

WIPO ICT Leadership Dialogue (WILD)

Theme 2: Digital business strategy and best practices

| JPO Digital Strategy 202X

~ Leading Global IP with the Power of Digital ~

Japan Patent Office



JPO Digital Strategy 202X (Nov. 25, 2024)

Mid-to-long term Strategy taking over the current Business and System Optimization Plan of the JPO

Key Concept

Deliver an Advanced and Smart Digital Environment for All Stakeholders:

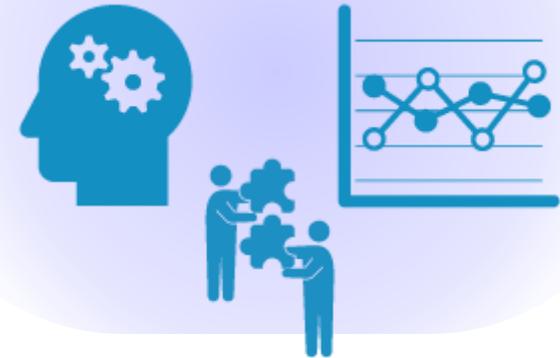
- i. Provide **better user experiences and services**
- ii. Improve **operational efficiency and usability**
- iii. Support diverse work styles

Key Success Factors

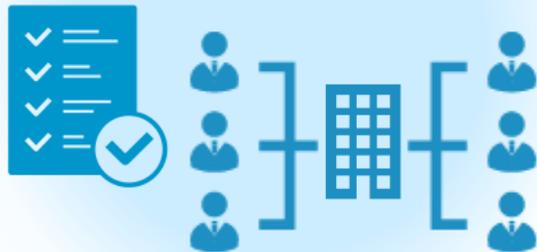
Anytime and Anywhere



More Intelligent and Creative



One-stop and Simple



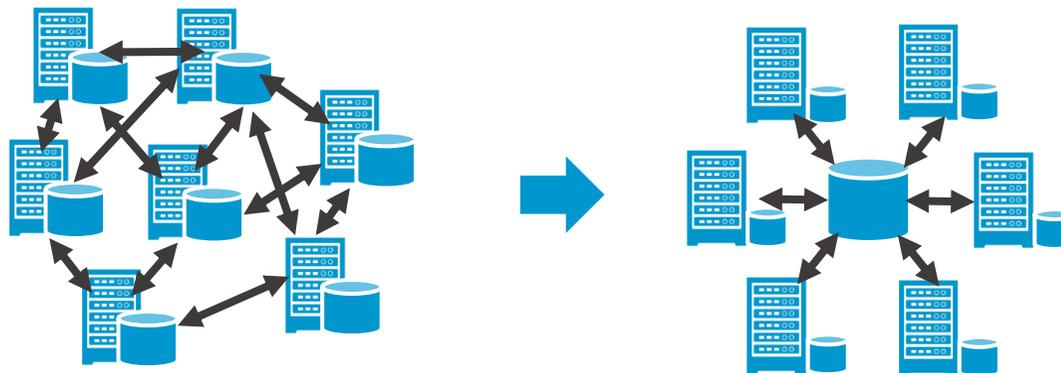
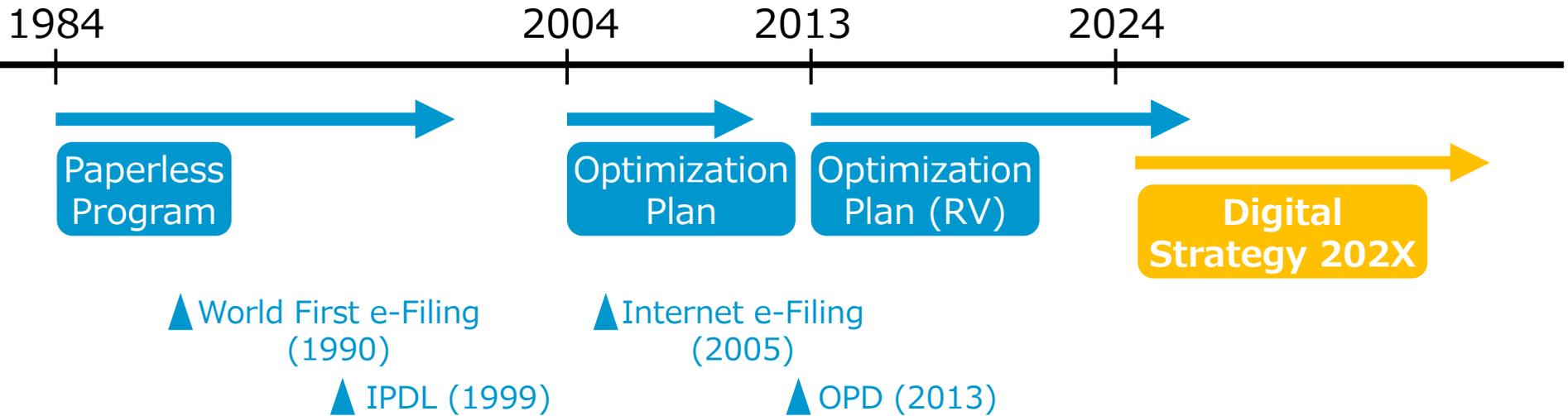
Smart and Sophisticated UI



