Results of WILD Pre-meeting Survey

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Pre-meeting Survey Overview

- **Goal**: Collect insights on IP offices' ICT priorities, challenges and opportunities to provide food for thought during the 1st session of WILD

- **Duration**: January 24 – April 4, 2025

- **Responses**: 46 responses from 45 Member States and IGOs

  - Member States (42): AL, AT, AU, BR, BT, BY, CA, CL, CN, CO, CZ, DK, ES, GA, GB, GE, GM, GR, HU, ID, IN, IS, KH, KR, LR, LT, MC, MG, MX, NL, PE, PT, PY, RS, RU, SA, SG, SN, TT, UG, US (USPTO and USCO) and UZ.

  - IGOs (3): EM, EP and OA

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Survey Questionnaire

1

ICT Landscape: Priorities, Challenges & Opportunities

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3 questions

2

Emerging Technologies in IP Business

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5 questions

3

Collaborations Across Member States & Additional Suggestions

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3 questions

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ICT Landscape: Priorities, Challenges & Opportunities

Section 1

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S1-Q1: Immediate ICT priorities

	1	2	3	4	5	6	7
Digital transformation (e.g., moving from paper-based to digital systems)	20	6	6	0	3	1	10
ICT strategy and its implementation roadmap	9	10	4	11	6	5	1
Data governance	3	11	9	6	13	3	1
Cybersecurity policy and capabilities (e.g., protection against data breaches)	5	9	14	9	2	4	3
Adoption of emerging and rapidly evolving technologies (e.g., Artificial Intelligence)	6	4	6	8	9	7	6
Collaboration in developing and using common ICT reference architectures for IP, including solutions and platforms to improve the quality and efficiency in business processes	3	4	4	6	6	15	8
Implementation of WIPO Standards for the publication or exchange with other IP offices in machine-readable full text formats following relevant WIPO Standards such as ST.26, ST.37, ST.90, ST.92 or ST.96	0	2	3	6	7	11	17

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S1-Q1: Immediate ICT priorities (top 4 priorities)

	1	2	3	4	5	6	7
Digital transformation (e.g., moving from paper-based to digital systems)	20	6	6	0	3	1	10
ICT strategy and its implementation roadmap	9	10	4	11	6	5	1
Data governance	3	11	9	6	13	3	1
Cybersecurity policy and capabilities (e.g., protection against data breaches)	5	9	14	9	2	4	3
Adoption of emerging and rapidly evolving technologies (e.g., Artificial Intelligence)	6	4	6	8	9	7	6
Collaboration in developing and using common ICT reference architectures for IP, including solutions and platforms to improve the quality and efficiency in business processes	3	4	4	6	6	15	8
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S1-Q2: Main ICT challenges

Budget constraints for digital transformation and for research and development to explore / implement innovative technological solutions	**35**
Outdated (legacy) IT infrastructure and systems that are not easily integrated with newer technologies	**28**
Difficulty in finding and retaining qualified ICT experts	**27**
Navigating evolving complex laws, regulations and compliance requirements - such as AI, Automated decision Making, Cyber Security, etc	**25**
Interoperability between IT systems and Implementation of WIPO Standards	**23**
Resistance to change or adoption of emerging and rapidly evolving technologies	**20**
Increasing technical debt	**19**
Establishing effective communication and data-sharing with other national or regional IP offices, and private sector stakeholders	**14**
Challenges in ensuring compliance and maintaining consistent service delivery	**12**
Inefficient ICT governance, presenting difficulties in aligning ICT strategies and priorities with the overall organizational goals	**10**

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S1-Q3 : Specific ICT opportunities

