



Technology and Innovation Support Centers (TISC)
Progress and needs assessment questionnaire
December 2011 - Survey Summary Report

TABLE OF CONTENTS

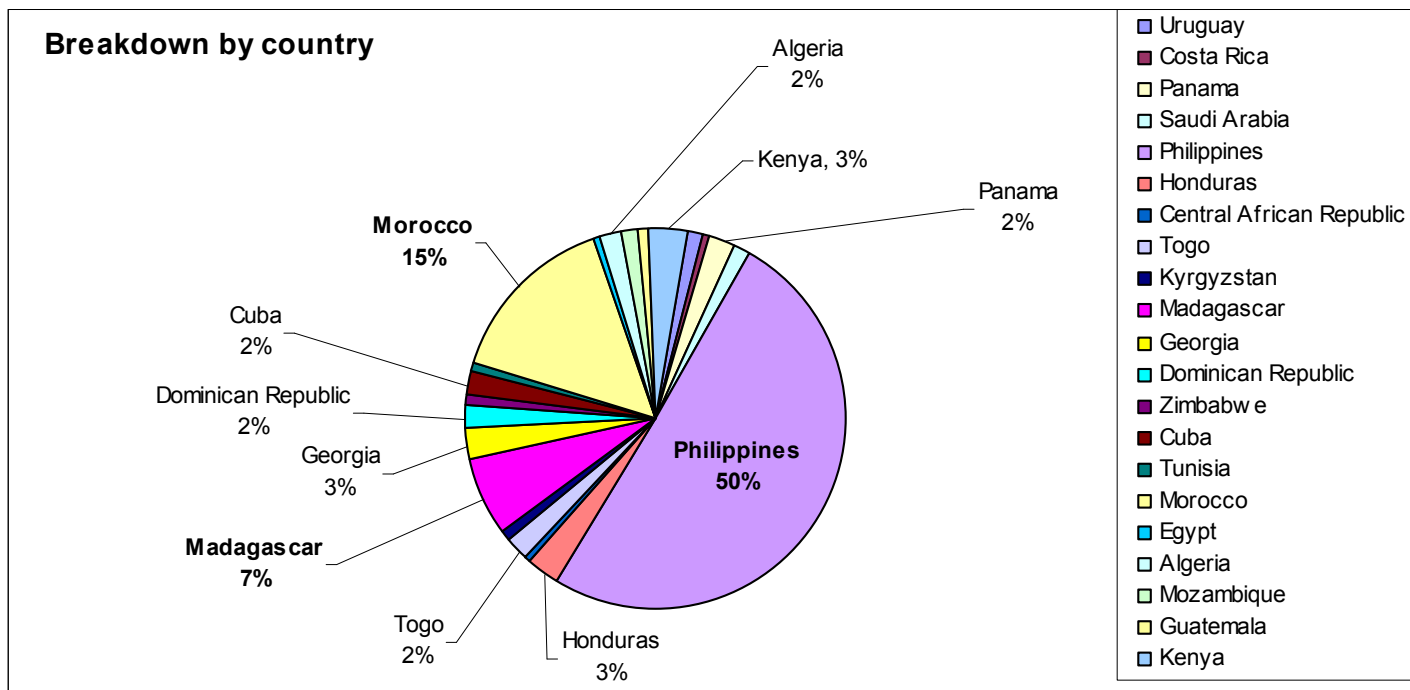
INTRODUCTION	3
Question 1: In which country is your institution (primarily) located?	4
Question 2: What is the nature of your institution?	5
Question 3: Since when has your institution hosted a TISC, or from when will it host a TISC?	6
Question 4: Since joining the TISC program, how many training activities have been provided to your institution?	7
Question 5: Based on training activities provided to your institution, to which degree would you say your institutions capacities have been strengthened?.....	9
Question 6: Since joining the TISC program, to which new information resources has your institution gained access?	10
Question 7: Which TISC services are provided by your institution?	10
Question 8: How many staff members are currently responsible for providing TISC services?	11
Question 9a: How many inquiries has your institution received per day for TISC services, prior to joining the TISC program?.....	11
Question 9b: How many inquiries has your institution received per day for TISC services, since joining the TISC program?.....	12
Question 10: Who are the users of TISC services at your institution?	12
Question 11: Are the users of TISC services at your institution internal (staff, students, or similar) or external (visitors)?.....	13
Question 12: What are the main challenges faced by your institution in providing TISC services?.....	14
Question 13: Do you have any suggestions or comments to share with WIPO or other information to provide not covered above?	18

INTRODUCTION

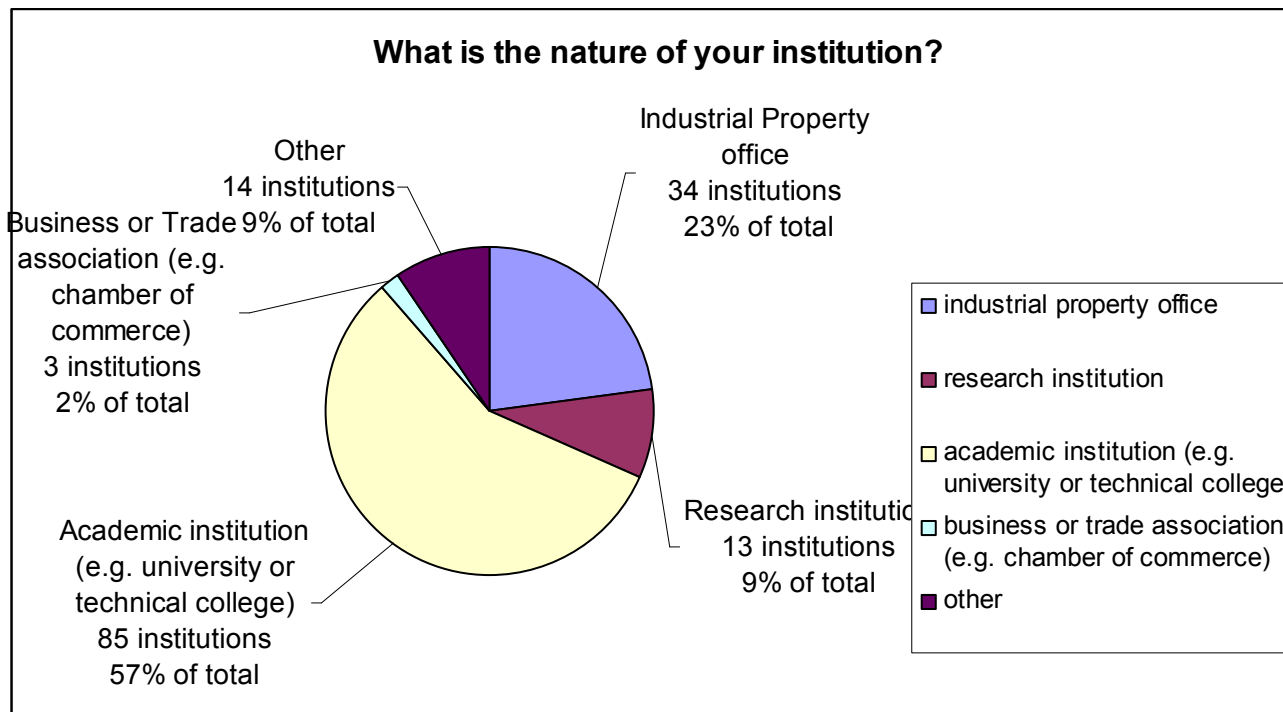
The current report is based on a survey that was made available online to all Technology and Innovation Support Centers established within the framework of the Development Agenda project on Specialized Databases Access and Support. The survey was coordinated through the focal points of national TISC networks in all participating countries and was open from mid-November until the end of December 2011. It covers activities carried out under the aforementioned Development Agenda project from 2010 to 2011.

