Office of the Chief Information Officer update

Jamie Holcombe
Chief Information Officer, USPTO

Osman Turan
Acting Trademarks Product Line Manager
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
• 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