Digitalization Activities at European Patent Office

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What’s the goal for the End User Work Environment?

**Onsite**
- Major part of the workforce onsite
- IT support onsite and "hands on"
- Device management and software distribution via internal network and possibly VPN
- Large or formal meetings, key events F2F;
- Stability & compatibility issues.
- Limited VICO room facilities.
- 25% of Examination OPs via VICO. No VICO for OPPO and BoA

**Online**
- Remote Workspace is the norm
- IT support remotely and at user’s homes
- Device and Application Management moves entirely to the cloud
- Collaboration tools (e.g. Teams, Zoom) – Move to cloud
- Online meetings, Live Events, Webinars
What is the status of Remote Working?

**Before**

- **Around 2500 staff** had homeworking equipment
- VDI was in pilot phase
- Limited VPN bandwidth
- Skype main ViCo & Telephony tool
- Device and Application mgmt., Applications, MS Exchange Onsite

**After**

- **Over 4000 staff** received urgently set-up for teleworking
- New Laptops rollout and WIN7 to WIN10 migration **completed**
- Remote Workspace, Remote Device and Application Management
- New Collaboration tools (e.g. Teams, Zoom)
Setting Up the Remote Workspace

**Material**

- Finalised the **WIN10 Laptop Rollout** in 2 weeks
- Allow Users to **take office equipment** home (monitors, peripherals,..)
- Test, acquisition and distribution of **new monitor model**, headsets and other peripherals
- Commissioned **CITRIX Virtual Desktop Infrastructure**, used mainly by contractors (Azure Cloud)

**Access**

- Increased **VPN bandwidth & licences/tokens**; commissioned **additional VPN connectivity** via recently commissioned Luxembourg data centre
- Enable **BYOD** to use as “RD jump station” to computers installed on premise
- Enable **MFA** (Azure AD)
- Enable remote **on- and offboarding**
- Enable "cloud access": M365; SAP collaboration tools
Remote Device and Application Management

Microsoft End Point Manager

• Microsoft’s Enterprise Solution to **remotely manage all End User Devices**, independent of Platform (WIN10, iOS, Android) and Hardware (PCs, Laptops, Tablets, Smartphones).

• **Policies** for Resource Access, Device Configuration and Compliance and Security

• **Operating System** and **O365** Application Updates.

• **Application** packaging and distribution and **AppStores**.

• **Zero-Touch Provisioning** and Auto-Enrolment

• Troubleshooting, Monitoring and Analytics
The Digital Workplace Toolbox

- Microsoft 365 user applications
- 3rd party Teams apps
- Document management platforms
- Video Conferencing
- Chat
- Email
- Telephony
Remote collaboration

Mail migration to Exchange online
- green field approach
- access from any device at any time and from anywhere

Full functionality of Office 365
- MS Teams (Team sites, channels, chat Calendar, Todo, Planner, etc.)

OneDrive

Slido
Remote collaboration

- Explosion of virtual meetings: location is now irrelevant
- MS-Teams: stable, high quality, popular
- Basic platform for teleworking and collaboration
Remote collaboration - implementation

- OPPO and BoA with and without interpretation
- Exam
- Fast implementation
- Stable, high-quality

- Implementation - DPA - Training materials - FAQ
- 15 sept: first OP Oppo with Zoom
- First BoA via Zoom - First OP with distributed remote interpretation
- 60 OP Oppo with and without interpretation - 6 BoA with and without interpretation
- Exam in October 4000 Oppo/BoA 3000 Exam

2021
Next steps

- Review meeting rooms and setup
- Hybrid / mixed-mode
Thank you!