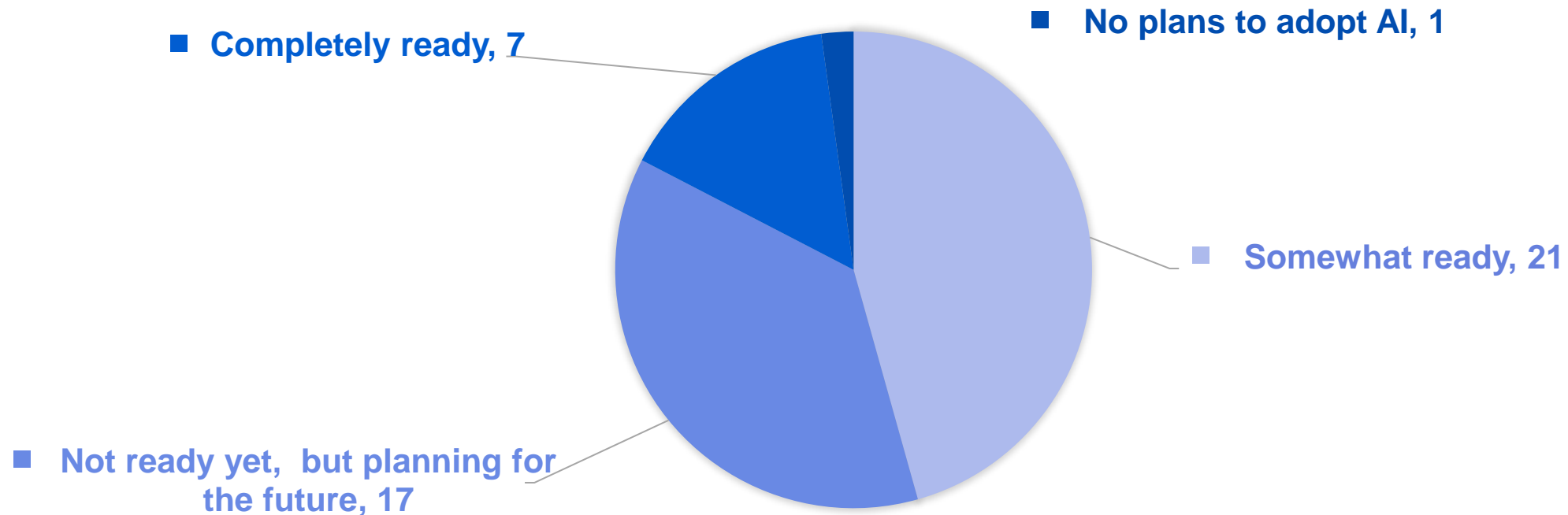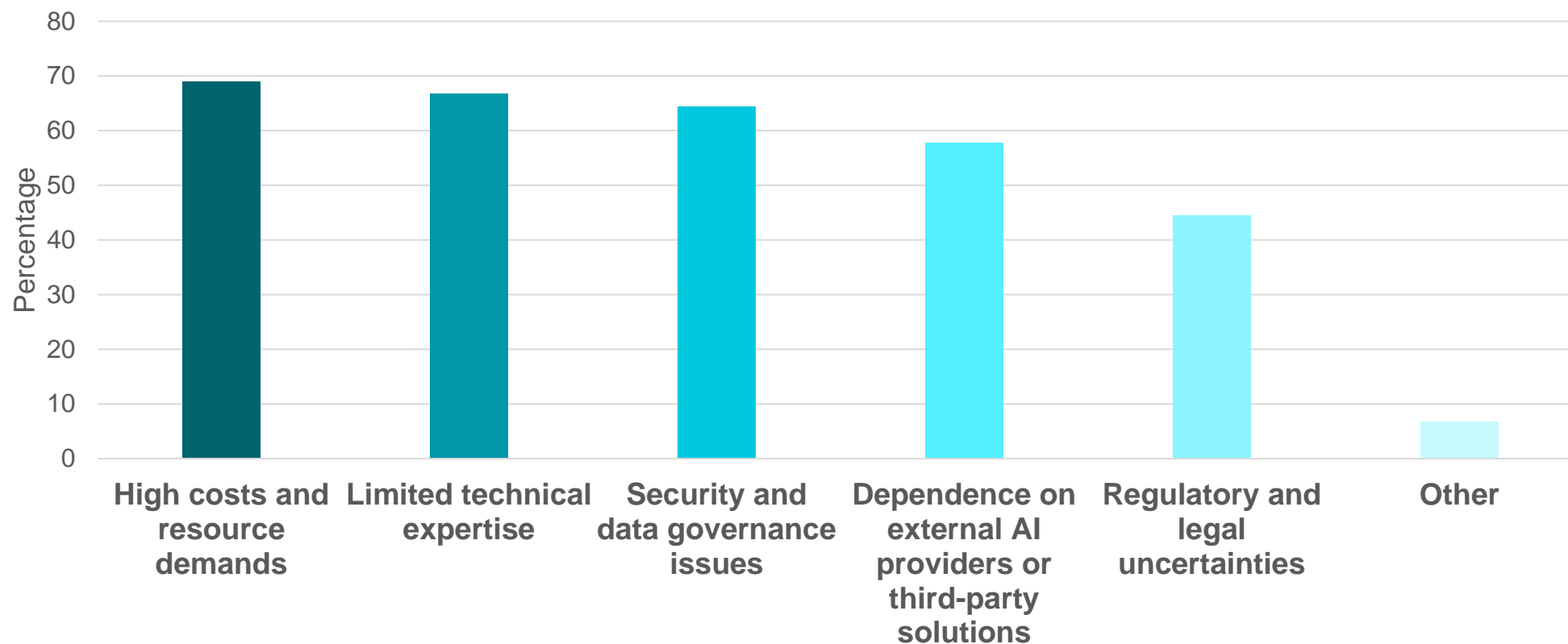|	
Digital transformation and modernization of IP services and processes	41
Collaborations with other IP offices to share knowledge, best practices, and resources	35
Adoption of emerging and rapidly evolving technologies (e.g., AI, blockchain) to improve IP management and services	34
Enhancing interoperability between ICT systems and aligning with WIPO Standards	29
Leveraging cloud technology to improve accessibility, scalability, and cost-efficiency of IP systems and databases	28
Partnering with educational institutions, other IP offices and tech companies to improve education and awareness of users on emerging technologies impacting IP	21
Using ICT to create more sustainable and efficient IP operations to meet Sustainable Development Goals (e.g., reducing paper-based processes, carbon footprint)	19
Strengthening the ability to manage infringement, counterfeit goods and digital piracy by collaborating with other stakeholders through use of technology	19
Enhanced communication with business owners and stakeholders through IP systems	18