During the survey period, 102 completed questionnaires from 20 countries were received and used in compiling this report.

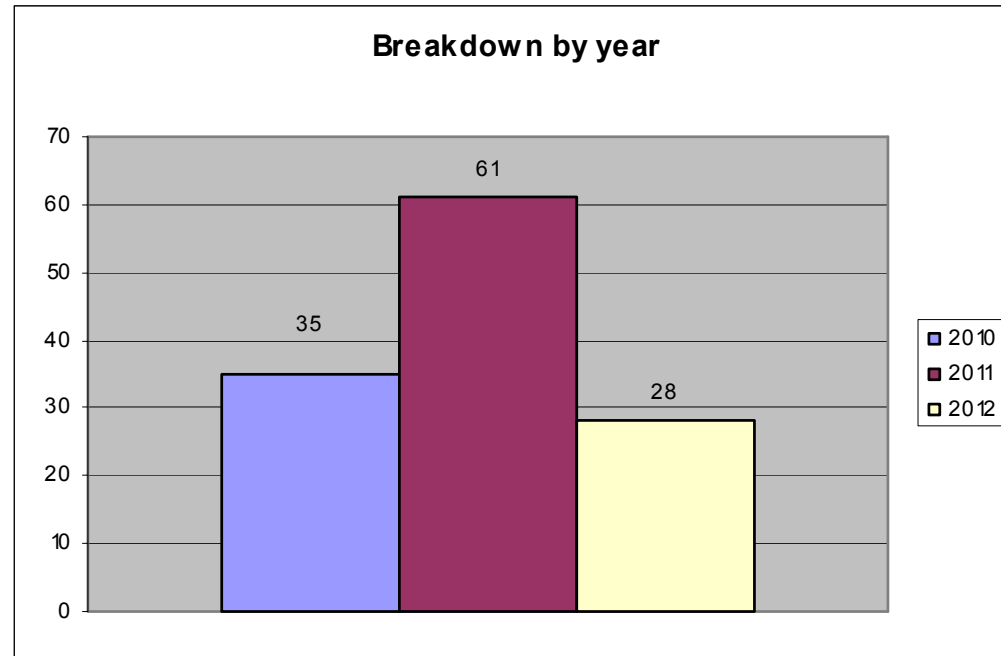
Question 1: In which country is your institution (primarily) located?



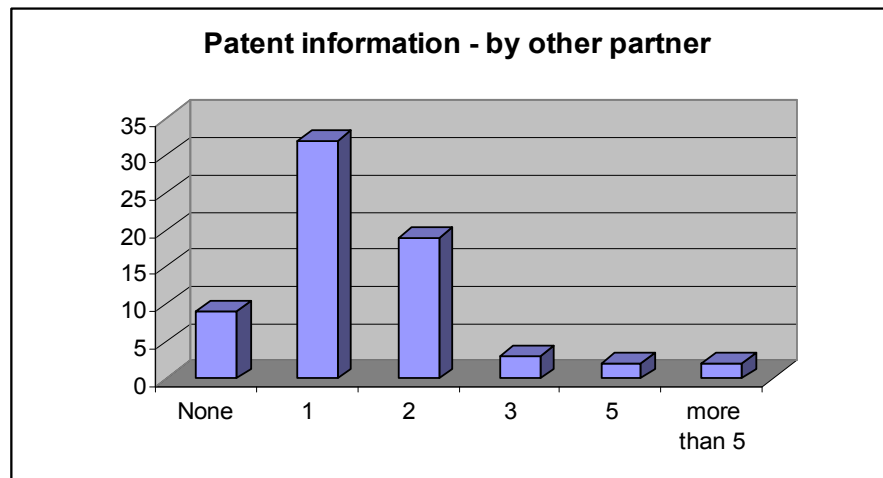
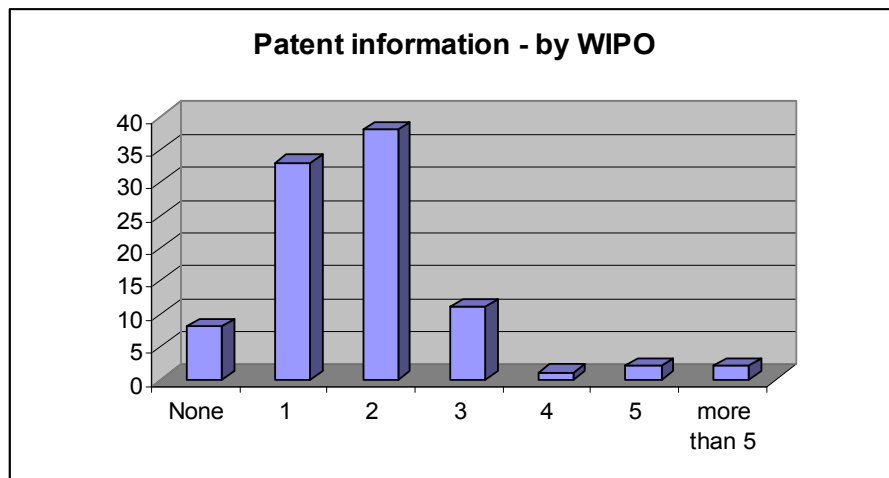
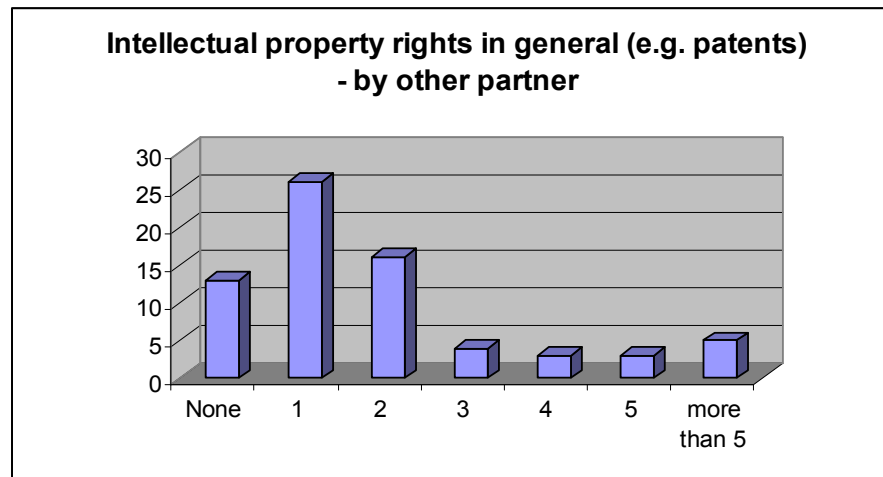
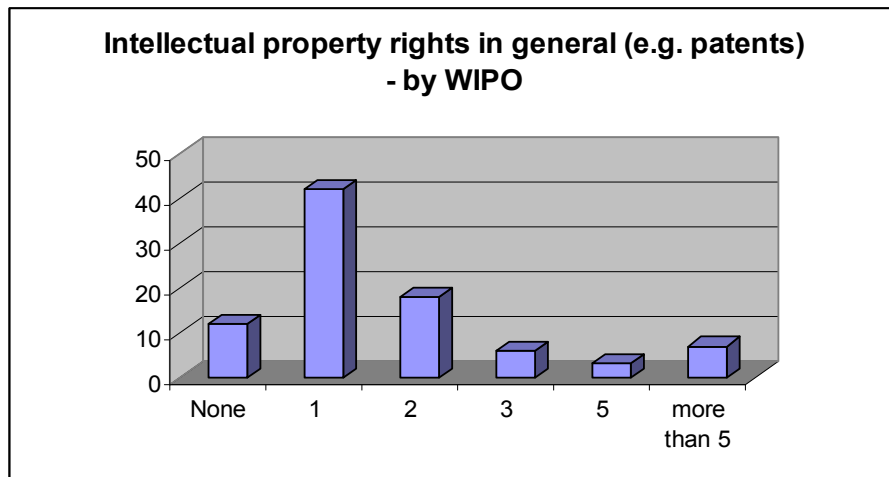
Question 2: What is the nature of your institution?



