



WIPO SUB-REGIONAL TRAINING WORKSHOP

ORIGINAL: ENGLISH
DATE: FEBRUARY 21, 2023

Sharing Best Practices (SBP) Workshop on Smarter IP Office Business Services

organized by
the World Intellectual Property Organization (WIPO)

in cooperation with
the Intellectual Property Office of Vietnam (IP Viet Nam)

with the assistance of
the Japan Patent Office (JPO)

May 8 to 12, 2023

PROVISIONAL PROGRAM

prepared by the International Bureau of WIPO

Monday, May 8, 2023

- 09.00 – 09.30 Opening remarks by:
- The representative from the Intellectual Property Office of Vietnam (IP VIET NAM)
- The representative from the Japan Patent Office (JPO)
- The representative from the World Intellectual Property Organization (WIPO)
- 09.30 – 09.45 **Topic 1: Workshop Objectives and Themes**
- Speaker: Mr. Juneho Jang, Senior Regional Manager, IP Office Business Solutions Division, WIPO
- 09.45 – 10.00 **Topic 2: Update on the WIPO IP Office Business Solutions Division Technical Assistance Projects in the Asia and Pacific Region**
- Speaker: Mr. Juneho Jang, Senior Regional Manager, IP Office Business Solutions Division, WIPO
- 10.00 – 10.30 Coffee Break
- 10.30 – 11.00 **Topic 3: The Update on JPO’s Activities on IT Business Services**
- Speaker: The representative from the Japan Patent Office
- 11.00 – 12.00 **Topic 4: Intellectual Property Office of Vietnam (IP Viet Nam) – Overview of IP Office Services, IT Infrastructure and Systems Supporting the IP Office Operations**
- Speaker: Representatives of the Intellectual Property Office of Vietnam (IP VIET NAM)
- 12.00 – 13.30 Lunch Break
- 13.30 – 14.30 **Topic 5: Intellectual Property Office of the Philippines (IPOP HL) – Overview of IP Office Services, and IT Infrastructure and Systems Supporting the IP Office Operations**
- Speaker: Representatives of the Intellectual Property Office of the Philippines (IPOP HL)

- 14.30 – 15.00 Coffee Break
- 15.00 – 16.00 **Topic 6: IPOP HL – Digital Transformation Journey - Challenges and Solutions, Change Management**
- Speaker:
Representatives of the
Intellectual Property Office of the Philippines (IPOP HL)
- 16:00 – 17.00 **Roundtable Discussion**
- Moderator: Mr. Juneho Jang, Senior Regional Manager,
IP Office Business Solutions Division, WIPO

Tuesday, May 9, 2023

- 09.00 – 14.30 **Topic 7: IP Viet Nam – Presentations and Onsite Demonstration of Business Functions, and IT Systems**
- Registration Division
 - Industrial Designs Examination Center
 - Patent Examination Center
 - Trademarks Examination Center
 - Geographical Indication and International Trademark
 - Post-Registration Examination Center
 - Enforcement and Appeal Division
 - Industrial Property Information Center
- Speaker: Representatives of the
Intellectual Property Office of Vietnam (IP VIET NAM)
- 12.00 – 13.30 Lunch Break
- 13.30 – 14.30 **Topic 7: IP Viet Nam – Presentations and Onsite Demonstration of Business Functions, and IT Systems (continued)**
- 14.30 – 15.00 Coffee Break
- 15.00 – 16.00 **Topic 8: Presentation from IP Offices of Cambodia, Lao PDR, Philippines, Thailand, and Vietnam on Filing and Productivity Statistics, Business Operation Challenges**
- Speaker:
Representatives of the
Department of Intellectual Property (DIP/MOC), Cambodia
- Representatives of the

Department of Intellectual Property (DIP/MISTI), Cambodia

Representatives of the
Department of Intellectual Property (DIP), Lao PDR

Representatives of the
Intellectual Property Office of the Philippines (IPOP HL)

Representatives of the
Department of Intellectual Property (DIP), Thailand

Representatives of the
Intellectual Property Office of Vietnam (IP VIET NAM)

16:00 – 17.00 **Roundtable Discussion on IP Office Operation Challenges and Best Practices**

Moderator: Mr. Juneho Jang, Senior Regional Manager,
IP Office Business Solutions Division, WIPO

