



Technology and Innovation Support Centers (TISC)
Progress and needs assessment questionnaire
December 2013 Survey Summary Report

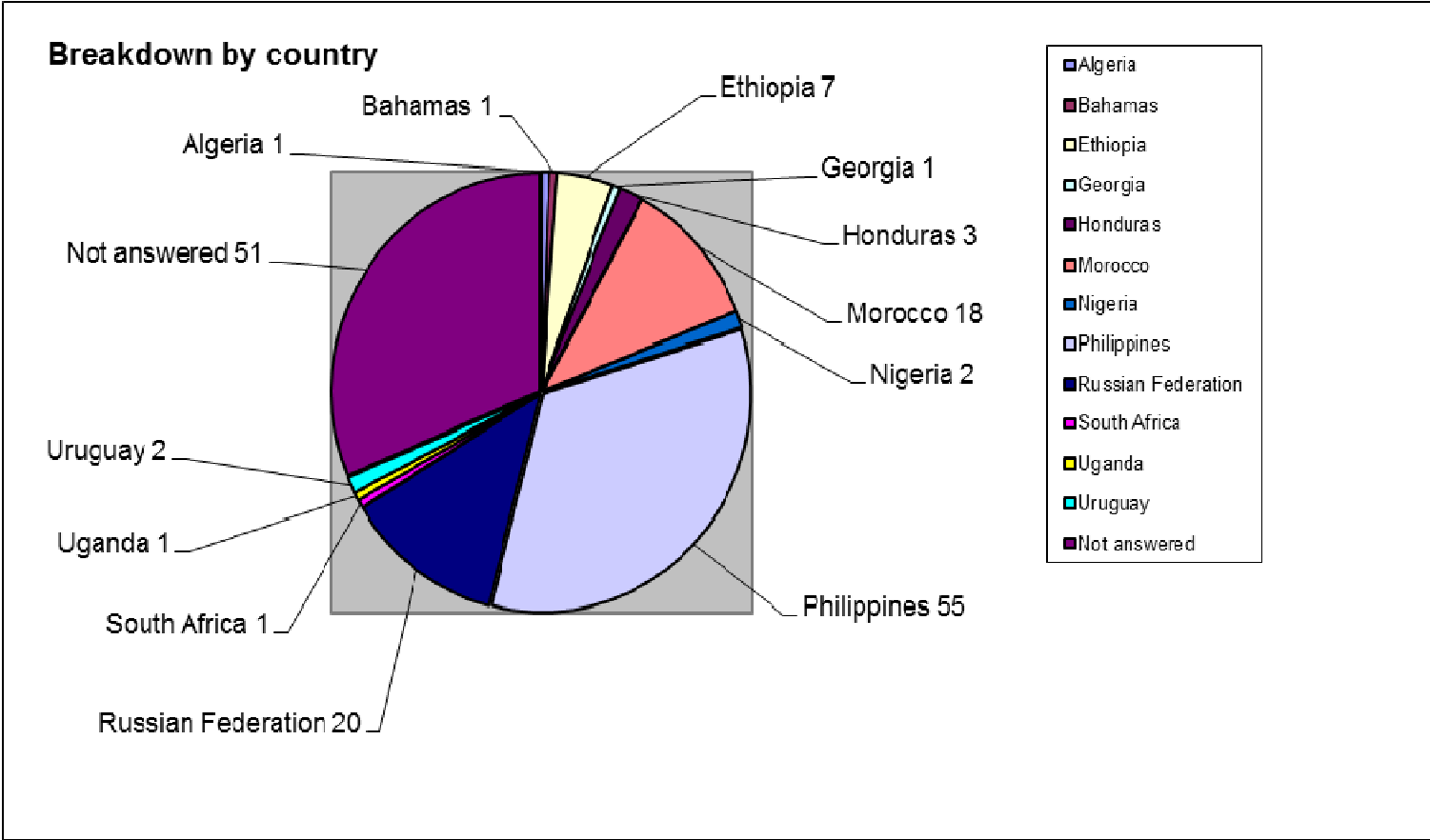
INTRODUCTION

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 20 November to 13 December 2013. It covers activities carried out under the aforementioned Development Agenda project for the year 2013.

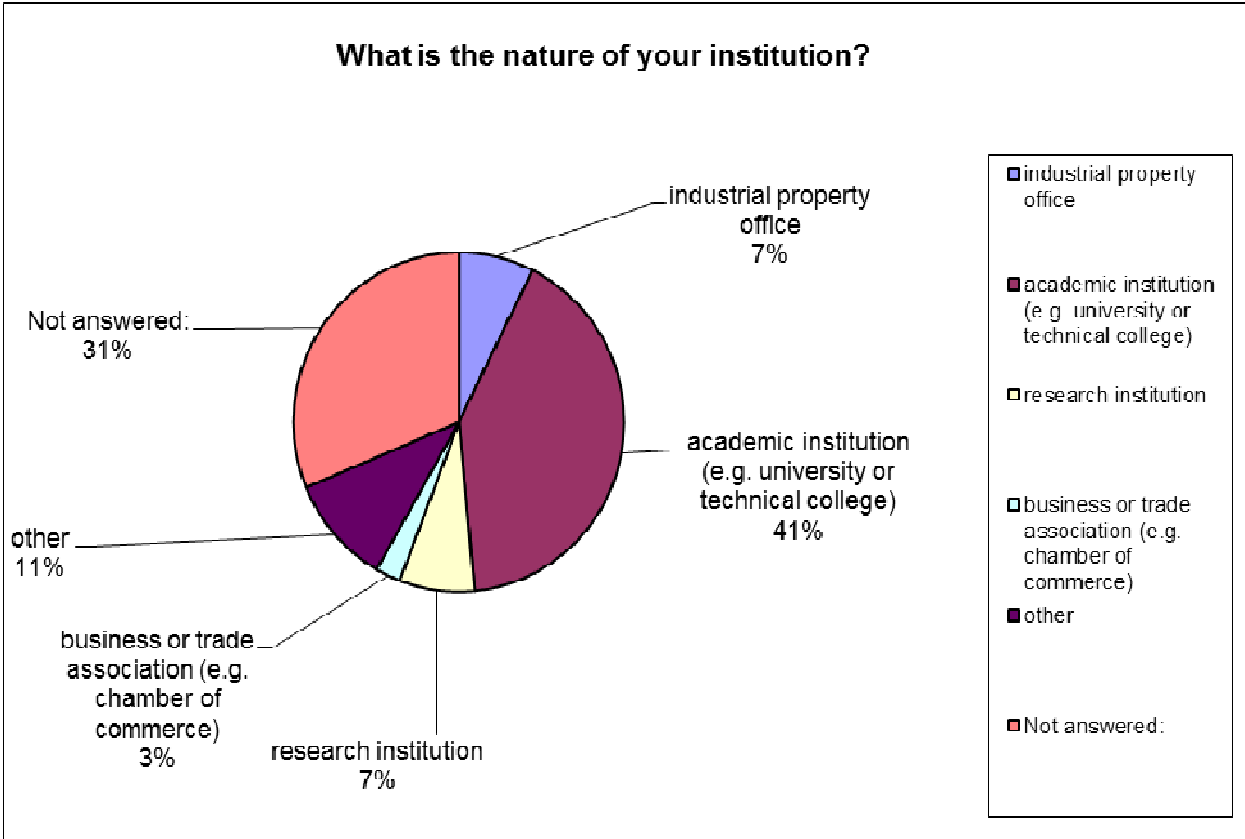
During the survey period, 163 questionnaires (75 completed), from 12 countries were received and used in compiling this report.

