

**UNITED STATES  
PATENT AND TRADEMARK OFFICE**



# Patents end-to-end IT updates

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# IT stabilization and modernization

## Summary

- The USPTO has embarked on a multi phased change management effort called the IT Stabilization and Modernization Initiative. Designed to pivot the agency towards a new way of working that enables it to achieve faster time-to-market product delivery and modernizes legacy infrastructure

## Accomplishments

- Establishment of Agile Delivery Office to enhance value delivery for business operations
- Migration of infrastructure components for legacy applications to USPTO- and vendor-supported versions in order to minimize outage risk
- Began establishment of a cloud infrastructure that will provide operational resiliency and infrastructure currency
- Revised IT Planning and Acquisition processes to better align with Agile principles

## Next Steps

- Continue transition of software development teams to industry best practices
- Continue migration of legacy applications to current infrastructure using phased approach to mitigate risk
- Implement revised IT planning process for FY21/FY22 budget formulation and incorporate improvements

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## Issue

- Performance degradation leading to adverse impact on user experience and ability to access information

## Remediation approach

- OCIO team performed comprehensive code analysis; remediation actions deployed on 2/16 and 2/28 to resolve connectivity issues

## Next steps

- Direct customer engagement to verify effectiveness of remediation actions; received positive feedback
- Monitoring internal logs and user tickets to determine if performance issues have been mitigated; analysis shows positive impact on user experience

# Questions and comments

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