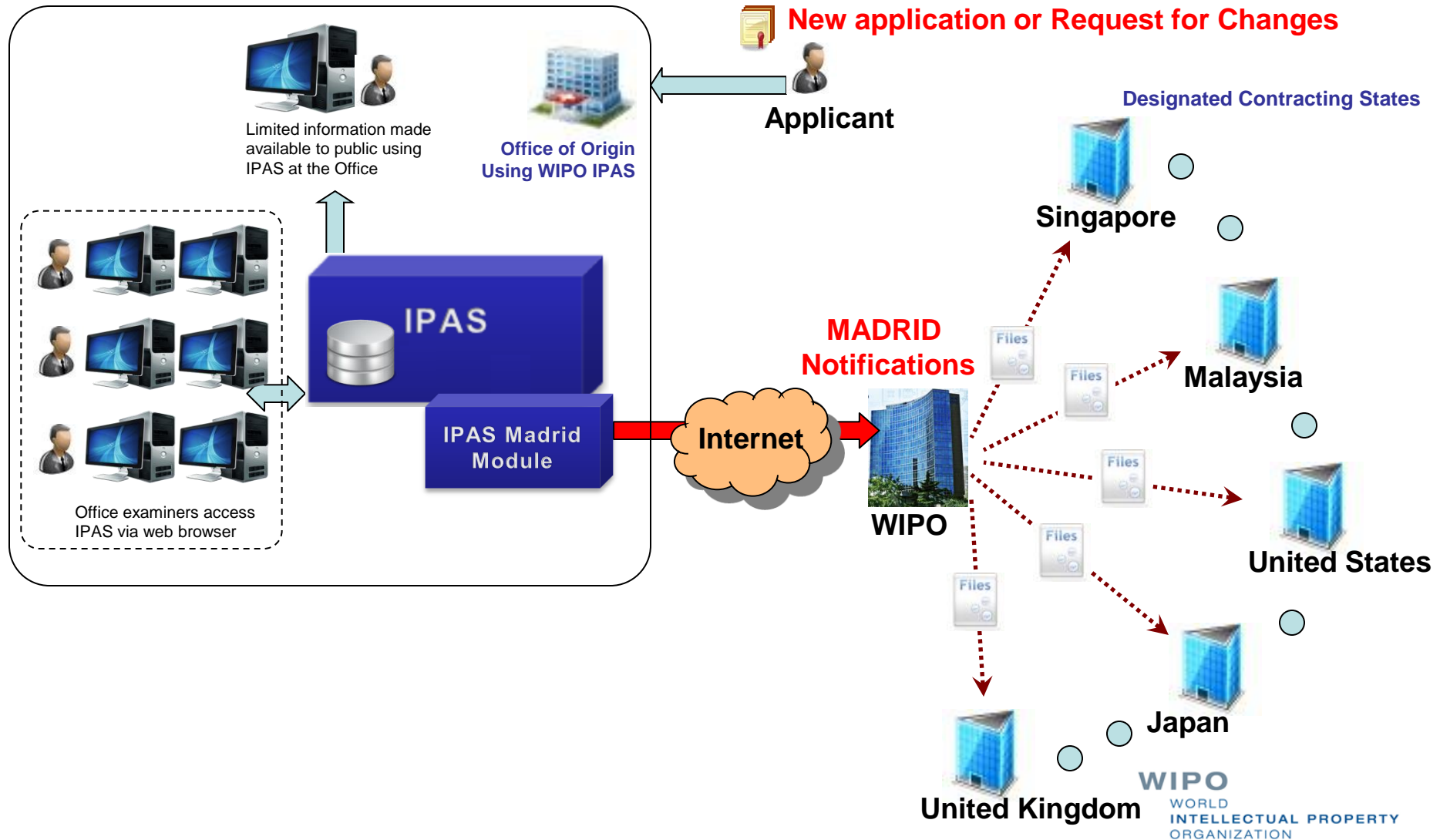
Figure 2



# PCT National Phase Entry Download



# IPAS Madrid Module



# More Features

- Processing Renewals of trademarks and industrial designs
- Processing assignments, merger, change of name and/or address, etc...etc.
- Annuities generation and payment tracking
- Journals/Gazettes preparation
- Pre-Filing Search
- Dossier Tracking
- Productivity Report
- Yearly Statistic Report
- Linkage with electronic document management system

# IPAS Customzation

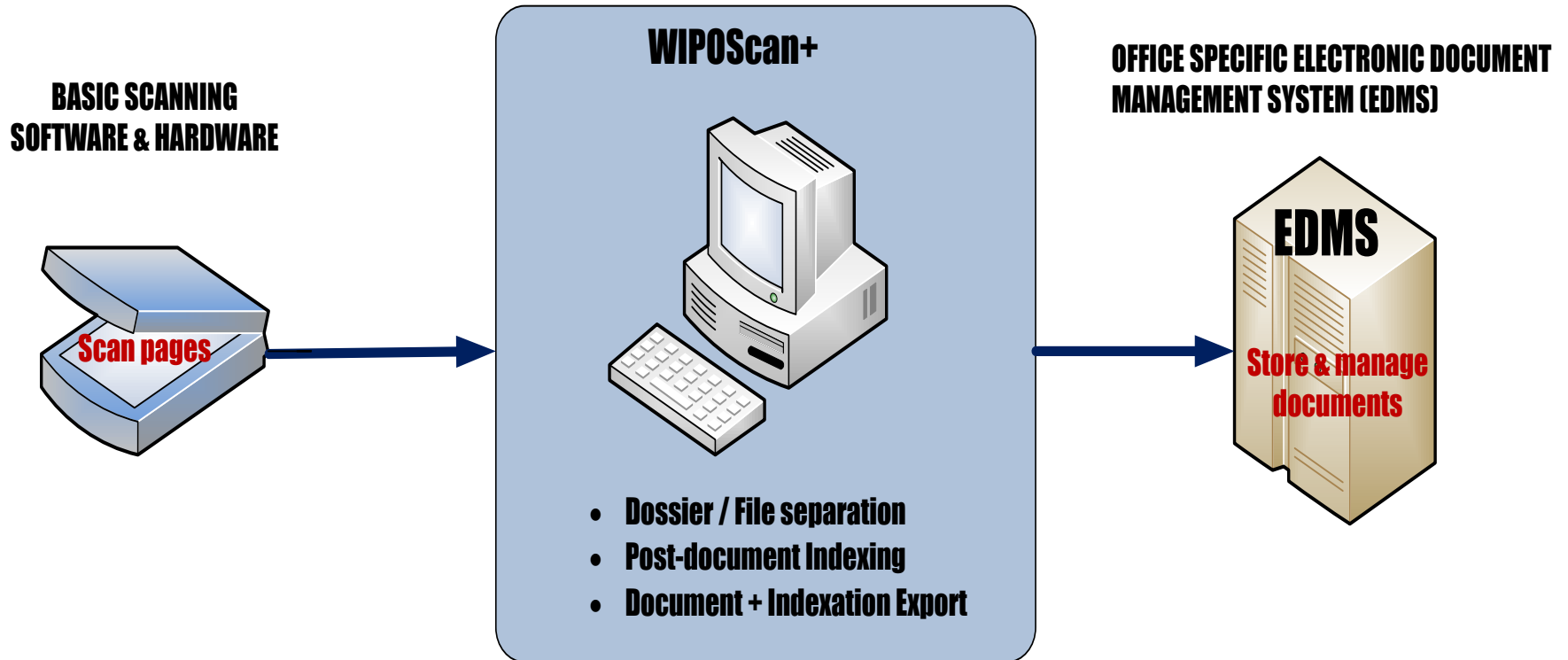
- Extensive customization including:
  - National IP legislation,
  - Workflow processes, legal time-periods and deadlines,
  - Templates of official correspondences, certificates, gazettes,
  - Language, terminology
  
- No programming is required to customize IPAS



# IPAS Deployment Projects Activities

- Data Migration
  - Files/Applications (in process , process completed)
  - In process user documents/requests
  - Process history of files/applications/user requests
  - Data validation
- IPAS configurations
  - User Interface Translation
  - Process Workflows (Files, User documents, Office Documents approval, etc.)
  - Output document templates (Official letter, certificates, etc.)
- **Integration with other systems (Web Service, API)**
- Users Training
- Users Support

