

Patent Public Advisory Committee Meeting OCIO Update



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PATENT END TO END Progress

- 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



PATENT END TO END Progress Cont.

Risks

- Aggressive timeframes for acquisition and development sprints to meet even the limited scope and to deliver usable user functionality in FY11.



PALM Deployment

- 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.



ULP Update

- 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.