



Intellectual
Property
Office



BRITISH PATENT INFORMATION PROFESSIONALS

Welcome to the 50th BPIP meeting

10 November 2021

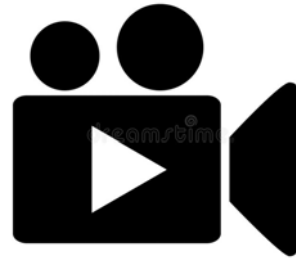
Chris Harrison

Head of IP Analytics and Data Insights, UK Intellectual Property Office

(50th BPIP meeting host/Chair)

IPO | Making life better through IP

Intellectual Property Office is an operating name of the Patent Office



Agenda - morning

- 08:30 Welcome / Chairperson's report / Secretary's report
- 09:10 Actions arising from 49th meeting / Reports from BPIP representatives
- 09:55 Comfort break
- 10:10 **Strategic alignment of patent information to the business innovation process (Geetha Basappa)**
- 10:55 Feedback from other meetings / conferences
- 11:30 Comfort break
- 11:45 **Structure searching or not? (Nigel Smith)**
- 12:30 Lunch

Agenda - afternoon

- 13:15 **The role of the patent searcher and where the future opportunities lie (Jeremy O'Hare)**
- 14:00 BPIP internal roles (Jeanette Eldridge)
- 14:30 Planning ahead for 51st meeting (Chris Harrison)
- 14:45 Comfort break
- 15:15 **Where do we go from here? Starting a patent system (Stephen Adams)**
- 16:00 Comments and current issues / General tips and tricks
- 16:30 AOB / Meeting round-up
- 17:00 Close

UK Intellectual Property Office

- The Intellectual Property Office (IPO) is the official UK government body responsible for intellectual property (IP) rights including patents, designs, trade marks and copyright
- 1600+ members of staff
 - >350 patent examiners
 - >200 trade mark examiners
 - >20 design examiners



IPO's 2021/22 priorities

Our strategy to be the best IP office is about achieving the three goals of:

- Delivering excellent IP services
- Creating a world leading IP environment, and
- Making the IPO a brilliant place to work

To deliver excellent IP services our priorities are to:

- **Transform our services** and deliver modern, efficient customer focussed services, and
- **Deliver our core services** by providing high quality IP rights services; Eliminating the historic patent backlog, as well as the trade mark and designs backlogs caused by the Covid-19 pandemic and post-EU additional workloads by the end of the business year.

To create a world leading IP environment our priority is:

- **Increasing our external impact and future proofing the IP framework** by working across government and with stakeholders to ensure that IP plays a key role in unleashing innovation. We will focus on maximising how IP is understood, accessed and utilised and making sure the domestic IP framework gives the UK the competitive edge; making sure IP frameworks in target international markets are fit-for-purpose and enable UK businesses to grow.

To make the IPO a brilliant place to work our priority is:

- **Embedding our ‘One IPO’ culture** supporting all our people to contribute their best through our ‘One IPO’ approach, specifically this year by focussing on our future organisational needs including leadership development, hybrid working (mix of remote and office-based) and organisation design.



One IPO Transformation Roadmap

Key:

- | Our People
- | Our Customers
- | Our People and Customers
- Milestones
- Delivered
- In Progress

Preparing for change

Our organisation is **ready for change**, has the **skills to deliver** and our **plans are robust** and realistic.

- We have reviewed and re-used existing work to produce our One IPO Service Design
- We understand the expertise we need to deliver transformation
- We have clear roles and effective governance to deliver transformation
- Our external delivery partners understand our needs & objectives
- We are delivering to common plans and our objectives are aligned
- The fax machine is turned off
- We have the skills we need; roles and responsibilities are clear

Build One IPO foundation

Transformation of our services and ways of working will support customer innovation in the 21st century. We will build a new Common IP System (CIPS) and launch an improved **Patents** service.

- | I only have to update my customer details once, not for each individual patent
- Patents, Trade Marks and Designs teams are contributing to the design of the One IPO service
- I'm no longer wasting time searching long lists of TMs as my AI examiner tool only returns relevant results
- | I don't have to chase for updates; I can manage everything in my customer account
- I used the AI Pre-Apply tool and feel more confident in my Trade Mark application
- | Our common technology components are built at pace to underpin CIPS
- Rights publishing is now real-time and fully automated
- | It's much easier to work on a single integrated system

March 2021

Patents



All rights on One IPO

Our One IPO service will now include **Trade Mark & Design** rights, underpinned by common technology, and customer journeys to deliver a world-class IP service.

- | Our people are fully trained to deliver our full range of services effectively
- | I use automated search and classification tools as a spring board for assessment
- | There are less customer calls to answer, and I don't have to re-key customer data; self-service in the norm
- | I'm no longer jumping between multiple archaic systems to do my job
- | I can manage all my information online with a single login
- | I have access to a single, live source of public IP rights information
- | I no longer have to manually compare rights applications
- | I can submit my Trade Mark opposition digitally

2023

Trade Marks

Designs



Be the best IP office

We will listen to customers and staff to deliver ongoing **improvements** and excellent IP services, make IPO a brilliant place to work and create a world leading IP environment. We will be the best IP office in the world.

- | Online customer collaboration accelerates our rights assessment process
- | We use AI tools to minimise time consuming and repetitive tasks
- | Other IP offices now come and learn from us
- | We are helping innovative companies deliver maximum growth of UK economy
- | Our teams deliver change at pace. Our old ways of working no longer constrain us
- | Our IP systems and services contribute to the UK being the most creative and innovative country in the world
- | The IPO are acting on my feedback and services are constantly improving

2025 Service Improvement

One IPO



Transformation | Making life better through IP