Wednesday, May 10, 2023

09.00 – 09.30 **Topic 9: ASEAN IP Register – Introduction**

Speaker:
Mr. Juneho Jang, Senior Regional Manager,
IP Office Business Solutions Division, WIPO

09.30 – 10.30 **Topic 10: ASEAN – Regional and Global Data Exchange, and Data Quality Issues**

Speaker: Representatives from the WIPO

10.00 – 10.30 Coffee Break

10.30 – 12.00 **Topic 11: Presentation from IP Offices of Cambodia, Lao PDR, Philippines, Vietnam on Digitization of IP Dossiers, Publication of Patent Specifications, and Statistics**

Speaker:
Representatives of the
Department of Intellectual Property (DIP/MOC), Cambodia

Representatives of the
Department of Intellectual Property (DIP/MISTI), Cambodia

Representatives of the
Department of Intellectual Property (DIP), Lao PDR

Representatives of the
Intellectual Property Office of the Philippines (IPOP HL)

Representatives of the
Intellectual Property Office of Vietnam (IP VIET NAM)

13.30 – 14.30 **Topic 12: Presentation from IP Offices of Cambodia, Lao PDR, Philippines, Vietnam on IP Office Business Services - Users/Customers Expectations, Planned Improvements and IP Office Limitations**

Speaker:
Representatives of the
Department of Intellectual Property (DIP/MOC), Cambodia

Representatives of the
Department of Intellectual Property (DIP/MISTI), Cambodia

Representatives of the
Department of Intellectual Property (DIP), Lao PDR

14.30 – 15.00 Coffee Break

15.00 – 16.00 **Topic 12: Presentation from IP Offices of Cambodia, Lao PDR, Philippines, Vietnam on IP Office Business Services - Users/Customers Expectations, Planned Improvements and IP Office Limitations (continued)**

Speaker:
Representatives of the
Intellectual Property Office of the Philippines (IPOP HL)

Representatives of the
Intellectual Property Office of Vietnam (IP VIET NAM)

16.00 – 17:00 **Roundtable Discussion on Improving IP Office Business Services**

Moderator: Mr. Juneho Jang, Senior Regional Manager
IP Office Business Solutions Division, WIPO

Thursday, May 11, 2023

09.00 – 10.30 **Topic 13: Presentation from IP Offices of Cambodia, Lao PDR, Philippines, Vietnam on Challenges in Processing Madrid, Hague, and PCT Applications**

Speaker:
Representatives from the
Department of Intellectual Property (DIP/MOC), Cambodia

Representatives from the
Department of Intellectual Property (DIP/MISTI), Cambodia

Representatives from the

Department of Intellectual Property (DIP), Lao PDR

Representatives from the
Intellectual Property Office of the Philippines (IPOP HL)

Representatives from the
Intellectual Property Office of Viet Nam

10.00 – 10.30 Coffee Break

10.30 – 12.00 **Topic 14: WIPO Cloud Hosted IP Office Suite Hands-on Training**
- WIPO IPAS
- WIPO File
- WIPO Publish

Speaker: Representatives from the WIPO

12.00 – 13.30 Lunch Break

13.30 – 14.30 **Topic 14: WIPO Cloud Hosted IP Office Suite Hands-on Training**
(continued)

Speaker: Representatives from the WIPO

14.30 – 15.00 Coffee Break

15.00 – 17.00 **Topic 14: WIPO Cloud Hosted IP Office Suite Hands-on Training**
(continued)

Speaker: Representatives from the WIPO

17.00 – 19.00 Welcome Reception

Friday, May 12, 2023

09.00 – 10.00 **Topic 15: Deployment Strategy and Challenges on Upgrading to**
WIPO IP Office Suite Cloud

Speaker: Representatives from the WIPO

10.00 – 10.30 Coffee Break

10.30 – 12.00 **Roundtable Discussion on Recommendations and Follow-ups**
Activities for the IP Offices and WIPO IP Office Solutions Division

Moderator: Mr. Juneho Jang, Senior Regional Manager
IP Office Business Solutions Division, WIPO

12.00 – 13.30 Lunch Break

13.30 – 17.00 **Reserved for Bilateral Meetings with IP Offices and WIPO**

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