

## Annual Technical Report on Industrial Design Information Activities in 2018 submitted by the Patent Office of the Republic of Poland

### I. GENERAL OVERVIEW OF RECENT DEVELOPMENTS IN INDUSTRIAL DESIGN INFORMATION ACTIVITIES CARRIED OUT BY THE OFFICE

#### Outline of main policies and plans aimed at development of industrial design information activities and expected time frames for their realization

A number of projects were established within the Cooperation Fund, many of them have already been implemented but on some of them the work is still pending. The Cooperation Fund covers work in collaboration between the EUIPO and national offices. The main goals of this project are: harmonization of practices, adaptation to the digital environment, barrier removal, improvement of technical system. Such objectives create a good strategy especially in order to adapt to the competitive internal European and digital market. That is why here in Poland, the Office decided to participate in all of the 20 CF projects. The PPO is still using developed databases. In 2016, EUIPO launched European Cooperation Programme aiming at enhancing cooperation between national IP offices. In 2018, activities related to the ECP project were continued.

As for 2018, the Polish Patent Office continues to use the following databases:

- **Register Plus for designs** - in order to ensure an easy and widespread access to data on Polish designs, the Patent Office of Republic of Poland provides the users with Register Plus;
- **DMview** – an online designs search tool, an online consultation tool allowing Internet users to search, free of charge, for national, international and community designs of all IP offices involved in the initiative;
- **DSclass** - a free online tool to search, translate or classify the terms when applying for designs. DSclass is a central point from which it is possible to access the terms that appear in the classification databases of each of the offices participating in the initiative;
- **Quality Standard for Trade Marks and Designs** - transparent and harmonized information about services and quality standards provided by participating offices;
- **Common User Satisfaction Survey - Harmonized User Satisfaction Survey** - a Cooperation Fund project, the Common User Satisfaction Survey allows for a common approach to carrying out surveys across participating IP offices. The project also allows for the cross-linkage of other CF projects, like Quality. An analysis of the completed survey will allow the participating office to: measure customer satisfaction, draw attention to areas for improvement, plan future work of the office;
- **eLearning** – a tool providing online training for Small and Medium Enterprises (SMEs) on the importance of Intellectual Property Rights (IPRs). This e-Learning tool is divided into two main sections: "Why is Intellectual Property Important", where you can find information about Intellectual Property throughout the different stages of production, and "What and How to Protect" where you can find information targeted towards Small and Medium Enterprises (SMEs), covering the different types of Intellectual Property rights;
- **Enforcement Database** - an up-to-date database to help enforcement agencies to better identify counterfeit goods. The tool holds data on registered IP rights, contact information, supplementary product information and logistics. This information can be used by enforcement authorities in order to detect counterfeit products;
- **Anti-Counterfeiting Intelligence Support Tool** - with this tool enforcement, authorities can see how counterfeited goods are moving within the internal market so that they can use their resources more efficiently. The system enables end users (enforcement authorities, the EUIPO Observatory, etc.) to upload the relevant data via a user friendly interface.

#### New projects launched or resumed this year in the context of the policies(plans) mentioned above, short description: aims, partners, tasks

In 2018, the project entitled "Criteria for assessing disclosure of designs on the Internet" under European Cooperation Programme was launched. A Polish designs examiner participates in the project working group along with the representatives from other European national offices, EUIPO, and users association. The main goal of the project is to identify general principles for assessing disclosure of designs on the Internet and provide recommendations in this respect.

In 2018, the PPO actively participated in the development project of the new electronic services platform (PUEUP). The main aim of the project is to provide a new platform for providing electronic services to clients. In 2018, the public procurement procedure to select the final contractor was conducted. The newly selected company had to prepare the following modules of PUEUP platform: e-Baza Wiedzy (knowledge database), e-Profil (user profile), e-Platnoci (payments), e-Powiadomienia (user message system), e-Wyszukiwarka (search system) and Infrastruktura (infrastructure). During the 2018, the first step of analysis was initiated.