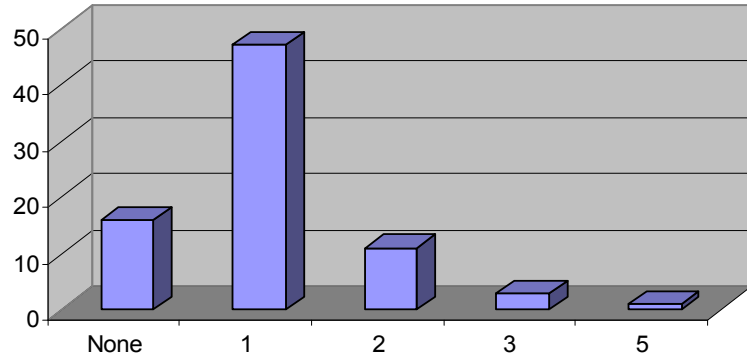
Question 3: Since when has your institution hosted a TISC, or from when will it host a TISC?



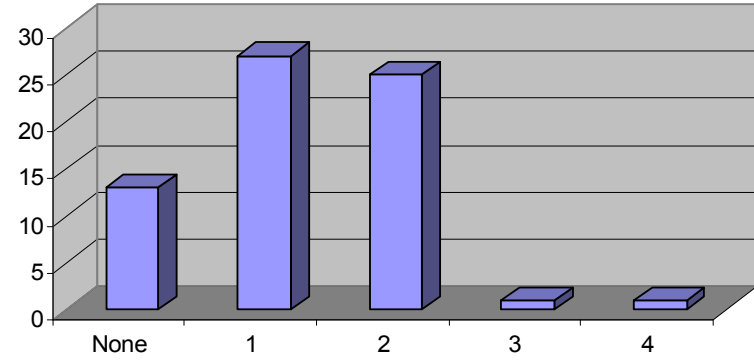
Question 4: Since joining the TISC program, how many training activities have been provided to your institution?



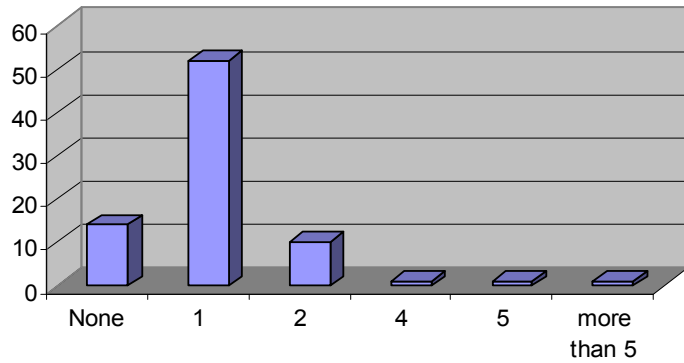
Patent drafting - by WIPO



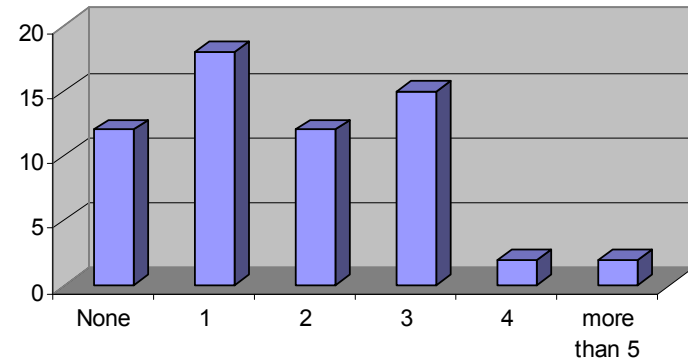
Patent drafting - by other partner

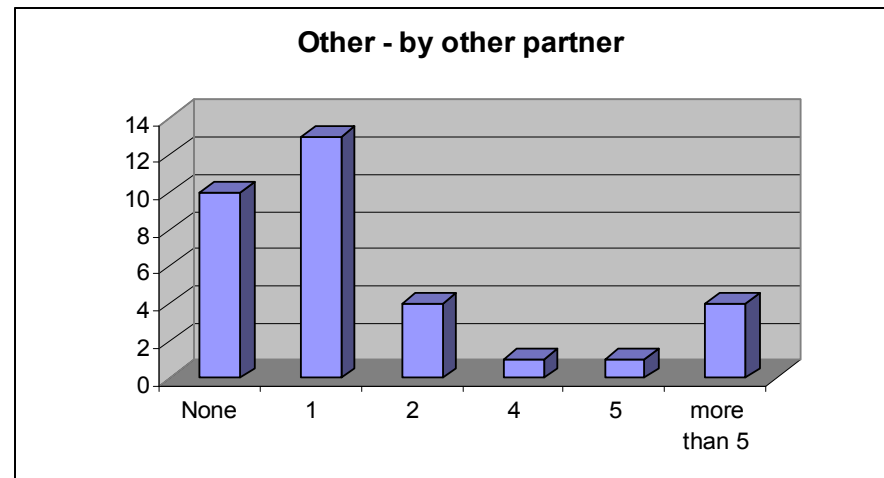
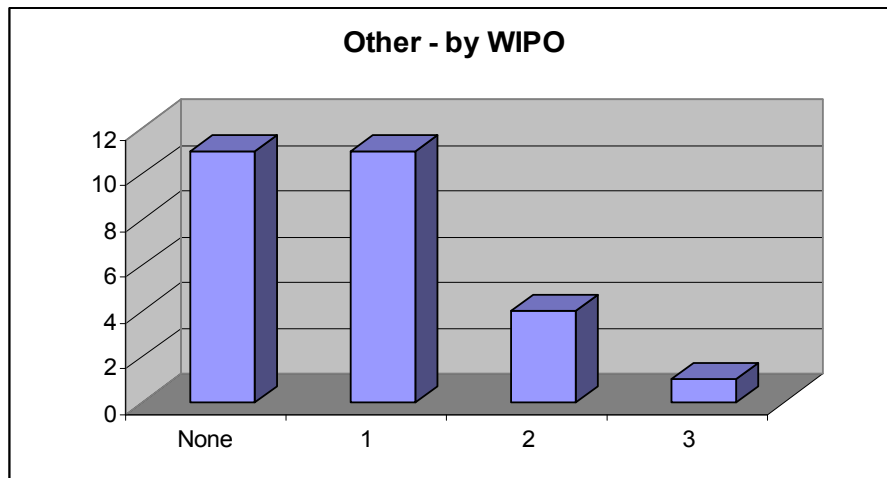


