



**Technology and Innovation Support Centers (TISC)
Progress and needs assessment questionnaire
December 2012 Survey Summary Report**

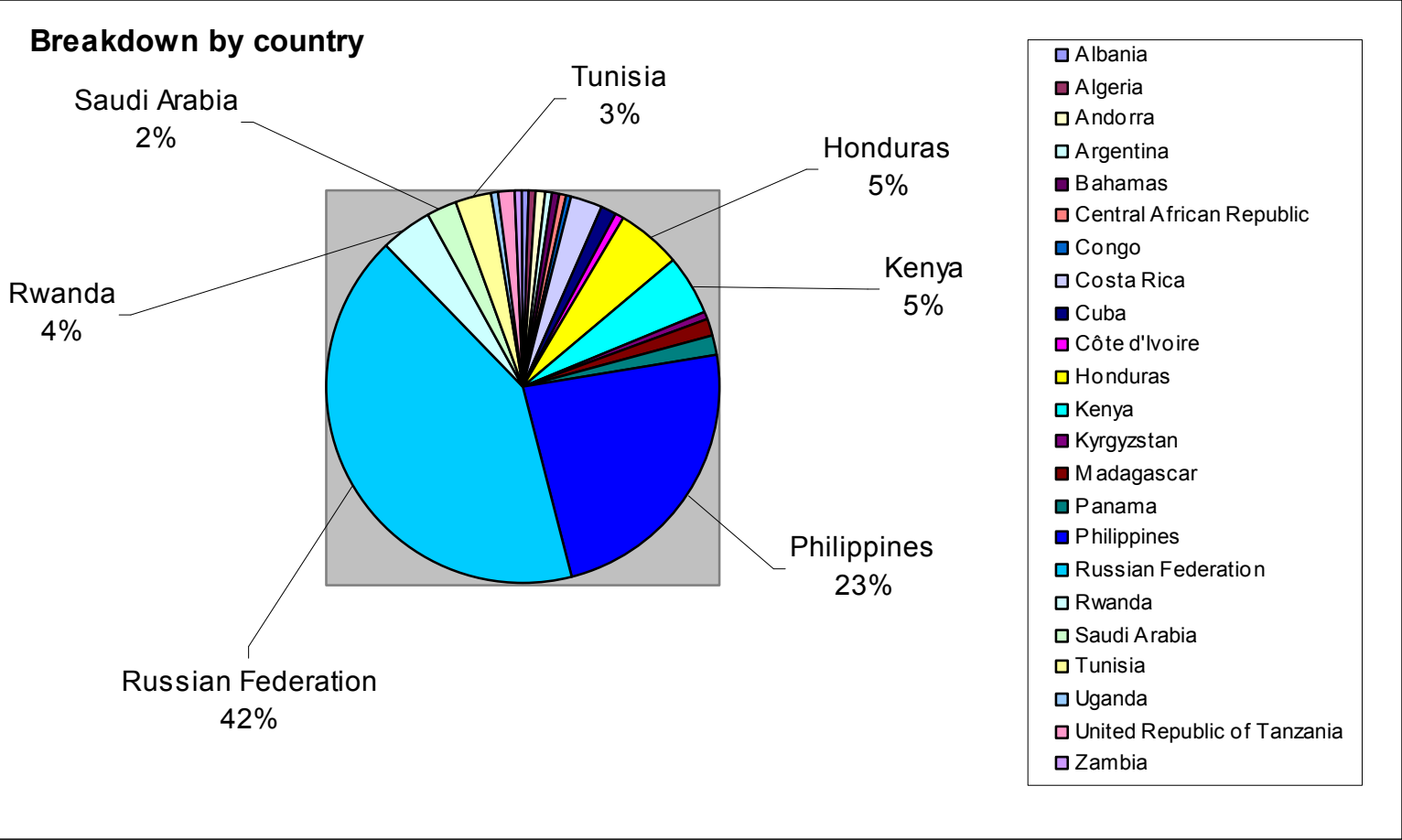
INTRODUCTION

The current report is based on a survey that was made available online to all Technology and Innovation Support Centers established within the framework of the Development Agenda project on Specialized Databases Access and Support. The survey was coordinated through the focal points of national TISC networks in all participating countries and was open from 3 December to 21 December 2012. It covers activities carried out under the aforementioned Development Agenda project for the year 2012.

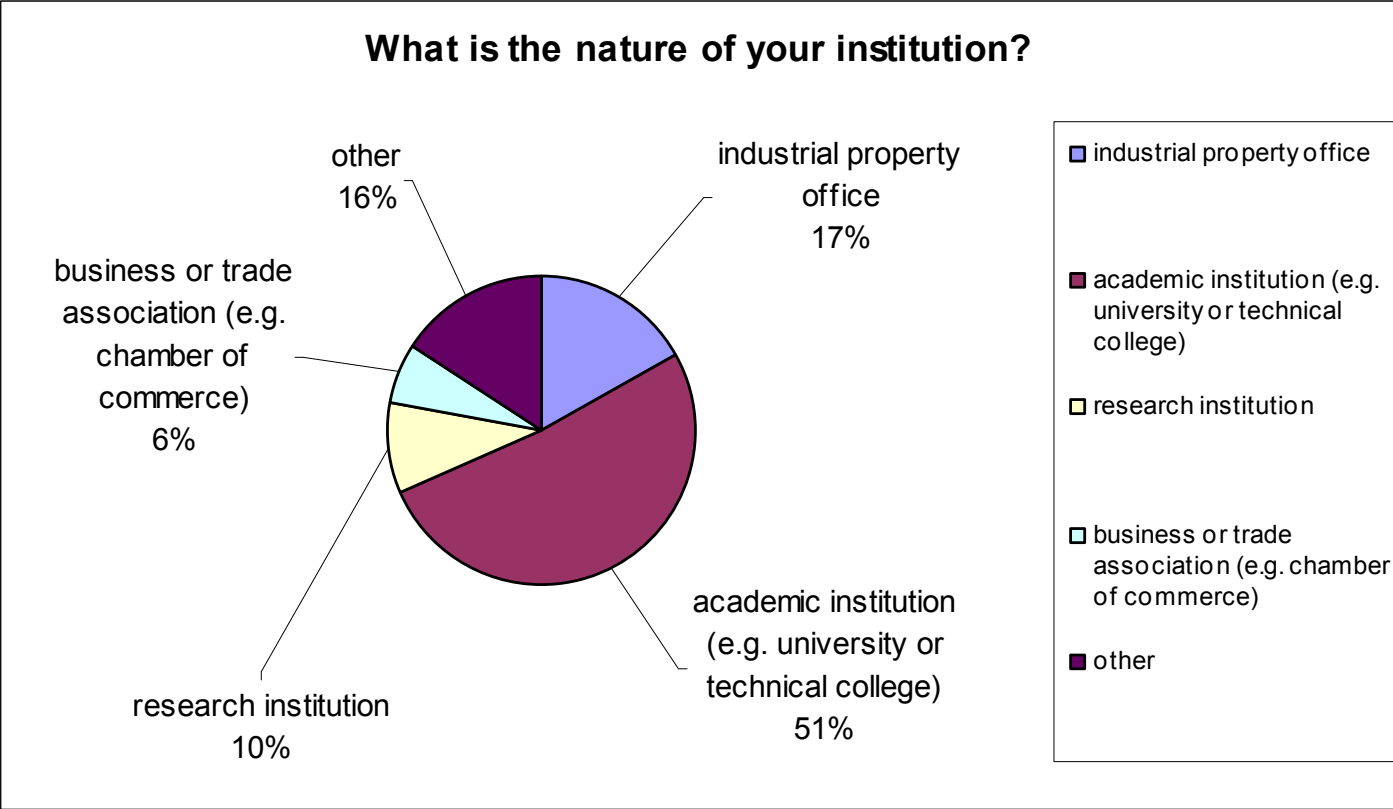
During the survey period, 100 completed questionnaires from 23 countries were received and used in compiling this report.

