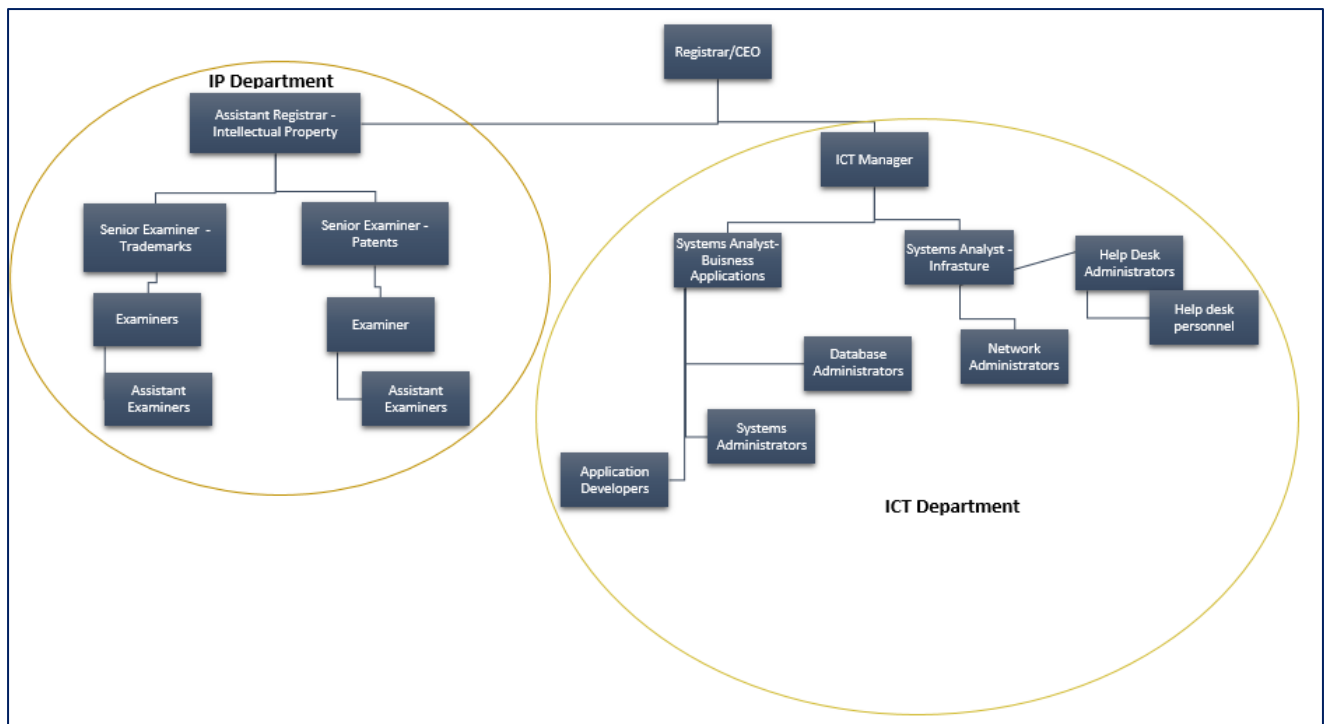


PACRA Overview

The Zambian IP office is part of the Patents and Companies Registration Agency (PACRA). PACRA is a semi-autonomous institution under the Ministry of Commerce, Trade and Industry (MCTI). PACRA's main processes are divided into two:

- Companies and Business Registration
- Intellectual Property Registration and renewals

Intellectual Property Registration and renewals are administered by the IP office. The IP Office is under the PACRA registrar. Depicted below is the general structure of the PACRA IP office:



Staff

Description	Total
Total Staff Members	176
IP Office	15
ICT	8

PACRA Budget

The total budget is ZMW53million (USD 5.2million). 4% of this allocated to ICT.

IP Office Processes

The IP office currently registers and renews Trademarks, Patents and Registered designs. These processes are under the legislation of 3 statutes:

- The Patents Act (cap 400)
- The Trademarks Act (cap 401)
- The Registered Designs Act (Cap 402)

Current Automation Status

The IP office has been using the IPAS system for approximately 10 years. The first version of IPAS that was installed at PACRA was the IPAS Centura in 2005. The current IPAS version being used by the PACRA IP office is IPAS 3.1.1. The system is on an HP ProLiant G8 server. The server houses two virtual machines both running MS Server 2012. One houses the IPAS Application software and the other houses the Oracle database, the Nuxeo application and the POSTGRE database. The backup procedure is semi-automated. The Oracle backup command was placed in a batch file and Windows Task Scheduler is used to run this batch at end of business daily. The office is in the process of installing a Storage Area Network and hope to fully automate the backup procedure once the installation has been completed.

Currently IPAS is used to capture new registration & renewal applications and backlogs and journal production. The trade mark backlogs were captured into the system last year and are currently undergoing verification and validation. In total there are about 35000 Trademark records in the system. The IP Office recently started capturing patents and designs. The journal is produced every month using a combination of IPAS and manual processing. Once finalized the journal is printed and distributed to the general public at a fee (ZMW 100.00). None of the IP office physical files have been digitized.

Implementation challenges

- Application processing backlog for Designs and Patents
- Data capture errors
- Very limited first level IPAS support knowledge
- Limited time for implementation and training when WIPO consultants are on site
- Lack of service level agreements with appropriate response times and incident prioritisation between PACRA and WIPO consultants

Benefits of previous WIPO regional Training workshops

The following are the benefits received from the participants of the system:

- Better understanding of end user processes
- Exposure to other institutions and the challenges they have faced technically and how they have overcome them
- The live demonstration of data verification and validation helped the end-users understand how the process works within IPAS and implement it within PACRA
- Introduction to IPAS 3.1 interface and changes made to the latest update
- Possibility for IP processes to be added to PACRA E-Filer.
- Exposure to the WIPO online database

Future automation plans

Once IPAS has stabilized, The IP office would like to implement the following at PACRA:

- Report generation and automation
- Creation of an integrated circuits module
- Creation of a traditional knowledge database