Intellectual property management - by WIPO

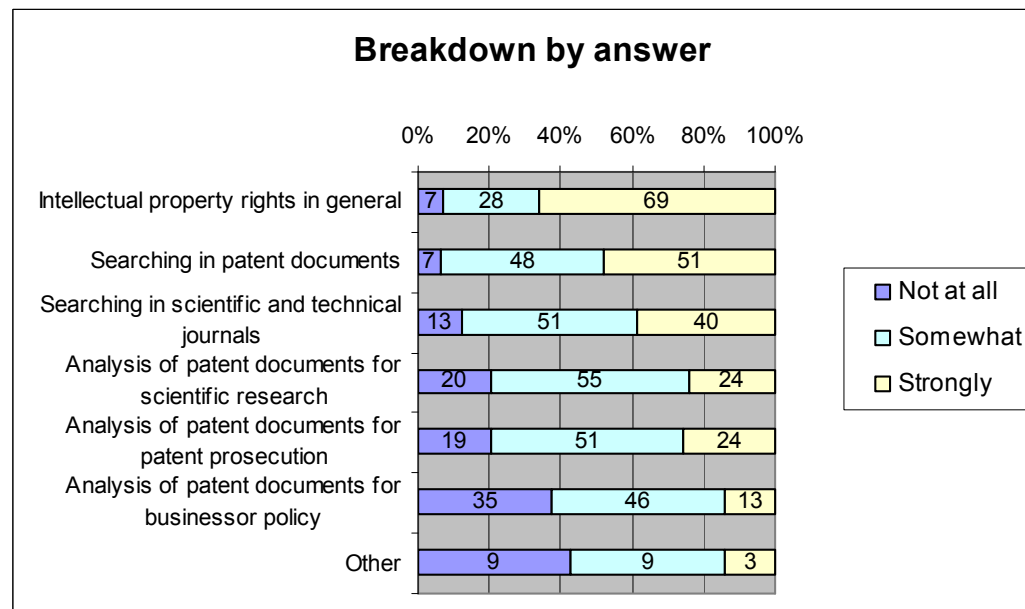


Intellectual property management - by other partner

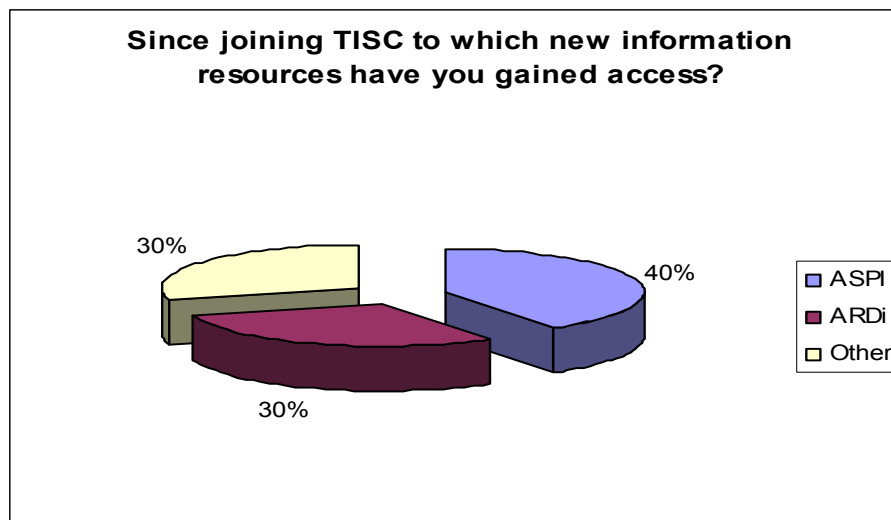




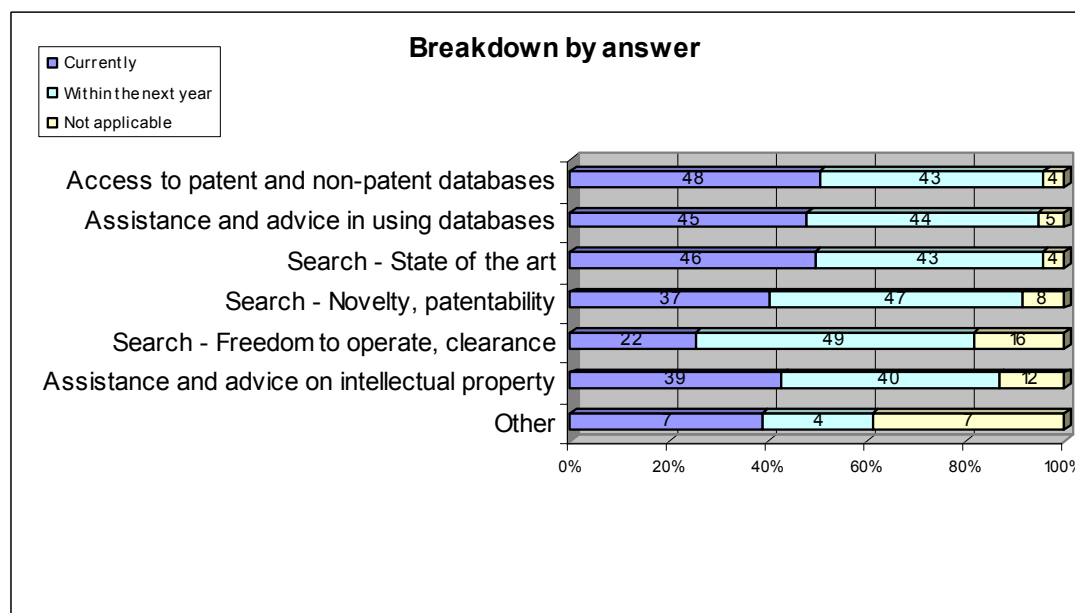
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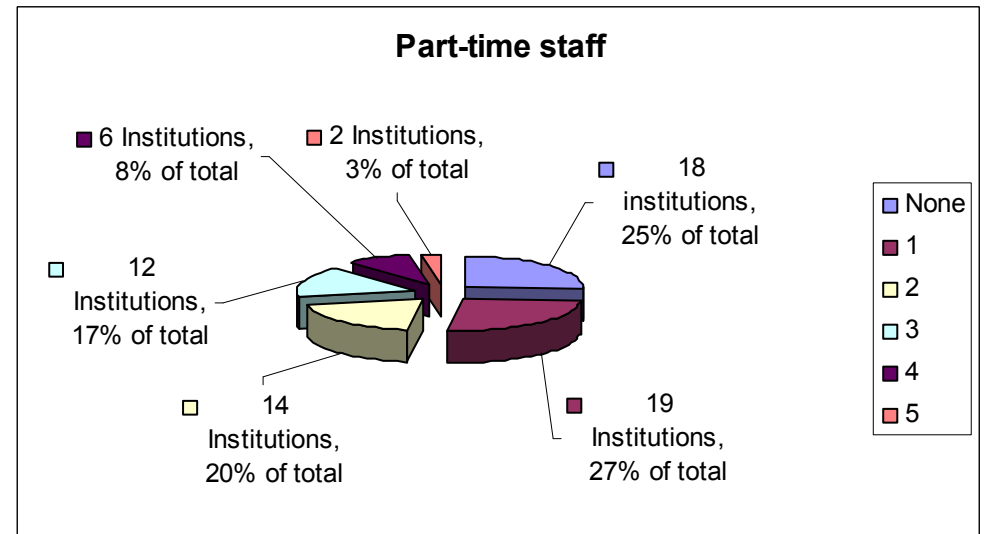
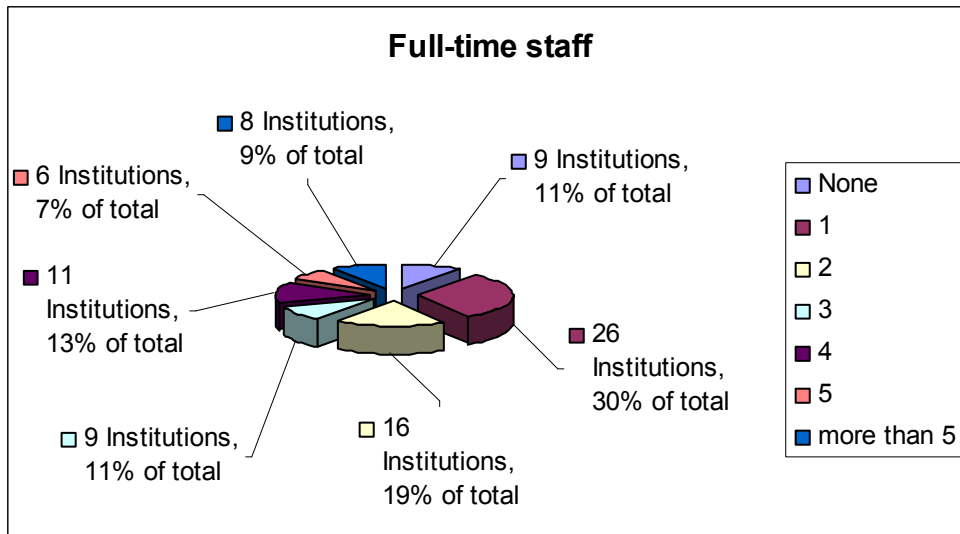
Question 6: Since joining the TISC program, to which new information resources has your institution gained access?



