



JAPAN PATENT OFFICE



INSTITUTO DA PROPRIEDADE INDUSTRIAL



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## REGIONAL TRAINING WORKSHOP

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**WIPO/IP/MPT/16/INF/1**  
**ORIGINAL: ENGLISH**  
**DATE: MAY 17, 2016**

# **WIPO Regional Training Workshop on Data Quality Management, Exchange, and Online Services**

organized by  
the World Intellectual Property Organization (WIPO)

in cooperation with  
the Industrial Property Institute (IPI) of Mozambique

and with the assistance of  
the Japan Patent Office (JPO)

**Maputo, Mozambique, July 11 to 15, 2016**

PROVISIONAL PROGRAM

*prepared by the International Bureau of WIPO*

Monday, July 11, 2016

8.30 – 9.00 Registration

9.00 – 9.30 Opening Ceremony

Opening addresses by:

The Representative of the Industrial Property Institute (IPI) of Mozambique

The Representative of the World Intellectual Property Organization (WIPO)

The Representative of the Japan Patent Office (JPO)

**THEME I DATA QUALITY MANAGEMENT, EXCHANGE, AND ONLINE SERVICES CONCEPTS AND BEST PRACTICES**

9.30 – 10.30 **Topic 1 Data Quality Management: JPO's Experience**

Data Quality Management: JPO's experience in management of data as an institutional asset. How to improve data quality based on initiatives being implemented by the JPO.

Speaker: Mr. Shota Ueda, Assistant Director for Patent Information Policy Planning Office, JPO

10.30 – 10.45 Coffee Break

10.45 – 11.45 **Topic 2 Introduction to Data Governance and Stewardship**

Issues and challenges of implementing a data governance program and key attributes to successful data governance program. Role of data governance program in data quality management

Speaker: Mr. Gregory Sadyalunda, Project Manager, Project Deployment Section, IPOBSD, Global Infrastructure Sector, WIPO

11.45 – 12.45 **Topic 3 Improving Data Quality and its Benefits**

Assessment and analysis of IP processing results. Communicating the value of data quality in terms of service timeliness, quality and availability. Defining data requirements and identifying data and metadata sources. Creating data quality teams (management, performance, and assessment). Assessing the impact of a data quality program

Speaker: Mr. Gregory Sadyalunda

12.45 – 14.00 Lunch Break

14.00 – 15.00	<b>Topic 4 Data Exchange</b>  Introduction to data exchange and the role of an IPO in data exchange cooperation programs. Available data, options and mechanisms for exchange between WIPO and the Member States. Infrastructure and human resource requirement for data exchange  Speaker: Mr. Daniel Cheng, Head, Product Development Section, IPOBSD, Global Infrastructure Sector, WIPO
15.00 – 15.15	Coffee Break
15.15 – 16.15	<b>Topic 5 Online Services (Client-Facing Services and Back-Office Operations)</b>  Introduction to IPOBSD's available services and applications to support client-facing services and back-office activities. The relationship between front-stage and back-stage activities. Visualize how back-office activities enable or distort front-office services.  Speaker: Mr. Daniel Cheng
16.15 – 17.15	<b>Topic 6 International Database Services (WIPO Online Databases) (Global Brands Database and Patentscope)</b> Access to WIPO Online databases focusing on Global Brands Database and Patentscope. Demonstration on how WIPO source published data from its Member States and upload on its online databases for global access and promotion of creativity and innovation in the world. Overview on how the public and private sectors, and academic institutions use IP data for research, statistics, and business intelligence.  Speaker: Gregory Sadyalunda
17.15	End of Session
19.00	Reception

Tuesday, July 12, 2016

## THEME II COUNTRY REPORTS

9.00 – 10.00	<p><b>Topic 7 Management Benefits of Good Quality Data Challenges in data quality management</b>          Management benefits of good quality data in terms of statistics, key performance indicators, process governance, transparency and accountability. Key obstacles to avoid. How to breakdown cultural and political barriers in data quality management. Additional tools and techniques in data quality management.</p> <p>Speaker: Mr. Gregory Sadyalunda</p>
10.00 – 10.15	Coffee Break
10.15 – 11.15	<p><b>Topic 8 Country Reports with a focus on Data Quality Challenges</b></p> <p>Each country to make a presentation on status of automation and future plans of the IPO. The presentations will also include office statistics including captured data, processed files, unprocessed files, backlog, and uncaptured files. The report will also include statistics on verified and validated data and strategies for data quality management.</p> <p>Speakers: countries in name alphabetical order</p>
11.15 – 12.45	<p><b>Topic 8 Country Reports with a focus on Data Quality Challenges</b></p> <p>continuation of country reports presentations</p> <p>Speaker: countries in name alphabetical order</p>
12.45 – 14.00	Lunch Break
14.00 – 15.00	<p><b>Topic 8 Country Reports with a focus on Data Quality Challenges</b></p> <p>continuation of country reports presentations</p> <p>Speaker: countries in name alphabetical order</p>
15.00 – 15.15	Coffee Break
15.15 – 18.15	<p><b>Topic 8 Country Reports with a focus on Data Quality Challenges</b></p> <p>continuation of country reports presentations</p> <p>Speaker: countries in name alphabetical order</p>
18.15	End of Session