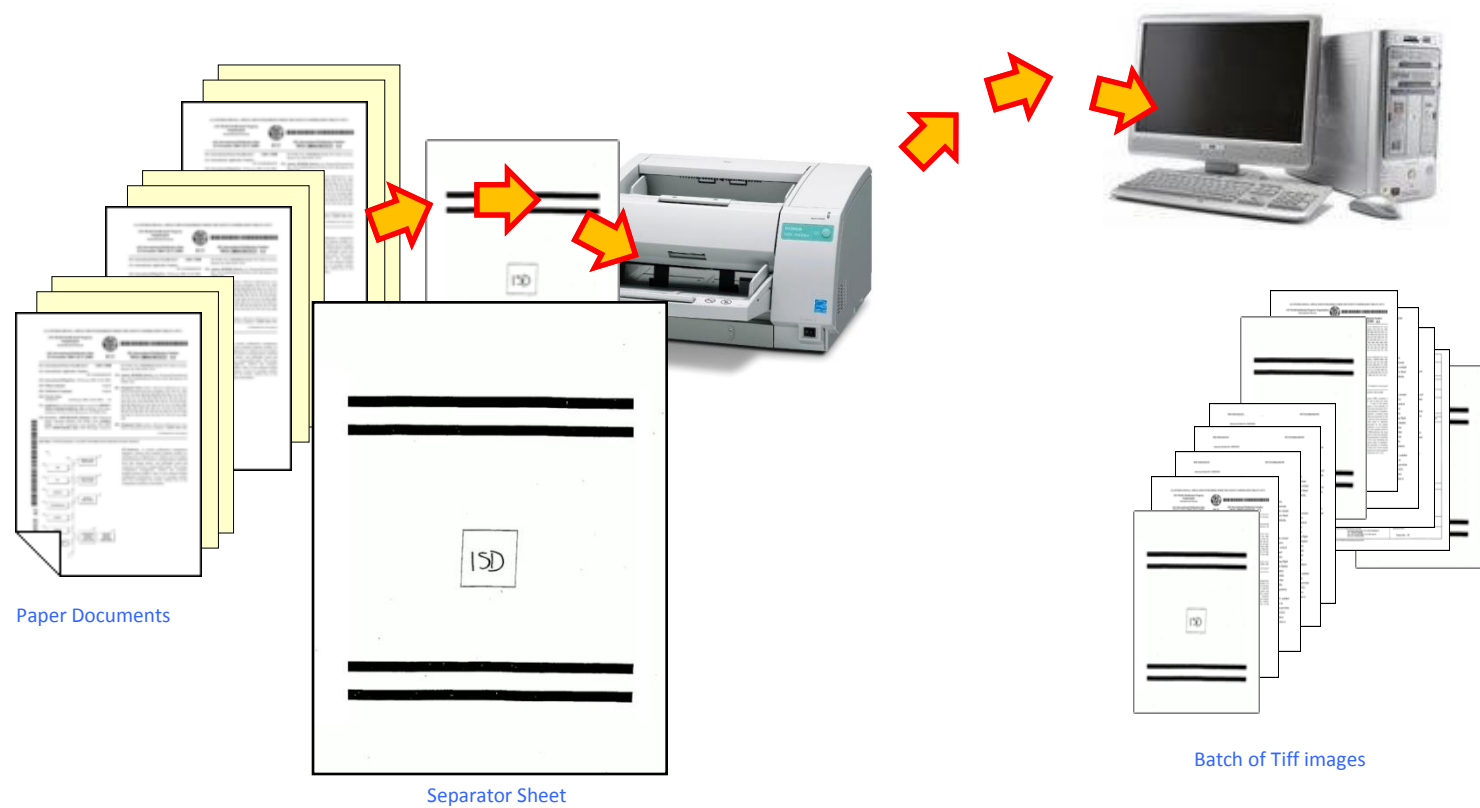
# WIPO Scan, EDMS



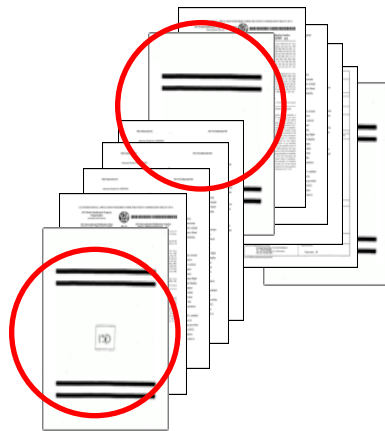
# WIPOScan Basic Workflow



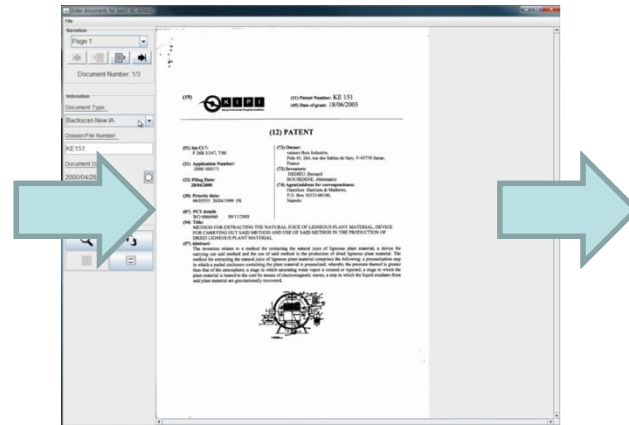
## Scanning Document



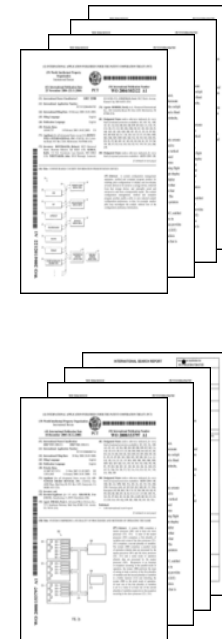
## Document Indexing



Tiff images

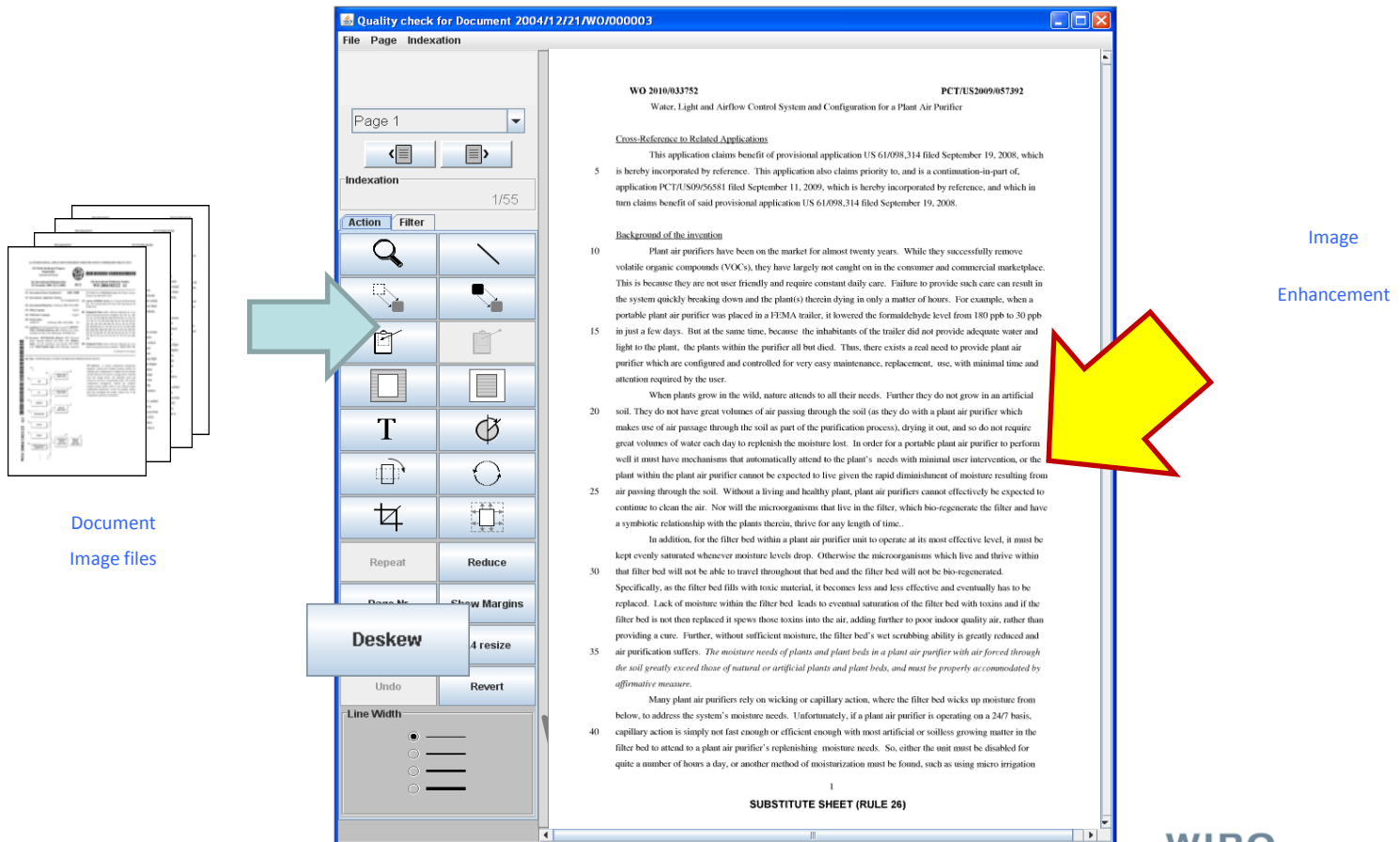


Detect Separator sheet,  
Input DocID & type



Document Indexed  
Image files

## - Image Quality Improvement (Deskew, etc.)



Document  
Image files

Image  
Enhancement

Quality check for Document 2004/12/21/AWO/000003

File Page Indexation

Page 1

Indexation 1/55

Action Filter

Repeat Reduce

Deskew 4 resize

Undo Revert

Line Width

WO 2010/033752 PCT/US2009/057392

Water, Light and Airflow Control System and Configuration for a Plant Air Purifier

Cross-Reference to Related Applications

This application claims benefit of provisional application US 61/098,314 filed September 19, 2008, which is hereby incorporated by reference. This application also claims priority to, and is a continuation-in-part of, application PCT/US09/56581 filed September 11, 2009, which is hereby incorporated by reference, and which in turn claims benefit of said provisional application US 61/098,314 filed September 19, 2008.

Background of the invention

Plant air purifiers have been on the market for almost twenty years. While they successfully remove volatile organic compounds (VOCs), they have largely not caught on in the consumer and commercial marketplace. This is because they are not user friendly and require constant daily care. Failure to provide such care can result in the system quickly breaking down and the plant(s) therein dying in only a matter of hours. For example, when a portable plant air purifier was placed in a FEMA trailer, it lowered the formaldehyde level from 180 ppb to 30 ppb in just a few days. But at the same time, because the inhabitants of the trailer did not provide adequate water and light to the plant, the plants within the purifier all but died. Thus, there exists a real need to provide plant air purifier which are configured and controlled for very easy maintenance, replacement, use, with minimal time and attention required by the user.

When plants grow in the wild, nature attends to all their needs. Further they do not grow in an artificial soil. They do not have great volumes of air passing through the soil (as they do with a plant air purifier which makes use of air passage through the soil as part of the purification process), drying it out, and so do not require great volumes of water each day to replenish the moisture lost. In order for a portable plant air purifier to perform well it must have mechanisms that automatically attend to the plant's needs with minimal user intervention, or the plant within the plant air purifier cannot be expected to live given the rapid diminishment of moisture resulting from air passing through the soil. Without a living and healthy plant, plant air purifiers cannot effectively be expected to continue to clean the air. Nor will the microorganisms that live in the filter, which bio-regenerate the filter and have a symbiotic relationship with the plants therein, thrive for any length of time.

