

Patent Public Advisory Committee Meeting OCIO Update



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Chief Information Officer
December 1, 2011



Universal Laptop Program (ULP) Update

- Production deployment commenced on March 28, 2011.
- Production deployment started at 140 per week and increased to 260 per week.
- Total Deployed 6,180 thru end of October (61.8 % completed).
- Organization completion status:
 - Under Secretary Office Completed
 - CFO Completed
 - BPAI Completed
 - OCCO Completed
 - CAO Completed
 - OCIO 93%



ULP Update Cont.

PATENT :

- TC 1600 Completed
- TC 2900 Completed
- TC 2100 Completed
- TC 2600 Completed
- TC 2800 99%
- TC 3600 45%

 Planned deployment of UL in Q1-FY12 will be 260 per week through November 30.



Examiner Count Update

- 🌐 Largest impact to examination since IFW deployment.
- 🌐 On track to become the largest bonus incentive program since the establishment of Gain sharing awards.
- 🌐 Auto counting and max payout of 2.5% bonus over 2 quarters extremely well received.
- 🌐 Eliminates need for 650+ SPE's to manually review all examiner work every PP. Instead, increased automation and a specially trained team of 12 troubleshooters replace the work of the 650.



Examiner Count Update Cont.

Project criticisms:

- DB, communication, and now report server slowdowns and crashes have caused major disruptions to the Corps and the source of most complaints.
- New system is very complex and difficult for many to understand despite 6 hours of training, combined with additional training, outreach and publication of resource material.
- High volume of data corrections have generated complaints, overloaded the troubleshooting system, and caused confusion.
- Reporting needs minimally met, increasing demands for special ad hoc reporting to inform users and management where they stand and need to go in the new environment.
- Because the project is new and radically different, controversy, debate, and advocacy for special interests, have increased the need for frequent course corrections and enhancement requests.



Patent Application Text Initiative (PATI)

- 80% report having text of claims, spec and abstract assist in examination.
- 80% report intuitively access the text.
- 72% report incorporated PATI text into an office action.
- 78% report the text as recognized by OCR is accurate enough to be used.
- 88% recommend PATI be available to all patent examiners.
- 76% found having the ability to search applications documents for specific language to be useful in examination.

New USPTO Home Page

The screenshot shows the USPTO.gov homepage with the following elements:

- Header:** "uspto.gov" logo, search bars for patents and trademarks, and navigation links like "site map | contact us | help".
- Navigation Bar:** Links for PATENTS, TRADEMARKS, IP LAW & POLICY, PRODUCTS & SERVICES, INVENTORS, NEWS, ONLINE SERVICES, FAQs, and ABOUT.
- Main Content Area:**
 - Top Left:** News article titled "President Obama Presents the 2010 National Medal of Technology and Innovation October 21" with a photo of President Obama and Yvonne C. Brill.
 - Top Right:** "America Invents Act Your guide >>" banner.
 - Center:** "POPULAR LINKS" section with links to PAIR, TEAS, EFS-Web, USPTO Forms, Fee Schedule, Official Gazette, TARR, MPEP, and TMEP.
 - Right Side:** "USPTO NEWS" section with headlines about Commissioner Robert Stoll's retirement, a small business pilot program, a webinar on the America Invents Act, and a new website for the CPC project.
 - Bottom Right:** "subscription center >>" button.
- Footer:** "GOV RESOURCES" section with links to usptocareers.gov, commerceconnect.gov, FDSys.gov, and various policy and reform documents.

- New Home Page design scheduled to debut before end of this year.
- Goal is to create a new Home Page that:
 - Is more graphically appealing.
 - Significantly reduces quantity of links.
 - Improves the way we share who we are and what we do.
- Design was created with input from internal and external sources.
- While only Home Page has major change, other pages will mainly see change to the top banner.
- Old Home Page will remain accessible for a period of time to allow people to continue timely work while they learn the new page.

Patent Public Advisory Committee Meeting PE2E Update



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December 1, 2011



PE2E FY11 Successes

- 🌐 **User involvement:** Utilized unprecedented level of examiner and executive involvement
- 🌐 **Development approach:** Substantially improved development methodologies
- 🌐 **Technology:** Introduced & deployed industry leading technologies
- 🌐 **Text:** Delivered text-centric functionality



PE2E Success: User Involvement

- Utilized unprecedented level of examiner and executive involvement
 - User Interface prototypes
 - Input from 2,000+ examiners
 - Defined high priority functionality
 - Back-end prototypes analysis by Patents & OCIO
 - Drove technology selection
 - Informed implementation of high priority functionality



PE2E Success: Development Approach

- **Substantially improved development methodologies**
 - **Agile development:** designs and solutions validated by actual users at every phase.
 - **User-centered design:** focused on how users want and need to use PE2E by leveraging continuous stakeholder participation.