In 2018, the PPO was active in the field of e-administration services taking part in the development of functionalities related to the use of the governmental Electronic Platform of Public Administration Services (ePUAP). PPO dealt with maintaining the existing forms in terms of their functionality and reliability and it redefined the process of exchanging documents between ePUAP and Electronic Document Management System (EZD). The most important activity was the preparation of new formulas allowing for faster data collection and elimination of access errors.

In 2018, the PPO took actions to improve and extend the functionalities of the PPO Industrial Properties Search System. The new mechanisms for collecting translations of European patents into Polish, valid on the territory of Poland, were introduced with the possibility of collecting statistical information on queries statistics. After the implementation of the newly prepared Intranet system, the above search systems were reinstalled on the new SharePoint 2013 platform.

In 2018, the PPO finished the implementation of Intranet system based on *Microsoft SharePoint Server 2013 Enterprise* software.

The PPO continued the maintenance of the Register Plus system for trademarks.

The PPO continued to maintain *Patent Attorneys and Applicants List* searchable. Only small adjustments in the data structure were introduced and the system was adopted to existing legislation.

The PPO continued to provide data at [DanePubliczne.gov.pl](http://DanePubliczne.gov.pl) website concerning the protection of industrial property, publications provided by the Office, as well as information on patent attorneys, etc.

Minor changes in the publication system were maintained. In all systems there are separate official publications of Bulletin of the Patent Office (BUP) for trademarks, inventions and utility models.

#### **Main areas of industrial design information activities and related information and communication technology (ICT) practices which were in the focus of attention last year**

In 2018, the BackOffice system for trademarks and industrial designs was maintained, implementing changes requested by end users and required by new regulations. A new version of the Vienna Classification was implemented in the BackOffice system. The solution was modified to change the language of communication with WIPO from French to English regarding international trademarks. The process of handling new types of trademarks began and the implementation of the solution in the BO system for the e-Notification module (user message system) of the PUEUP platform continued.

The Register Plus software application for industrial designs was further developed and enhanced in 2018. The quality of data was improved and a wider range of presented data was introduced.

As a continuation of work on the main search engine of industrial property items in the year 2018, amendments requested by users were introduced to improve the functionality of the search engine. It is linked to other search systems, which are in the portfolio of the Office (Search System of Industrial Properties, Publication Server, Register Plus, etc.).

#### **Statistics: changes in terms of application filings and grants (registrations) with respect to previous year; trends or areas experiencing rapid changes**

In 2018, the Polish Patent Office received 1,083 industrial design applications under national procedure.

Polish applicants filed 1,081 applications and foreign applicants filed 2 applications under national procedure. The number of rights in registration for industrial designs granted under the national procedure to domestic entities was 949, and to foreign entities – 3.

The number of industrial design registration rights in force on 31 December 2018 was 8,476 (compared to 9,062 on 31 December 2017).

#### **Other matters and useful links (URLs): annual report of the Office, news page, statistics, etc.**

Statistics are accessed at the following URLs:

<http://www.uprp.pl> (Annual Reports' box)

Detailed statistics may be provided on request (please write to <http://www.uprp.gov.pl/Text01,205,161,1,index,pl,text>).

News page: <http://www.uprp.pl/aktualnosci/Menu01,16,7,index,pl/>

## **II. SERVICES AND ACTIVITIES RELATED TO INDUSTRIAL DESIGN INFORMATION CARRIED OUT BY THE OFFICE**

#### **Information and support provided by the Office to applicants regarding filing on paper and/or e-filing (instructions, seminars, etc.) - URLs**

The PPO information and support options in 2018 included:

1) Via website: <http://www.uprp.pl/przedmioty-wlasnosci-przemyslowej/Menu02,12,4,index,pl/> (all information about patents, trademarks, designs, etc. and instructions e.g. "How to patent an invention or utility model to protect? ");

2) Via telephone: (+48 22 579 05 55);

3) Via e-mail: <http://www.uprp.pl/Text01,205,161,1,index,pl,text/>.