In addition, for the filter bed within a plant air purifier unit to operate at its most effective level, it must be kept evenly saturated whenever moisture levels drop. Otherwise the microorganisms which live and thrive within that filter bed will not be able to travel throughout that bed and the filter bed will not be bio-regenerated. Specifically, as the filter bed fills with toxic material, it becomes less and less effective and eventually has to be replaced. Lack of moisture within the filter bed leads to eventual saturation of the filter bed with toxins and if the filter bed is not then replaced it spews those toxins into the air, adding further to poor indoor quality air, rather than providing a cure. Further, without sufficient moisture, the filter bed's wet scrubbing ability is greatly reduced and air purification suffers. *The moisture needs of plants and plant beds in a plant air purifier with air forced through the soil greatly exceed those of natural or artificial plants and plant beds, and must be properly accommodated by affirmative measures.*

Many plant air purifiers rely on wicking or capillary action, where the filter bed wicks up moisture from below, to address the system's moisture needs. Unfortunately, if a plant air purifier is operating on a 24/7 basis, capillary action is simply not fast enough or efficient enough with most artificial or soilless growing matter in the filter bed to attend to a plant air purifier's replenishing moisture needs. So, either the unit must be disabled for quite a number of hours a day, or another method of moisturization must be found, such as using micro irrigation

1

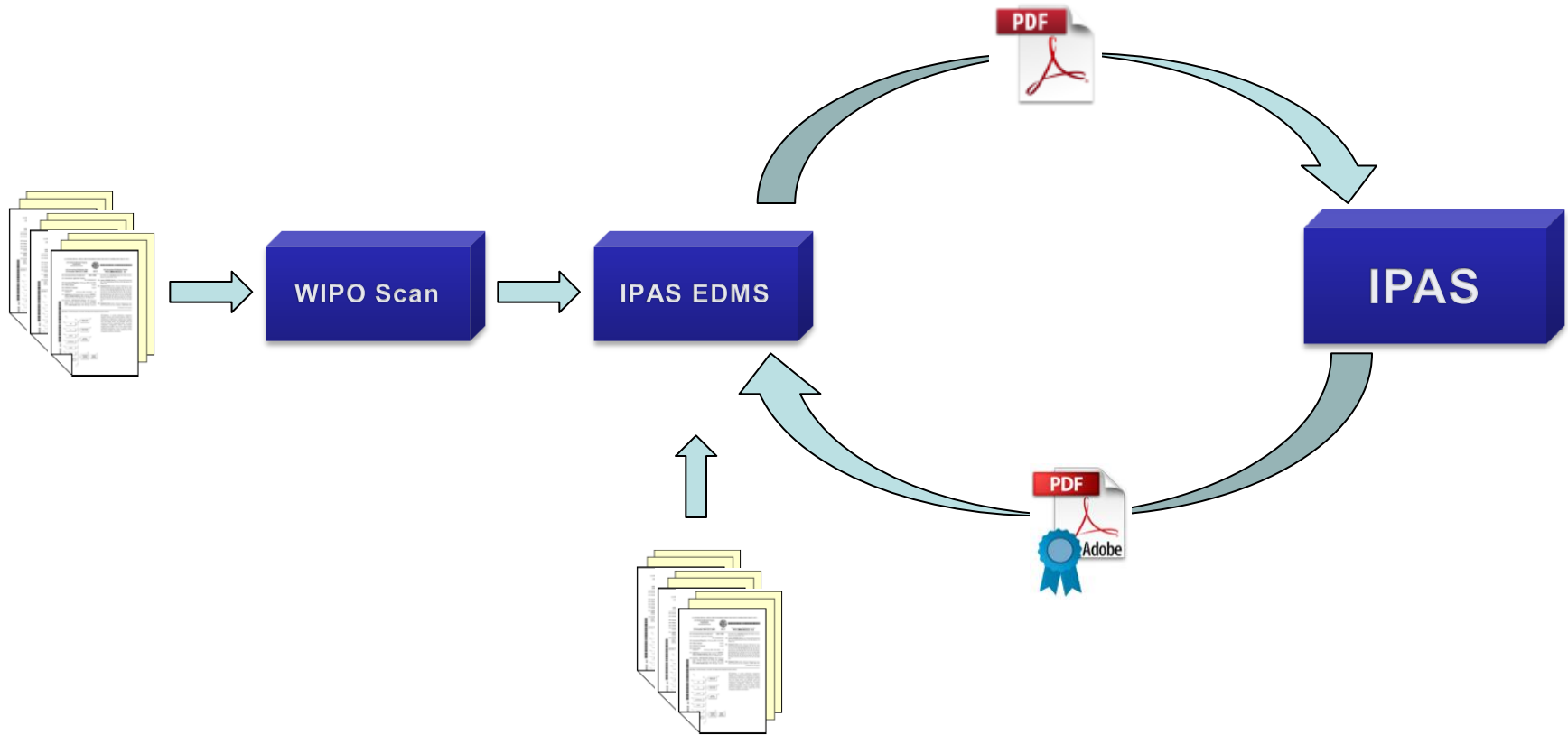
SUBSTITUTE SHEET (RULE 26)

# WIPOScan – Document Section Indexing e.g. Patent Document

The diagram illustrates the indexing of a patent document into four main sections:

- BIBLIOGRAPHIC DATA:** This section includes the title of the patent, the inventor's name, and the filing date. It is represented by a blue box with the text "BIBLIOGRAPHIC DATA".
- DRAWINGS:** This section contains technical drawings of the invention, including a schematic diagram of a device. It is represented by an orange box with the text "DRAWINGS".
- DESCRIPTION:** This section provides a detailed written description of the invention, including the background, the problem to be solved, and the solution. It is represented by a large orange box with the text "DESCRIPTION".
- CLAIMS:** This section contains the legal claims defining the scope of the invention. It is represented by a blue box with the text "CLAIMS".

