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Best Practices for Managing IT Talent and Resources in IP Offices

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Chamlette D. Garcia

Officer-in-Charge, Management Information Service

Director III

Documentation Information and Technology Transfer Bureau

IPOPHL

Objectives of the Presentation



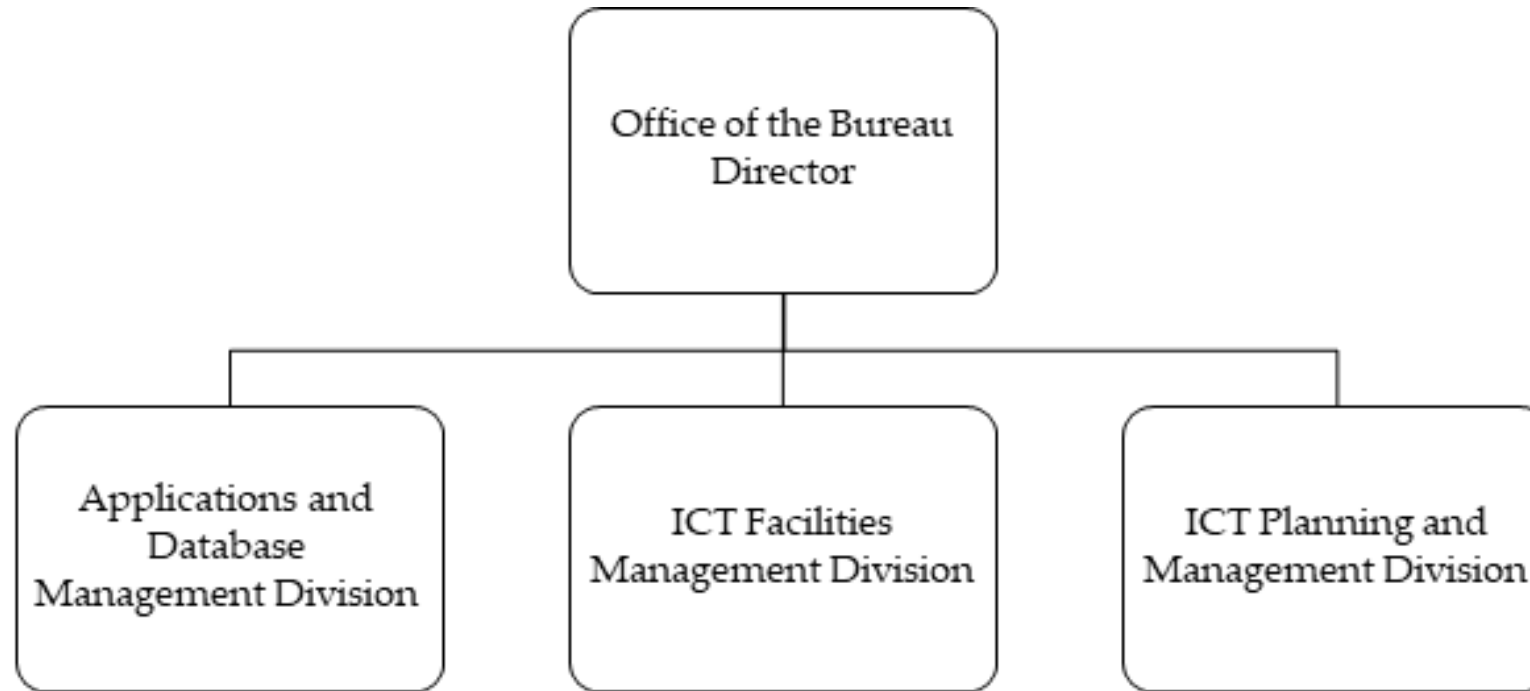
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- **To identify best practices for IT talent management in IP Offices**
- **To explore strategies for resource optimization in IT systems**
- **To highlight the role of soft skills in improving IT team collaboration and productivity**