INTRODUCTION.....	2
Question 1: In which country is your institution (primarily) located?	4
Question 2: What is the nature of your institution?.....	5
Question 3: Since when has your institution hosted a TISC, or from when will it host a TISC?	6
Question 4: Since joining the TISC program, how many training activities have been provided to your institution?	7
Question 5: Based on training activities provided to your institution, to which degree would you say your institutions capacities have been strengthened?	10
Question 6: Since joining the TISC program, to which new information resources has your institution gained access?.....	11
Question 7: Which TISC services are provided by your institution?	12
Question 8: How many staff members are currently responsible for providing TISC services?	13
Question 9a: How many inquiries has your institution received per day for TISC services, prior to joining the TISC program?.....	14
Question 9b: How many inquiries has your institution received per day for TISC services, since joining the TISC program?	15
Question 10: Who are the users of TISC services at your institution?.....	16
Question 11: Are the users of TISC services at your institution internal (staff, students, or similar) or external (visitors)?	17
Question 12: What are the main challenges faced by your institution in providing TISC services?	18
Question 13: Do you have any suggestions or comments to share with WIPO or other information to provide not covered above?.....	24

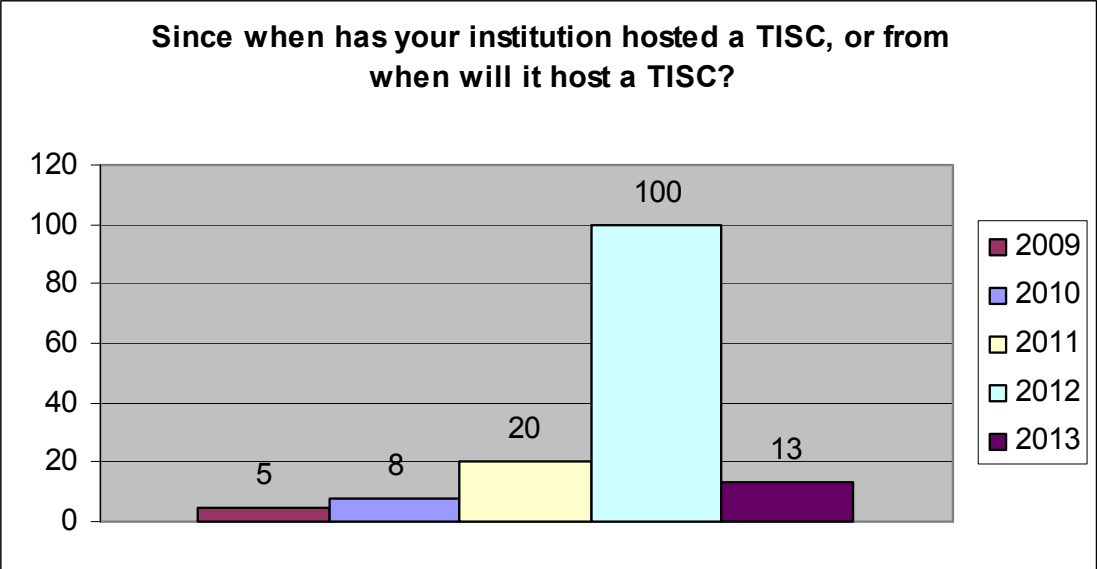
QUESTION 1: IN WHICH COUNTRY IS YOUR INSTITUTION (PRIMARYLY) LOCATED?



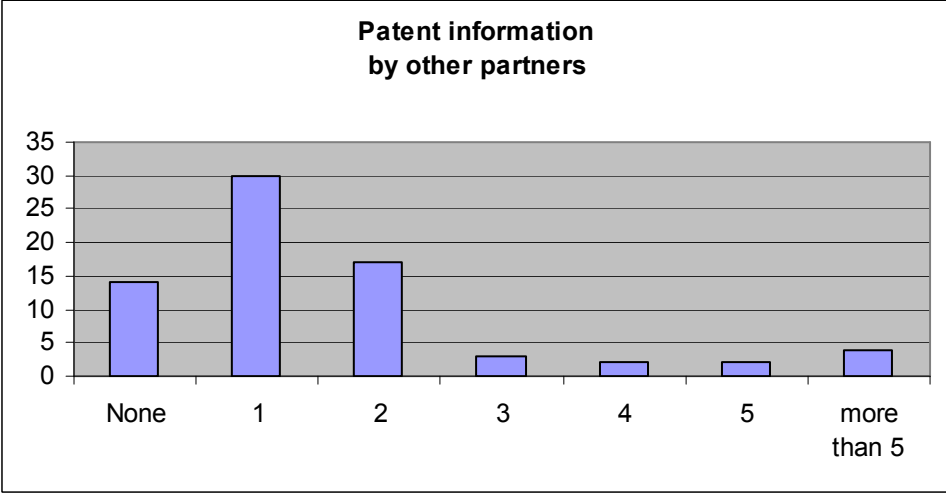
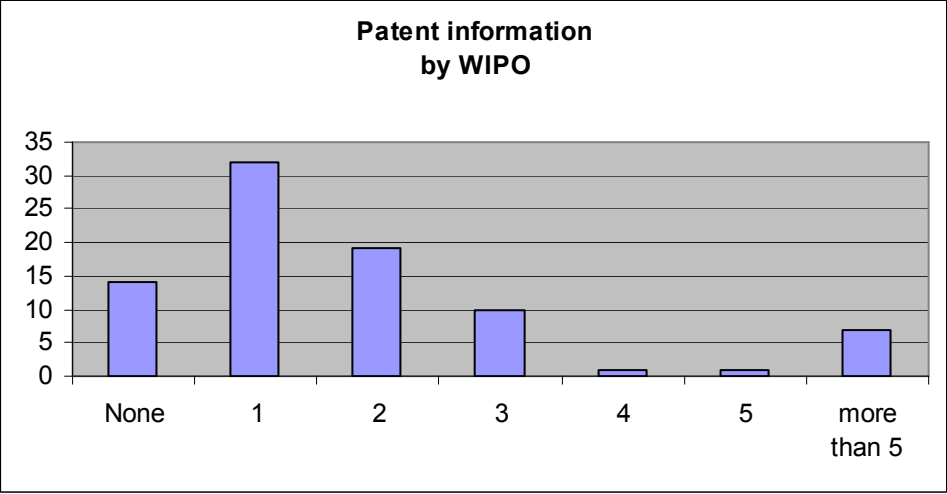
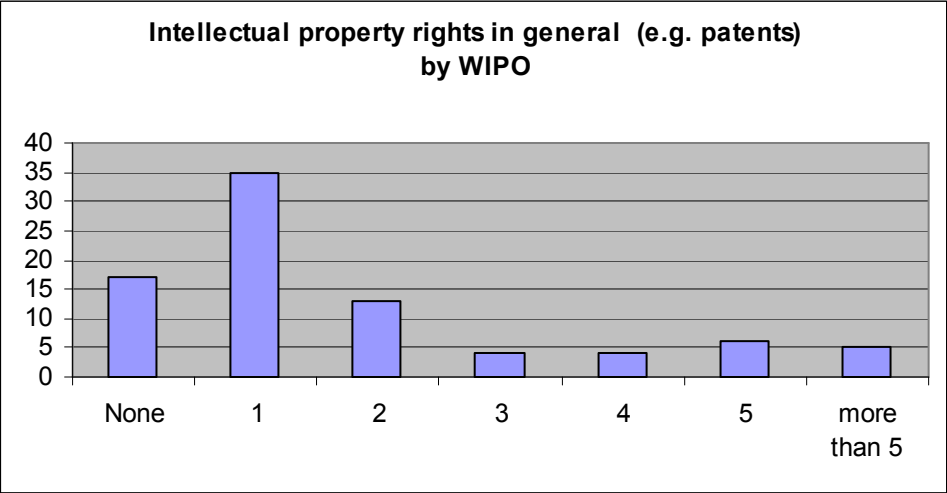
QUESTION 2: WHAT IS THE NATURE OF YOUR INSTITUTION?



