

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)

Jamie Holcombe, Chief Information Officer

Greg Dodson, Deputy Commissioner, Trademarks

Deborah Stephens, Deputy Chief Information Officer

Don Watson, Chief Information Security Officer

Glen Brown, Trademarks Product Line Lead

Oz Turan, Trademarks Product Line Manager (acting)

May 21, 2021

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OCIO top three priorities

Cybersecurity

- Identified gap and implemented file malware scanning upon intake for TEAS/TEASi
- Deployed warning banner header in all incoming external emails to caution USPTO recipients (phishing prevention)

Resiliency

- Construction of primary data center in Manassas completed
- Space, equipment and network configuration for Manassas to be completed by July 2021

Move to cloud

- Established cloud intake process and provided guardrails and best practices
- Migrated MyUSPTO disaster recovery infrastructure to the Cloud with automatic failover



Highlights since last TPAC meeting

- Completed initial round of budget formulation activities for FY22/23
- Conducting closed usability testing on a prototype for identity verification of TEAS/TEASi filers
- Completed ramping up of new Agile teams to support surge efforts:
 - Trademark Modernization Act (TMA)
 - Trademark filing backlog – Robotic Processing Automation (RPA) and Artificial Intelligence (AI) capabilities
- Continuing to mature Cloud and DevSecOps processes for Trademark and TTAB systems:
 - TTAB's architecture used in its cloud migration is serving as a front-end archetype that can benefit other migration efforts.
 - The Trademark Exam product teams can now build and deploy code into production with minimal external assistance and include all cybersecurity scans and testing activities