Management Information Service Organizational Chart

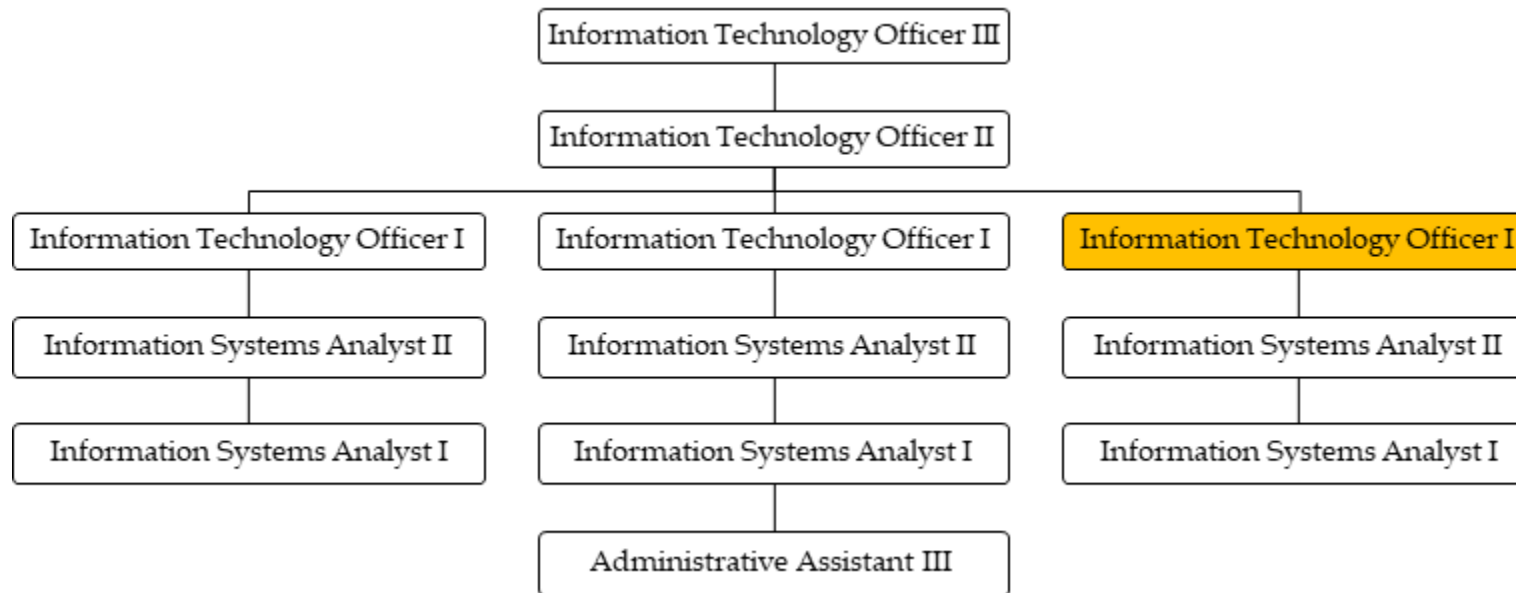


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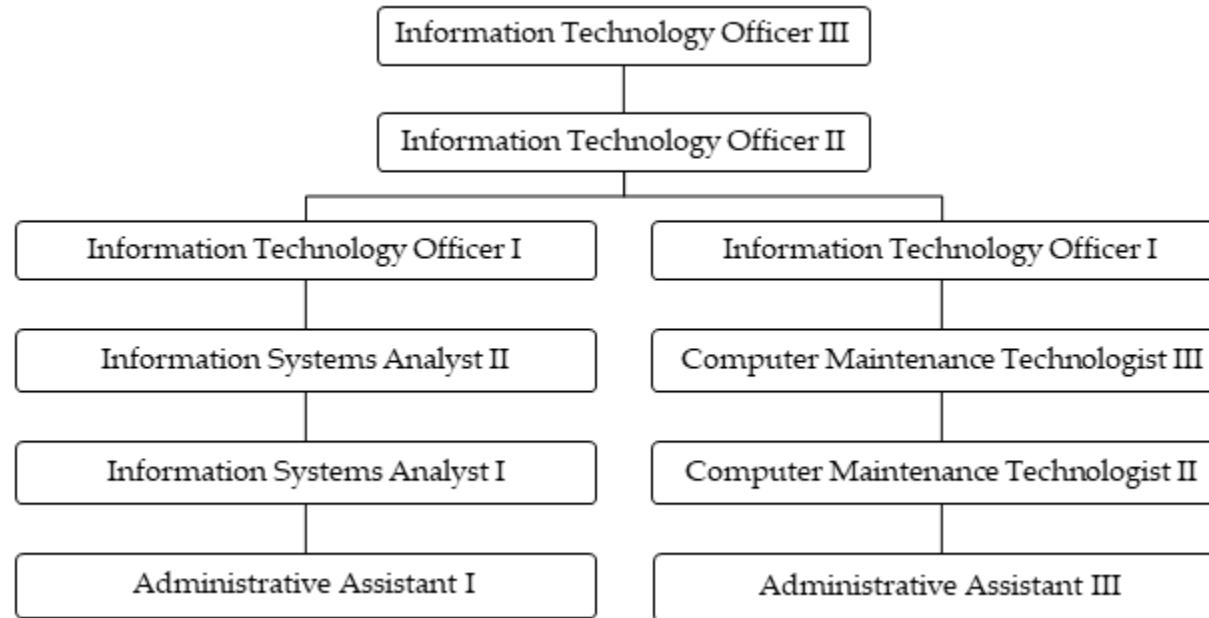
Management Information Service Organizational Chart