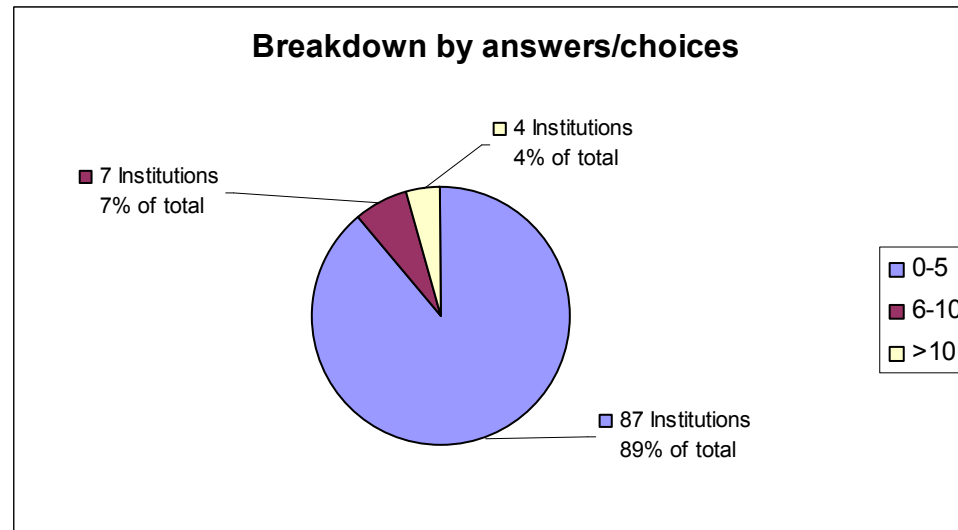
Question 7: Which TISC services are provided by your institution?



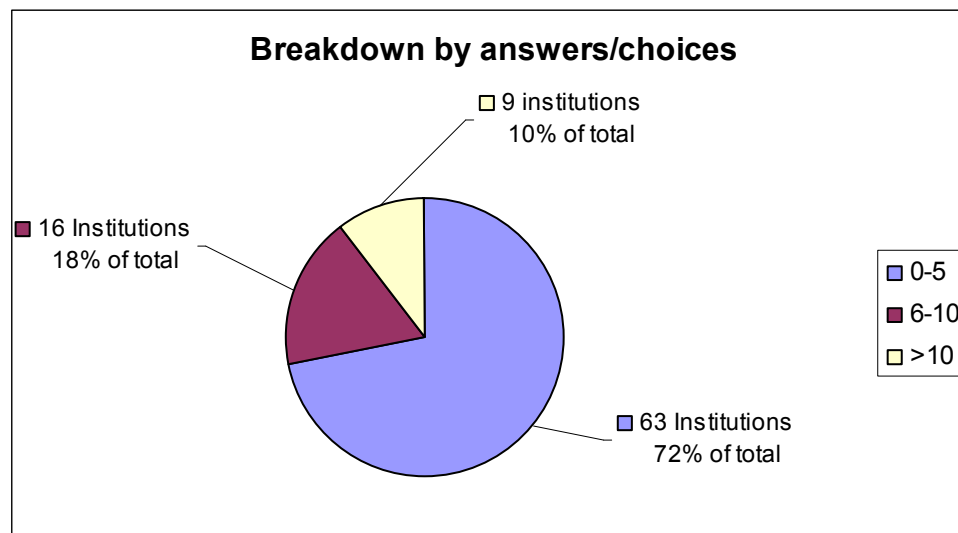
Question 8: How many staff members are currently responsible for providing TISC services?



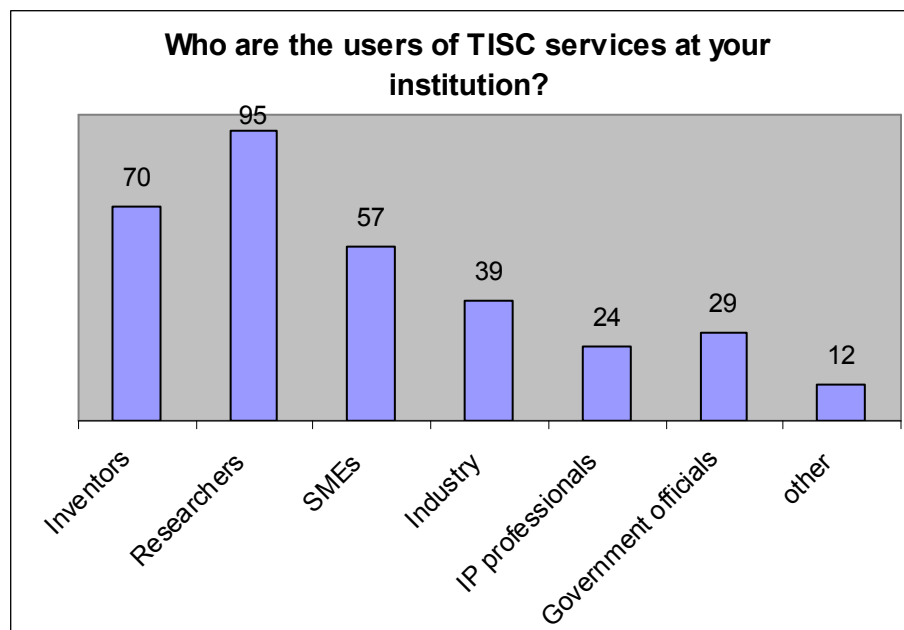
Question 9a: How many inquiries has your institution received per day for TISC services, prior to joining the TISC program?



