

UNITED STATES  
PATENT AND TRADEMARK OFFICE



# AI/IT

Charles Duan

PPAC Vice Chair

AI/IT Subcommittee Chair



UNITED STATES  
PATENT AND TRADEMARK OFFICE ®

# Information technology management

## Key takeaways and recommendations

- Information technology at the USPTO is a critical resource for accomplishing key goals of a robust and reliable patent system, and for serving customers and users of the USPTO services.
- Continued efforts toward strengthening and modernizing that infrastructure are ongoing and necessary to meet current cybersecurity challenges.
- The USPTO has opportunities to engage with the diverse range of users of its public IT services, in order to enhance user experiences with those services.



# IT key takeaways and recommendations cont.

- The USPTO should continue its IT modernization efforts while remaining diligent about cost containment.
- The USPTO should continue to maintain and improve cybersecurity infrastructure, including its cloud migration strategy.
- The USPTO should expand upon its current practices of UX testing for public IT services.