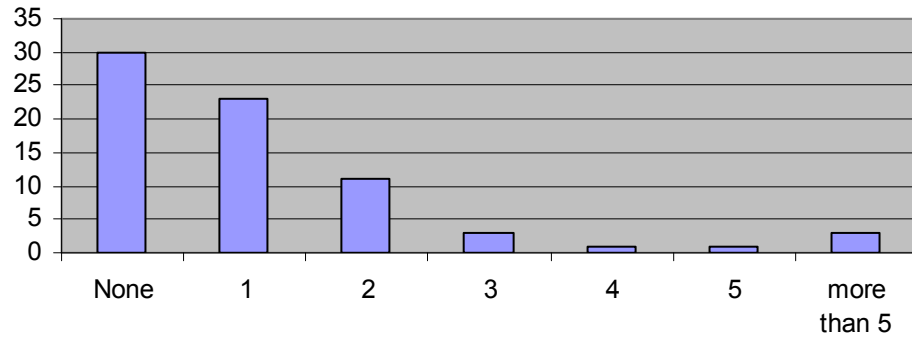
QUESTION 3: SINCE WHEN HAS YOUR INSTITUTION HOSTED A TISC, OR FROM WHEN WILL IT HOST A TISC?



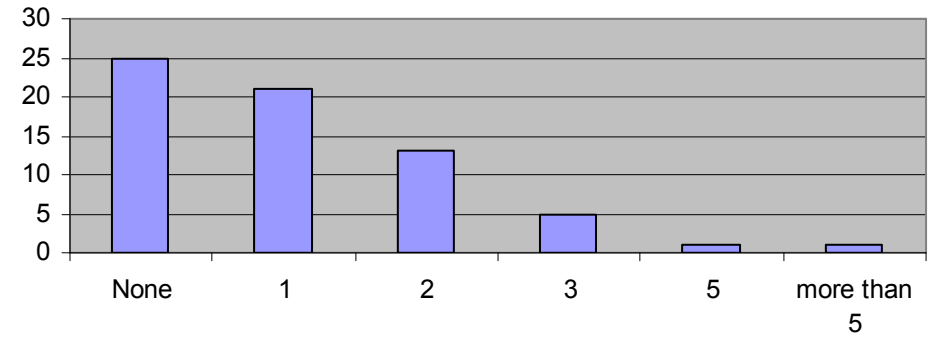
QUESTION 4: SINCE JOINING THE TISC PROGRAM, HOW MANY TRAINING ACTIVITIES HAVE BEEN PROVIDED TO YOUR INSTITUTION?



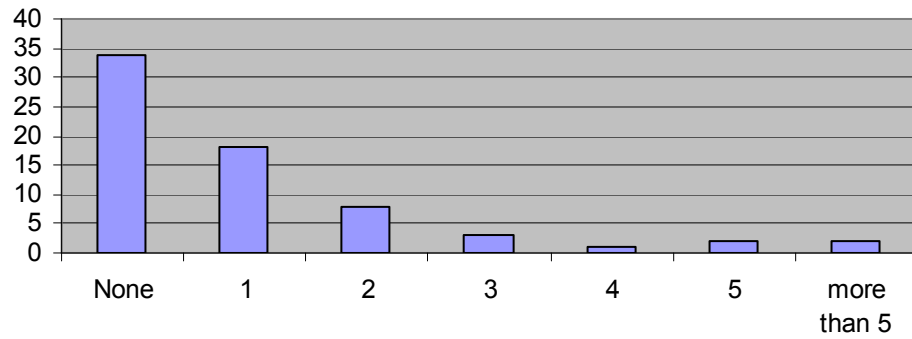
**Patent drafting
by WIPO**



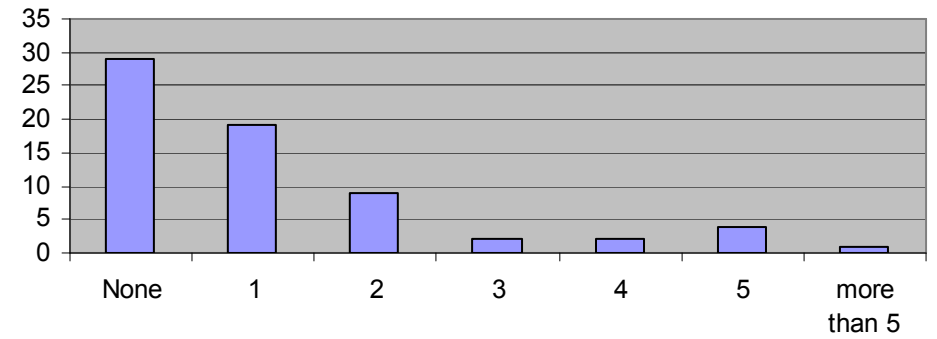
**Patent drafting
by other partners**

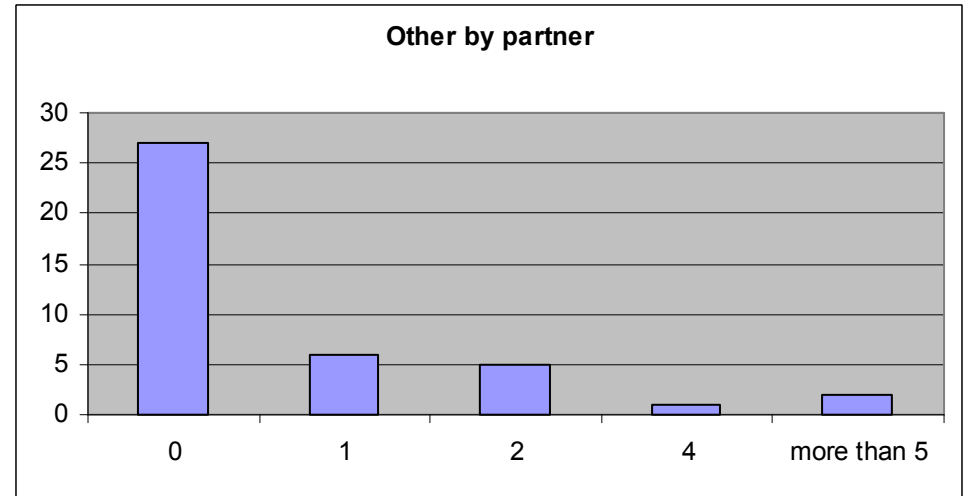
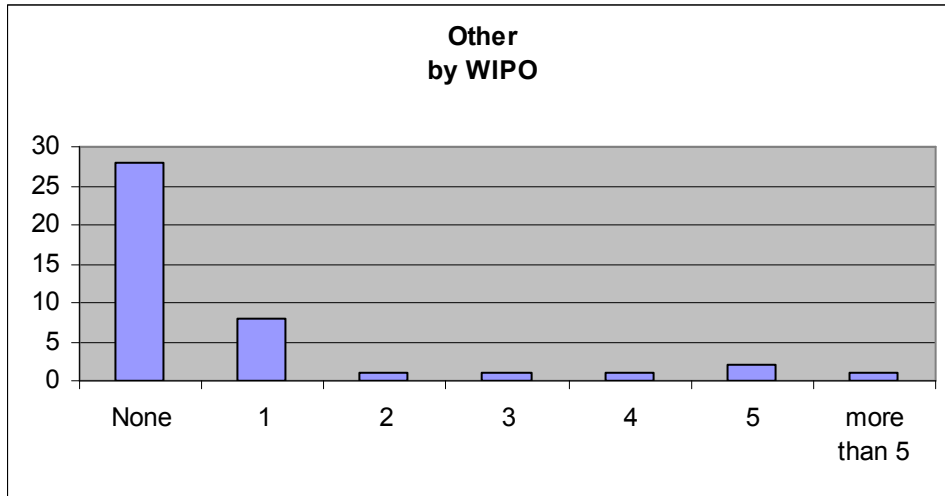