# WIPO Scan, EDMS and IPAS



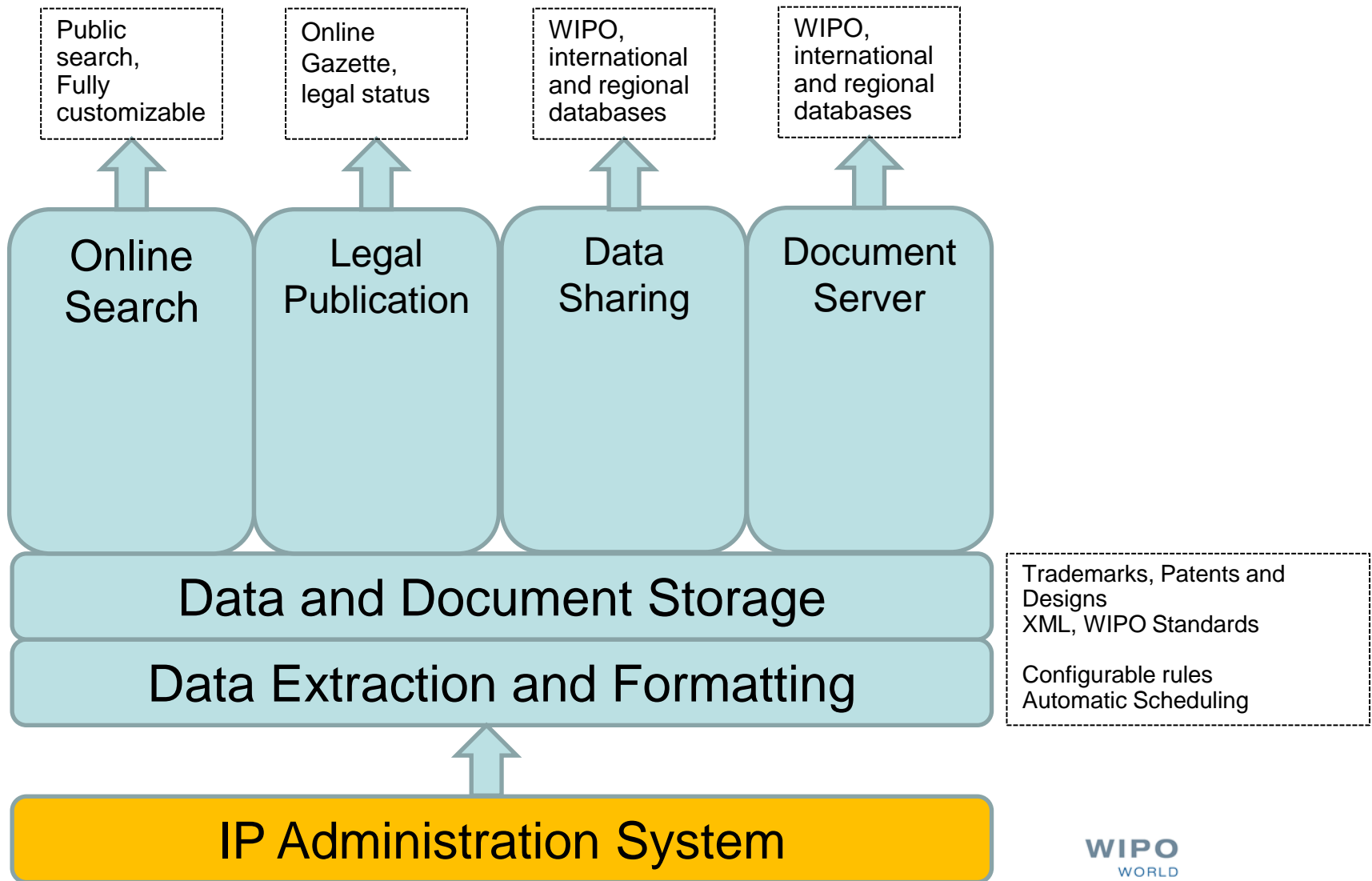


# EDMS Deployment Projects Activities

- IPAS EDMS installation, configurations
  - Mass uploading of scanned documents
  - Establishing of scanning procedures
  - Users Training
- 
- One time scanning of Back files
  - Continuing scanning of Front files (new applications, new user documents, office documents)