Management of the contacts in 2018 (phone + mail) was performed through a software:

- 1) Personal contacts (CRM system);
- 2) Within the IP Protection Information Center customer contacts (OSCC, CRM systems);
  - 2,185 emails were received
  - 24,414 calls were answered and performed (including the call backs)
  - 1,822 meetings took place with examiners and at the information centre;
- 3) Identification and differentiation of customers (OSCC, CRM systems);
- 4) Carrying out customer satisfaction surveys (CRM system) - level of satisfaction 96%;
- 5) Analyses of the contacts (analyses, statistics - CRM, OSCC systems);
- 6) Keeping records and transferring customer requests (satisfaction, complaints, suggestions for improvement) (TRX system).

The CRM system is shared between 11 departments in contact with the public. A change of version was introduced for :

- independent work with the contact, regardless of the fact who established the contact and possibility to change/edit the contact data;

- interfacing with other applications (Computer Telephony Integration, callback, meetings time and visits) to facilitate the customer relation management. Tool for measuring the customers' satisfaction. IP Info Center has a non-verbal communication system to improve information service for deaf and hard-of-hearing customers.

#### **Availability of the application dossier in electronic form**

Customers who use ePUAP have access to the application files which are sent electronically to the PPO.

#### **Classification and reclassification activities; classification system used, e.g., International Classification for Industrial Designs (Locarno Classification), other classification**

In 2018, the Polish Patent Office maintained the International Classification for Industrial Designs (Locarno Classification).

The PPO uses 10th edition of Locarno Classification. The existing files are not reclassified. Application documents are scanned and indexed.

#### **Other activities**

### **III. SOURCES OF INDUSTRIAL DESIGN INFORMATION PROVIDED BY THE OFFICE**

#### **Main types of publications in the field of industrial design information, outline of the content (industrial design applications, design patents, registrations, etc.) and medium (on paper, on CDs, online - URLs)**

In 2018, the following publications (periodicals) were issued:

- "Wiadomoci Urzdu Patentowego" (Communications of the Patent Office) – monthly, 12 numbers, i.e. 725 copies;
- 2017 Annual Report of the Patent Office of the Republic of Poland – 1,368 copies.

Most publications are available on the PPO's website: <http://uprp.pl> - and continue at <http://portal.uprp.pl/wydawnictwa.html> (Online Services Portal)

#### **Official Gazettes: main types of announcements, frequency of publication, medium (on paper, on CDs, online - URL), etc.**

The Polish Patent Office's "Wiadomoci Urzdu Patentowego" (Communications of the Patent Office) - where industrial design registrations are published, among others) is forthwith available free of charge in PDF format on the Online Services Portal (<http://portal.uprp.gov.pl/wydawnictwa.html>).

In 2018, there were 984 announcements published on registered industrial designs.

Announcements regarding non-procedural matters, but related to the Office's activity, such as general information on the PPO's tasks, references, organizational structure, HR matters are published on the Internet version of "Biuletyn Informacji Publicznej" on the official PPO's web site. Many non-regular, important announcements are immediately published on the website.

#### **Information products (coverage, medium, etc.) available to examiners, including external documentation and databases**

In 2018 the following information products were available to examiners:

- Search System of Industrial Properties – industrial designs: <https://grab.uprp.pl/PrzedmiotyChronione/Strony%20witrny/Wyszukiwanie%20proste.aspx> (user interface in Polish and English)
- Search System in Document Libraries – industrial designs (since October 2018): <https://grab.uprp.pl/sites/WzoryPrzemyslowe/OpisyPrzemyslowe/Wzory%20przemyslowe/Forms/AllItems.aspx>
- Online Services Portal: IP information on industrial design, access to patent gazettes, classifications, e-filings and patent attorneys' lists: <http://portal.uprp.pl>;
- Publication Server - Polish industrial design: <http://pubserv.uprp.pl> (user interface in 3 languages - PL, EN and FR);
- Industrial design data stored on specialized internal databases of PPO in which image information and bibliographic details are stored.

#### **Information products (coverage, medium, etc.) and services available to external users; conditions of access (e.g., free of charge, subscription, etc.)**

In addition to manual search facilities, the PPO's and the Online Services Portal websites provide information relating to design registrations, including forms and fees, legal decisions, guides for applicants. Information is also available from the Office's Information Unit.

Full-text specifications of industrial designs registered in PPO are organised in classified collections and displayed for users in the Office's Library. Copies of specifications are available upon payment (price list available on the PPO website or on the spot).