**Intellectual property management
by WIPO**

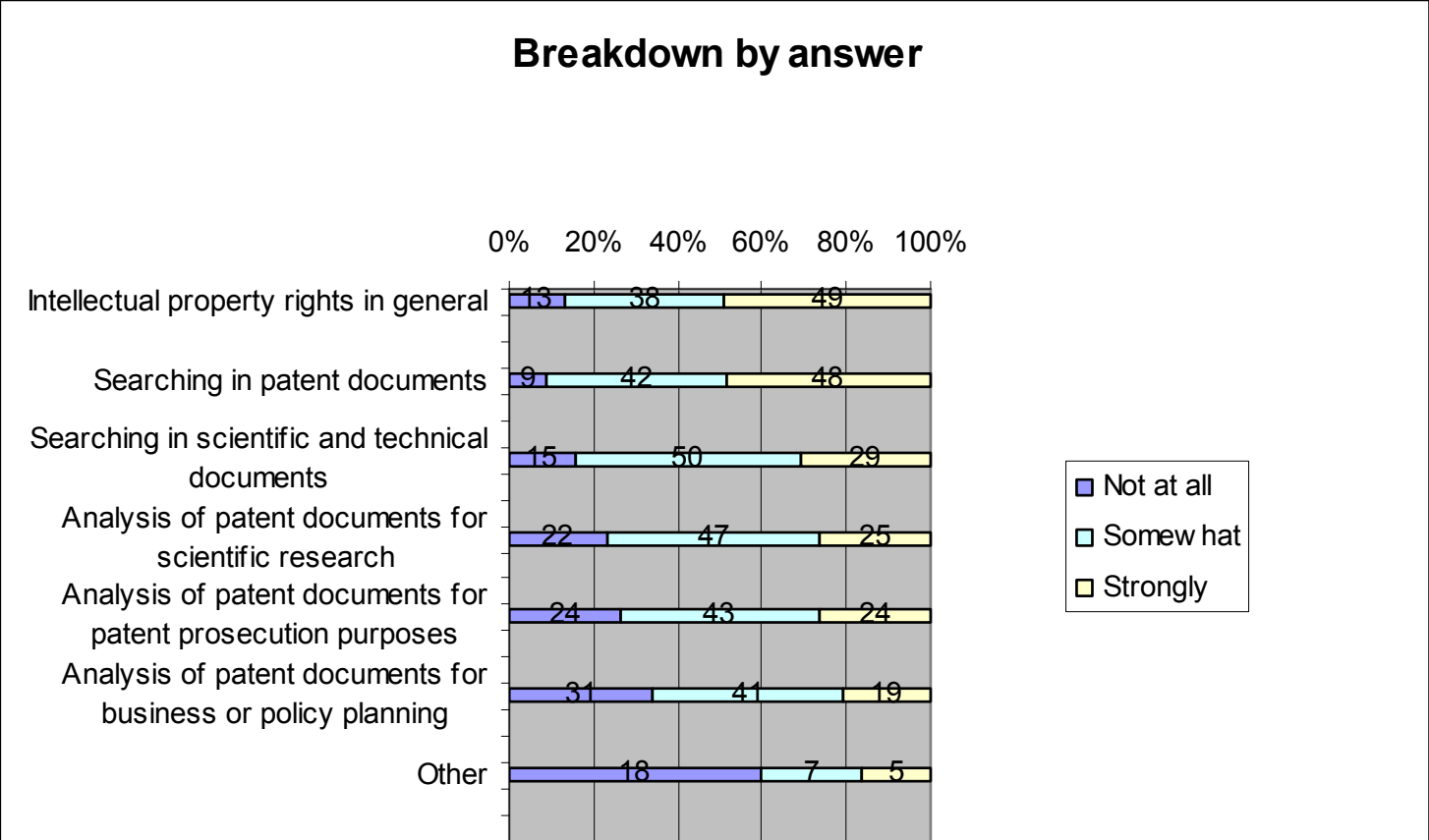


**Intellectual property management
by other partner**

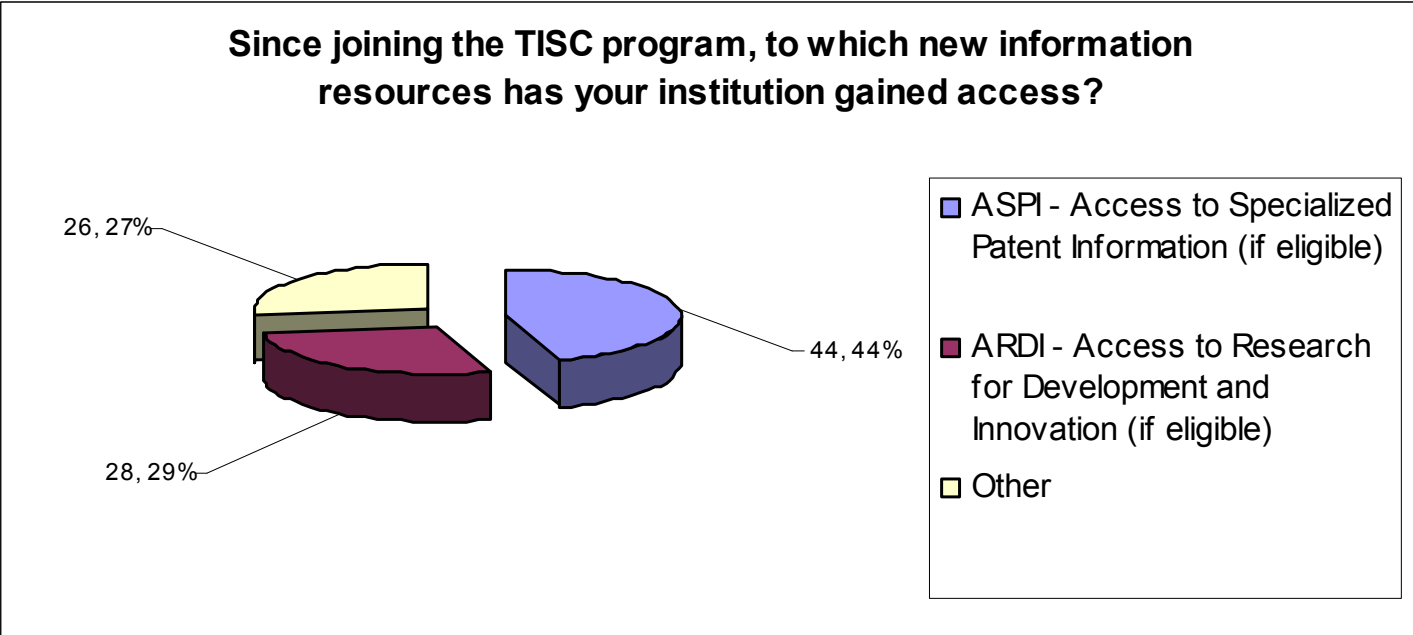




QUESTION 5: BASED ON TRAINING ACTIVITIES PROVIDED TO YOUR INSTITUTION, TO WHICH DEGREE WOULD YOU SAY YOUR INSTITUTIONS CAPACITIES HAVE BEEN STRENGTHENED?