- **Division 1 – Applications and Database Management Division**



Management Information Service Organizational Chart

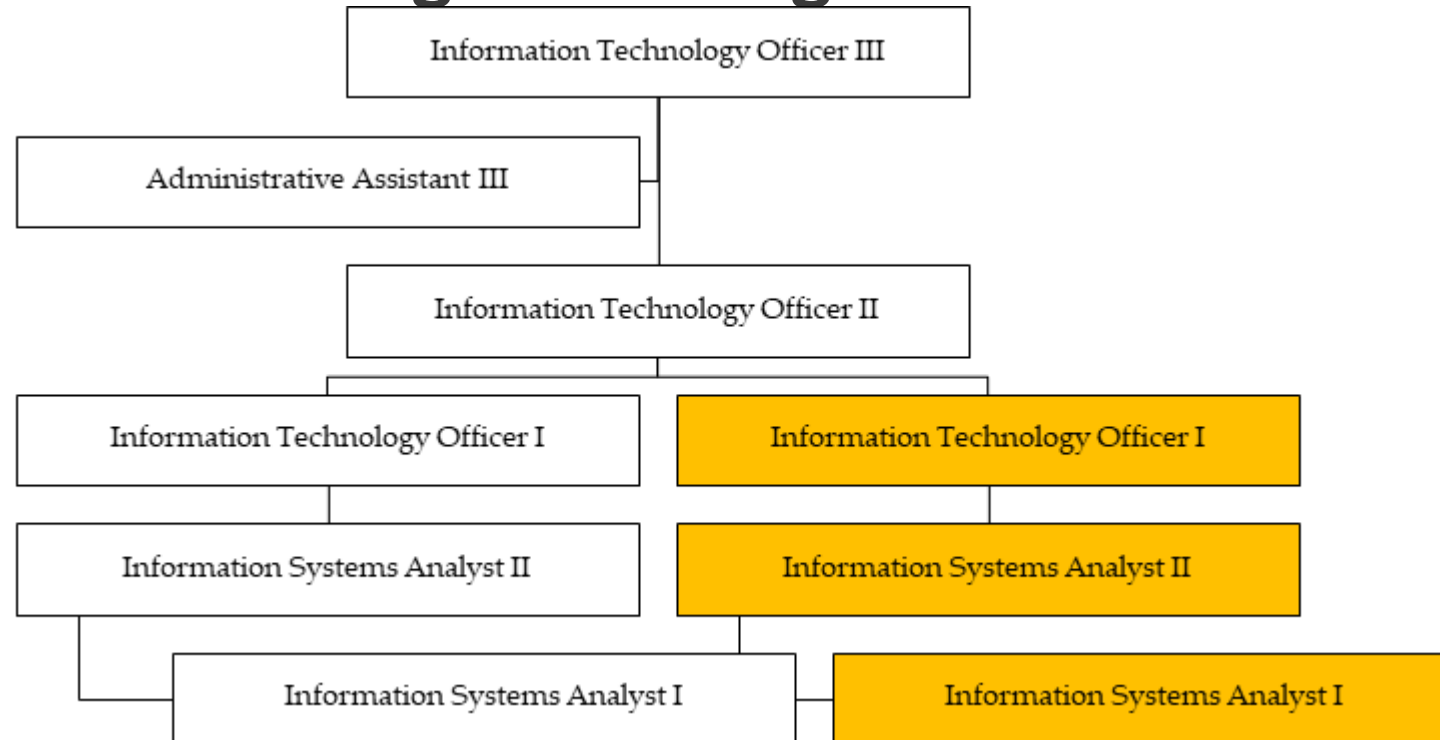
- **Division 2 - ICT Facilities Management Division**