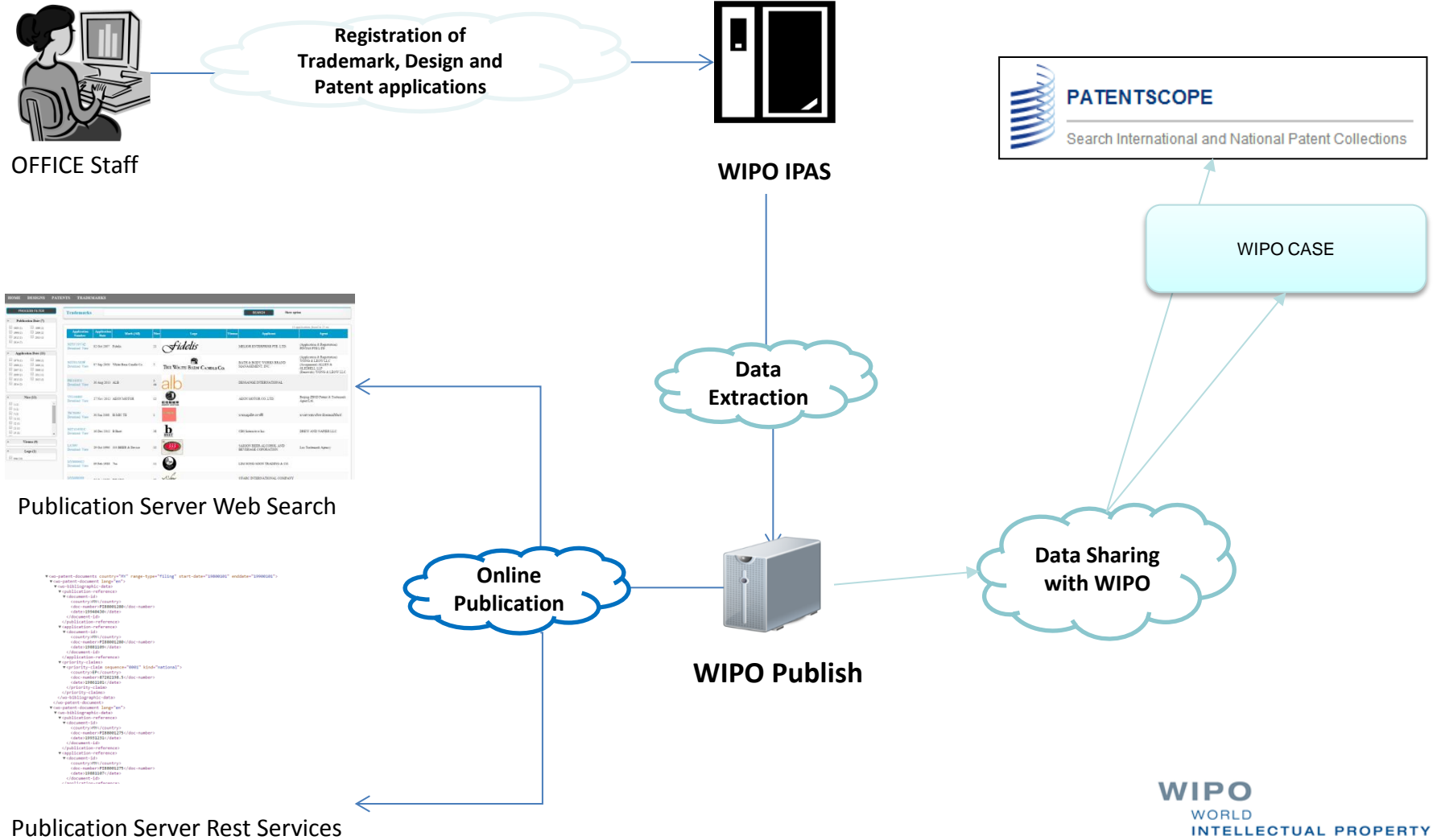
# WIPO PUBLISH

# What is WIPO Publish?

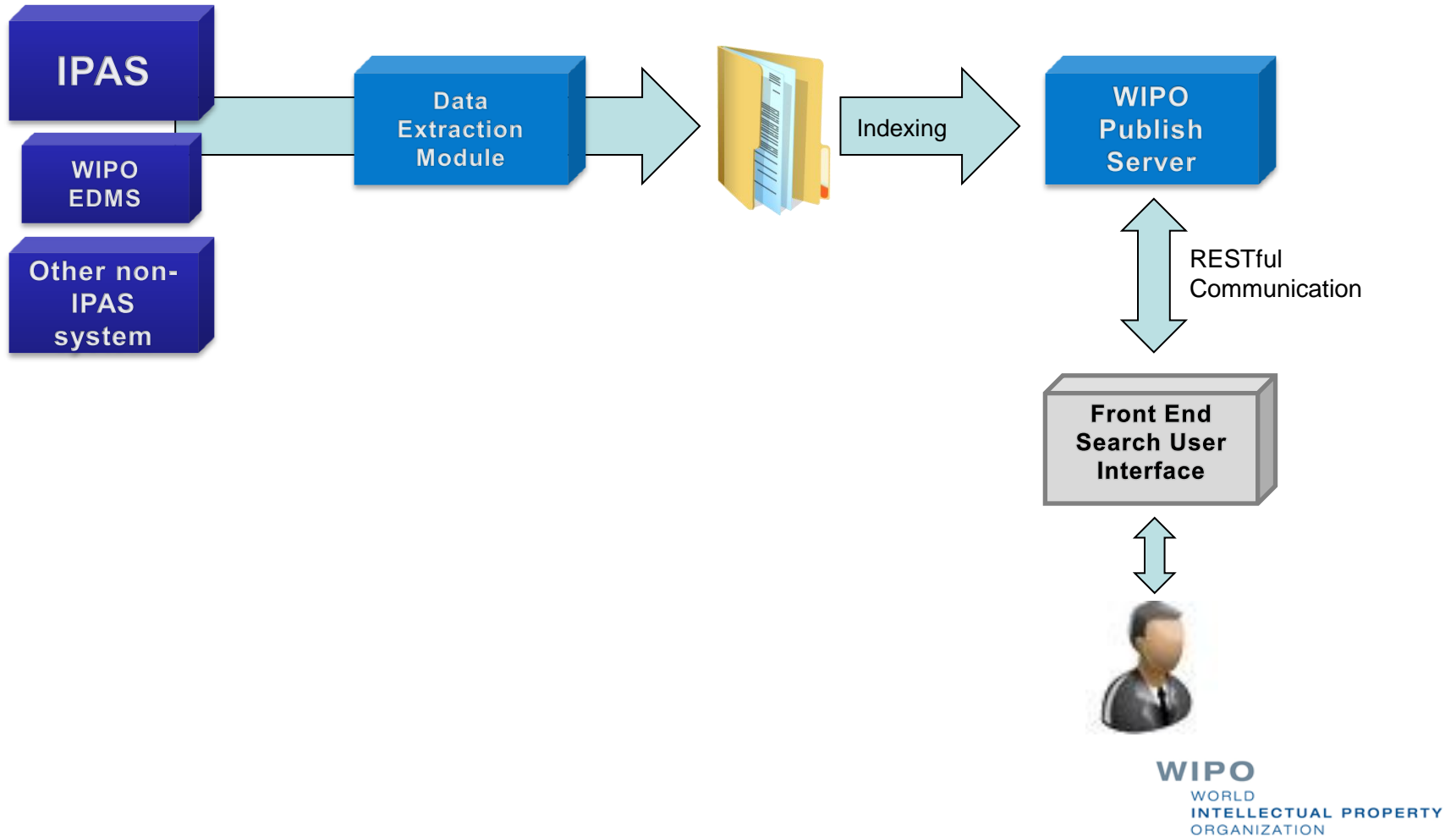


# WIPO Publish

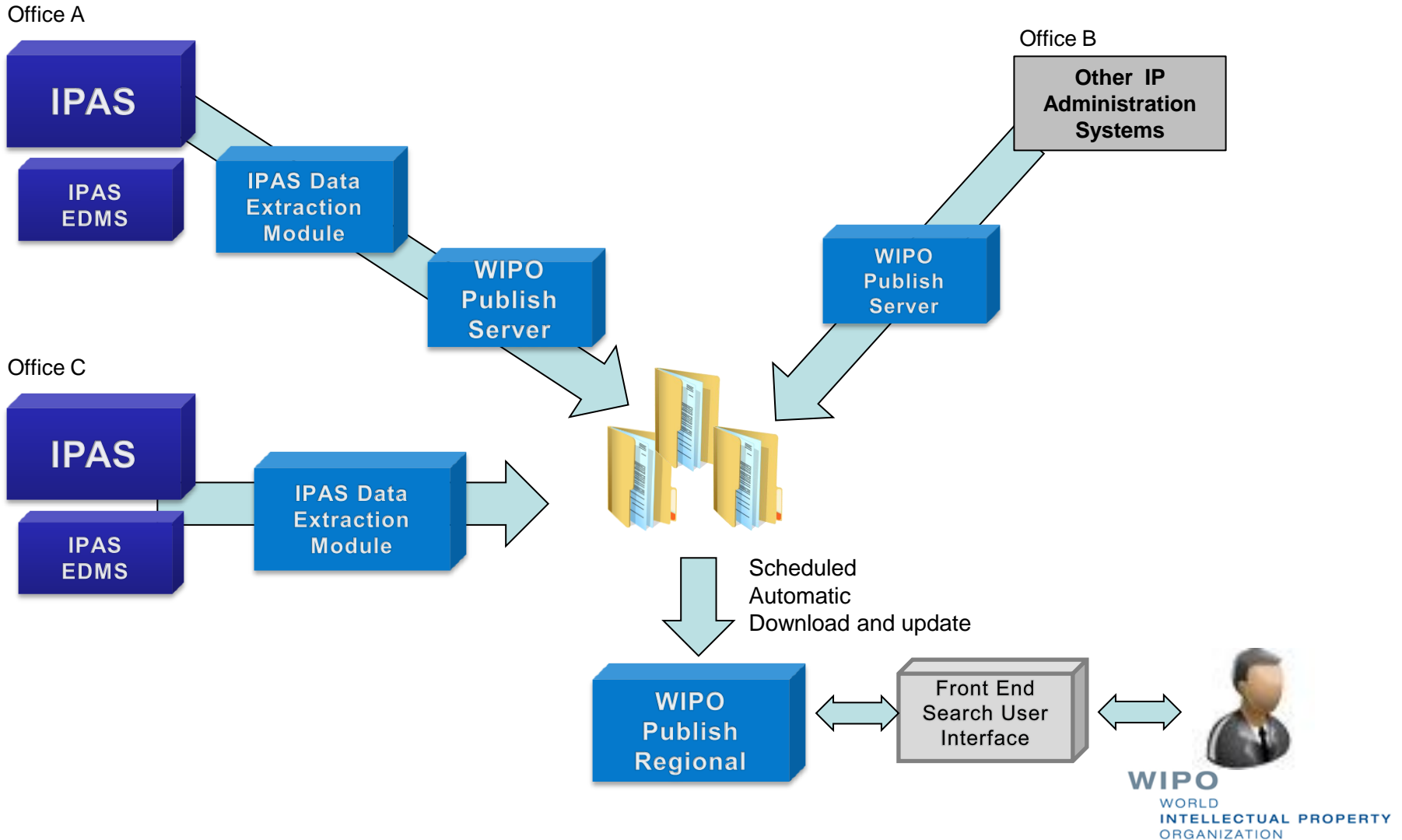
enabling offices to make IP data available nationally and internationally



