Office of the Chief Information Officer Operational Information Technology Plan

FY 2004 – FY2005

October 2003

Matrix between OITP & SITP

SITP Goal and Objective Mapping to OITP

The Office of the Chief Information Officer's Strategic Goals and Objectives below have been mapped to sections in the *Operational Information Technology Plan for FY 2004 – FY 2005*. In some cases, a strategic goal and/or objective may remain blank. In addition, sections from the OITP can be mapped to multiple goals and objectives, if applicable.

Strategic Goal 1:
Enable USPTO to implement electronic government in its patent and trademark businesses to reduce paper handling and enhance business

Objective 1.1: Develop a Trademark electronic file management system, including support for the Madrid Protocol, and begin electronic government operations [E-Government 1].

2.2.1.2	Trademark Reporting and Monitoring System (TRAM)
2.2.1.3	Trademark .Net Support
2.2.1.5	Trademark E-Commerce Law Office
2.2.1.6	Trademark Electronic Application Submission System (TEAS)
2.2.1.7	Trademark Image Capture and Retrieval System (TICRS)
2.2.1.8	Trademark In-House Photocomposition System (TIPS)
2.2.1.9	Trademark Information System (TIS)
2.2.1.10	Trademark Madrid System
2.2.1.11	Trademark Tradeups System (TRADEUPS)
2.2.1.12	X-Search System
2.5.10	Trademark Trial and Appeal Board Information System (TTABIS)

Objective 1.2: Deliver an operational system to process patent applications electronically [E-Government 2].

1.3.7.3	FAX/Modem System/Capability
2.1.2.4	Examiner Automated Search Tool (EAST) and Web Electronic Search Tool (WEST)
2.1.2.5	Foreign Image Search Capability (FISC)
2.1.2.8	Patent Application Image Retrieval System (PIRS)
2.1.1	Patent E-Government System
2.1.1.1	Image File Wrapper (IFW)
2.1.3	Patent Application Capture System
2.1.3.2	Patent Application Capture and Review System (PACR)
2.1.3.3	Patent Electronic Filing System (EFS)
2.1.3.3	Patent Cooperation Treaty Operations Imaging System (POIS)
2.1.3.4	PCT Operations Workflow and Electronic Review System (POWER)

2.1.3.5   Reexamination Processing System (REPS)
2.1.4.2   Office Action Creation System (OACS)
2.1.4.4   Patent Application Location and Monitoring System (PALM)
2.1.4.5   Patent Application Information Retrieval System (PAIR)
2.1.4.8   Patent Electronic File Wrapper (EFW)

Objective 1.3: Outsource the development and support for patent application authoring and application submission tools to private sector concerns.

2.1.3.1   Electronic Filing Partnership (EFP)

Objective 1.4: Establish an information technology security program for fully certifying and accrediting the security of every automated information system [E-Government 4]

1.3.8   IT Security Program
1.3.8.1   Security Certification And Accreditation
1.3.8.2   Security Infrastructure Protection
1.3.8.3   Security Operations and Maintenance
1.3.8.4   Security Planning and Compliance
1.3.8.5   Security Training

Objective 1.5: Continue to enhance technology capabilities in support of business efforts to encourage alternative work arrangements, such as Trademarks Work-at-Home and Hoteling

1.3.1.4   TTAB Work@Home
1.3.1.5   Trademark Work@Home Capability

Strategic Goal 2:
Support the relocation of the USPTO to the Carlyle campus in Alexandria, VA.

Objective 2.1: Relocate USPTO desktops and peripheral equipment.

Objective 2.2: Relocate and consolidate the public search facilities into a single electronic search facility.

2.3.11   Public Search Room/Universal Workstation (UPWS)

Objective 2.3: Relocate the Emerging Technology Center.

Objective 2.4: Relocate the USPTO data center.

Objective 2.5: Support Network, Telecommunications, and IT Infrastructure Relocation.

