Patent Public Advisory Committee Meeting
OCIO Update

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July 14, 2011
Funding
- FY11 Budget passage reduced funding from $30m to $8m

Impacts
- Agile Training for PTO IT stakeholders foundational requirements for future pipeline (e.g., Search research (faceted vs. office action), classification and breadth of XML schemas)
- Limited production back-end to only support CRU (not scaled for full PE2E)

Ongoing Initiatives
- CRU Design/Development Sprints-User Involvement
- Expand data models
- XML Schema development
Risks

– Aggressive timeframes for acquisition and development sprints to meet even the limited scope and to deliver usable user functionality in FY11.
Examiners have experienced significant performance issues on consecutive Mondays; including two count Mondays.

OCIO has been “All Hands on Deck” to investigate and remediate.

OCIO uncovered an combination of conditions that contributed to issues.

Have documented short-, mid- and long-term solution to correct all known issues.

Have identified specific indicator conditions that occur prior to the performance degradation and can now take immediate steps to recover before examiner work is impacted.
Production deployment of the Universal Laptop (UL) started March 2011.

To-date; 2,100 laptops have been deployed at rate of deployment 65 / day.

– Estimated to be complete for Government employees May 2012.

We have deployed significant quantities to CFO, OCIO and OGC.

ULP has been completely deployed to 2 Technology Centers (2900 and 1600). TCs 2100 and 2600 are in progress.
Call Center Update

- Added 20 Tier 1 call agents (doubled the support staff).
- Call answer speeds have been reduced from an average of 8 minutes in June to 50 seconds.
- Working with business unit management to implement an “Automated Problem Service Request” capability to further reduce examiner time spent on problem calls.