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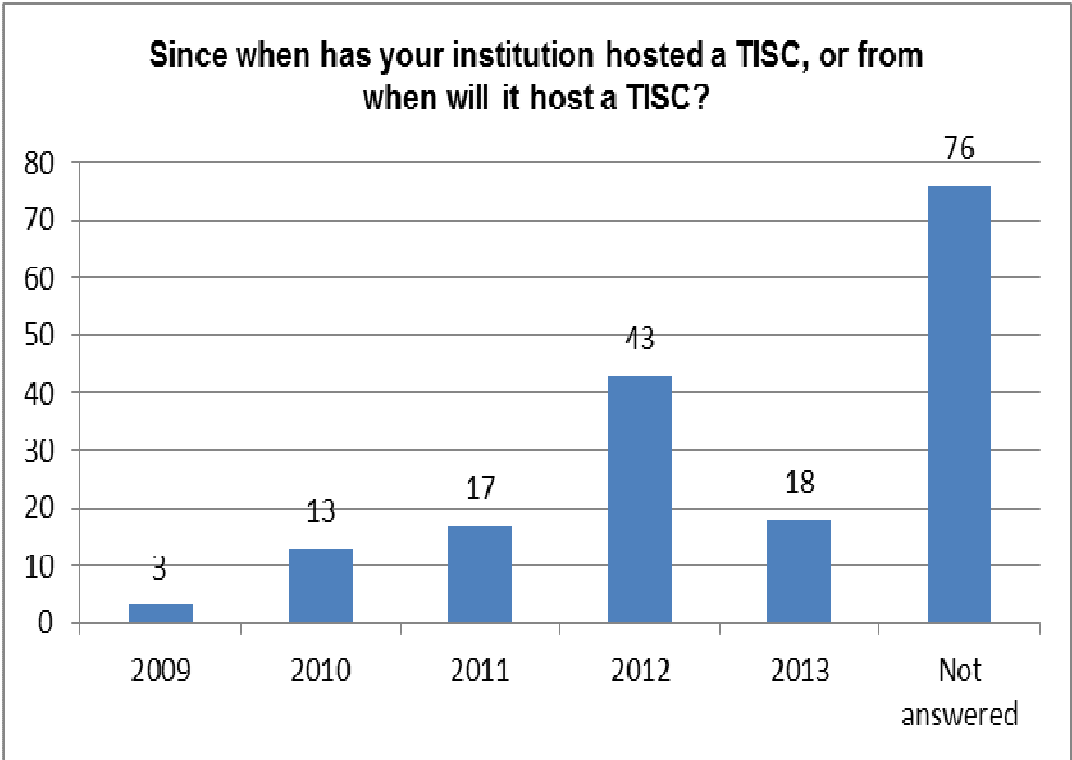
QUESTION 1: IN WHICH COUNTRY IS YOUR INSTITUTION (PRIMARILY) LOCATED?



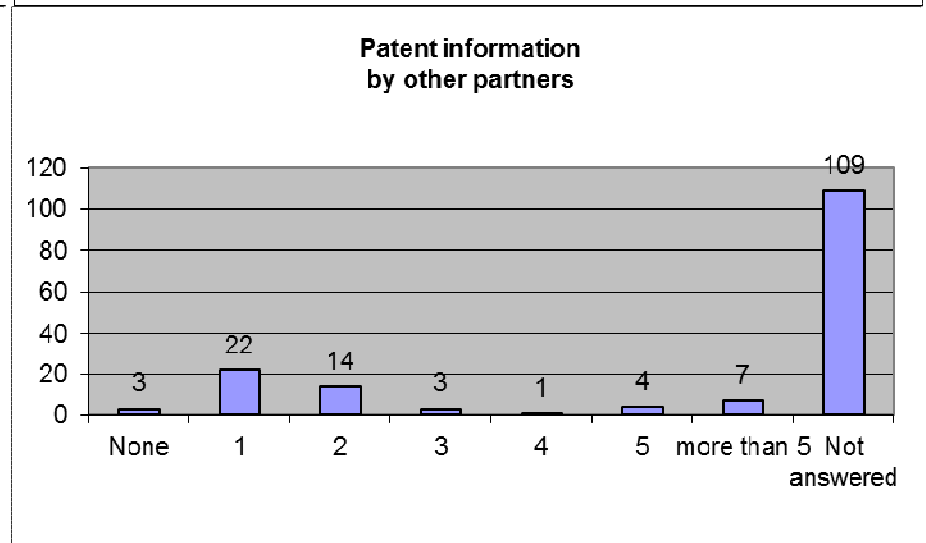
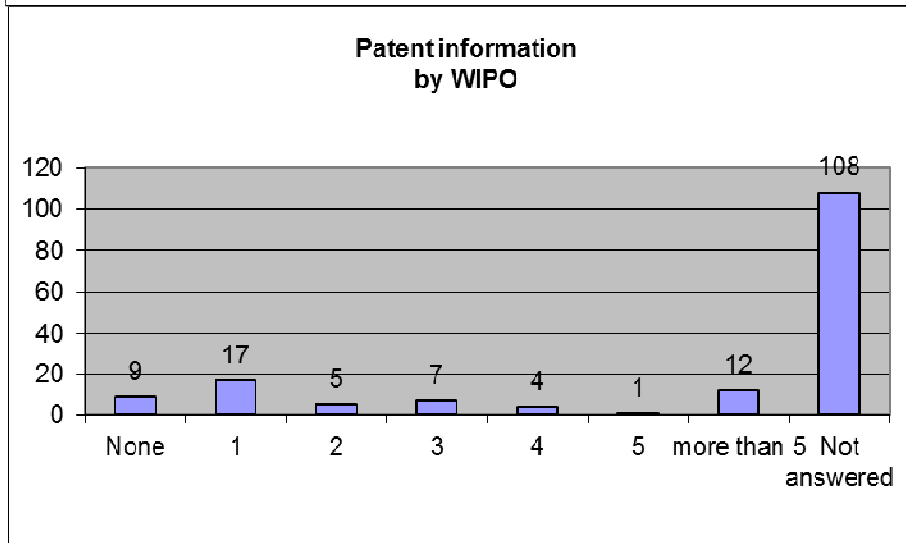
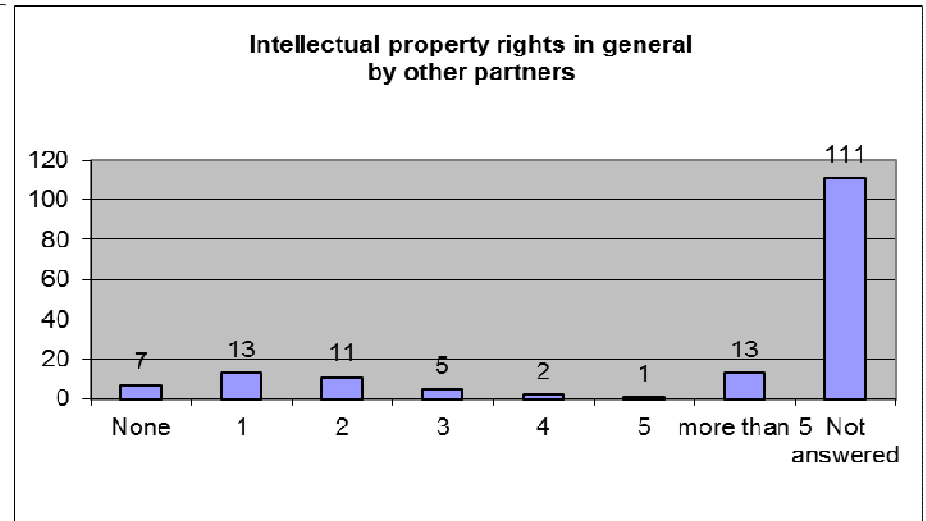
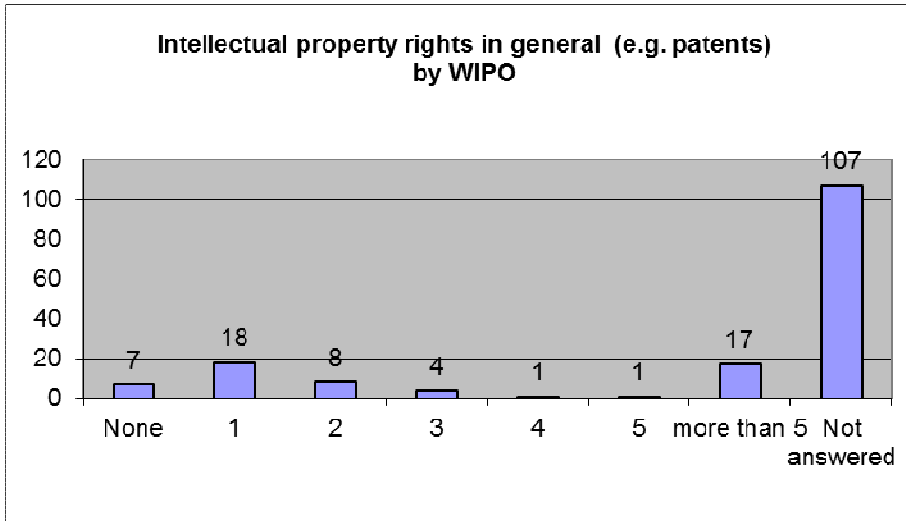
QUESTION 2: WHAT IS THE NATURE OF YOUR INSTITUTION?