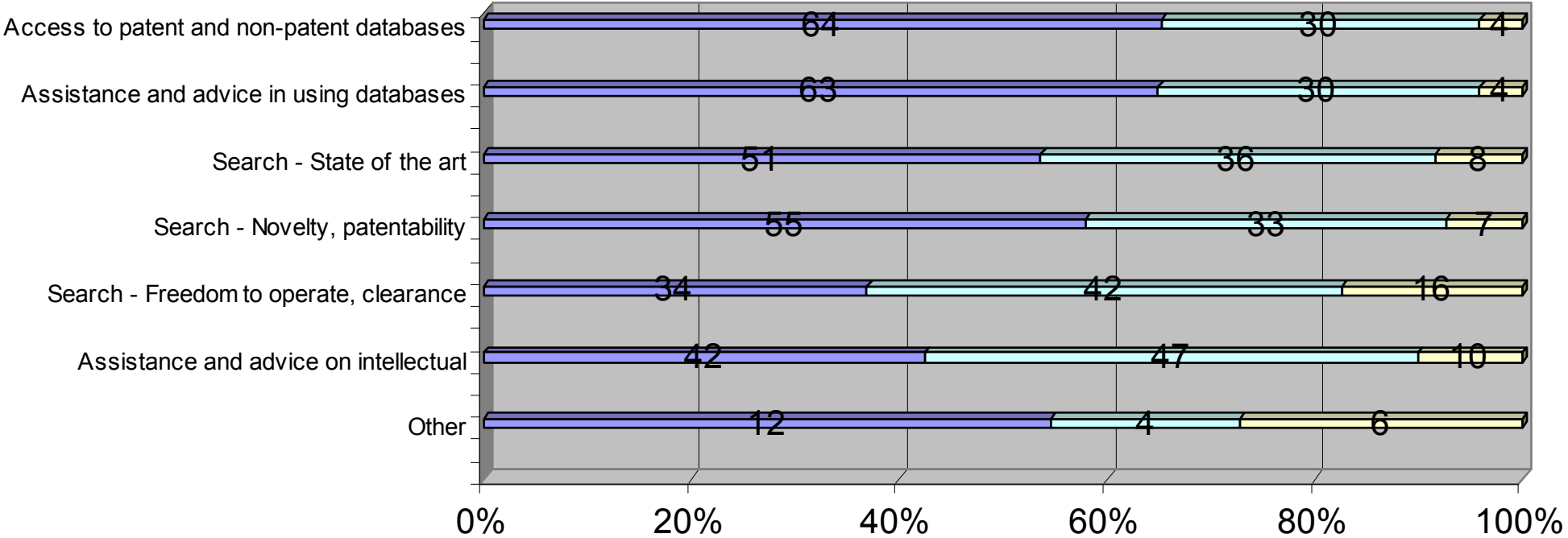
QUESTION 6: SINCE JOINING THE TISC PROGRAM, TO WHICH NEW INFORMATION RESOURCES HAS YOUR INSTITUTION GAINED ACCESS?



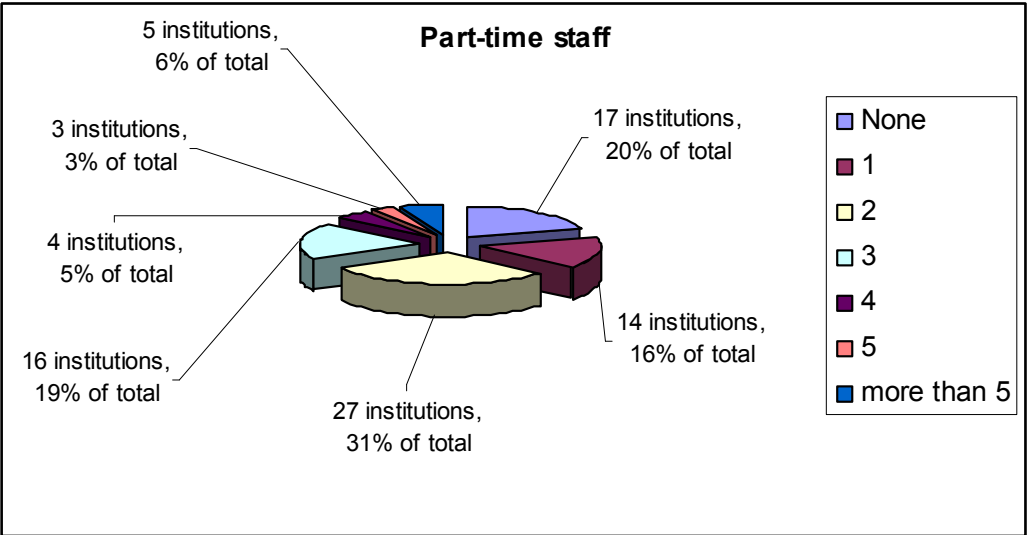
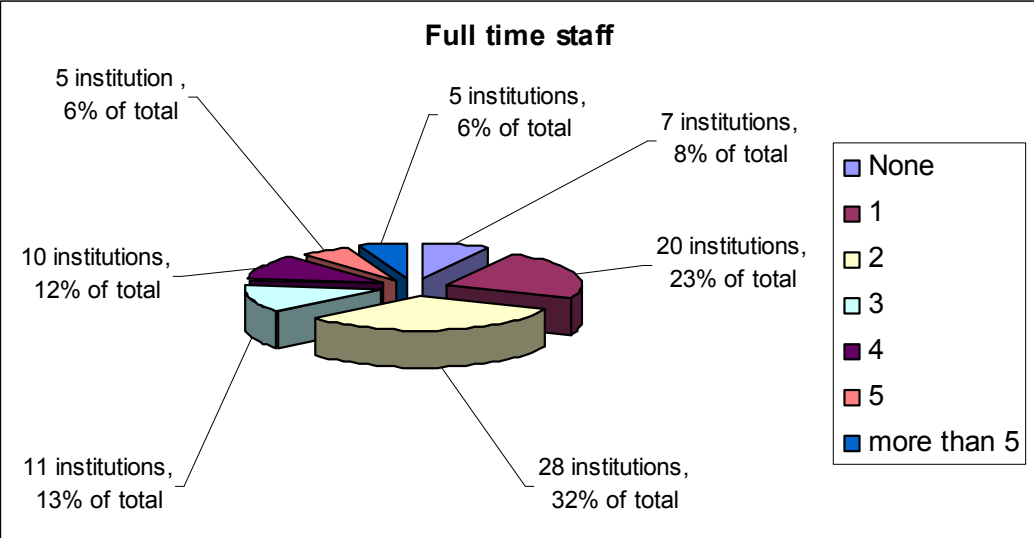
QUESTION 7: WHICH TISC SERVICES ARE PROVIDED BY YOUR INSTITUTION?

