IT highlights

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Trademarks IT business highlights

• **Identity verification project update**
  – *Reminder: this is the integration of ID.me into the agency enterprise*

• **Plan splits effort into three phases**
  – Phase 1 – MyUSPTO user name/password requirement
  – Phase 2 – Authentication: Identity verification implemented*
  – Phase 3 – Authorization: Establishment of roles and database secured

• **Testing cohorts**
  – Usability testing - Led by UI team; utilized established customers
  – “Limited” beta – Selected TPAC members
  – “Expanded” beta – Solicited previous testers plus members of INTA, AIPLA, ABA, etc.

• **What we learned**
  – PII protection (biometric data, SSN, “soft” credit check)
  – ID.me specifics (“Trusted Agent” engagement, data upload, support desk, etc.)
  – “Paper process” management
  – Acceptance increased significantly as we worked through the testers
Trademarks IT business highlights, cont’d

• Next steps
  – Public soft launch (Q1FY22); must still request access
  – System launched (visible on TEAS), verification voluntary (Q2FY22)
  – Identity verification mandatory (TBD)
  – Phase 3 implemented (Q1FY23)

• Production teams increase to “Intensify IT”
  – TRAM retirement (+6 teams)
  – eFile development (+1 team)
  – Data and analytics expansion (+1 team)

• FY21 “Quiet Time” achievement