Strategic Goal 3:
Provide and support a world-class information technology operation that meets or exceeds end-user needs

1.3.3.3	IT Facilities Management System
1.3.5.1	Data Base Administration
1.3.5.2	Data Management
1.3.5.3	Data Base High Availability
1.3.5.4	Electronic Records Management
1.3.5.5	Enterprise Data Quality Tool
1.3.5.6	Enterprise Information Repository
1.3.5.7	Records Management
1.3.5.8	Records Management Tracking System

Objective 3.1: Establish a world-class IT operation and customer support capability.

1.2.4	Software Developer Infrastructure Desktop Deployment Support and Testing
1.3.1.6	Trilateral Network
1.3.2.5	File Transfer Protocol/VPN
1.3.2.6	Infrastructure H/W Management
1.3.2.11	Other Peripheral Devices/Upgrades
1.3.3.4	Office Administrative Services Request System (OASRS)
1.3.6.2	Desktop Field Support
1.3.6.4	Help Desk and Desktop Software Services
1.3.6.5	Web Services
1.3.7.1	Enterprise Management System (EMS)
1.4.1	Acquisition Support Activities
1.4.1.1	Acquisition Activities
1.4.1.2	Acquisition Management Library System (AMLS)
1.4.1.3	Contract Management Activities
1.4.1.4	Section 508 Support
1.3.1.3	Remote Access Support
1.3.3.1	Computer Aided Design System
1.3.4.3	Workstations

2.4	Financial Management
2.4.1.1	Momentum Financials
2.4.1.2	Enterprise Data Warehouse (EDW)
2.4.1.3	Revenue Accounting and Management System (RAM)
2.4.1.4	Office of Finance Imaging System (OFIS)

2.4.2.3   Time and Attendance System (TAS)
2.1.4.1   Patent Modeling and Budget Administration System
2.5.3   Electronic Freedom of Information Act (E-FOIA)
2.5.4   Executive Document Management System (EDMS)
2.5.6   Office of Enrollment and Discipline Information System (OEDIS)
2.5.7   Patent Appeals Case Tracking System (ACTS)
2.5.8   Patent Cancellation Proceedings Electronic Filing
2.5.9   Office of Legislative and International Affairs Document System (OLIADS)
2.5.10   Trademark Trial and Appeal Board Information System (TTABIS)

Objective 3.2: Decrease the potential for system outages and other errors, thereby reducing negative impacts to the business operations due to such problems.

1.3.2.15 Performance Monitoring and Capacity Planning
1.4.2.3   OCIO Miscellaneous

Objective 3.3: Minimize the impact to business operations when system outages and other errors occur.

1.3.7.4   Integrated Tape Backup System
1.3.2.19 Business Continuity

Objective 3.4: Efficiently and effectively operate the USPTO technical environment.

1.2.1   Emerging Technology Center
1.3.7.2   Enterprise Wide Login
1.3.2.1   Data Load and Maintenance
1.3.2.2   Data Services – Boyers
1.3.2.6   Facilities Management
1.3.2.8   Network Management Systems (NMS)
1.3.2.9   Operating System Support
1.3.2.10 Operational Support – Supplies
1.3.2.16 Servers/NT
1.3.2.17 Servers/UNIX
1.3.7.5   Operating System Upgrades/Migration
1.3.2.3   Data Storage On Line Magnetic
1.3.2.4   Enterprise Server and Storage Consolidation
1.3.2.14 Patent Examiners NAS Service and Backup
1.3.2.13 PTOnet
1.3.2.12 PTO Hardware Standardization
1.3.7.6   Public Key Infrastructure
2.1.2.1   Automated Biotech Sequence Search System (ABSS)
2.1.2.2   Patent Examiner Computer Search Support and CSS Auxiliary Databases (CSS)

2.1.2.3   PatentIn System and Computer Readable Form – Checker System (PatentIn)
2.1.2.8   Patent Image Retrieval System (PIRS)
2.1.4.3   Office of Patent Quality Review (OPQR)
2.1.4.6   Patent Classification Data System (CDS)
2.1.4.7   Patent Electronic Business Center Imaging System (EBCIS)
2.2.1.1   Clearpath Support
2.2.1.4   Trademark Cropped Image Manager

Strategic Goal 4:
Leverage enterprise architecture to improve information technology efficiency and effectiveness.