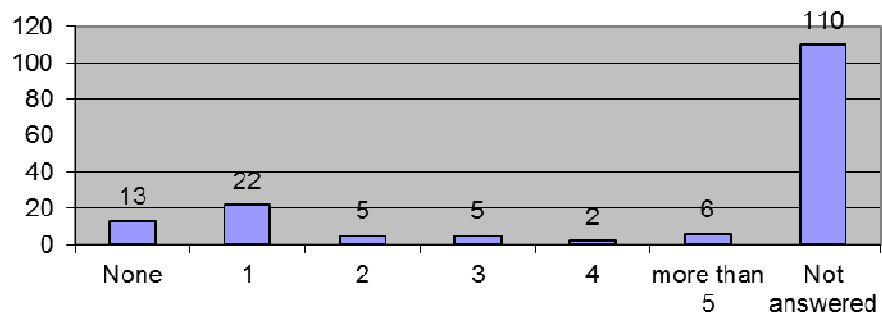
QUESTION 3: SINCE WHEN HAS YOUR INSTITUTION HOSTED A TISC, OR FROM WHEN WILL IT HOST A TISC?



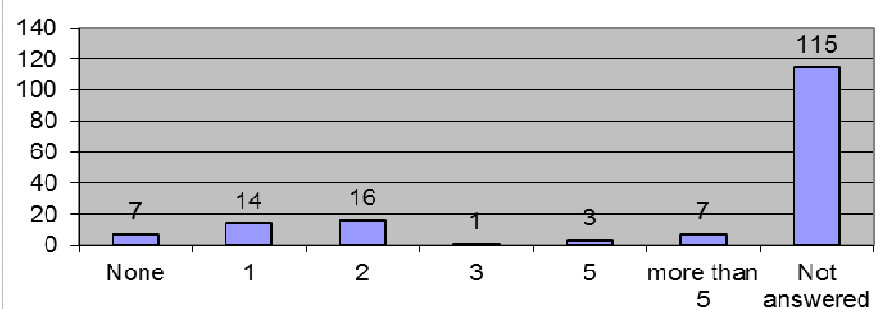
QUESTION 4: SINCE JOINING THE TISC PROGRAM, HOW MANY TRAINING ACTIVITIES HAVE BEEN PROVIDED TO YOUR INSTITUTION?



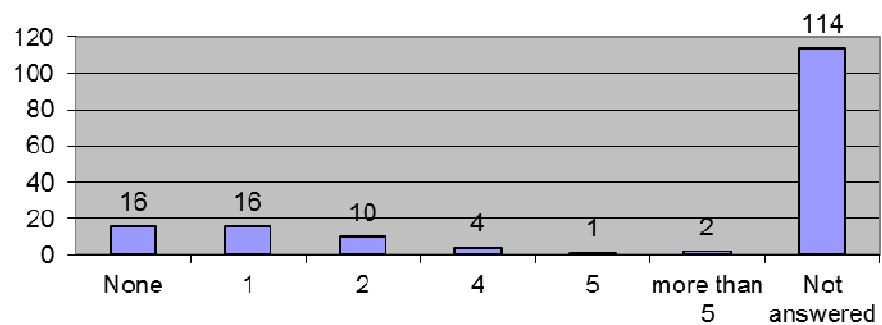
**Patent drafting
by WIPO**



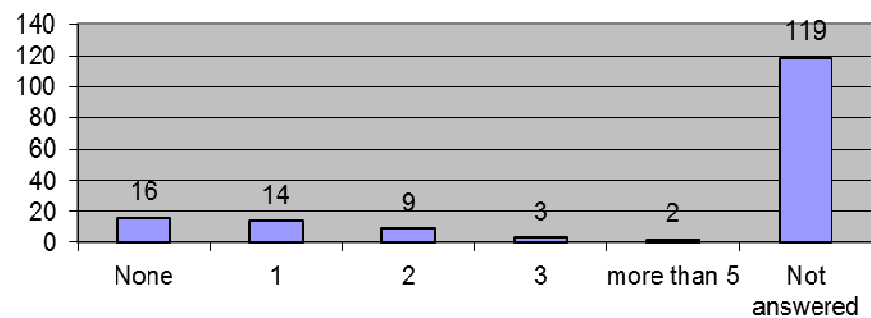
**Patent drafting
by other partners**



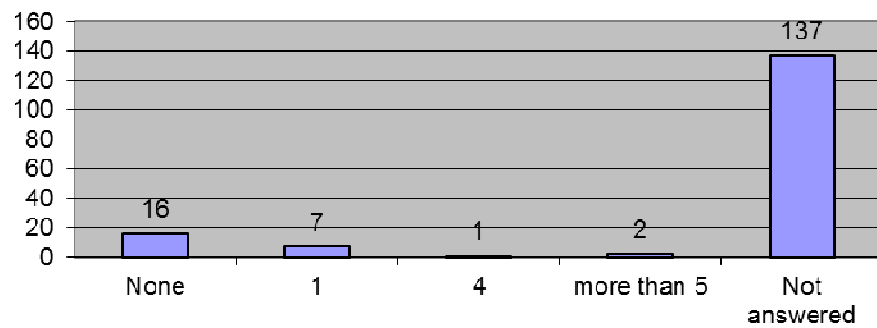
**Intellectual property management
by WIPO**



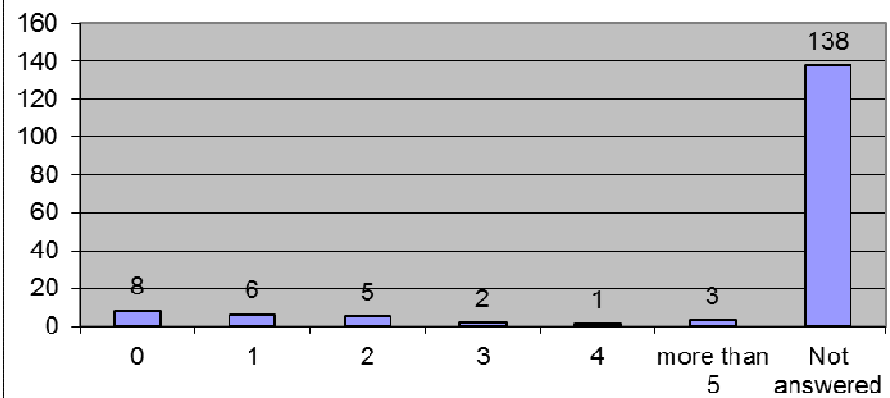
**Intellectual property management
by other partner**