- Currently
- Within the next year
- Not applicable

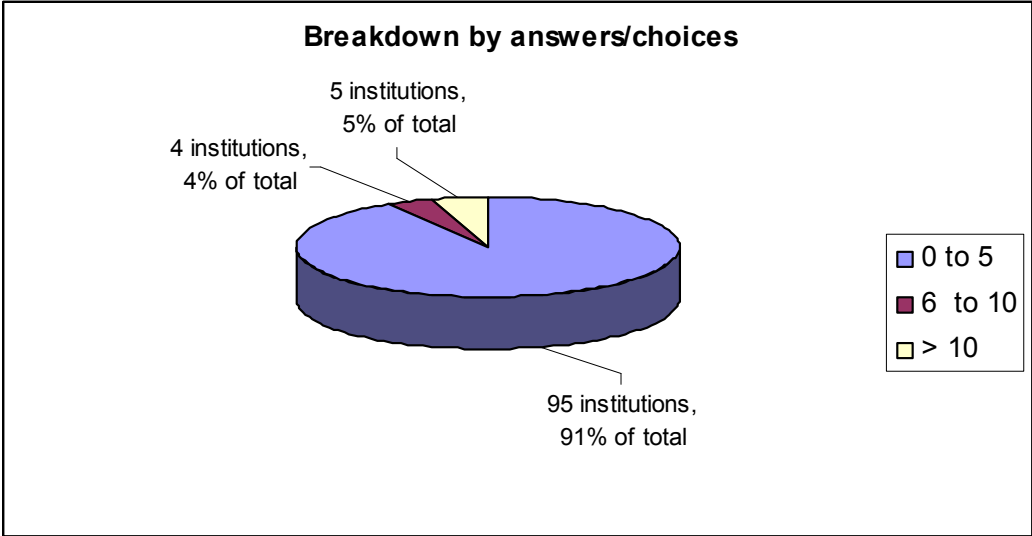
Breakdown by answer



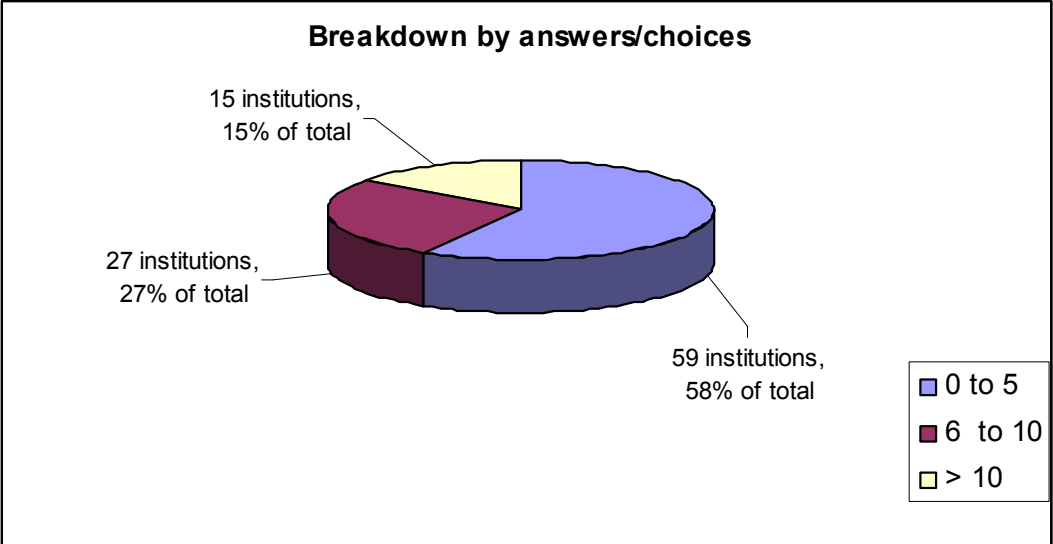
QUESTION 8: HOW MANY STAFF MEMBERS ARE CURRENTLY RESPONSIBLE FOR PROVIDING TISC SERVICES?



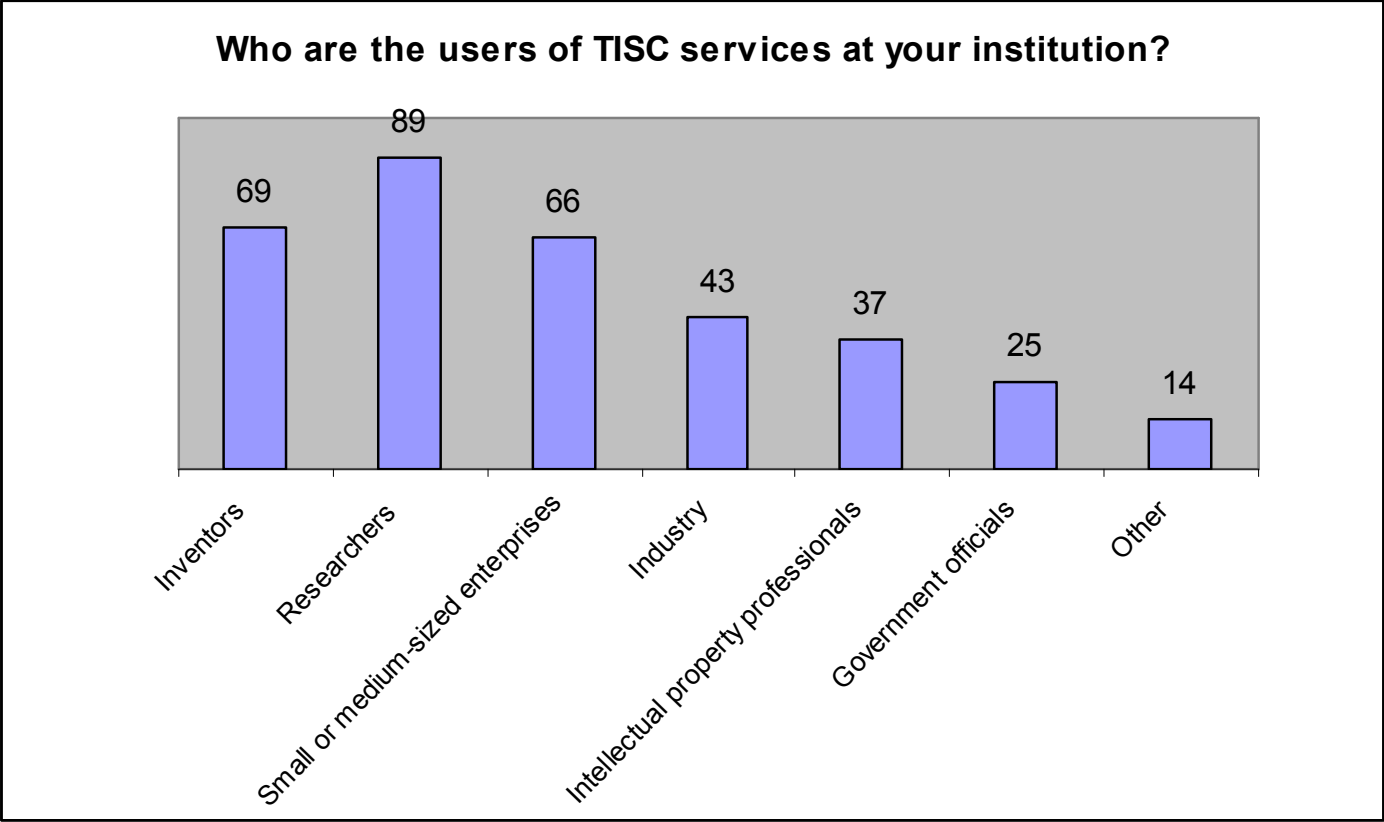
QUESTION 9A: HOW MANY INQUIRIES HAS YOUR INSTITUTION RECEIVED PER DAY FOR TISC SERVICES, PRIOR TO JOINING THE TISC PROGRAM?



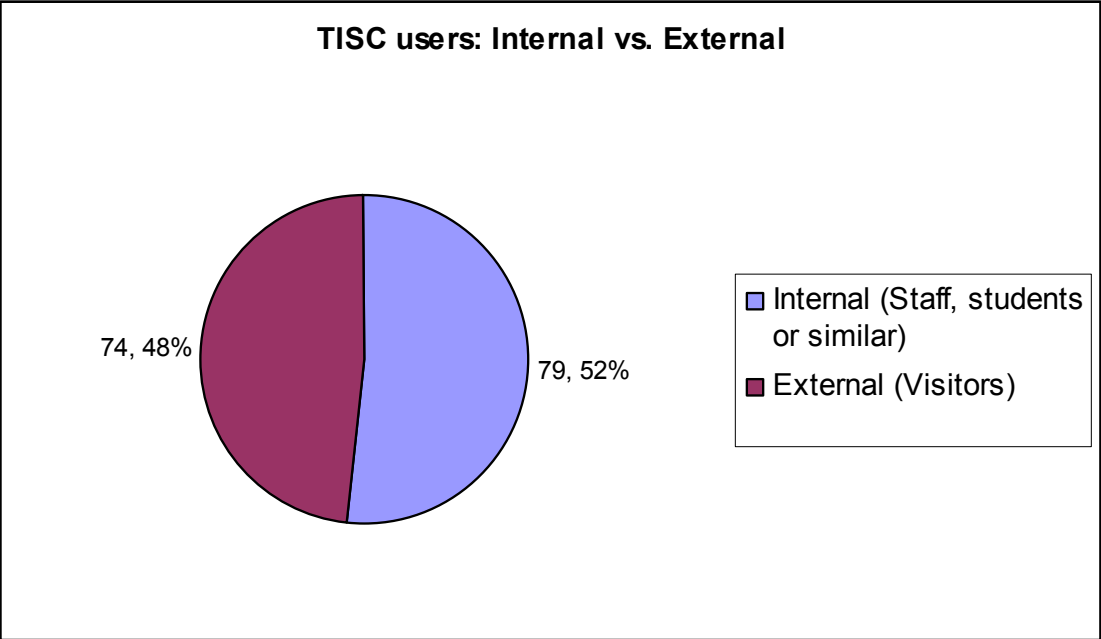
QUESTION 9B: HOW MANY INQUIRIES HAS YOUR INSTITUTION RECEIVED PER DAY FOR TISC SERVICES, SINCE JOINING THE TISC PROGRAM?



