Patents end-to-end IT updates

Jamie Holcombe, Chief Information Officer
Deborah Stephens, Deputy Chief Information Officer
William Stryjewski, Patent Senior Information Technology Expert
Raman Sarna, Portfolio Manager, PE2E
May 7, 2020
Patent Public Advisory Committee quarterly meeting
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
Private PAIR

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

- Jamie Holcombe, Chief Information Officer
  - jamie.holcombe@uspto.gov
- Deborah Stephens, Deputy Chief Information Officer
  - deborah.stephens@uspto.gov
- William Stryjewski, Patent Senior Information Technology Expert
  - william.stryjewski@uspto.gov
- Raman Sarna, Portfolio Manager, PE2E
  - raman.sarna@uspto.gov
- (571) 272-9400, OCIO
- (571) 272-5450, Office of Patent Information Management (OPIM)