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Emerging Technologies in IP Business

Section 2
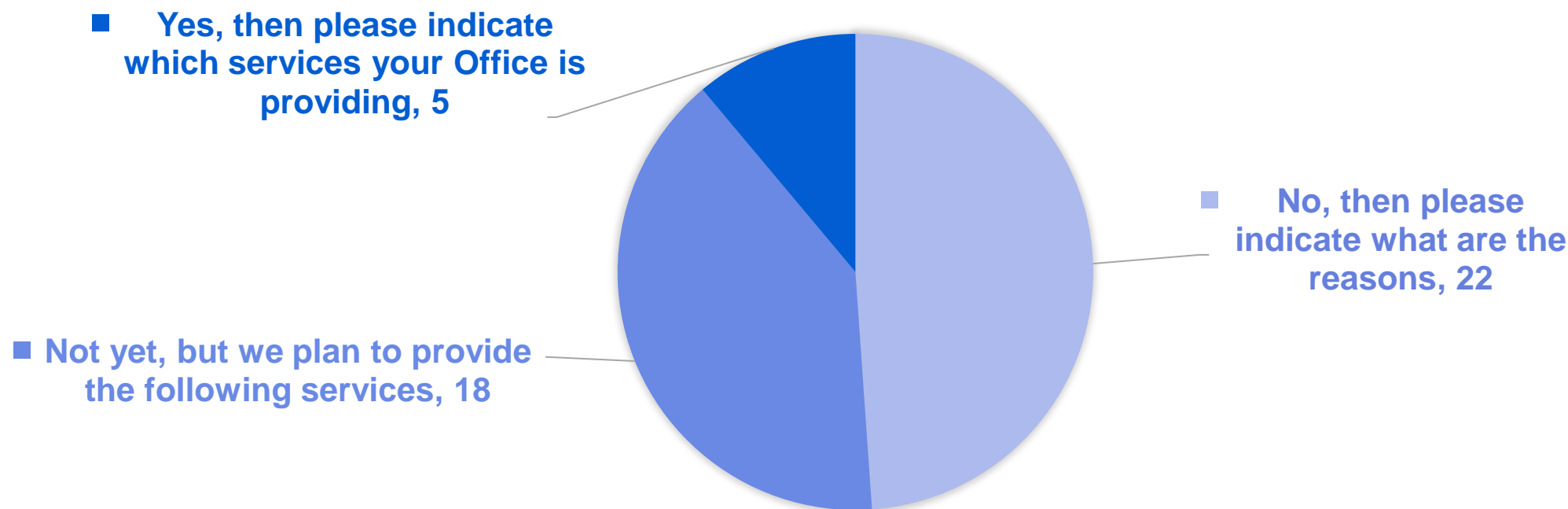
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S2-Q1: Readiness to adopt AI technologies

Completely ready, 7

No plans to adopt AI, 1

Somewhat ready, 21

Not ready yet, but planning for the future, 17

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S2-Q2: Use of AI tools

AI use cases	Planning	Pilot	Fully Implemented	Not Considering / NA
Digitalization of IP archives	14	3	6	**22**
Patent search and document retrieval	18	8	9	10
Image search in patents, trademarks and designs	21	7	**13**	4
Formality checks and examination	25	5	4	11
IP Classification such as IPC, NICE and Locarno classifications	21	**9**	7	8
Customer services (e.g., Chatbot)	**29**	3	7	6
Analytics, IP trends and strategic insights	24	5	2	14
Translation of IP documentation	25	3	6	11

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S2-Q3: Biggest challenges in developing or using AI powered tools

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S2-Q4: Services using Generative AI?

Yes, then please indicate which services your Office is providing, 5

No, then please indicate what are the reasons, 22

Not yet, but we plan to provide the following services, 18

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S2-Q4: Services using Generative AI - notes?

- **No, because (22)**

  - Lack of resources (financial, IT infrastructure, AI experts)

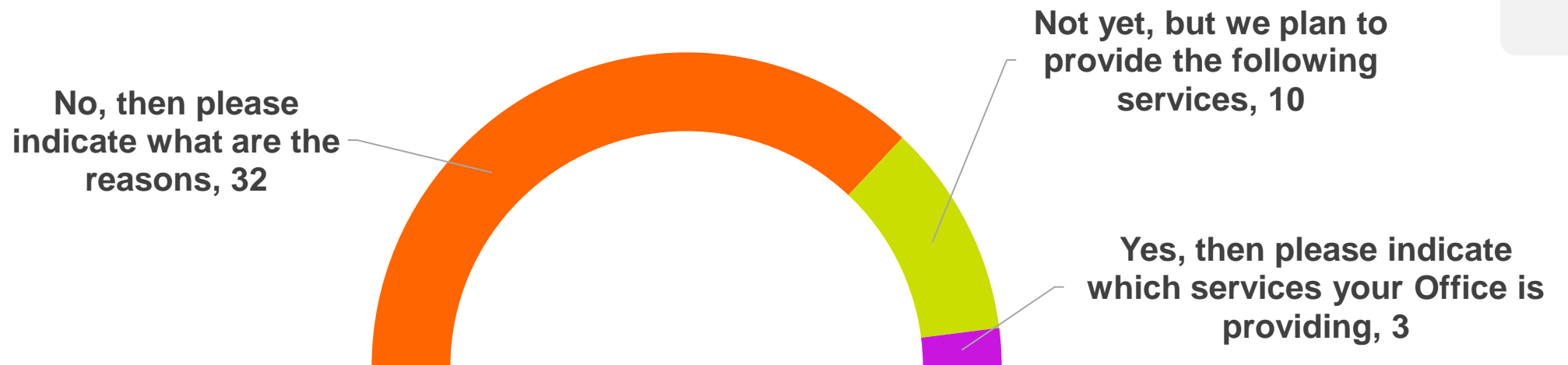 - Regulatory, security, data governance constraints