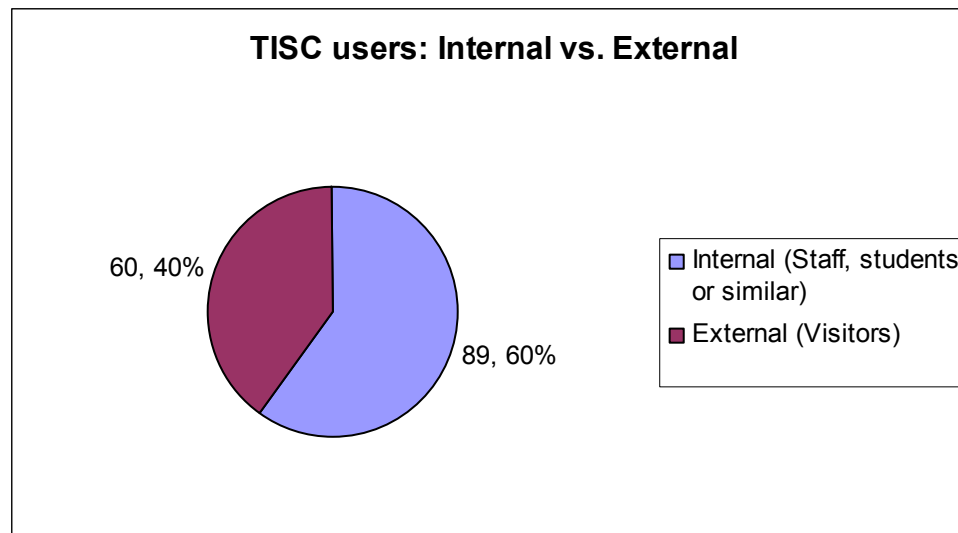
Question 9b: How many inquiries has your institution received per day for TISC services, since joining the TISC program?



Question 10: Who are the users of TISC services at your institution?



Question 11: Are the users of TISC services at your institution internal (staff, students, or similar) or external (visitors)?



Question 12: What are the main challenges faced by your institution in providing TISC services?

El edificio donde se ubica físicamente el CATI está en remodelación y estamos operando en condiciones no adecuadas. esto es transitorio

Nous avons suffisamment informés les usagers du lancement des activités du CATI à partir de juillet 2012 conformément aux termes de l'Accord, notre défi majeur sera d'équiper ce centre et de renforcer les capacités du personnel en vue de servir le public cible qui fréquentera le centre. En outre, l'utilisation des documents brevets par nos PME et chercheurs sera aussi un principal défi à relever.

One of the main problems we have faced was the language. Most of the visitors don't know English language. Therefore we have to translate and use on line translation programs.

La DNPI cuenta con escaso personal técnico especializado en la temática, el que se encuentra abocado principalmente a tareas de examen de solicitudes de patentes con el objetivo de disminuir el atraso en esta tarea. La intención es no destinar estos técnicos para brindar servicios pues se deteriora el objetivo de examen.

Service de proximité

Public awareness of IP importance and policy

Marketing our services

Improving our patent search and drafting skills

For me, the main challenge for us is really how to execute the services that we are going to offer since we are not really an expert (e.g. patent drafters or attorneys) in this field. however, we are capable of prior art searches already.

Limited budget for conducting seminars

Limited time for the staff due to teaching load and other work related job.

Willingness to participate of the researchers for seminars related to IP.

To educate and encourage the researchers, faculty members, and inventors to make use of the services and have their work registered.

Low local client base because of low research outputs that are patentable or ignorance of the researchers and research managers on the patentability of research outputs.

Administrative and financial support from our top guns. though somehow they are supportive. it would be better if these higher ups are the first ones to be educated so that the tisc won't find it hard in convincing their bosses...particularly in the setting up and procurement of the material and human resources needed

- Access to patent databases and faster internet connection.

- Promoting the services of our TISC (we call it Innovation and Technology Support Office or ITSO) to our own researchers and external clients.

- Complying with franchise requirements of ITSO.

Time Management and Increase in number of personnel

1. Providing in-depth and thorough patent search reports.

2. Providing analysis for IP valuation.

3. Technology Transfer strategies.

4. Engaging the industry on negotiations.

5. Patent Drafting.

1. Lack of confidence and experience

2. Shortage of skilled/trained manpower,
3. Awareness of the general public about patents and the patent system, and intellectual property rights in general.

Lack of legal experts in the university
Insufficient funding for the equipment/facilities
More training programs and practices on searching and drafting skills

Changing the mindset of researchers with regard to filing for protection of their IP rights.

Not enough training on patent searching and patent drafting.

Logistics and capitalization

Additional technical personnel to cater to more specialized fields of intellectual property

The institution does not have the facilities yet for establishing the support office.

To strengthen the awareness of the various stakeholders of the institution on the services provided by the ITSO.

Experience in handling queries from general IP knowledge and patent searching specially concerning legal issues.

Financial Support

*Aucune activité de formation reçue

*Non accès aux conditions remplies aux nouvelles sources d'information (ASPI,ARDI)

*Indisponibilité de services de CATI (TISC)

*Ordinateurs non performants (les 2 à notre disposition sont d'anciens modèles)

Renforcement de capacité technique de l'Antenne (matériel informatique et connexion, personnel)

Having trained professionals in full time to cater for the foreseen increased demand for TISC services, especially from researchers and academics, students and innovators.

Actualmente el mayor problema es el poco presupuesto que se tiene para la contratación de personal de tiempo completo para brindar el más óptimo servicio, así como la compra de mas mobiliario y equipo informático. Así mismo se esta en proceso de institucionalizar dentro del organigrama del Estado la oficina de CATI, para contar con más recursos.

La conectividad es limitada a 256k

So far we have no main challenges or problems encountered in operating our ITSO or TISC.

FACILITIES EG. COMPUTERS, AND MANPOWER

En la actualidad el principal problema que afrontamos, es la falta de reacción por parte de muchas Universidades, Centros de Investigación, y sectores de interés en el proyecto. Hemos logrado establecer contacto con algunas Universidades, no obstante, nos resulta difícil reunir las personas pertinentes para las capacitaciones; mas aun, se nos ha hecho muy difícil lograr que las personas se inscriban y concluyan los cursos en línea. Asimismo, una situación mas es que un conjunto de cursos que ofrece la OMPI, se encuentran disponibles solamente en idioma inglés, lo que resulta una limitante para nuestros sectores de interés.

Information - Formation

-
1. Hiring fulltime staff - it is difficult to fund fulltime staff but maybe overcome later

2. Subscribing to some commercialized Patent Databases like Thomson Innovation

Financial aspect and substitute instructor for our subjects (during seminars)

Limited staff

Allocating dedicated manpower to the ITSO office

None so far, because we will still conduct a full blast awareness and operation sometime in January 2011.

Inventors/clients can not disclose fully their invention.

Management support

Skills and competencies of ITSO staff need to be harnessed to be more confident in providing the needed services.

Dotation en équipements en matériels informatiques.

