Swaziland IP Office
Automation Status Report
by
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Outline of Presentation

• Overview
• Data Report
• Strategies for data quality management
• Future plans
• Challenges encountered
Overview

• The IP office falls under the Ministry of Commerce, Industry and Trade
• The office has a staff complement of 9 officers
• The IP office does not have dedicated ICT staff; but sources these from the Ministry of Information, Communication and Technology – Computer Services Department
• Full implementation of IPAS system commenced in November 2015
## Data report

<table>
<thead>
<tr>
<th>KPI</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>TOTAL</th>
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<tbody>
<tr>
<td>New Applications</td>
<td>270</td>
<td>500</td>
<td>234</td>
<td>1004</td>
</tr>
<tr>
<td>Examinations</td>
<td>270</td>
<td>500</td>
<td>234</td>
<td>1004</td>
</tr>
<tr>
<td>Registrations</td>
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<td>423</td>
<td>328</td>
<td>1000</td>
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<tr>
<td>Searches</td>
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<td>191</td>
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<td>331</td>
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<tr>
<td>Renewals</td>
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<td>426</td>
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<td>598</td>
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<tr>
<td>Assignments</td>
<td>64</td>
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<td>184</td>
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<td>Amendments</td>
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<td>1</td>
<td>9</td>
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<td>Change of Name</td>
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<td>80</td>
<td>123</td>
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<td>Change of Proprietor Address</td>
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<td>34</td>
<td>27</td>
<td>82</td>
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<tr>
<td>Change of Service Address</td>
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<td>0</td>
<td>18</td>
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<td>Alterations</td>
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<td>0</td>
<td>1</td>
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<td>Registered users</td>
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<td>0</td>
<td>0</td>
<td>0</td>
</tr>
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</table>
Data report contd.

• Total number of captured files : 39 900
  This number includes ALL files opened since the IP office’s inception. We have no backlog in terms of capturing files.

• Total number of unprocessed files : 35 546
  As per the Trademarks Act No: 6 of 1981, files cannot be processed until the applicant makes an application for any required service e.g. renewals, change of name, amendment etc. This means that these files will only be processed at the applicant’s instruction. Total number of processed files : 4 354
Strategies for data quality management

• New applications for any service (examinations, change of names, address etc.) are given a date stamp and allocated a number on lodging. This allows the office to keep inventory on number of applications in any given month and year

• Searches are conducted on new applications to ensure that there is no redundancy in company name and trademarks

• Applications are captured on IPAS system and workflow is tracked in this manner

• Trademarks are advertised on monthly gazette to allow potential opposition an opportunity to file formal complaints. Opposition period is three months from date of issue of gazette

• If there is no opposition, certificates are granted to applicants
Future Plans

• Online searches to enable applicants to do their own searches
• Establish a website for the office
• Introduce online payments
Challenges encountered

• Additional captured information (disclaimers, priority dates etc.) do not appear in documents (e.g. proof of advertisement, certificates etc.)

• Search form does not show on IPAS. It only reflects on old government system called Terminal

• On amendments, information being amended does not show. Documents only reflect new amendment without showing correction

• Skills shortage on how to produce the gazette on IPAS

• Registered user form is not generated on IPAS, user often has to generate it manually
Ngiyabonga!