- **Not yet, but plan to following services (18)**

  - Chatbot, search, examination, admin tasks, legal interactive

- **Yes, providing (5)**

  - Drafting reports, customer supports, legal support, search, classification

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S2-Q5: Services using AI Agents?

No, then please indicate what are the reasons, 32

Not yet, but we plan to provide the following services, 10

Yes, then please indicate which services your Office is providing, 3

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S2-Q5: Services using AI Agents - notes

■ **No, because (33)**

- Lack of resources (financial, IT infrastructure, AI experts)

- Regulatory, security, data governance constraints

- No use cases found

■ **Not yet, but plan to provide (11)**

- Chatbot, customer service, legal interactive platform, image search, patent drafting, examination

- Verification of compliance with requirements upon filing applications.

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S2-Q5: Services using AI Agents - notes (cont.)

- **Yes, providing (3)**

  - Search, classification, examination, legal support

  - Monitoring IP Gazette publication

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ICT Collaborations Across Member States & Additional Suggestions

Section 3

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S3-Q1: ICT collaboration among IP offices

■ **What has worked well**

  ▪ Finding Offices which share many business commonalities, then exchange information, knowledge and best practices

  ▪ Cooperating on specific projects with WIPO, regional Offices or other IP offices

  ▪ Participating in WIPO and regional IT working groups

  ▪ Sharing IT solutions or using common IT tools such as WIPO IPAS

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S3-Q1: ICT collaboration among IP offices (cont.)

■ **Challenges**

- ▪ Standardized processes, data and APIs for information sharing

- ▪ Slow progress of collaborative projects due to different business rules & practices, budget availability, different technical levels

- ▪ Too many new international projects which require resources and efforts

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S3-Q1: ICT collaboration among IP offices (cont.)

- **Recommendations**

  - Share software tools that work best for IP offices

  - Participate in Committee on WIPO Standards (CWS) and the CWS Task Forces

  - Building capacity via joint training or knowledge-sharing initiatives

  - Establishing focus groups for common interesting areas

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S3-Q2: Beneficial cooperative efforts among IP offices

	Very Beneficial	Somewhat Beneficial	Not Beneficial	Don't Know / NA
Sharing information about ICT services and solution portfolios	33	11	1	1
Building capacity through joint training or knowledge-sharing initiatives	31	13	1	1
Collaborating on pilot projects to utilize emerging technologies	24	20	2	0
Establishing focus groups for collaboration on key areas of interest	21	24	1	0
Promoting partnerships with private sector	12	24	**5**	**5**

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S3-Q3: Other suggestions for WILD?

- Build capacity for digital IP offices - Help Offices to digitize legacy data along with sharing insights and experiences

- Develop/share standardized tools for common services such as examination and automation of routine processes - WIPO leadership seems necessary to develop and share with other IP offices

- Better support to ensure optimal use of shared IT tools

- Coordinate additional meeting among IP offices at a similar ICT level

- Share information about the implementation of emerging technologies and the impact of those initiatives on increasing efficiency and modernizing client experience

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Q&A

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ICT Leadership
Dialogue
(WILD)

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