- A constant supply of clients
 - Our TISC relies on two faculty members teaching full time to handle its operations
-

Inculcating the importance of IP in the Research sector of the University. There should be a continues mentoring to the staff of the Center by giving seminars and trainings and people who will work should not be a designation but a permanent in status.

Challenges would be mainly on the staff available to man the TISC office since most of us are members of the faculty having our own teaching loads.

1. More full-time personnel needed
 2. Curricula integration
-

Lack of staff and experience in patent drafting. Current staff have their own regular responsibility other than IP related works.

Lack of confidence due to lack of intensive training. clients will come hoping to be answered satisfactorily. They might be disappointed (hopefully not) and we too might disappoint ourselves.

The main challenge at present is the set up of a TISC office

Los tres centros CATIs que están conformados, el principal problema que enfrentan es la falta de cultura de investigación para la innovación, en consecuencia mas se está utilizando como una herramienta académica.

Lack of full-time staff; Training schedules conflict with main job at the university; Inflexible schedule for distance learning.

Weak support from central administration. Although budget appears to have been approved, we still lack office space and we can only rely on part-time staff members recruited from the faculty and other offices.

Being full-time faculty members, I foresee difficulty in accomplishing our duties in providing TISC services.

Todavía no nos hemos acogido al centro de Apoyo, en el año anterior fuimos invitados a un Foro de Creación de Centros de Apoyos a la Tecnología e Innovación (CATIS) impartido por la Dirección General de Propiedad Intelectual de Honduras.

Desde entonces no habías recibido mas información, hasta esta fecha que que nos invitaron al curso de propiedad general de propiedad intelectual para Honduras, es por tal razón que estoy completando la encuesta. Podría decirse que a penas estamos en ese proceso.

People are not aware of the patent system especially in areas of research and innovation.

Continuous human resource development as assigned staff are on part time and contractual basis and therefore there is possibility of them resigning from their post anytime.

Permettre l'accès à l'information spécialisée en matière de brevets ; Etre accessible à la recherche pour le développement et l'innovation.

- Le système de la PI est peu utilisé par les industriels et les universitaires, et ce impactent la demande des services du CATI.
- Les points focaux hébergés par les organismes membres du TISC ne disposent pas d'assez de moyens pour accomplir leurs missions.

Méconnaissances des inventeurs et des chercheurs en général de l'intérêt et du bénéfice que peuvent apporter les brevets dans le développement et la diffusion de leurs recherches

How to serve the scientist community in term of Patent and non patent information to develop new research programs that meet Moroccan agricultural needs

- Orientation des activités de la recherche scientifique vers des problématiques nouvelles,
- Protection et valorisation des résultats de la recherche scientifique de l'université

The main challenge would be the learning curve as to how best to maximize the TISC.

TO make a strong links between industrial places and the researchers in technology centers and universities

1. Renforcer les bases de données (surtout privés);
2. Mettre en place d'autres CATIs, d'autant plus que cinq (05) institutions algériennes ont déjà émis leur volonté d'abriter ce type de structures;
3. Encourager la formation dans le domaine de l'exploitation des données

- Location
- Funding
- Legal problem in terms of structure of our institution

Maitise des outils et des moteurs de recherche ainsi que la sensibilisation des opérateurs régionaux des services du centre

Rédaction des brevets
Recherche de brevetabilité

IE PRINCIPAL DEFIS EST CELUI D'INSTAURER LA CULTURE DE BREVETS ET DE LA VALORISATION DES PROJETS DE FIN D'ETUDES ET DES TRAVAUX DE RECHERCHES. AUSSI L'OUVERTURE SUR LE MONDE INDUSTRIEL QUI RESTE TOUJOURS DISTANT.

Tout d'abord, il faut que nos établissements soient convaincus par l'importance de la propriété intellectuelle pour pouvoir transmettre cette importance à nos chercheurs.

Le manque de personnel suffisant dédié à cette activité , l'intégration de cet outil dans tout nouveaux projet de recherche et de développement

La recherche des bases de données brevet. L'accès aux bases de données payantes.

Availability of full-time permanent positions that will assure TISC personnel of security of tenure; Continuing capability building and upgrading of TISC services to University inventors and researchers

No contamos con personal que pueda trabajar a tiempo completo en esta actividad.

Question 13: Do you have any suggestions or comments to share with WIPO or other information to provide not covered above?

La OMPI debe apoyar la construcción de una cultura de Propiedad Intelectual más allá de la Protección de Derechos, que sociedades como la hondureña vean la PI como factor de desarrollo a través de la explotación de ésta, por lo que se debe fortalecer las plataformas de aprendizaje y el desarrollo de metodologías como la Triple Helice para aprovechar las capacidades y potencialidades interinstitucionales e intersectoriales en I+D+i, particularmente de las universidades, centros de investigación y algunas instituciones públicas y empresas privadas.

Le programme de création de CATI dans les Etats membres de l'OMPI qui sont des PMA est salubre. Nous suggerons que l'OMPI puisse d'abord former les personnels desdits centres avant le lancement et d'équiper dans un premier temps les centres pour leurs demarrages.

Mejor apoyo en la parte tecnológica y capacitaciones constantes por la evolución acelerada del plantea

We have to expand our TISC personnel and train them to provide more detailed and qualified consultations. And of course we will be happy if we would have had access to more databases on patent and non patent information.

El CATI presenta una excelente oportunidad para mejorar y sistematizar los servicios brindados por la DNPI, así como para desarrollar nuevos servicios requeridos por el sistema de innovación del Uruguay. Para ello es fundamental contar con el apoyo de la OMPI, tanto en acceso a bases de datos, como con personal que colabore con los técnicos expertos de la DNPI. Por otra parte, mas allá del desarrollo interno, es el momento de actuar como asesores y lograr la instalación de CATIs en instituciones relacionadas con la temática, como universidades, institutos de I+D+i, cámaras empresariales, etc. Para todo lo anterior, la DNPI elaborará un proyecto de creación y gestión de CATIs adaptado a la realidad uruguaya, con el objetivo de comenzar con su implementación en el año 2012.

- Moyens de faire connaître le Centre (médiatisation, e-mailing,...) ;
- Sensibilisation à l'exploitation de la documentation disponible.

Provision of budget for seminars regarding IP
Provision of foreign resource speakers to boost the willingness of participants.
To lower the cost PCT applications....

We need more experience, short of OJT, on patent search, drafting, prosecution

Until now, we haven't received WIPO's responses on the DL courses we took. Not a single one, yet. Even the DL301, which was way back in February.

Honestly, this thing is new to us... we were groping in the dark trying to understand things at first...then later, things were becoming clearer to us. my suggestion is that at the start of the training a mental map should be given, not only the training schedule. we found out that the main topics in the program are the patent search, IP management and patent drafting. a trail should have been given ahead and a connecting mechanism... secondly, more time should have been given in practicing patent search, patent drafting, and in the use of the subscribed patent software.

More WIPO Academy distance learning courses and more face-to-face seminars made available to ITSO's.

On-going trainings, Masteral studies on Patents, WIPO Day activities, etc

We respectfully suggest the following:

1. Have a face-to-face training on patent drafting.
2. Have trainings on:
 - a. IP Valuation
 - b. Technology Transfer Strategies

Maybe some refresher course on patent information and patent search.

We currently do not operate through the TISC but provide the services envisaged by TISC through our library. The access to the proposed databases and trainings will ensure the qualified service to customers.