QUESTION 10: WHO ARE THE USERS OF TISC SERVICES AT YOUR INSTITUTION?



QUESTION 11: ARE THE USERS OF TISC SERVICES AT YOUR INSTITUTION INTERNAL (STAFF, STUDENTS, OR SIMILAR) OR EXTERNAL (VISITORS)?



QUESTION 12: WHAT ARE THE MAIN CHALLENGES FACED BY YOUR INSTITUTION IN PROVIDING TISC SERVICES?

1. Drafting patent specifications. 2. Negotiating Licensing Agreements 3. Patent prosecution. 4. Commercialization of IP Assets
The insufficient number of IP experts to handle requests is always a concern. The turnover of IP trainees who are enrolled in online courses need to be addressed by the host institution - providing incentive and freeing their time from teaching to focus on their trainings on IP.
Facilities to use in searching and full-time staff to work in the TISC. The capability for patent valuation and licensing should be built.
We need full time staff and more training. Our institution just started this year to send people to attend training workshops for PAQE exam. Hopefully, we will be exposed to more trainings and workshops.
As an academic institution, the challenge is to encourage faculty members to engage in research that would produce innovation
The major challenge that our TISCs are facing is the commercialization of our patented technologies.
The main challenge is the low level of region innovation.
We don't have access to special patent database (questel etc.)
We do not have any challenges faced by our University in providing TISC services
Man-power
1. Allocation of time to patent search since personnel is also teaching. 2. Most faculty and student researchers still prefer to publish their research rather than apply for a patent first.
Need for computers, scanners, photocopiers.
Lack of support from management; hasty decisions about TISC organization; lack of guidance from management; ignorance or misconceptions about IP; lack of cooperation from researchers and inventors

Awareness about the TISC services is still lacking. This could be the reason for the few numbers of clients. We need to have a number of outreach programs to popularize the centers.

Para el próximo año estaremos en la capacidad de brindar la información referente al CATI a todos los usuarios que lo requieran.

Se esta trabajando en mejorar la publicidad del Centro para darlo a conocer ante la sociedad y con esto tener una mayor demanda de servicios por parte de los usuarios, es con esta mayor demanda de servicios que nos podremos dar cuenta cuales otras cosas se deben mejorar, por el momento se trabaja en dar publicidad al Centro.

Lack of staff members; time needed for training is a lot making it difficult for those interested to participate full time as it affects their work as administrators and/ or faculty members.

Малое количество совместных мероприятий с ВОИС.

Small public awareness of the activities in the region TISC

Non-patent database search

Lack of consolidated information on international practice of protecting intellectual property rights

Not enough information on international experience in intellectual property management

Lack of free access to the database of trademarks

1. Funding for hiring full-time employees
2. Acquiring a commercial patent database, which is very expensive

Absence de littérature non brevet

Allocation of an additional workplace for TISC, lack of access to foreign databases of patents information

Infrastructure du système d'information.

En la actualidad con los recursos con que cuenta nuestra institución, se pueden ofrecer los servicios a los usuarios miembros del CATI

Conexión y acceso a Internet
La capacitación ha sido muy básica y se requiere de más capacitaciones, el problema es que pronto hay una pero no consultan disponibilidad previa, y el CATI es un trabajo extra de apoyo a la institución y no dedicación exclusiva
En realidad ninguno ya que si la solicitud no la hacen de forma presencial, se envía el formulario para solicitud de información de forma electrónica.
Desconocimiento de los beneficios de la Propiedad Intelectual más allá de la protección.
Poca cultura de investigación mediante el aprovechamiento de recursos bibliográficos (journals)
Por el momento estamos iniciando, para el próximo año cuando ya se tenga todo actualizado en cuanto a equipo y personal a cargo, se iniciará el proceso, aun no conocemos inconvenientes al respecto
Lack of full time staff
Training and resources
Firma de Convenio por falta de Tiempo de Ejecutivos
Capacitación, y que por finalizar el año lectivo escolar no le hemos dado la debida publicidad al servicio que prestamos.
1. Problems of translation into Russian; 2. Analysis of patent information
Our organization services need advertising
Members are still on training
To improve the level of education and knowledge on intellectual property in the region
ITSO involvement in addition to other functions in the university, understaffed; no facilities yet installed for special patent search
En réalité , notre centre attend son lancement officiel prévu au premier trimestre de l'année 2013. Nous avons de difficultés de matériels ou outils informatiques ainsi que du débit qui est faible, ce qui ne permet pas une meilleure exploitation du système

Una de las principales limitantes sería el acceso a bases de datos especializadas mediante pago o suscripción. Otro detalle puede ser la dificultad para acceder a información actualizada y en línea sobre el registro de patentes en el país
Funding and minimal potential patentable research outputs.
Lack of resources
Availability of the appropriate facilities e.g. computers with internet
Expecting that the ITSO/TISC will soon be equipped with all the needed skills and database/patent info access software so that we can fully serve our clientele with full competence to their satisfaction.
<ul style="list-style-type: none"> - avoir la capacité non seulement à rendre tous les services courant l'accès aux ressources (scientifiques et techniques) en ligne relatives aux brevets et l'accès aux publications relatives à la propriété industrielle; l'aide à la recherche d'informations en matière de technologie, formation à la recherche dans les bases de données; - mais aussi avoir capacité à faire des recherches à la demande (nouveautés, état de la technique et atteintes aux droits); la veille brevet, les informations de base sur la législation relative à la propriété industrielle, la gestion de la propriété industrielle, les stratégies propres au domaine et la commercialisation de la technologie. - sensibiliser les chercheurs et inventeurs malgache sur l'importance recouverte par l'innovation, la propriété intellectuelle, le brevet, pour compéter dans le nouveau contexte de la mondialisation. Surtout les principaux acteurs et les vrais acteurs nationaux - Favoriser l'échange d'expérience et de bonnes pratiques au niveau des politiques et d'instruments de soutien de l'innovation. - Favoriser le processus de régionalisation du support à l'innovation à travers toute l'Ile
<ul style="list-style-type: none"> -Appropriation de l'exploitation des bases de données sur les documents de brevet ; - sensibilisation à l'échelle nationale dans le sens de l'exploitation des bases de données disponibles ; - Etendre le réseau : impliquer le maximum d'acteurs.
Distinción entre los servicios generados a través del CATI con los brindados normalmente por la oficina.
Todavía no hemos podido intalar el CATI, pues falta información financiera que debe proporcionar la OMPI a nuestra institución, toda vez que el Ministerio de Comercio e Industria nos ha manifestado no conocer esa información.
Gestion du réseau des CATI
Accès à l'information technique