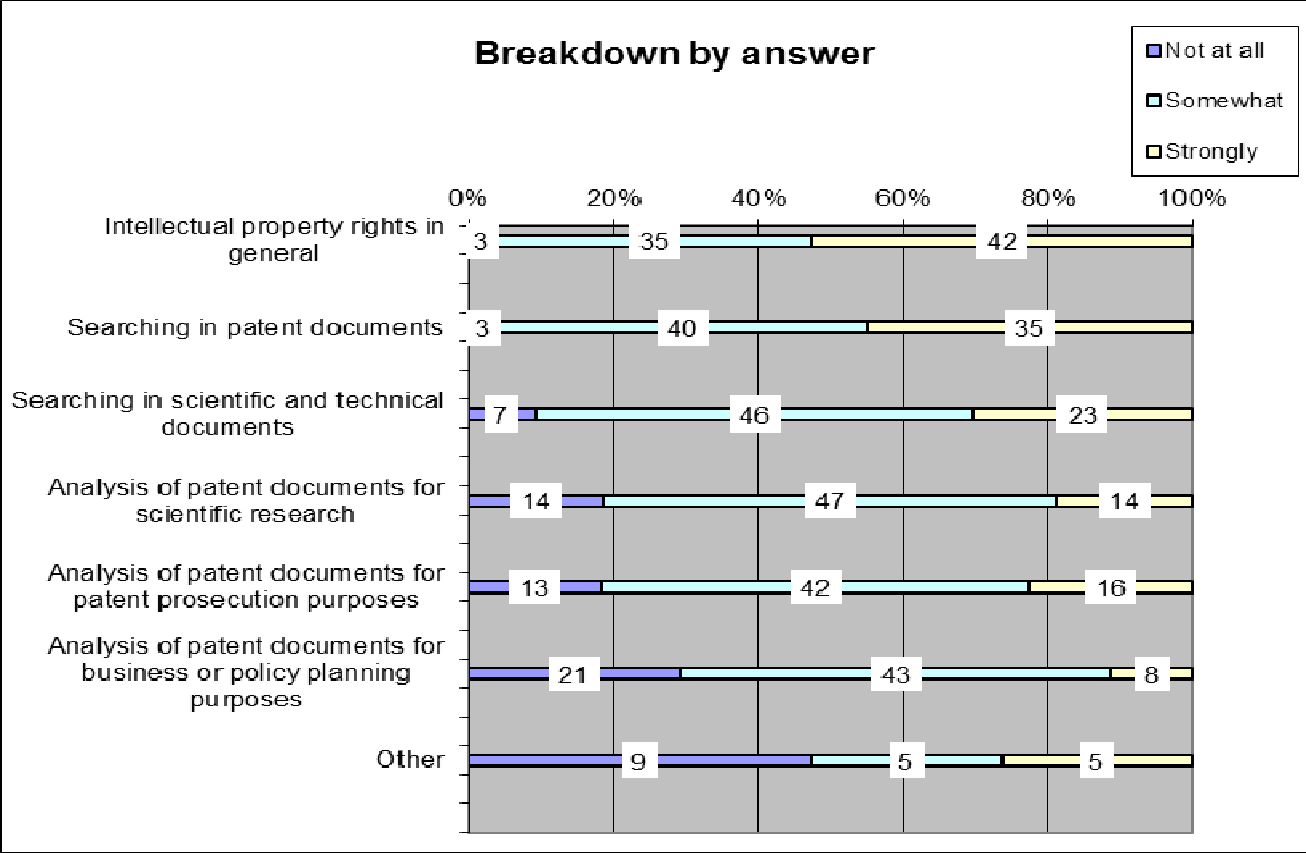
**Other
by WIPO**



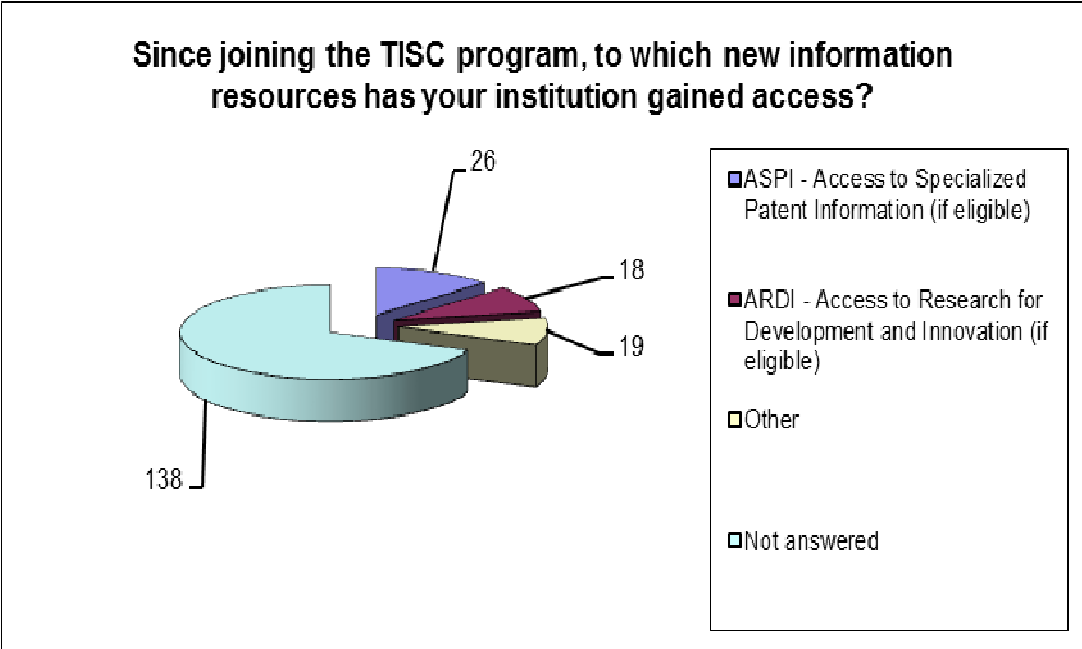
Other by partner



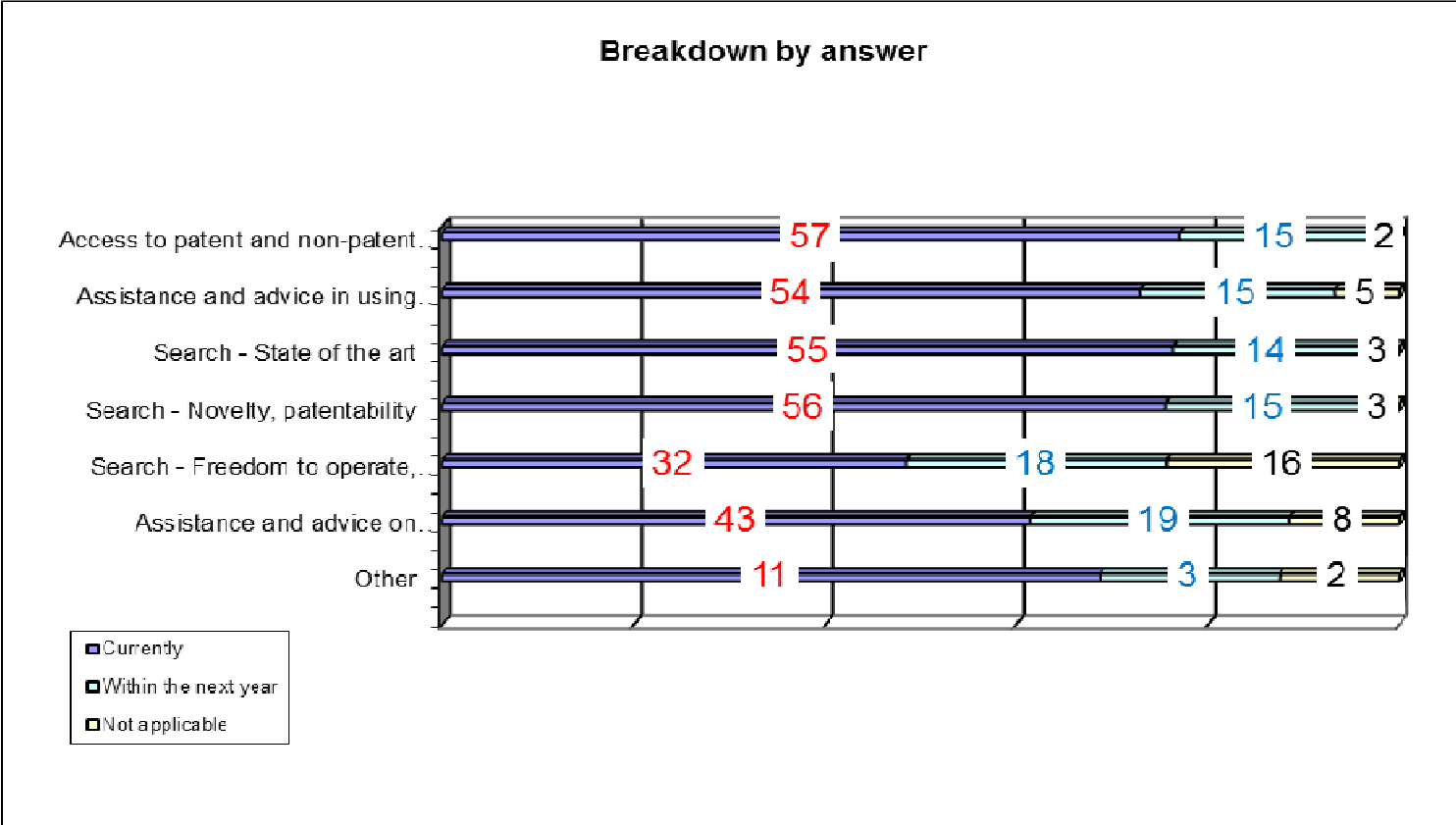
QUESTION 5: BASED ON TRAINING ACTIVITIES PROVIDED TO YOUR INSTITUTION, TO WHICH DEGREE WOULD YOU SAY YOUR INSTITUTIONS CAPACITIES HAVE BEEN STRENGTHENED?