Familiarialization with the set up of an active university setting ITSO operation

I, in behalf of our institution, would like to commend your effort of assisting and helping the Philippines thru IPOPHL in promulgating IP. You have provided us with highly qualified IP practitioners to share knowledge and expertise. Thank you.

A more extensive support for all TISC partners

WIPO and partner agencies to provide periodic announcement of on additional or specialize IP trainings

WIPO may provide training on analysis of patent documents for business or policy planning purposes for the invention to reach the market for commercialization after patenting.

I hope WIPO will continually conduct training programs particularly those designed to update the ITSO personnel of each host institution on new trends or development in the IP world. I would appreciate if the venue will be in another country so that we will be exposed on how the IP office is being managed and we can learn a thing or two for us to benchmark our operations with our foreign counterparts.

We need more familiarization with local laws concerning IP and patents-maybe WIPO partners should handle this training. Elements of substantive examination, claim construction and claim amendments have to be dealt with in greater detail and more practice provided in view of the patent agents qualifying exam (EQE format).

Médiatisation du CATI et sensibilisation du public cible de l'Antenne

El apoyo que a brindado la OMPI es extraordinario, y nos gustaría poder asistir a seminarios dirigidos a la búsqueda de patentes ya que es el servicio que con mayor frecuencia presta la oficina.

Se considera importante que instituciones gubernamentales sin fines de lucro puedan acceder gratuitamente a las bases de datos de ARDI

How about for the trademark. Limited information about the trademark.

Actualmente el CATI se encuentra trabajando con representantes de quince (15) instituciones, entre Universidades y Centros de Investigación, que han manifestado su interés en ser partícipes de las capacitaciones y actividades relativas.

En la actualidad el CATI brinda asesoría a los inventores que tienen interés de depositar alguna solicitud de Patente en la ONAPI, así como a aquellos que ya tienen un depósito y necesitan asistencia para responder cualquier requerimiento, asimismo asesoría en materia de Signos Distintivos.

Hasta la fecha hemos ofrecido asesoría relativa a Signos Distintivos, Patentes y Diseños Industriales un número considerable de personas, de las cuales algunas ya tienen una solicitud en la ONAPI, y resultado de las asesorías, se ha logrado una conclusión satisfactoria del examen de forma.

Nos encontramos realizando un programa de visitas a Universidades y Centros de Investigación, solicitando levantamientos de proyectos de investigación a fin de realizar búsquedas del estado de la técnica. Trabajamos con un proyecto de investigación de la Universidad Iberoamericana, UNIBE, a la cual ya le entregamos un informe resultado de la búsqueda. Ahora nos encontramos trabajando con proyectos de investigación de la Universidad Autónoma de Santo Domingo, UASD.

Contamos con dos CATI-periféricos, ubicados en la Universidad Iberoamericana, UNIBE, y EMPRENDE, incubadora de negocios tecnológicos. Asimismo, tenemos un Convenio pendiente de firma con la Universidad Católica Tecnológica del Cibao, UCATECI, para la instauración de otro CATI-periférico.

En el futuro tenemos proyección de establecer contacto con más Universidades y Centros de Investigación, continuar el proceso de capacitación, así como el establecimiento y funcionamiento de otros CATI-periféricos.

Agradecemos el apoyo de la OMPI en todo este proceso.

C'est la première fois que notre institution reçoit des informations de ce genre. Nous souhaitons avoir plus de précision et de détails, pourtant un de nos chercheurs-enseignants a obtenu le 1er prix du meilleur inventeur innovateur de l'an 2000 délivré par l'OMPI/OMAPI

Giving substantial discounts to PCT applications from developing countries.

No, I was satisfied with your service.

WIPO to conduct more relevant trainings to support the TISC services

To extend more time in every training conducted.

If the assignments are case studies or need advisory on the cases on IP management, will it be possible for WIPO to provide possible answers.

We currently do not have a TISC, but to provide services envisaged by TISC the access to the databases (ARDI/ASPI) and trainings will facilitate to ensure the qualified service to our customers.

So sorry I wasn't much of a help...but I think it would be great to have continued assistance from IPOPHIL..

I suggest that continuous training be given to the staff of TISC for continuous development of their skills.

Besoin en matière de renforcement de capacité.

None, thank you so much to WIPO.

I believe more training is needed to enhance the knowledge and skills of the personnel assigned.

More opportunity for a continuous IP related trainings for updates and new trends in technology.

We need an "IP coach" who could assess our activities if we are on the right track. I posed a question in my email to the IPO local team a few weeks ago and had not received an answer. Who will answer our questions should we have one?

I have a reservation in filling up the survey since a TISC or ITSO office was not yet established in our University but we are hoping that next year, this will be set up and a clear program will be planned.

Si, en otro apartado fuera de este cuestionario le haremos una relatoria sobre como esta la situacion de los CATI en Honduras.

Possibility of face-to-face contact with trainers for distance learning, i.e., teleconferencing for at least 3 sessions.

Once the demand for TISC services become more regular, then we can be given a deloading.

Desde un inicio en la encuesta es necesario que acondicionen una pregunta en donde se consulte si la institución cuenta con un CATI, si la respuesta es afirmativa se continúa el cuestionario, si la respuesta es No, ya ustedes dirán el procedimiento a seguir.

More actual and practical exercises on patent drafting

Vivemen que ce Centre soit créé afin que nous puissions réaliser les principaux défis ci-dessus cités.

-
- La promotion des services du CATI nécessitent le développement de nouveaux outils de communication sur ses prestations & services.
 - Un plan de formation annuel est indispensable pour la pérennisation des activités des centres TISCs.
-

Parfait

Multiplier les sessions de formation aux profits des responsables des points focaux TISC, par les spécialistes de l'OMPI

Les TISC marocains ont besoin de voir ce qui se passe aux autres TISC à l'étranger qui ont bien réussi leur mission

1. Deux ateliers de formation sur les CATI ont déjà été organisés à Alger. Ils ont rencontrés un franc succès. Il s'agira de les multiplier tout en accordant la priorité aux ateliers THEMATIQUES pour préparer la mise en place de futurs CATIs SPECIALISES.
 2. Généralisation de la formation en ligne, cette activité étant très demandée.
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I would like you to provide us with an internship at an office of information transfer in Europe that we can acquire the tools and the appropriate communication plan with stakeholders in the ecosystem

Il est souhaitable que l'OMPI organise des séances de coaching au niveau des centres et des stages à l'étranger pour le personnel afin de partager et de s'informer des expériences des autres pays participants

- augmenter les nombres de formations consacrés aux responsables des TISC les dites formations doivent être pratiques (recherche sur la base de données de brevets)avec des exercices sur PC
 - suggérer des formations sur le volet transfert de technologie et pas seulement les brevets
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-ACCORDER AUX REPRESENTANTS DES POINTS FOCaux TISC TOUTES LES FACILITES NECESSAIRES A LA RECHERCHE ET EXPLOITATION DES BANQUES DE DONNEES;-ACCORDER LA LOGISTIQUE NECESSAIRE;
-ORGANISER PLUS DE FORMATION SUR L'EXPERTISE ET LA REDACTION DES BREVETS.

Inciter les entités à inculquer la culture de la recherche scientifique et la protection intellectuelle

Diffusion de bulletin d'information sur les nouvelles réalisations technologiques et scientifiques.

J'ai besoin d'autres formations

WIPO and IPO Philippines did a great job and service to the University through the TISC collaboration project.
