

Corporate Support

The USPTO's corporate support functions provide the framework by which the two core business lines – Patents and Trademarks - carry out their mandates and meet their performance commitments. The corporate support functions are comprised of our enterprise-wide resource management functions and our enterprise-wide information technology functions. The resource management functions are under the direction of the Chief Financial Officer and Chief Administrative Officer, and include human resources, strategic planning, financial management, procurement, space and facilities management, security, and administrative services. The information technology infrastructure functions are under the direction of the Chief Information Officer.

Resource Management

Our corporate support functions enable our business areas to maximize the potential of human capital by enabling the recruitment and retention of patent and trademark examiners needed to process increasing number of applications filed each year, creating a labor management environment that is conducive to effective growth management, transitioning clerical and technical employees to knowledge work, enhancing diversity in the workplace, and responding to health and safety concerns.

The USPTO is entrusted with over \$1 billion of our customers' money each year. It is also our responsibility to make sure that our customers are paying a fair price for the products and services they receive. In this regard, it is our responsibility to use their money wisely and to be held accountable for achieving desired results through the appropriate use of these resources. To this end, we have invested in automated financial systems, activity-based costing, and performance budgeting. We also have expanded our use of the Internet for carrying out our procurement and financial responsibilities, and enhancing our asset management practices.

Our space consolidation project will continue to be a management challenge through this and several subsequent budget years. The USPTO continues to work on all aspects of this complex effort, including the relocation of approximately 7,000 people to the new space, the acquisition of furniture, and an exiting strategy that will minimize dual rent.

Information Technology – Enterprise Infrastructure

The USPTO is highly dependent on information technology to conduct its internal work, as well as make patent and trademark information available to the public. The USPTO information technology enterprise infrastructure encompasses all of the hardware, systems, database software, communications, and related support services that are integral to all business and corporate operations. At the USPTO, IT infrastructure includes the management of large and continually growing text and image databases, coupled with a requirement to process very large volumes of transactions to support application processing. We are continuing to focus our efforts on merging our current

infrastructure to a standards-based open system environment that will allow the addition of new products or infrastructure components or the replacement of existing ones as new technology enters the marketplace.

Fiscal Year 2002 Budget Request

The following chart identifies the distribution of fee income to the Resource Management and Information Technology Enterprise Infrastructure operations, as computed in accordance with our activity-based cost accounting model:

Fiscal Year 2002 Request
(\$ in Thousands)

Major Function	Fiscal Year 2001 Estimated Actual		FY 2002 Base		FY 2002 Request		FY 2002 Change Compared To FY 2001 Estimated Actual	
	FTE	Dollars	FTE	Dollars	FTE	Dollars	FTE	Dollars
Resource Management	286	169,346	287	180,713	287	180,713	1	11,367
Information Technology	547	202,326	547	202,735	547	202,735	0	409
Total	833	371,672	834	383,448	834	383,448	1	11,776

The Corporate Support operations require a budget of \$383,448,000 and 834 FTE. This represents an increase of \$11,776,000 and 1 FTE over the fiscal year 2001 estimated actual. This additional funding includes inflation for fixed operational costs.