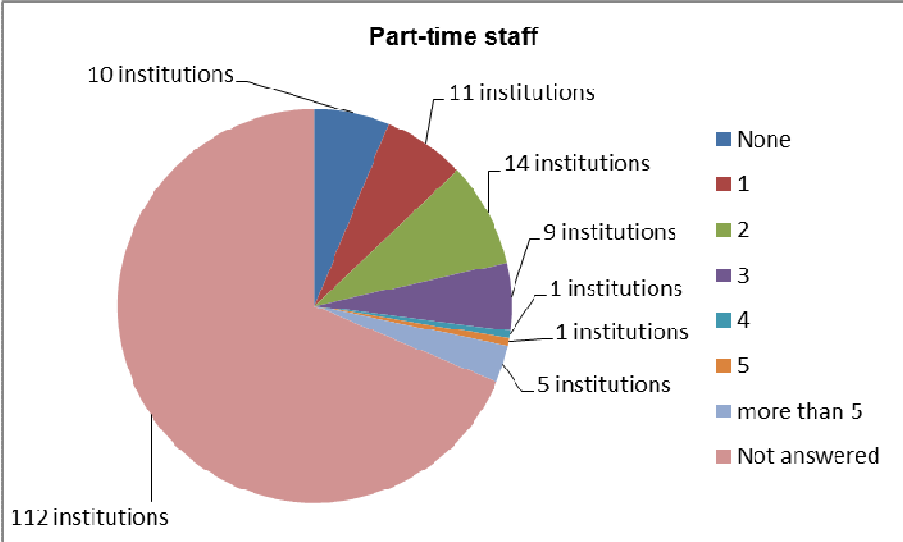
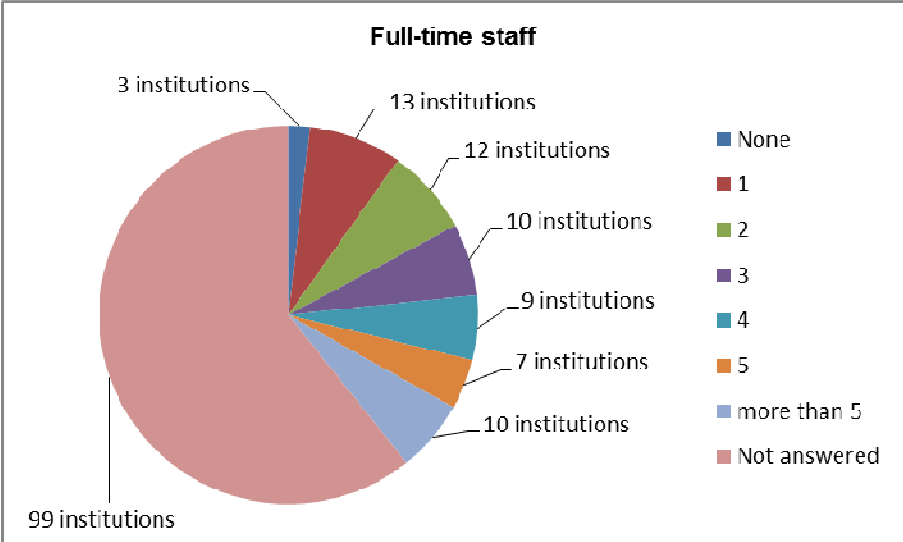
QUESTION 6: SINCE JOINING THE TISC PROGRAM, TO WHICH NEW INFORMATION RESOURCES HAS YOUR INSTITUTION GAINED ACCESS?



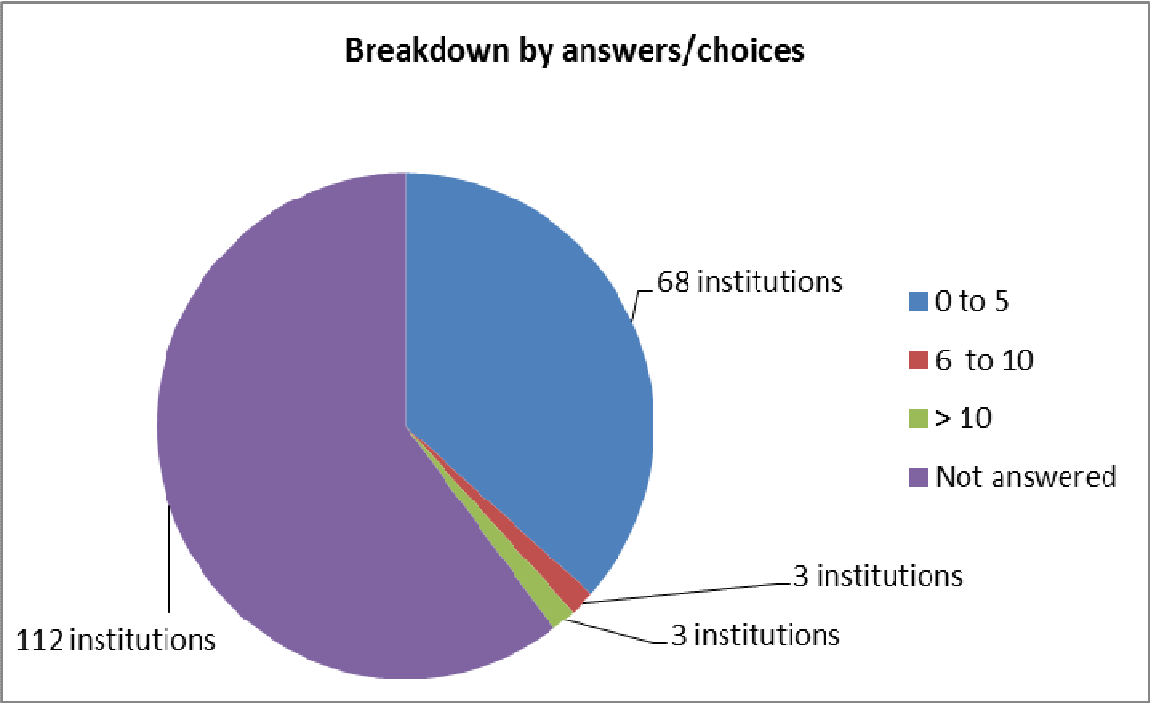
QUESTION 7: WHICH TISC SERVICES ARE PROVIDED BY YOUR INSTITUTION?