Wednesday, July 13, 2016

**THEME II COUNTRY REPORTS (continuation)**

9.00 – 10.00

**Topic 8 Country Reports with a focus on Data Quality Challenges**

Each country to make a presentation on status of automation and future plans of the IPO. The presentations will also include office statistics including captured data, processed files, unprocessed files, backlog, and uncaptured files. The report will also include statistics on verified and validated data and strategies for data quality management.

Speakers: countries in name alphabetical order

10.00 – 10.30

Coffee Break

10.30 – 12.00

**Topic 8 Country Reports with a focus on Data Quality Challenges**

continuation of country reports presentations

Speaker: countries in name alphabetical order

12.00 – 14.00

Lunch Break

14.00 – 15.00

**Topic 9 Madrid Registry System Services and Available Tools**

Overview of the Madrid System. Explore available services and assistance offered by WIPO to the Member States for a more comprehensive implementation of the system and potential members in their preparations for a future accession.

Speaker: Debbie Roenning

15.00 – 15.15

Coffee Break

15.15 – 16.00

**Topic 10 Roles and Obligations of a member state in the Madrid System**

Discuss Madrid notifications from Offices on the scope of protection and how to use the Model Forms. Focus on the various decisions and notifications IP Office makes and generates respectively, and how notifications can be transmitted to WIPO. Discuss Madrid Forms and Workflows and their automation in the IPAS.

Speaker: Debbie Roenning / Ramsay Shonge

16.00 – 17.00

**Topic 11 New Madrid IPAS Module**

Discuss and demonstrate the new Madrid IPAS Module with enhanced features for downloading and processing notifications into the IPAS, transmission of notifications from the IPO to the International Bureau of WIPO, and statistics features for error reporting, processing, and updates.

Speaker: Daniel Cheng

17.00 End of Session

Thursday, July 14, 2016

### **THEME III WIPO FRONT OFFICE SERVICES AND MODULES**

9.00 – 11.00 **Topic 12 WIPO Web Portal Project**

Using WIPO Publish as the platform for IP Data publication and integrating with an IPO's web portal, this project is funded by WIPO through Funds-In-Trust (FIT) for Africa. The objective of this project is to facilitate the creation of a web portal for an IPO without one and to improve existing web portals where required.

Speaker: Mr. Gregory Sadyalunda

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11.00 – 11.15 Coffee Break

11.15 – 12.15 **Topic 13 WIPO Publish**

Latest developments. Automatic extraction and indexation of data from the IPAS Database through WIPO Publish. Conducting searches on published data through the user interface of WIPO Publish i.e. searches on Industrial Designs, Trademarks, and Patents.

Speaker: Mr. Daniel Cheng

12.15 – 14.00 Lunch Break

14.00 – 15.00 **Topic 14 WIPO Publish Hands-on Session**

Participants will deploy WIPO Publish and use it to extract data for publication from an IPAS environment. Participants will then use the available options for uploading and transferring data to WIPO, including the ftp accounts already created for them.

Coordinators: Mr. Daniel Cheng / Mr. Ramsay Shonge

15.00 – 15.15 Coffee Break

15.15 – 16.00 **Topic 15 WIPO Publish Hands-on Session**

Continuation of the WIPO Publish Hands-on session

Coordinators: Mr. Daniel Cheng / Mr. Ramsay Shonge

16.00 – 17.00

**Topic 16 WIPOFILE**

Online reception of new applications / correspondence / notifications from agents and regional sub-offices, application checking and upload into IPAS. Processing of e-documents into IPAS. Option for fee and payment management

Speaker: Mr. Daniel Cheng

17.15

End of Session

Friday, July 15, 2016

**THEME IV IP AUTOMATION FUTURE PLANS AND OVERALL VISION FOR ONLINE SERVICES**

9.00 – 10.00

**Topic 17 Road Map for Data Quality Management, Exchange and Online Services**

Proposals from Participants on the way forward  
Discussions on data verification and validation, and digitization project funded by FIT Japan for Africa  
Future training and capacity building plans in the region  
New framework for IPOBSD's systems support and maintenance  
Documentation and access to the WIKI

Moderator: Mr. Daniel Cheng / Mr. Gregory Sadyalunda

10.00 – 10.15

Coffee Break

10.15 – 12.15

Roundtable, Future Plans, Wrap-up Session and Training Feedback

Training feedback from participants, future plans, proposals, and suggestions on how to improve regional support of Automation Activities.

Coordinator: Mr. Gregory Sadyalunda

Official Closing and Issue of Certificates: Daniel Cheng

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