# WIPO Publish - Integration



# WIPO Publish Regional Configuration



# Fully customizable and configurable

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PROCESS FILTER

Patents  SEARCH

Showing 1 To 15 Of 130648 <<< 1 2 3 4 5 6 7 8 9 10 >>>

Application Number	Filing Date	Title (All)	IPC	Inventor	Applica
PI99002952 <a href="#">Download</a> <a href="#">View</a>	14 Jul 1999	COPYRIGHT MANAGEMENT APPARATUS, COPYRIGHTED-WORK DISTRIBUTION APPARATUS, AND COPYRIGHTED-WORK DISTRIBUTION AND RECEIVING SYSTEM			
PI88001280 <a href="#">Download</a> <a href="#">View</a>	09 Nov 1988	A METHOD FOR THE FORMING AND THE DEPOSITION IN A SELECTED PLACE OF A BULK	E02B 3/12 B63B 35/30		
PI88001275 <a href="#">Download</a> <a href="#">View</a>	07 Nov 1988	ANTIBACTERIAL 9-DEOXO-9A-ALLYL AND PROPARGYL-9A-AZA-9A-HOMOERYTHROMYCIN A DERIVATIVES.	A61K 31/70 C07H 17/08		
PI99002945 <a href="#">Download</a> <a href="#">View</a>	13 Jul 1999	SYSTEM FOR DERIVING A DECODED REDUCED-RESOLUTION VIDEO SIGNAL FROM A CODED HIGH-DEFINITION VIDEO SIGNAL	H04N 7/50 G06F 17/14 G06T 9/00, 3/40		
PI99002946 <a href="#">Download</a> <a href="#">View</a>	13 Jul 1999	PELLETS HAVING A CORE COATED WITH AN ANTIFUNGAL AND A POLYMER	A61K 9/50		
PI88001277 <a href="#">Download</a> <a href="#">View</a>	07 Nov 1988	PROCESS FOR PREPARING STABILIZED OLEFIN POLYMERS	C08F 4/52		
PI99002947 <a href="#">Download</a> <a href="#">View</a>	13 Jul 1999	ESTER SYNTEHSIS	C07C 67/04, 69/14 C07D 213/64		

+ Publication Date (32)

1970 (2)     1972 (3)  
 1988 (7)     1989 (131)  
 1990 (516)     1991 (1041)  
 1992 (1133)     1993 (1282)  
 1994 (1616)     1995 (1747)  
 1996 (1799)     1997 (783)  
 1998 (566)     1999 (718)

+ Application Date (42)

1970 (14)     1971 (1)  
 1978 (1)     1986 (263)  
 1987 (3272)     1988 (1609)  
 1989 (1889)     1990 (2296)  
 1991 (2442)     1992 (2423)  
 1993 (2913)     1994 (3619)  
 1995 (4198)     1996 (5624)

+ IPC (100)

C08L 79/04 (1)  
 C07D 213/64 (1)

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**DJHKI**  
PENELUSURAN DATA PATEN INDONESIA

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PROCESS FILTER

- Publication Date (1)
  - 2014 (100)
- Application Date (1)
  - 2014 (100)
- Locarno (57)
  - 11.1 (1)
  - 11.2 (1)
  - 12.11 (4)
  - 12.12 (1)
  - 12.15 (9)
  - 12.16 (3)
  - 12.99 (1)

**Designs**   Show option

Showing 106 To 180 Of 185 185 applications found in 117 ms

Application Number	Application Date	Design	Locarno	Designer	Applicant	Agent	Description	Drawing
ID2014000323 <a href="#">Download</a> <a href="#">View</a>	12 Feb 2014	BOTOL DENGAN BENTUK CACING	[9.1] Bottles, Flasks, Pots, Carboys, Demijohns, And Containers With Dynamic Dispensing Means.	Sara L Delgado Carmona	DART INDUSTRIES INC.	Daru Lukiantono, SH	Desain Ini Adalah Untuk Diaplikasikan Pada Suatu Botol Yang Memiliki Bentuk Dan Konfigurasi Unik Berbentuk Cacing Untuk Digunakan Pada Rumah Tangga	
ID2014000019 <a href="#">Download</a> <a href="#">View</a>	07 Jan 2014	BENTUK DAN MOTIF KAOS KAKI SOKA	[2.4] Footwear, Socks And Stockings	AMAN SUPARMAN, SE, MM	AMAN SUPARMAN, SE, MM	Rully Purwanto, S.Mn		
ID2014000013		KOTAK MAKANAN	[9.3] Boxes, Cases,		PT. SURYA	Luky		



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Application Number	Filing Date	Title (All)	IPC	Inventor	Applicant	Agent
PI99002952 <a href="#">Download</a> <a href="#">View</a>	14 Jul 1999	COPYRIGHT MANAGEMENT APPARATUS, COPYRIGHTED-WORK DISTRIBUTION APPARATUS, AND COPYRIGHTED-WORK DISTRIBUTION AND RECEIVING SYSTEM				HARIRAM JAYARAM
PI88001280 <a href="#">Download</a> <a href="#">View</a>	09 Nov 1988	A METHOD FOR THE FORMING AND THE DEPOSITION IN A SELECTED PLACE OF A BULK	E02B 3/12 B63B 35/30			MARY CARM SYBLE LOUISE
PI88001275 <a href="#">Download</a> <a href="#">View</a>	07 Nov 1988	ANTIBACTERIAL 9-DEOXO-9A-ALLYL AND PROPARGYL-9A-AZA-9A-HOMOERYTHROMYCIN A DERIVATIVES.	A61K 31/70 C07H 17/08			WONG SAI F
PI99002945 <a href="#">Download</a> <a href="#">View</a>	13 Jul 1999	SYSTEM FOR DERIVING A DECODED REDUCED-RESOLUTION VIDEO SIGNAL FROM A CODED HIGH-DEFINITION VIDEO SIGNAL	H04N 7/50 G06F 17/14 G06T 9/00, 3/40			PATRICK MIRANDA
PI99002946 <a href="#">Download</a> <a href="#">View</a>	13 Jul 1999	PELLETS HAVING A CORE COATED WITH AN	A61K 9/50			DATO' V.L.

+ Publication Date (32)

- 1970 (2)
- 1972 (3)
- 1988 (7)
- 1989 (131)
- 1990 (516)
- 1991 (1041)
- 1992 (1133)

+ Application Date (42)

- 1970 (14)
- 1971 (1)
- 1978 (1)
- 1986 (263)
- 1987 (3373)