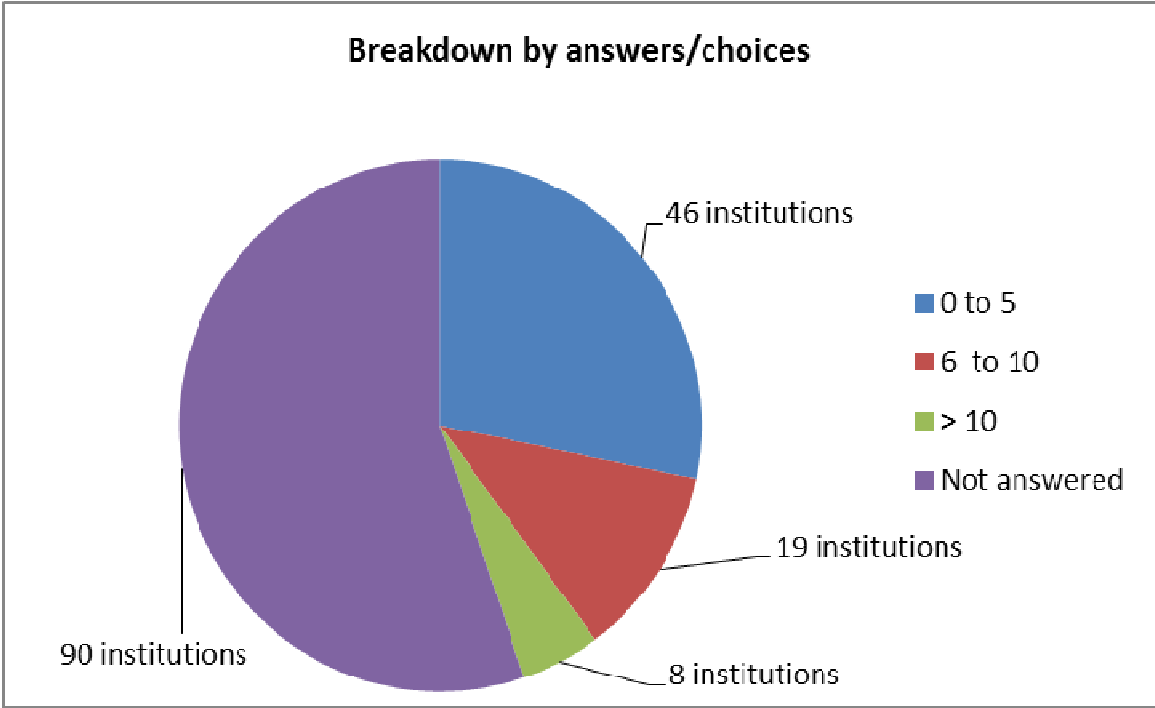
QUESTION 8: HOW MANY STAFF MEMBERS ARE CURRENTLY RESPONSIBLE FOR PROVIDING TISC SERVICES?



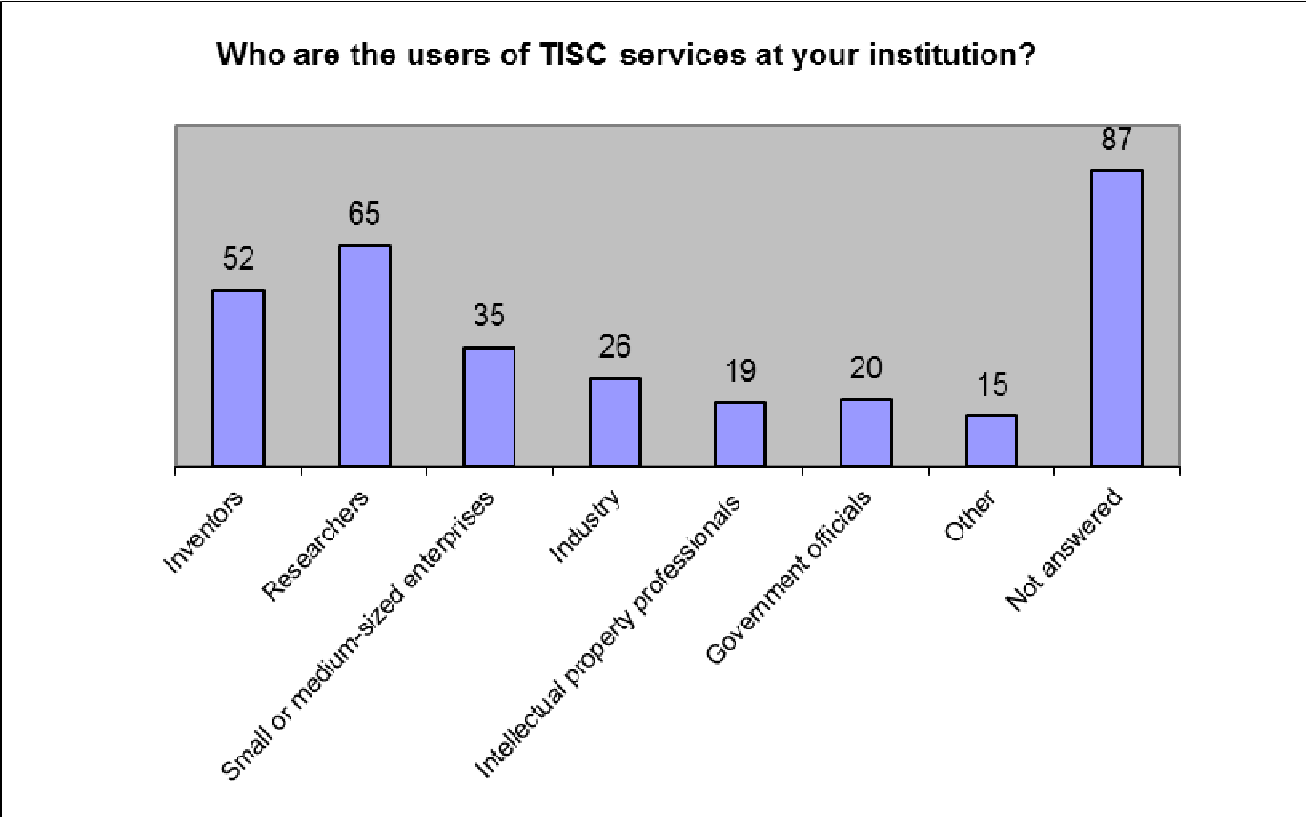
QUESTION 9A: HOW MANY INQUIRIES HAS YOUR INSTITUTION RECEIVED PER DAY FOR TISC SERVICES, PRIOR TO JOINING THE TISC PROGRAM?