1.1   Enterprise Architecture
1.1.1   Infrastructure Architecture Support
1.2.2   EAI Solution
1.2.3   Enterprise Portal System
1.2.5   Software Developer Infrastructure
1.2.6   Software Developer Infrastructure – SDI Shortfall Project
1.2.7   Enterprise Directory Services – Shortfall Project
1.3.2.18   UEA Directory Services

Objective 4.1: Develop a viable Enterprise Architecture program based on industry best practices and reusable components, compliant with the Federal Enterprise Architecture

1.1.2   Technology Assessment and Insertion Program

Objective 4.2: Provide maximum availability of computer systems to examiners, attorneys, the public, and other patent and trademark offices in the event of an outage. [E-Government 5].

Objective 4.3: Enhance and simplify the technology infrastructure to support business operations in an electronic government environment (i.e., simplify and unify).

1.3.1.1   Office of Finance Disbursement Network (OFDnet)
1.3.1.2   Office of Human Resources Network (OHRnet)

Strategic Goal 5:
Continuously improve the delivery of OCIO information products and services to meet USPTO business objectives

1.3.4.1   Desktop Software Licenses and Maintenance
1.3.4.2   Office Automation Server Administration

Objective 5.1: Provide high quality customer services that distinguishes the USPTO and OCIO from other organizations.

1.3.6.1   Customer Information
1.3.6.3   Electronic Business Support for Public Customers

2.1.2.6   Patent Application Images on the Web
2.1.2.7   Patent Application Text on the Internet
2.1.2.9   Patent Web Portals
2.1.2.10 Public Site for Issued and Public Sequences
2.3.1   Patent Data on Web
2.3.2   Assignment Historical Database
2.3.3   Enterprise Contact Center System (ECC)
2.3.6   Order Entry Management System/Certification (OEMS)
2.3.8   Patent and Trademark Assistance Center
2.3.9   Patent Data Dissemination System
2.3.10   Public Search Room/Badging System
2.3.11   Public Search Room/Universal Workstation (UPWS)
2.3.12   Technology Assessment and Forecast Services (TAF)
2.3.13   Trademark and Assignment Data Dissemination System (TADDS)
2.3.14   Trademark Application and Registration Retrieval System (TARR)
2.3.15   Trademark Electronic Search System (TESS)
2.3.16   USPTO Customer Contact Management System

Objective 5.2: Strategically manage our OCIO workforce to meet the challenges of today and tomorrow.

1.4.2.4   OCIO Training

2.4.3   Human Resources
2.4.2.1   Equal Employment Opportunity Case Management Retrieval System (EEOCMRS)
2.4.2.2   Job Application Rating System (JARS)

Objective 5.3: Improve USPTO capital planning and investment practices to ensure the delivery of business value from information technology investments.

1.3.3.2   EAMS
1.4.2.1   APMS
1.4.2.5   Project Management Support

Objective 5.4: **Streamline LCM practices for improved performance**

    1.4.3.1   Configuration Management – Enterprise Activities/Database
    1.4.3.2   Configuration Management
    1.4.3.3   Enterprise Process CM Tool (PVCS) Dimensions
    1.4.3.4   Enterprise QA Management Tool
    1.4.3.5   Enterprise Requirements Tool
    1.4.3.6   ITPA Transition Management
    1.4.3.7   Quality Assurance – Non-System Specific, Project Support
    1.4.3.8   Quality Assurance – Enterprise Activities/Database
    1.4.3.9   Requirements Management – Enterprise Activities/Database
    1.4.3.10 System Acceptance Testing – Enterprise Testing Activities
    1.4.2.2   LCM and Software Process Improvement

Objective 5.5: **Streamline LCM practices for improved performance.**