Office of the Chief Information Officer update

Jamie Holcombe
Chief Information Officer, USPTO
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)
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OCIO top three priorities

Cybersecurity
• Defend 24x7 – remediate – insider threat

Resiliency
• Create physical diversity (data center outside Alexandria) to enable continuous operations (hot – hot)

Move to cloud
• Better (performance), cheaper (reduce IT costs), faster applications (for internal & external customers)
Cybersecurity

2020 Milestones

- Improved and accelerated IT Security Awareness Training to increase awareness of phishing emails, insider threats, and privacy protection
- Decreased number of Plans of Action and Milestones (POA&Ms) for product security deficiencies by 40%
- Completed testing and started deployment of Identity, Credential, and Access Management (ICAM) and Privileged Access Management (PAM) solutions to improve access control, password management, and account management through automation
- Piloted and tested next generation End Point Detection and Response (EDR) solution to improve protection of the USPTO IT enterprise

2021 Outlook

- Themes: Establish an insider threat program; Improve security of business products to enable secure business operations
- Goals/Success Factors: Complete deployment of improved (ICAM), Privileged Access Management (PAM), and EDR solutions; Achieve initial operating capability for insider threat monitoring and response
- Experiments: Secure Access Service Edge and Cloud Security Posture Management solutions for cloud security improvement
Data center migration

2020 Milestones

• Contract for primary site awarded August 2020
• Current site discovery and new site design approximately 50% complete
• Migration strategy and planning approximately 25% complete
• Vendor self-certification compliance with NIST 800-53 security controls

2021 Outlook

• Themes: Increase resiliency of IT infrastructure and products
• Goals/Success Factors: Authority To Operate (ATO) approved for Manassas; initial network and base infrastructure installed and tested; migrate Boyers to Manassas; migrate network circuit provider to N-Wave
New ways of working

2020 Milestones

- Establishment of Agile Delivery Office (ADO) to enhance value delivery for business operations
- Capacity based planning – building Agile teams with dedicated resources and prioritizing work based on available capacity
- Began establishment of a cloud infrastructure that will provide operational resiliency and infrastructure currency
- Establishment of new agile contract with improved performance management

2021 Outlook

- Themes: increase value delivery to business lines, leverage lessons learned to drive organizational and process maturity, improve security of business products to enable secure business operations
- Goals/Success Factors: migrate development teams to Agile methodology; track DevSecOps metrics and develop action plans for improvement; increase cloud hosted systems for scalability and modernization
- Assess performance and cost of cloud infrastructure
Highlights from last TPAC meeting

• Contract awarded to support ID proofing of Login Filing Credentials
  • Currently developing tool with a closed beta test planned for stakeholders in May – June (about 15-20 participants) to collect feedback for future deployment

• Implemented system changes to support FY2021 Final Trademark Fee Rule Adjustment

• Implemented TM Exam enhancements:
  • Deployed Petitions (Letter of Protest) enhancements for the Trademark Electronic Commerce Law Office (TECLO)
  • Evidence handling enhancements
  • Improvements to next generation X-Search image display
Road ahead

- Develop new features to support Trademark Modernization Act
- Limited beta rollout for ID proofing of Login Filing Credentials in Q3 FY2021
- Trademark Electronic Commerce Law Office (TECLO) Pre-Exam enhancements
  - Send emails for “Informals” instead of Office Actions
- FAST stabilization deployment in April
  - Code re-written into newer language