JPO



History of JPO Digitization



- Inflating costs
- Rapidly advancing technologies
- Fast-changing user needs

Our Challenges

Business

- Achieving a Higher Standard of Service and Operations
- Improving Operational Efficiency and Flexibility

Organization

- Transforming Organizational Culture
- Ensuring Full Involvement of Executives
- Increasing Motivation and Fostering Readiness for Change

Technology

- Reducing Costs and Increasing Flexibility
- Employing Modern Technology
- Taking Ownership of Technology

Our Approach - Business

- Intensive Discussions at the Working Level and Management Level
- Benchmarking Other IPOs, e-Commerce Sites, etc.
- Collecting Input from Internal and External Users
- Alignment with JPO MVV and GOJ policies



Identification of Areas for Improvement

Change in Organizational Mindset

Our Approach – Organization

■ Organizational Restructuring

HQ for Business Reform and IT Promotion

Head: JPO Commissioner

Deputy Head: JPO Deputy Commissioner (CIO)

PMO (Program Management Office)

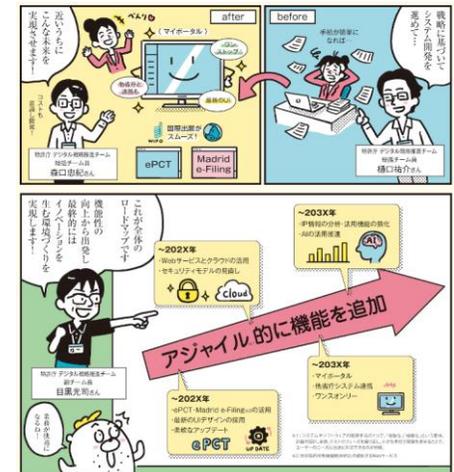
Executive Officer in charge of JPO Digital Strategy

DST (Digital Strategy Team)

■ Promotional Activities

- Discussion with External User Groups
- Publishing "Manga" in the JPO PR Magazine

■ Raising Literacy and Awareness Among JPO Staff



Our Approach – Technology

■ Many Options, but No One-Size-Fits-All Solution

On Premise/Cloud

SaaS/PaaS/IaaS

Bespoke/Off-The-Shelf

Waterfall/Agile

Outsourced/Internal

Proprietary/Open Source

Perimeter Security/Zero Trust

Etc.

■ Necessity of Taking Ownership of Technology

■ Avoiding Redundant Investments through Collaboration (e.g., ePCT)

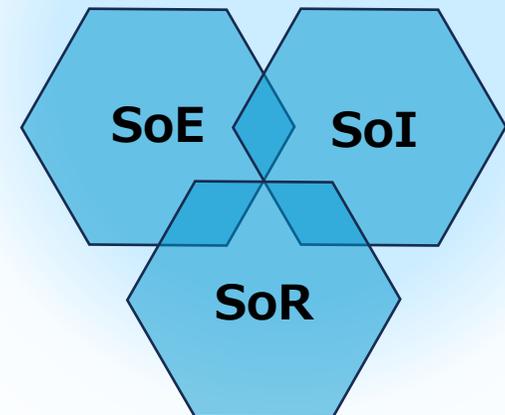
■ Importance of Early Planning Aligned with EOSL



The Right Technologies in the Right Place

Agility
Usability

OTS tool
available



Robustness

Conclusion

- **The JPO Has Just Started the Long Journey**
- **Your Help and Input Are Welcome**

Thank you!

Japan Patent Office