Online sources of industrial design information include:

- Online Services Portal (free of charge) with: IP information on industrial designs, access to classifications, e-filings and patent attorneys' directory: <http://portal.uprp.gov.pl>. Free of charge;
- Search System of Industrial Properties – a search system providing free, open access to patent information and texts of Polish and European Patents and Polish utility models. Documents are distributed in PDF format. Available at: <https://grab.uprp.pl/PrzedmiotyChronione/Strony%20witrny/Wyszukiwanie%20proste.aspx>; Free of charge;

- Search System in Document Libraries - a search system offering the possibility of free full text search on patent documents distributed in PDF format. As a part of its functionality the system allow to search Polish industrial designs descriptions. Available at: <https://grab.uprp.pl/sites/WzoryPrzemyslowe/OpisyPrzemyslowe/Wzory%20przemyslowe/Forms/AllItems.aspx>. Free of charge;

- Publication Server – a portal providing free, open, and wide access to patent information, with integrated facilities to search full texts of Polish patent specifications, Polish utility models, Polish industrial designs and translations into Polish language published by the European Patent Office patents which are valid in the territory of the Republic of Poland. Documents are disseminated in PDF format. Available at: <http://pubserv.uprp.gov.pl/>. Free of charge;

- Register Plus for industrial designs available at: <http://regservds.uprp.gov.pl/register/regviewer>. Free of charge.

#### **Legal status information (kind of information, coverage, medium, etc.)**

In order to make entries on the legal status of exclusive rights protected on the territory of Poland, industrial design register is held. The register includes information necessary to establish the subject and scope of protection (f. ex. date of filing, title), entity (or entities) entitled to rights concerning a given subject of protection (f. ex. holders, licensees, securities, seizure) and other useful information (f. ex. applications for revocation). Every person who submits a relevant application and pays a fee to the account of the Office can obtain excerpts from the register.

Legal status information is available in Register Plus at:

<http://regservds.uprp.gov.pl/register/regviewer>

#### **Other sources**

## **IV. ICT SUPPORT TO SERVICES AND ACTIVITIES RELATED TO INDUSTRIAL DESIGN INFORMATION CARRIED OUT BY THE OFFICE**

#### **Specific software tools supporting business procedures within the Office: general description, characteristics, advantages, possible improvements**

BackOffice is the main system for managing the procedures for granting and maintaining the rights of trademarks and industrial designs in the Polish Patent Office. BackOffice is the source system for many databases (search engines) and it is linked to other systems in the PPO.

#### **Hardware used to supporting business processes of the Office**

The PPO uses thin clients, workstations and notebooks with *Microsoft Windows XP Professional*, *Microsoft Windows 7 Professional*, *Microsoft Windows 10*; multimedia tablets with *Apple iOS*, *Google Android* and *Microsoft Windows 10 Pro*; physical and virtual servers with *Microsoft Windows Server 2003 Standard & Enterprise*, *Microsoft Windows Server 2003 R2 Standard & Enterprise*, *Microsoft Windows Server 2008 Standard & Enterprise*, *Microsoft Windows Server 2008 R2 Standard & Enterprise*, *Microsoft Windows Server 2012 R2 Standard*, *SUSE Linux Enterprise Server 10/11/12*, *CentOS Linux 5/6/7*, *Oracle Linux 5/6/7*, *Debian GNU/Linux 6/7/8* and *Ubuntu Server LTS*; hypervisor servers with *VMware vSphere* and *Microsoft Hyper-V Server 2012 R2*.

All of thin clients, workstations, notebooks and servers are secured by Symantec antivirus and Forcepoint antispam system.

All network connections are based on *Cisco*, *Forcepoint* and *Extreme Networks* equipment with 300 Mb/s access to the Internet. The availability of services published to the Internet is supported by the Barracuda Load Balancer cluster.

The server infrastructure for the Online Portal includes 9 application servers; 5 database servers; 15 storage spaces. TB build-up array; back-ups for HP Data Protector, Fujitsu FI-5900C scanner, 125 packages for the purposes of qualified signatures. On-Line Portal servers are supported by local UPSs and they are also hooked to the main power supply unit for the PPO.