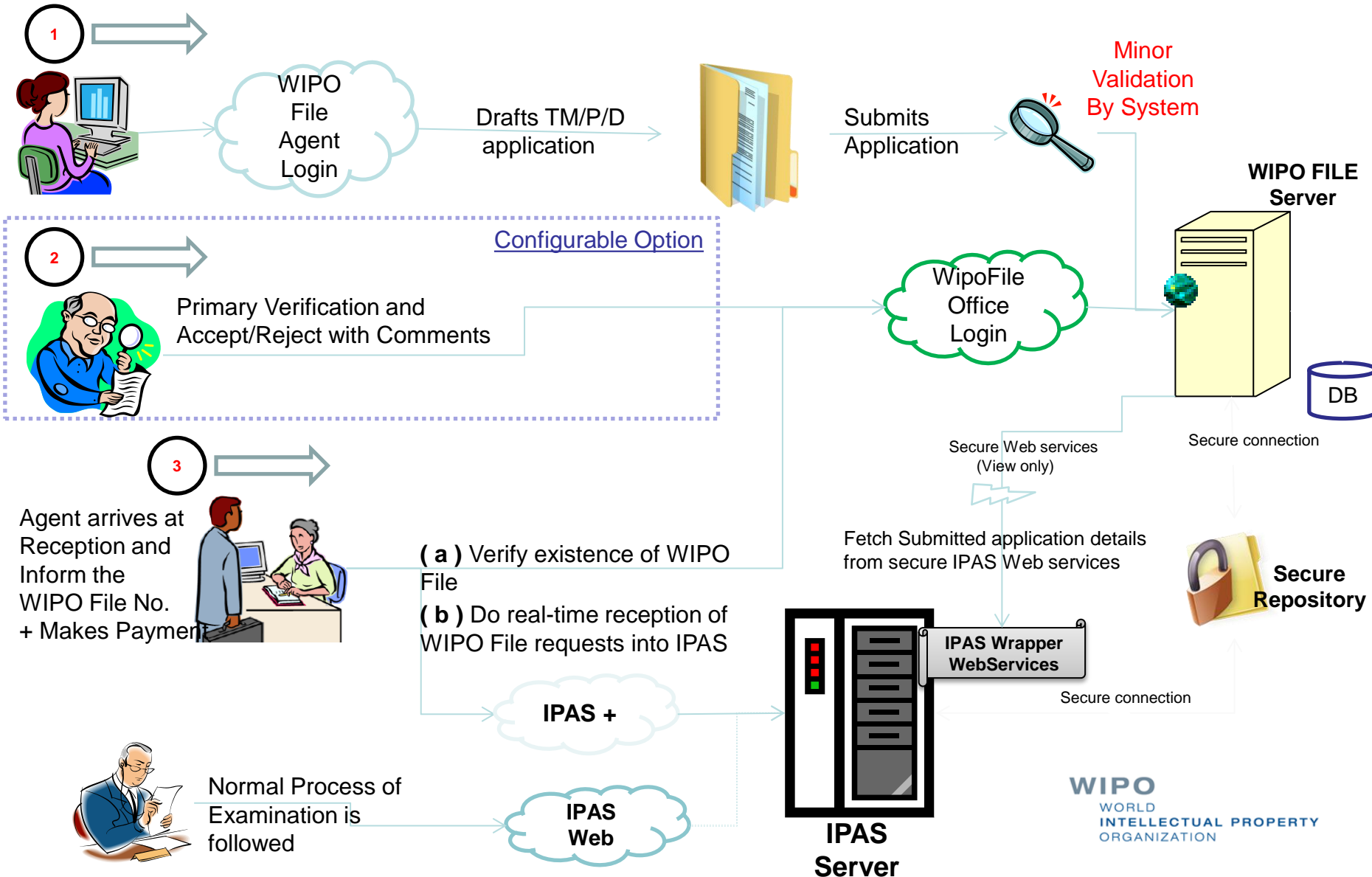
# WIPO Publish Implementation

1. Decide on implementation model  
*Online search, internal search, publication, data sharing...*
2. Configure for data extraction  
*Customize SQL queries and schedules for local DB*
3. Configure security, if required  
*Network configuration, restrict access by userid, data sharing with international database, ...*
4. Customize look and feel  
*Change colours, office logo, languages, layout, search options...*

= 2-3 weeks work, with WIPO support

# WIPO FILE

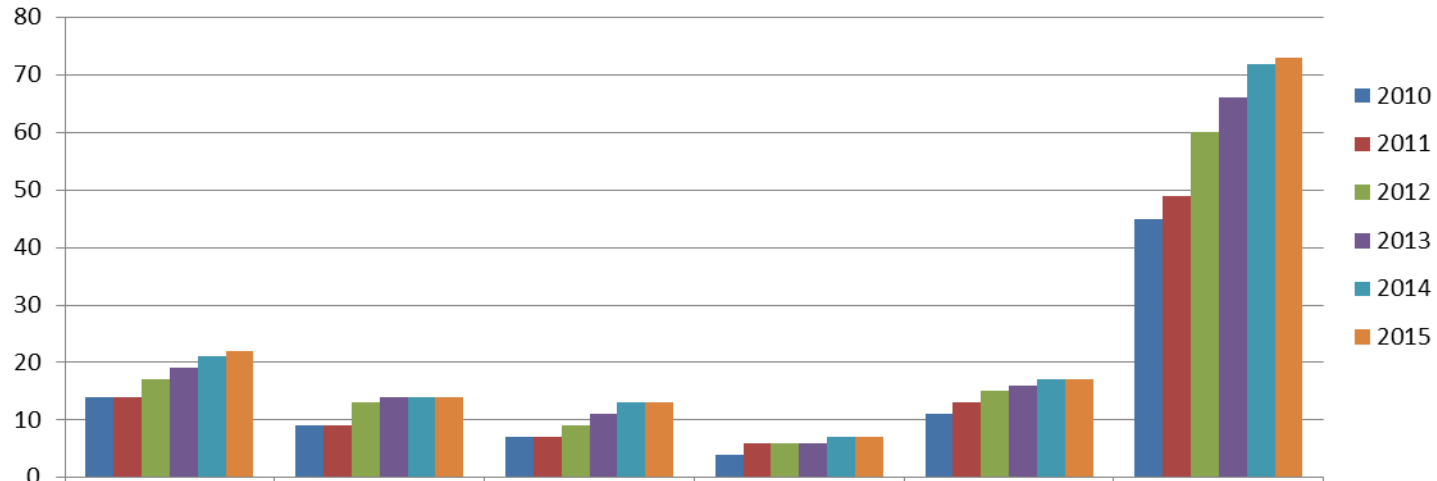
# WIPO File Phase I



# **WIPO IP OFFICE SYSTEMS DEPLOYMENT AND SUPPORT MODEL**

# Status as at end 2015

## WIPO IP Office Business Systems - Usage by Region



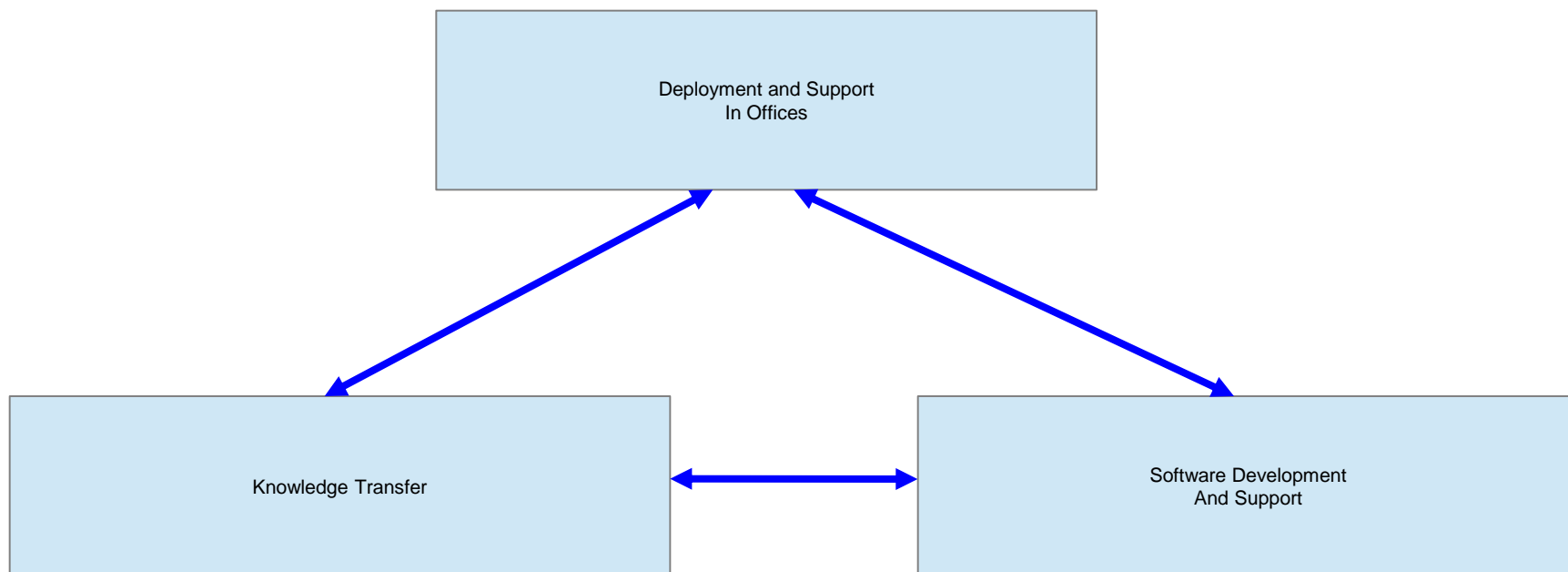
	AFRICA	ARAB	ASPAC	CCEA	LAC	Total
2010	14	9	7	4	11	45
2011	14	9	7	6	13	49
2012	17	13	9	6	15	60
2013	19	14	11	6	16	66
2014	21	14	13	7	17	72
2015	22	14	13	7	17	73

IP Office Business Systems include: IPAS (IP Administration System), AIPMS (Arab language version), WIPO Scan (digitization), EDMS (document management), WIPO File (online filing), WIPO Publish (online search database)

# Business Solutions for IP Offices – New Support Model

1. Software Development, Support and Service Levels
2. Knowledge Transfer and Ongoing Support
3. Project Management for Deployment

# Business Model





# Project Management and Deployment

	IP Office	WIPO
Project Management	Responsible	Advice
Data Migration	Planning, data quality and migration	Training, validation
System Configuration	Specify business rules, workflow, etc and configure system	Training, validation, advice and support
Systems Integration	Plan, specify, develop and test	Training, validation, advice and support
Infrastructure	Plan, specify and purchase	Advice
User Training and Deployment	Develop training materials, train users. Deployment strategy.	Advice
Production Support	User support	Software support