Management Information Service

Organizational Chart

- **Division 3 - ICT Planning and Management Division**



Importance of IT Talent in IP Offices

- **Core Roles of IT in IP Offices:**

- Automating workflows
- Ensuring data security and compliance
- Supporting innovative projects like IP automation

- **Challenges Faced:**

- Turnover of institutional knowledge from skilled IT staff
- Rapidly changing technology landscape

Best Practices for Managing IT Talent

- **Recruitment and Onboarding**

- Define clear job descriptions tailored for IP systems.
- Streamlined onboarding with IP-specific technical training.

- **Continuous Learning and Development**

- Regular training on emerging IP technologies (e.g., AI, Cybersecurity, Wellness Trainings, Leadership/Management Training).
- Training programs to boost technical skills.
- Performance Management
- Set measurable KPIs for IT support in IP processes.
- Conduct regular performance reviews and feedback sessions.

- **Retention Strategies**

- Career advancement opportunities (This initiative is derived from the findings of the **workload analysis report** submitted, ensuring career growth aligns with team contributions and workload distribution.)
- Identify the needs of IT people (training, master's degree, career advancement for deserving)

Best Practices for Managing IT Resources

- **Resource Planning**
 - Align IT resources with the strategic goals of IP Offices.
 - Adopt scalable infrastructure for growing workloads.
 - System Integration and Interoperability
 - Ensure seamless integration of tools with existing systems.
- **Monitoring and Maintenance**
 - Regular system audits to identify inefficiencies.
 - Implement proactive maintenance to minimize downtime.
 - Implementation of Helpdesk.

HR Wellness Activities

- **Highlights of wellness programs and initiatives for IT staff**
 - Fitness challenges (Biggest Loser, Zumba, Sportsfest)
 - Work-Life Balance Topics
 - Mental Health
 - Self defense
 - Emotional Intelligence

Role of Soft Skills in IT Management



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- **Communication Skills:**
 - Bridging the gap by communicating to the team the problems of IT stakeholders and solicit possible solutions among members
- **Team Collaboration:**
 - Encouraging cross-departmental synergy in automation projects
- **Problem-Solving Skills:**
 - Addressing system issues promptly and effectively
- **Adaptability:**
 - Keeping pace with evolving IP technology requirements
- **Leadership:**
 - Fostering a culture of innovation, accountability and teamwork

Team Building Activities



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Harmony and Teamwork (Eat out and celebrate)



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MIS Bureau Planning



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Empowerment Through Education and Training

Cybersecurity Training Reecho Seminar



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Encouraging IT personnel to pursue master's degrees, attend trainings, and participate in seminars

Training the Other Bureaus



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Strategic Performance Management System

Rating staff performances



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- **At the start of the year each Bureau need to craft their commitments**
 - Bureau Performance Commitment
 - Division Performance Commitment
 - Individual Performance Commitment
- **Division and Individuals are rated per semester while the Bureau is rated Annually**
 - A proof of actual accomplishments are attached to the IPC form
- **There are 3 success indicators for each (Key Performance Indicators) KPI**
 - Efficiency
 - Effectiveness
 - Timeliness

Conclusion



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- **Emphasize the importance of balancing technical and human resource strategies (job matching training, upskilling, planning)**
- **Build teamwork and camaraderie among IT personnel**
- **Harmonious relationship with product line bureaus (Patent, Trademarks, Copyright)**
- **Acknowledging and adjusting to the evolving demands of IP Offices in a rapid digital era (online filing systems, online payment, paperless process, automation, AI, cybersecurity)**
- **Sleep, breathe, eat and relax 😊**



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and Innovative Philippines*

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Trunkline: (+632) 238.6300

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