Dotation du CATI en quantité suffisante des ordinateurs
Formation du coordinateur
Financement
Limited time considering our trilogy of functions (teaching, research, extension plus administrative), no full time staff, no dedicated facilities
-resources for consistent training of TISC centers staff
-level of knowledge of IP of TISC services users
-as the country focal point for TISC, faces challenges when assisting other institutions to set up the TISC centers. Mainly in effective capacity building.
нет доступа к базам данных заявок на товарные знаки, языковой барьер при использовании информации на сайте ВОИС
The main challenge is infrastructure and in particular software and hardware.
We will establish the Innovation and Technology Support Office (ITSO) in the university, and go through the training modules. Only then can we start providing services in this area as an ITSO. There is the challenge of making patent search a worthwhile requisite for research and development projects of researchers in the academic community.
How to institutionalize the services so staff can be made permanent with a career path, budgets can be mainstreamed & the services will be sustainable notwithstanding the change of leadership through the years.
Convaincre les utilisateurs des innovations a cause de leur ignorance
Infrastructural facilities along side human resource shortage
Access to commercial databases of patent information
Funding Requirements for salaries of full-time ITSO/TISC personnel and patent filing fees Funds for the purchase of needed office equipment and furniture Funds for the conduct of seminars and IP related training programs

1 - Le dépôt des brevets à l'échelle internationale 2 - la rédaction des contrats de licence et d'exploitation des brevets
Promotion of opportunities for distance learning programm of WIPO Academy
The difficulty in communicating with some research centers, universities and stakeholders because of the lack of knowledge of intellectual property importance in the research sector.
La nouveauté du domaine par rapport aux mentalités qui doivent s'y habituer. il nous faut donc en plus de l'expertise, une sensibilisation accrue des institutions de la place.
There is lacking yet awareness of TISC services for potential beneficiaries.
Language barrier
Implant the culture of the technology transfer, the culture of patenting
We are implanting our KTO (knowledge transfer office)
Access to commercial patent databases
Patent search and drafting
Professional development in the field of patent research
Since we have not yet been upgraded to a TISC, and an Intellectual Property Advisory Services and Information Centre, we are faced with the challenges of making our services known to many potential users. Another challenge is in assisting the grassroot innovators in preparation of their patent application documents, of which a capacity building id required.
The technical staff expected to provide TISC services have to be sufficiently trained on basic matters for effective and efficient service rendering and ability to impart the same to other staff that would take over positions for any established reasons. For instance an inventor would wish to be given the fundamental and guiding principles on drafting or drawing a patent document.

QUESTION 13: DO YOU HAVE ANY SUGGESTIONS OR COMMENTS TO SHARE WITH WIPO OR OTHER INFORMATION TO PROVIDE NOT COVERED ABOVE?

WIPO has been very generous and helpful to the TISCs here in the Philippines. We are truly grateful for their assistance in building our capacities. However, we would need more training on IP Management, negotiating licensing agreements and technology transfer protocols. We would also like to request to have printed materials for our references.
WIPO should assist TISC centers in obtaining affordable subscriptions to patent data files. More online courses should be opened for continuing development of the IP experts.
Please provide trainings and seminar-workshop for IP valuation, licensing and technology transfer...
I think a more straight to the point teaching of patent drafting nuances is needed from WIPO teachers. The basic principles of intellectual properties could be delivered by the WIPO local counterpart. A longer training/workshop from WIPO would also be appreciated for a deeper and more understanding of the subject.
The training provided by WIPO to us was very good, perhaps there could be another round?
I would like to request for the conduct of Seminar-Training on the commercialization of technologies which if possible funded by WIPO. Thank you very much
More active advertising of the importance of intellectual property in modern conditions/
We need more different lessons about intellectual property in english and russian
All training should be localized so that all the staff can attend
We just want WIPO to know we truly appreciate the support you are extending to the various TISCs
We need training as quickly as possible so that come next year we start operating our TISC. The room has already been established. We hope to procure computers and other hardware next year.
Please help train the trainers who spread the word about IP

WIPO may need to facilitate some of the awareness programs to help move the TISC centers forward. The centre despite the fact that it is used by outsiders do not have good computers. Equipping the centers even with just a few dedicated machines could give the project a leap.

Организация в Республике Башкортостан Международной конференции пользователей услуг ЦПТИ

Priority access to commercial non-patent database service to provide the search via the Internet
Publish international practice reviews on protecting intellectual property rights
Publish international practice reviews on intellectual property management

Increase the number of training workshops on working with patent databases

We would like to use search database of trademarks.

Las capacitaciones se deben dar no solo en Tegucigalpa, sino en San Pedro Sula, pues la movilizacion debido a los compromisos institucionales por varios dias es muy complicado, ademas que no no hay viaticos y eso debe correr por la institucion, pero debido a que el presupuesto esta asignado desde antes no hay probabilidad de aprobacion. No hay una agenda definida, lo que pareciera hace que se improvise mucho.

Solamente incentivarlos a seguir dando capacitaciones a los que manejamos los CATIS ya que de esta forma podremos ayudar a los usuarios de una manera mas profesional. Muchas gracias por esta inicitaiva.

Respecto al programa ARDI se desea una mejor categorización de las publicaciones (ordenamiento por area temática ej. bioenergía, microbiología, química, etc.) contenidas en el ya que es difícil ubicar journals que son de un tema en particular solicitado por el cliente del CATI y muchas veces se invierte mucho tiempo sin fruto alguno en la búsqueda.

Continuous training will be appreciated.

1. the translation of the site;
2. distance courses in Russian

More frequent training

Nous attendons le lancement officiel pour installer le centre secondaire à l'université de Bangui.

We appreciate the assistance provided to us in so far as the seminars and trainings are concerned.

Assist universities in the commercialization of technologies
We need Access to Specialized Patent Information and Access to Research for Development and Innovation
You have carried out for us 3 training and on-line training, it is good but need to work even more closely.
We are very much thankful for the continuous support by WIPO to the IPOPHIL who at their end have been taking care of strengthening the ITSO/TISC.
A veces es difícil tratar con la OMPI a través de las oficinas de propiedad intelectual que dependen de los gobiernos de turno, deberían haber otros mecanismos para interactuar directamente.
Organiser pour le coordonnateur un voyage d'étude dans un pays où le CATI est opérationnel en vue d'acquérir l'expérience en matière de gestion du CATI et du réseau;
Appreciation building for middle and top executives
-the trainings offered by WIPO have been very helpful. We would suggest the frequency of the trainings be higher.
преодоление проблем с переводом патентной и патентно-ассоциированной информации на русский язык
I suggest that the institutions hosting TISCs be assisted in establishing technology transfer offices. This office will reach out and tap the potential resident in inventors and researchers outside the boundaries of the institutions.
TISC provides very effective fundamental skills training to start up the TISC services but this has to be complemented by an appropriate design and management framework which only host institutions can provide. Thus, there is a need to engage and educate top management of host institutions to push them to plan out a structure, system and roadmap before skills training starts. Maybe, bench-marking and exposure trips will help. Without proper structures and systems, the skills training will go to waste because it will not be sustained by a viable operation.
Dans les pays en développement on étudie mais on n'exploite pas les connaissances acquises
WIPO should consider facilitating the participating institutions to enable them to fully participate in the TISC programmes
I wish to further develop TISCs and success in the coming New Year!

ITSO/TISC personnel may come and go anytime as they are not full-time. It takes time to train people for IP but the management may also replace the people anytime if they wish. Top level management must also be aware of the ins and outs of an effective IP Management system.

FULL Access to International Patent Databases.

i would suggest that CEO's of institutions be trained too

Le personnel de notre cabinet souhaiterait bénéficier de plus de formations sur la recherche d'informations en matière d'innovation et de la technologie.

We at JICA are considering introducing TISC services in the One Village One Product (OVOP) program through business service providers and university community services for Micro, Small and Medium size enterprises.

We need more training in technology transfer and about patenting

Develop services in Russian and training including

More training for more people

We believe that TISC will be very successful as it will provide a wide range of technical information both patent and non-patent information. In this regard we are looking forward to see the TISCs in Tanzania.

TISCs would require a wider scope of IP information in terms of both published manuals, booklets, Journals, handouts etc and downloadable materials depended on the infrastructure of the individual TISC. I am tempted to believe that TISC staff if they are to be fully supportive to users of then TISC services they have to be relieved of their appointment duties which as it appears shall have to be discharged at the same time.