PE2E Success: Technology

Introduced & deployed industry leading technologies

- Capable of meeting needs of growing geographically dispersed Patent Corps (1,500 new examiners per year).
- Stable application capable of non-disruptive upgrades
- Well-established software tools with large support communities.



PE2E Success: Text

Delivered text-centric functionality

- Two user environments
 - Complete XML versions of case data in new platform for CRU.
 - XML application data (claims, specification & abstracts) in legacy interface to Patent Corps.
 - Both systems assist examiners doing their job (e.g., claim trees).
- 60,000+ applications have text
- 200+ examiners have access to text



PE2E FY11 Deployment Status

- PE2E 1.0 deployed on production servers in FY11
- Introduced to CRU at all-hands meeting October 13
- Resolved image-to-XML conversion issues in late November
- Application optimization and testing continues while XML conversion issues were resolved
- PE2E rollout & individual training will be scheduled in December



Completed On Time & Under Budget

- Very short (15 week) development timeframe
 - Accomplished more than back-end prototypes in less time
- Budgetary constraints
- Fitting agile methodologies into oversight & budgeting process
- Protest of procurement vehicle delayed procurement of quality contract resources
- Introducing new software platforms & infrastructure



PE2E User Involvement Strategy

- Adhere to best-practices of user-centered design for both examiners and applicants
- Conduct weekly focus groups with audience
- Complete design sprints every 2 - 3 weeks
- Host major, holistic user evaluation every 6 weeks
- Regularly update usability advisory council
- Keep POPA union and PPAC fully informed
- Address critical feedback in ongoing sprints



PE2E FY11 Development Projects

Programs & projects	FY11			
	Q1	Q2	Q3	Q4
Back-end prototypes	Delivered	Analyzed		
Front-end prototypes	Corps feedback on UI			
PE2E 1.0 (CRU)			Deployed to CRU	
Design user interface phase I			Deployed to CRU	
Patent application text initiative (PATI)	Deployed			



PE2E FY12 Roadmap

FY12 plans:

- Vastly increased scale of development
- Quarterly releases of new functionality & enhancements
- Prepare for gradual rollout to examiner corps in FY13
- Prepare for rollout of text-based applicant tools in FY13



FY12 Roadmap

Programs & projects	FY12				FY13	
	Q1	Q2	Q3	Q4	Q1	Q2
Agile activities for patent search capabilities						
Automated prior art searches	Create prototype				◆	
CPC ECLA data migration	Create prototype database		Update CPC schema		◆	
CPC ECLA in search system	Implement views of CPC in legacy search		Show CPC & USPC comparison in search		◆	
PE2E exploring search technologies	Create interface and indexing prototypes			Test & deploy		◆
Agile activities for high-value targets						
BPR eGrant	Determine requirements		Develop		Test & deploy	◆
BPR, PE2E knowledge management & collaboration	Determine requirements		Develop		Test & deploy	◆
PE2E applicant-to-office interface	Conduct user research		Deploy beta for receiving text from applicants			◆
Architecture & infrastructure 2.0						
PE2E business architecture	Provide oversight		Write initial value stream			◆
PE2E office actions: admin, forms, authoring, workflow	Conduct user research		Demo UI	Demo Workflow	Release candidate	
PE2E status & document type taxonomies	Draft transition plan		Develop type & status matrix			◆
PE2E patent examination tools & infrastructure	Enhance	Improve intake	Add features	Integrate		
Cloud environment						
PE2E build internal cloud environment	Design & architect				◆	
Conversion of legacy data						
PE2E continuous capture of CRU data	Image-to-text deliverables provided by contractor				◆	
PATI continuous capture of application data	Beta capture		Release to production			◆
PATI patent application text initiative 1.1	Convert backfile				◆	
PE2E, PATI Comprehensive patent family maps	Design	Develop		Test & deploy		◆
PE2E, PATI Convert office action data to XML	Convert & load					◆
IFW images & legacy services retired	Migrate & retire				◆	
PATI improved patent text analytics	Deploy to pilot group			Test & deploy		◆
Agile activities for IP5 initiatives						
Common citation documentation	Releases to pilot group				◆	
CPC collaboration	Propose collaboration environment			Develop collaboration environment		◆
CPC database	Prototype production environment			Test & deploy		◆
CPC legacy system integration	Change high-value legacy apps		Change infrastructure		Institutionalize changes	



FY13 Roadmap

- 🌐 Architecture and infrastructure 3.0
- 🌐 Conversion of legacy data
- 🌐 Agile activities for high value targets, including business process reengineering
- 🌐 Plan additional agile activities phase I
- 🌐 Agile activities for high value targets for search capabilities FY13
- 🌐 Build internal cloud environment phase II



Risks & Issues

- Availability of USPTO human resources (staff)
- Ambitious scope of features
- Scaling & improving image-to-XML transformation
- Funding constraints due to continuing resolutions
- Contractor support for software development