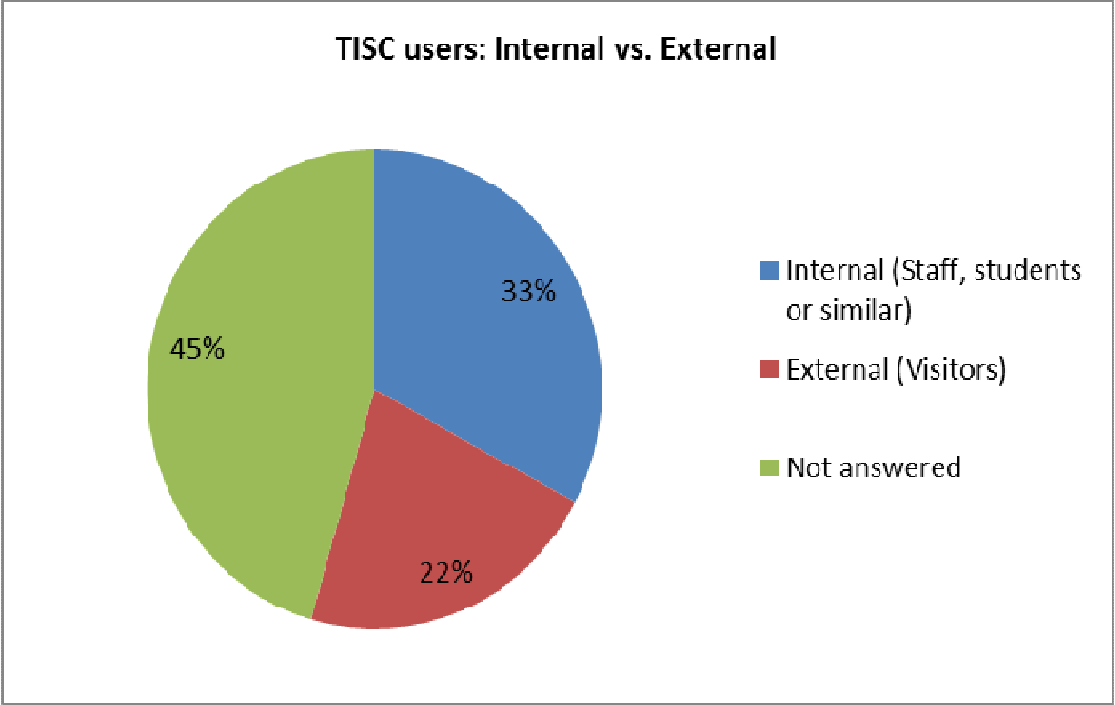
QUESTION 9B: HOW MANY INQUIRIES HAS YOUR INSTITUTION RECEIVED PER DAY FOR TISC SERVICES, SINCE JOINING THE TISC PROGRAM?



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?

Falta de recursos para apoyar en la creación de nuevos CATI. Falta de ofertas de formación en temas avanzados relacionados con la PI como licenciamiento, gestión de activos de PI, transferencia de tecnología, vigilancia, etc.
The office managers give less emphasis for this project even though they singed. Lack of infrastructure computer, room, etc. TISC is considered as an extra job, the focal person has other full jobs in the office. He has not fully working with this and may not be pay him if he doing as pertimer. Lack of awareness in the community.
We need to have conceptual and practical knowledge, skill about WIPO and other Technical competencies and TISC application process/system.
We still have a challenge of awareness amongst the inventors. As a country, we badly need specialized training of the patent examiners at Uganda Registration services Bureau. We also need training in patent drafting. this is evidenced from the low quality of patent applications.
Training and information/communication support
Lack of training and internet connection (but the internet access will be solved soon)
Avoiding duplication of research work (not reinventing the wheel)
EN REALIDAD NO EXISTEN RECURSOS PARA LA MOVILIZACIÃO PARA LA VISITA A MIPYMES Y USUARIOS EN GENERAL PARA PRESENTARLES EL SERVICIO QUE OFRECEMOS DESDE EL CENTRO CATI. MUY IMPORTANTE LA ATENCION PERSONALIZADA AL CLIENTE.
The students who develops their ideas, or try to improve other one have some trouble because they do not speaks English fluently.
Pérennisation des activités TISC nécessite toujours un travail en continu de sensibilisation. - Soutien du top management des organismes abritant les points focaux TISC est indispensable pour la réussite du TISC - Motivation des points focaux TISC
Unable to get pass word to use resources, unable to provide training for focal person and researchers because of limited knowledge I have interruption of internet service in our institution
Il est difficile de convaincre les industriels pour faire des prestations TISC

Network Problem, Capacity (further knowledge) to provide Training for customers concerning patent search, examine and drafting
Our institute is working currently on a new structure to promote intellectual property, and based on the new ministerial reform to make our independent institute in terms of financial management decisions and start adding to that the flexibility of the management component intellectual assets (licensing, patent exploitation, creation of start-up)
There is need to create more awareness
THE MAIN CHALLENGE IS TO LET MOST OF THE PERSONAL KNOW ABOUT THE TISC SERVICES PROVIDED AND THAT EVERYBODY MUST BELIEVE IN THE CULTURE OF INNOVATION, PATENT AND TECHNOLOGY TRANSFER. A LOCAL MUST BE DEDICATED ONLY FOR THE TISC SERVICES WITH THE NECESSARY EQUIPMENTS AND A FULL TIME ASSISTANT OR SECRETARY OR FOCAL POINT.
Problems of interdepartmental coordination TISC in the region
The main challenge is innovation management.
Some financial problems
Resources are the main challenges. We have conducted a detailed needs analysis for our stakeholders and would therefore be happy to receive WIPO's assistance in addressing these through a TISC.
Shortage of labor and financial resources
Due to the lack of specialists there is no possibility to serve those potential clients who need assistance on IP issues, but have not felt this need yet. Therefore, only those are served who applies for themselves, so there is ₪° financing necessity to recruit an additional specialist for the promotion services.
Staff/personnel is the biggest challenge since most of the trained personnel for the tasks are faculty members with other administrative functions. With the limited time that most of us could offer to the existing office and well provided facility, the visibility or the influence of the office is limited as well as of this time. But the administration is doing the best they could to increase this influence.
1. No office space yet. We are still in the first phase of the putting up the NORSU Research Center that includes the the TISC office. This will be accomplished on the second quarter of the SY 2014-2015. 2. There is no regular employee hired for the TISC rather initial 3 regular faculty of the university is designated to run the proposed Negros Oriental State University (NORSU) TISC.

How to further motivate the faculty and researchers to explore on ip-related technologies and innovations
Lack of support from the regional government
We have not problems
Dissemination of information within the college
Staffing is our main concern since there is no full time officer for this.
1. Additional Training's to staff 2. No full-time staff to manage the affairs of the organization
Capability building; commercialization and technology development; we are just beginning; we can learn. We really thank WIPO for this opportunity to get good inputs regarding IP. We also hope that the WIPO TISC curriculum will include more about IP and the internet and about book publishing.
While the university, thru the ITSOs provides basic information related to intellectual property (IP) and IP protection to the faculty, researchers, and students, the ITSOs need to be more aggressive in information dissemination. This is because the faculty, researchers, and students, who are the possible sources of IP do not fully realize the full potential of IP protection.
Logistique; - Adhésion des chercheurs au programme; - Manque du personnel
Lack of full-time staff
Our University is in process of putting up an office space exclusively for intellectual property activities for the university and its community. -The university has just hired a contract-admin staff to initially prepare files/documents of the IP office
Patent search engines are expensive
ITSO/TISC are in capability building stage. No confidence yet to carry out fully said tasks
More time allocation for TISC services by staff being partimers
Access to better patent data bases. More exposure on TISC management, capability building of personnel in the TISC.