# Knowledge Transfer

=

## Training

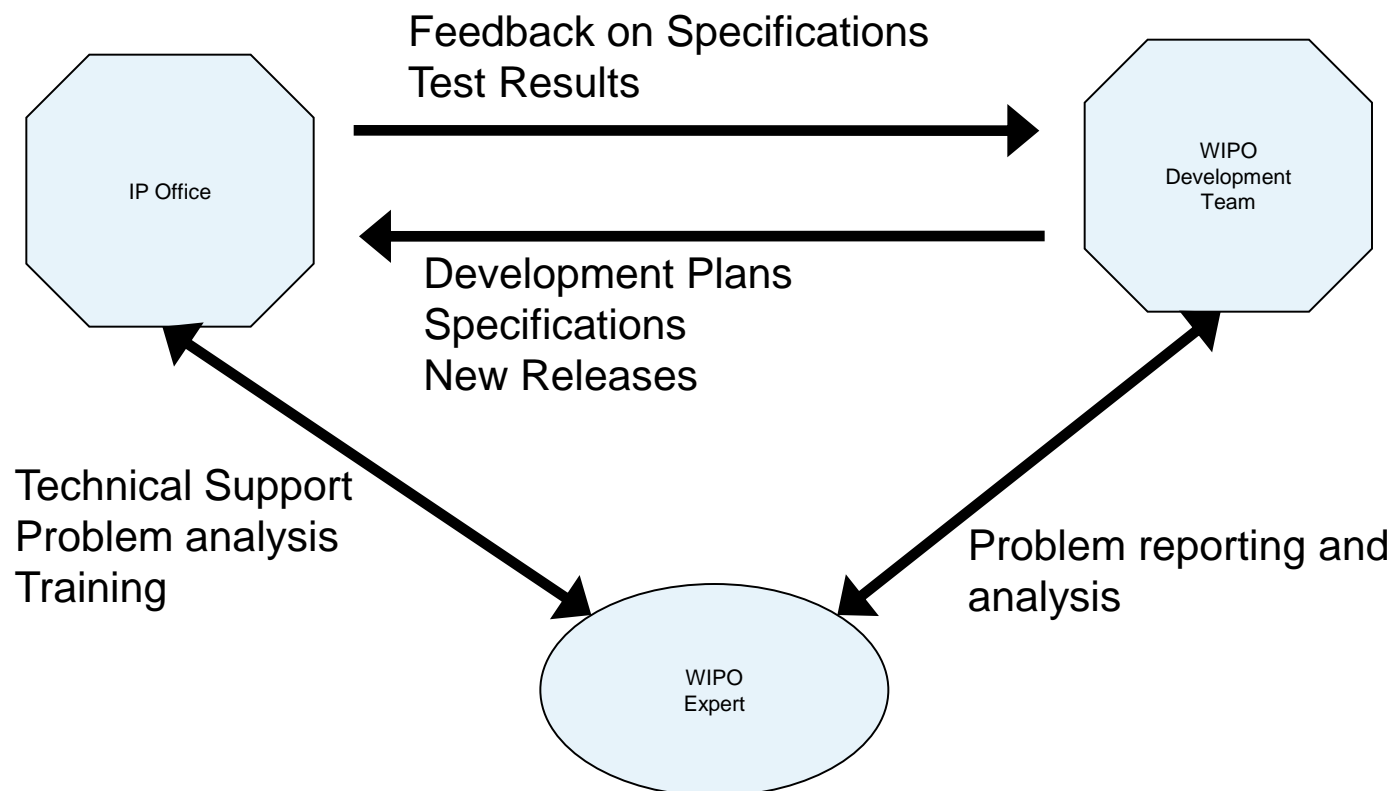
+

## Documentation

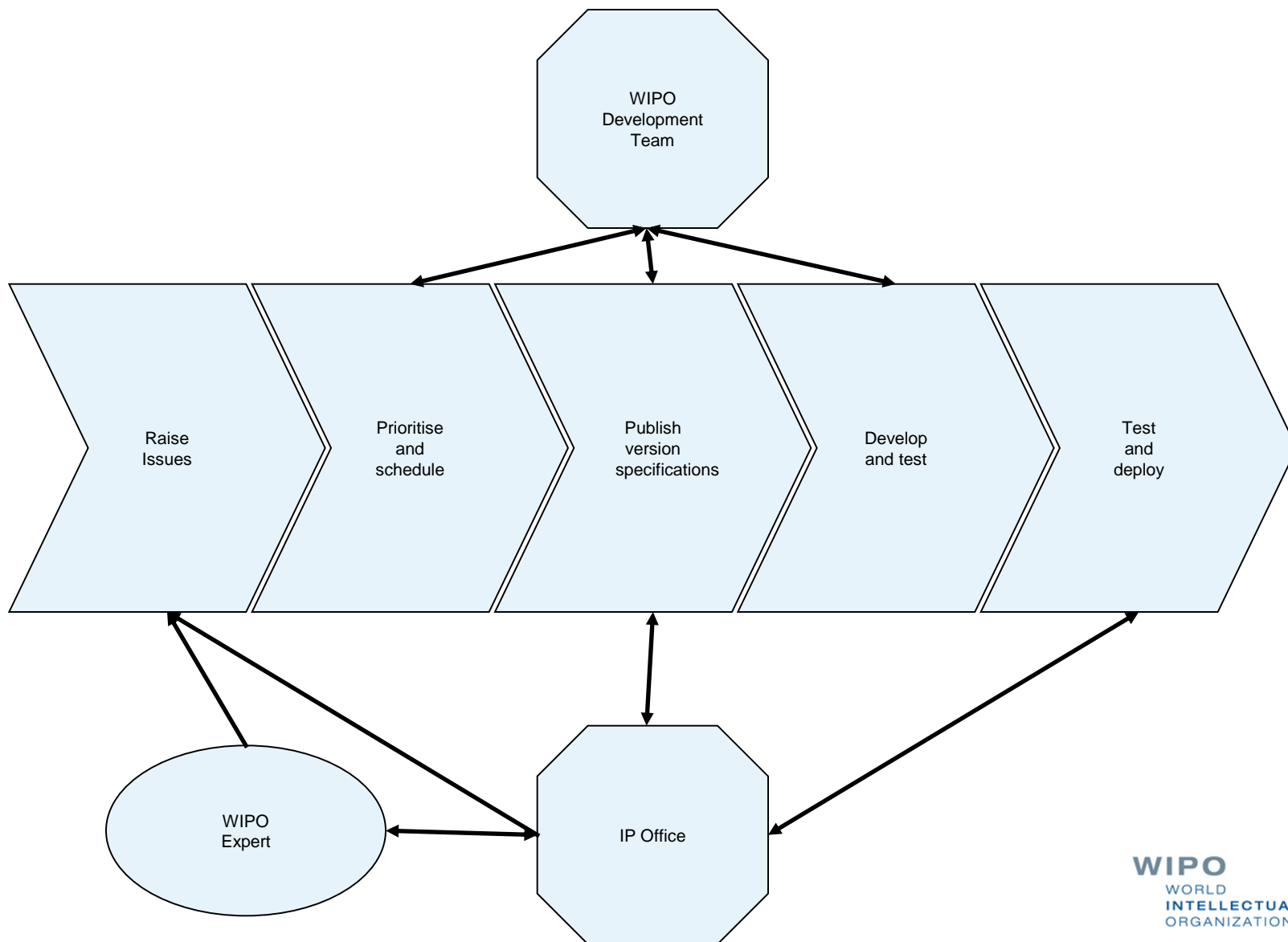
New Training Modules  
Structured Format  
Certification ?  
1 pilot in Geneva in 2013  
Extend to regions in 2014

Online wiki  
(register for full access)

# Software Development and Support



# Software Development Procedure



# Software Support (problem resolution and bug fixes)

## Priority 1 :

*System unavailable*

Quick response  
(working hours)

Continuous feedback  
until problem solved

## Priority 2 :

*Operations impaired*

Same day response  
(working hours)

Regular reports until  
problem solved

## Priority 3 :

*Other issues*

Response, reporting  
and problem  
resolution as needed

«Ticketing System» – report problems to [ipas@wipo.int](mailto:ipas@wipo.int)

Software Support is provided by the Geneva-based team

WIPO expert is involved as needed

Skype and remote access tools (teamviewer) for direct interaction

Thank You.