The main IT infrastructure units are located in a secure server room equipped with a fire alarm, a CCTV system, redundant air-conditioning and a technical floor.

Internal databases: coverage, updates, interlinks with external sources

Industrial design data are stored on the specialized, regularly updated internal databases in which image information and bibliographic details are stored, for example:

- BackOffice;
- databases supporting the process of publication of industrial designs.

Most production databases are hosted by *Microsoft SQL Server 2012 Enterprise* and *MySQL Server 4/5/*, *PostgreSQL 9*.

#### **Establishment and maintenance of electronic search file: file building, updating, storage, documents from other offices included in the search file**

#### **Administrative management electronic systems (register, legal status, statistics, and administrative support)**

BackOffice is a workflow-based system for dealing with trademarks and designs throughout the entire lifecycle of the process, from application to registration and publication. It also streamlines the working process by enabling users to create and monitor correspondence with clients. It is adapted to work together with Electronic Document Management System (EZD) which facilitates the processing of incoming and outgoing correspondence. External users have access to register and legal status information via Register Plus system. Settlement Module (MR) is used as a supplementary system for managing fees and payments.

## Other matters

The PPO has maintained a professional call centre service based on *Unify OpenScape Contact Centre Enterprise* software and a new system of customer relationship management based on *Microsoft Dynamics CRM Server 365* software.

EZD system was integrated with BackOffice in the field of exchanging correspondence and information about entities.

The PPO launched the registers containing lists of requests about public information and public information provided.

The PPO has prepared a new version of the list of patent attorneys.

The leading office software used for word processing and spreadsheet was: *Microsoft Office 2007 Standard*, *Microsoft Office 2010 Standard & Professional Plus*, *Microsoft Office 2013 Standard & Professional Plus*, *Microsoft Office 2016 Standard & Professional Plus* and *Apache OpenOffice 4*.

In 2018, a new project of migration from all Microsoft Office licences to the new Microsoft Office 2016 standard was continued at the PPO. The new licences are to be implemented on all computers and laptops. The new standardization will allow to implement automatic mechanisms for operation of all workstations in place at the Office.

In 2018, the PPO maintained a Data Protection System for protection and control of patent data to avoid uncontrolled outflow or unwanted access. The upgrade of anti-virus system Symantec End Point Protection to the level 14 MP2 was also effected.

## V. PROMOTION ACTIVITIES AIMED TO SUPPORT USERS IN ACCESS AND EFFICIENT USE OF INDUSTRIAL DESIGN INFORMATION

**Office's library (if deals with industrial design information): equipment, collection management, network of libraries in the country, cooperation with foreign libraries**

Full-text specifications of industrial designs registered in PPO and organized in classified collections were displayed for the users in the Office's reading room.

**Publications related to different business procedures and industrial design information sources available to users, for example, books, brochures, Internet publications, etc.**

Within promotion of knowledge on industrial property the Patent Office issues various publications such as guides, informational-promotional brochures addressed to wide audience, among others to entrepreneurs, students, school youth. Those publications are available free of charge both in electronic version and PDF format as well as on paper on the premises of the Office.

Publication titles include: *Protection of Utility Models in Poland*, *Protection of Inventions in Poland*, *Your World of Intellectual Property*, *What Is Intellectual Property*, *Graphic Presentation of Industrial Designs*, *Industrial Property Protection in a Nutshell*, *Service Manual for Intellectual Property*, *Inventions in Your House*, *Copyright (comic book)*, *Patents/Trademarks (comic book)*.

**Cooperation with universities, technology and innovation support centers, etc.**

The Patent Office cooperates with various institutions in the scope of promotion of knowledge on intellectual property (organisation of conferences, workshops, trainings, granting patronage of the PPO President over numerous initiatives etc.).