All of the college representatives can only commit very limited time to do TISC services. Also, need for more trainings.
No inventions
Low appreciation on the value of IP by researchers
Not all stakeholders are IP literate, so it's important for us to continue our advocacy on making IP understood by majority, if not, by all of our constituents by: 1) doing capacity building seminars and roadshows 2) making IP a part of the curriculum of, first, the Science, Technology and Engineering fields, and later, in all programs until a critical mass of IP practitioners are more than enough to teach IP courses in the university.
As a starter group, developing standards and proper protocol of patenting matters and legalities.
R&D culture in the University
Strengthening and sustaining capacity of personnel initially provided by the IPOPHIL
There are no full time staffs to implement the services.
Partnership with industry for commercialization full time staff, if possible permanent placement as ITSO staff
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.
IP Awareness, IP commercialization
Support of administration on ITSO facility and equipment
The turnover of staff of the office. We keep on changing the members of the team (e.g. manager)
No state of the art tools yet very slow process in purchasing of equipment (computer)
Additional technical staff to cater to both inside and outside clients

1. Adding more interested and committed staff for patent searching and drafting. 2. Information campaign to improve IP awareness. 3. Giving incentives to IP staff (deloading from teaching; honorarium)
Cultural gap between university and industry; lack of IP and Tech management infrastructure and human resources with security of tenance
Quality time since the staff are Part-time and they have many teaching loads.
Budget, space, lack of qualified technical staff, lack of office equipment (computer, printer...), lack of support, lack of incentives
Technical staff are full time teachers, rendering a minimum of 8 hours per day from Monday to Friday. Aside from teaching, we have also designation in the university such as department chair, accreditation coordinator and department chairs.
Lack of full time staff
1. IP ownership of the students which is usually being claimed by the Faculty in charge. 2. Commercialization of the Registered IP's.
So little time devoted to IP
Encouraging researchers and inventors to have their outputs patented.
Currently, all technical staff are part time since they also hold other functions in the university. This results into very limited time spend in the office.
There is a need for more IP training, especially on food preparation, food packaging, cosmetics, protecting technology of indigenous peoples, etc.

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

Give emphasis how to commercialized these patented, appropriate technology transfer, preparation of business plan and industry-university linkage . Please negotiation with management body the main obstacle fort this project is less attention given by managers
Training is necessary for it to be appropriately operated and utilized.
International training and motivation
Patent information was not considered before TISC service was set up at our institution. Now we have a good overview of IP importance and value for research.
Soutien de l'OMPI serait toujours utile pour la continuité des activités TISC (Formation, Suivi, Évaluation, outils....).
it is advisable that the national TISC team provide assistant to institution at remote part of the country It is better WIPO provide a chance for focal persons living far from the capital city. if WIPO is an able to cover the perdimé and other expense our organization can cover the cost. it is better allow TISC members to share experience from abroad
nous fournir du maximum des supports de formation et information nous fournir du maximum des supports de communication et médiatisation
Please keep in touch Your service is very important to our organization and still we are waiting to get access of ASPI ,ARDI, HENARI, AGORA and likes website.
Thank you for your interest in the development of IP within our school and I hope to keep in touch of perpetual way to promote our business and craft to another successful partenriat. Regarding your question, I suggest we focus on the training component staff focal points including internships abroad.
it may be necessary for TISC to also have apart from a legal officer trained in intellectual property, an expert officer with a solid background in technology or science
It is good.
If possible, the WIPO should also have time with the university officials for them have the feel of being part of this great endeavor for productivity of every TISC (in our case, ITSO) in the country.
Provide more trainings and information that could strengthen our TISC.
Aside from online courses, more seminars, training and meet ups with other institutions abroad for possible partnerships. Thank you.

Opportunity to conduct educational activities through webinars
If WIPO can provide a working model about staffing the support center that will convince the institution that this is important.
1. I need more training's. 2. I still lack the needed information.
Links more case studies or success stories on IP commercialization/entrepreneurship, issues about book publishing may be included in the WIPO TISC curriculum. But we really appreciate the DL courses.
Je pense qu'une sensibilisation d'envergure doit avoir lieu au sein de l'université afin que l'impact soit fort auprès des acteurs de l'innovation et de la recherche.
We wish to avail with your DL course and other information related to IP activities
More trainings on patent searching techniques
On the job training of staffs to any matured TISC. Team up with matured and pro patent agents.
Thanks for the continued support provided by WIPO to the ITSO through IPOPHIL.
WIPO is doing a good job in promoting awareness campaign on patenting and licensing
ICT facilities upgrading for institutions hosting the TISC
The support on capability training to TISC should be continued to enhance its capacity to manage its IPs.
It's important that a strong research culture is developed in the institution wherein its R&D is able to generate technologies that feed the ITSO thru invention disclosures. It's also important that a critical mass of people in the institution are IP practitioners and are capable of teaching IP so that all members of the institution are reached. By having a champion in the institution is also important to entice more people to practice IP protection. And lastly, ITSO cannot succeed if the people manning it are not focused, so it's important that ITSO Technical Staff are hired full time and not by faculty who are teaching and working only as part-time in the ITSO as patent searchers and drafters. It doesn't work that way!
More Wipo trainings from experts abroad to share their skills and knowledge with us.
we need more time to practice our learning, we need more capability enhancement on the area of tech transfer and commercialization....thank you very much

Continue the DL and please add more subjects/courses that could be taken online by ITSC personnel
Additional training in patent prosecution, drafting of memorandum of agreement for commercialization and IP
Conduct more focused and detailed trainings customized to each institution. Provide best practices and how they can be applied to our context.
1. Organize more study visits to IP institutions overseas for benchmarking. 2. Continue the DL program. 3. Organize IP seminars and workshop on patent drafting, IP valuation, IP management, and technology transfer. 4. Visit ITSO host institutions to help them in their IP campaign.
Help us broaden our network of IP offices and international IP organizations; provide us with opportunities to meet potential industry partners; reasonable access to WIPO-facilitated services and training on IP-related subjects particularly on IP valuation and assessment of licensing/ commercialization options on tech transfer; provide tech and legal assistance in the prosecution management of PCT patent applications Note: UP which is the national university of the Philippines has eight (8) constituent universities (CU) and one (1) autonomous college (AC) which are located in 14 campuses all over the country. The Technology Transfer and Business Development Office (TTBDO) is the university-wide tech licensing and IP office of UP which oversees and coordinates all IP and tech transfer management activities of its CUs and AU. For clarity, data/ info contained in the survey refers only to the activities of TTBDO of the UP System. To get a macro picture of the TISC-related operations, data from CUs and AU will require consolidation
For future TISC OR ITSO Applicants it should be stated in the MOA that there should be 2 Full-time staff prior to signing of the MOA.
More info on the scenarios after patent has been granted...to allay fears of researchers about failures to commercialize
WIPO should visit our institution constantly so that IP awareness in our university be boasted. Visitation of a foreign group to an institution usually gives more than what is expected in terms of awareness.
Since the Philippine manufacturing backbone has been dissipated, there is a need to: (a) develop IP training modules geared for SMEs (small and medium enterprises), (b) handling trust relationship/issue between ITSO and inventors, (c) integration of IP in school curriculum, and (d) funding options for ITSOs. What was developed was a franchising model for ITSOs from the viewpoint of an advanced economy (like Singapore). What is badly needed is to develop an ITSO model for technologically-challenged, but professionally-proficient technical staff, like the Philippines.