

# Office of the Chief Information Officer update

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UNITED STATES  
PATENT AND TRADEMARK OFFICE



# Trademark IT updates to the Trademark Public Advisory Committee (TPAC)

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# OCIO top three priorities

## Cybersecurity

- Defend 24x7 – remediate – insider threat

## Resiliency

- Create physical diversity (data center outside Alexandria) to enable continuous operations (hot – hot)

## Move to cloud

- Better (performance), cheaper (reduce IT costs), faster applications (for internal & external customers)



# Cybersecurity

## 2020 Milestones

- Improved and accelerated IT Security Awareness Training to increase awareness of phishing emails, insider threats, and privacy protection
- Decreased number of Plans of Action and Milestones (POA&Ms) for product security deficiencies by 40%
- Completed testing and started deployment of Identity, Credential, and Access Management (ICAM) and Privileged Access Management (PAM) solutions to improve access control, password management, and account management through automation
- Piloted and tested next generation End Point Detection and Response (EDR) solution to improve protection of the USPTO IT enterprise

## 2021 Outlook

- Themes: Establish an insider threat program; Improve security of business products to enable secure business operations
- Goals/Success Factors: Complete deployment of improved (ICAM), Privileged Access Management (PAM), and EDR solutions; Achieve initial operating capability for insider threat monitoring and response
- Experiments: Secure Access Service Edge and Cloud Security Posture Management solutions for cloud security improvement



# Data center migration

## 2020 Milestones

- Contract for primary site awarded August 2020
- Current site discovery and new site design approximately 50% complete
- Migration strategy and planning approximately 25% complete
- Vendor self-certification compliance with NIST 800-53 security controls

## 2021 Outlook

- Themes: Increase resiliency of IT infrastructure and products
- Goals/Success Factors: Authority To Operate (ATO) approved for Manassas; initial network and base infrastructure installed and tested; migrate Boyers to Manassas; migrate network circuit provider to N-Wave



# New ways of working

## 2020 Milestones

- Establishment of Agile Delivery Office (ADO) to enhance value delivery for business operations
- Capacity based planning – building Agile teams with dedicated resources and prioritizing work based on available capacity
- Began establishment of a cloud infrastructure that will provide operational resiliency and infrastructure currency
- Establishment of new agile contract with improved performance management

## 2021 Outlook

- Themes: increase value delivery to business lines, leverage lessons learned to drive organizational and process maturity, improve security of business products to enable secure business operations
- Goals/Success Factors: migrate development teams to Agile methodology; track DevSecOps metrics and develop action plans for improvement; increase cloud hosted systems for scalability and modernization
- Assess performance and cost of cloud infrastructure





# Highlights from last TPAC meeting

- Contract awarded to support ID proofing of Login Filing Credentials
  - Currently developing tool with a closed beta test planned for stakeholders in May – June (about 15-20 participants) to collect feedback for future deployment
- Implemented system changes to support FY2021 Final Trademark Fee Rule Adjustment
- Implemented TM Exam enhancements:
  - Deployed Petitions (Letter of Protest) enhancements for the Trademark Electronic Commerce Law Office (TECLO)
  - Evidence handling enhancements
  - Improvements to next generation X-Search image display

# Road ahead

- Develop new features to support Trademark Modernization Act
- Limited beta rollout for ID proofing of Login Filing Credentials in Q3 FY2021
- Trademark Electronic Commerce Law Office (TECLO) Pre-Exam enhancements
  - Send emails for "Informals" instead of Office Actions
- FAST stabilization deployment in April
  - Code re-written into newer language