In 2018, the Office cooperated with the following entities, to name a few:

- universities, such as Jagiellonian University in Kraków, University of Warsaw, Maria Curie-Skłodowska University in Lublin, University of Łódź, University of Technology, Kielce University of Technology, Kraków University of Technology, Warsaw University of Technology, Wrocław University of Science and Technology, AGH University of Science and Technology in Kraków, etc.;

- science and business related institutions, including Association of Polish Inventors and Rationalisers, Polish Federation of Engineering Associations (NOT), Polish Chamber of Patent Attorneys; National Information Processing Institute, National Chamber of Commerce, Polish Agency for Enterprise Development, Institute of Industrial Design, Polish Confederation of Private Employers Lewiatan, Kielce Technology Park, Agency for Industrial Development S.A., Institute of Aviation, Staropolska Chamber of Business and Commerce in Kielce, Institute of Industrial Design, Council of Patent Attorneys of Universities and Academies;

- government administration institutions: Ministry of Science and Higher Education, Ministry of Entrepreneurship and Technology, Ministry of Culture and National Heritage, Ministry of National Education, Ministry of Agriculture and Rural Development.

**Education and training: training courses, e learning modules (URLs), seminars, exhibitions, etc.**

In 2018, in the scope of industrial property protection, the PPO organised or participated in the following events:

- Conference "100 years of industrial property protection in Poland" organised on the occasion of the World Intellectual Property Day
- Scientific Symposium "Intellectual property in the digital world"
- 11th International Conference "Innovation and Creativity for Economy – Sustainable Design in Innovation-Driven Business"
- 14th International Symposium – "Intellectual Property in Innovative Economy – IP in the Innovation Ecosystem – strategies for protection, management and commercialization" in Kraków
- International Conference "Rethinking Patent Law as an incentive to innovation"
- A series of International Expert "Roving Seminars" entitled "Interested in protecting your IP overseas?"
- Seminar "Brand protection strategy – national, international and regional system"

- A series of 16 regional seminars "Patent for success – intellectual property management strategy"
- Seminar "Patentability issues in the fields of pharmacy and biotechnology"
- 37th Seminar for Patent Attorneys of Schools of Higher Education held in Cedzyna
- Open information and consultation meetings on industrial property protection
- "Ambassador of School Innovation 2018" Competition
- 8th edition of the annual "Student-Inventor" competition
- 22nd Science Picnic of the Polish Radio and Copernicus Science Centre
- "Patent by Night 2018" – Night of Museums in the Patent Office of the Republic of Poland
- "PolandIn." Exhibition of Polish inventions and industrial designs at the World Intellectual Property Organization (WIPO) headquarters in Geneva
- 16th edition of the annual competition of the Patent Office of the Republic of Poland for the best postdoctoral, doctoral, master's and student's theses and for an artistic poster, as well as the 6th edition of the competition for a short film and press release on the subject of industrial property protection.

In 2018, the PPO maintained the Internet Educational Platform (<http://ipe.uprp.gov.pl>) which constitutes the compendium of knowledge on intellectual property issues. The target group includes enterprises (especially MSEs) and businesses related to public institutions (including higher education institutions) and other entities.

- Knowledge Zone includes information, publications and other materials addressed both to entities with advanced knowledge on IP issues and those looking for basic information on IP protection, procedures and management.
- Training Zone includes a 10-module e-learning course on intellectual property protection. Each module ends with a test to verify the acquired knowledge.

The PPO has also maintained an e-learning platform, IPPanorama, dedicated to broadening and promoting the knowledge about the protection of intellectual property. It is available at <http://ippanorama.uprp.pl>.

The Patent Information Centre Forum has been prepared, which is a platform for exchanging experience, knowledge, comments and opinions between Patent Information Centres and the Office.

#### **Other activities**

In 2018, the PPO maintained a special Seventica service for non-verbal communication (using the service human language sounds are immediately translated into sign language on the screen of a computer or tablet). The purpose of the project was to remove barriers in communication with people with hearing deficiency.

## **VI. INTERNATIONAL COOPERATION ACTIVITIES IN THE FIELD OF INDUSTRIAL DESIGN INFORMATION**

#### **International exchange of industrial design information in machine-readable form (e.g., Official Gazettes)**

n/a

#### **Participation in international or regional activities and projects related to industrial design information**

See point I above.

#### **Assistance to developing countries**

n/a

#### **Other activities**

## **VII. OTHER RELATED MATTERS**