Australian Government
IP Australia

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IP Australia's ICT Strategy 2025

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ICT Strategy 2025

- Reflects the rapidly changing business environment
- Enables to adapting to rapid technological developments
- Aligned with corporate strategic objectives

1. Impact

1.1 Maintain a high quality, customer-centric IP rights system

1.2 Increase our reputation, influence and contribution to the IP eco-system

2. Customer

2.1 Increase customer experience excellence in the delivery of IP rights services

2.2 Increase access to and benefits from IP rights ownership

3. Capability

3.1 Create and maintain capabilities that meet the current and future needs of the IP rights system

3.2 Build a workplace culture that is empowered, inclusive and risk-engaging

4. Innovation

4.1 Increase innovation and adaptiveness in our administration of the IP rights system

4.2 Provide continually improving contemporary digital customer services and staff experiences

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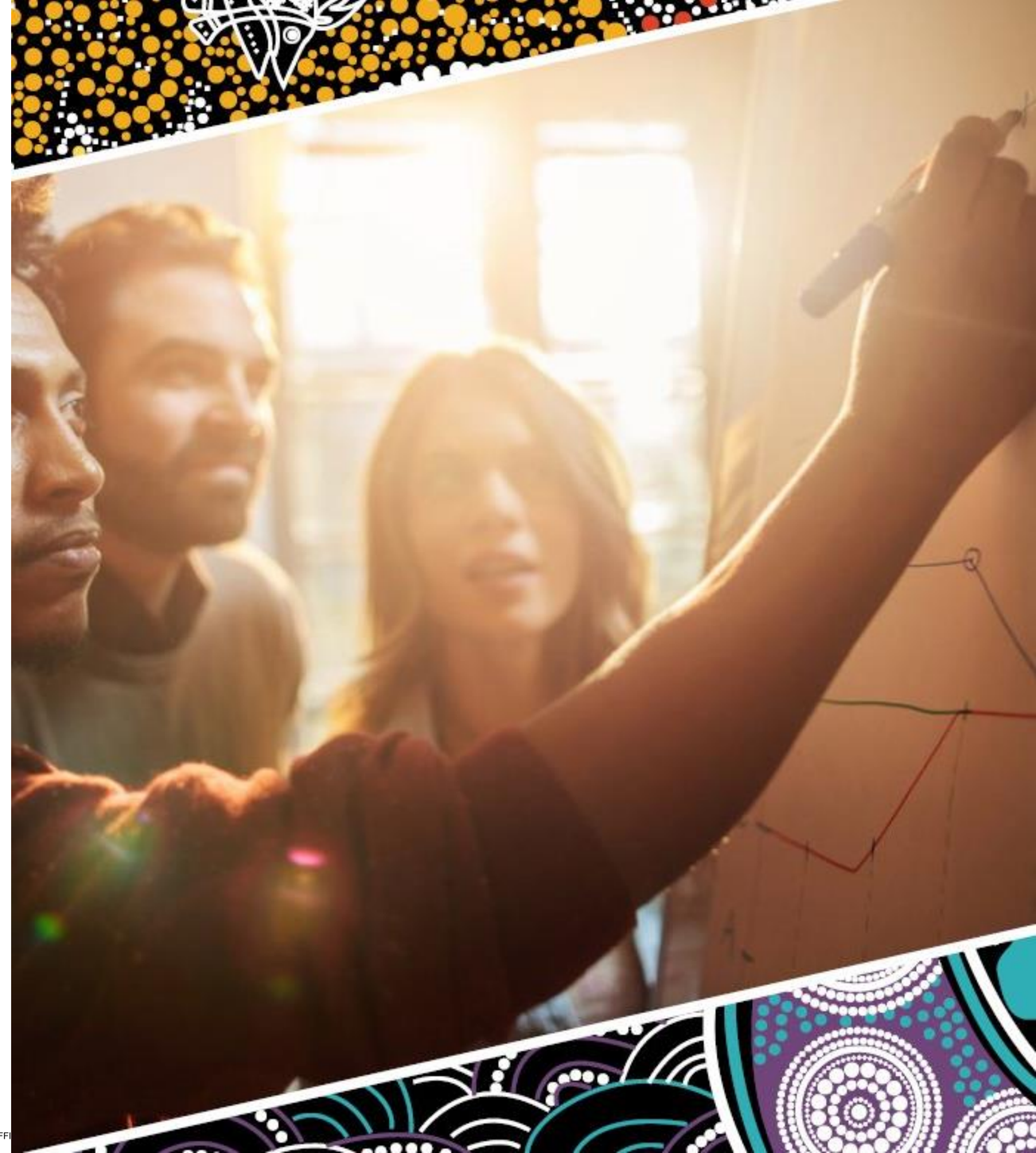

Capabilities ready to respond

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*"Our **vision** is to enable a seamless and secure user-experience across all IP Australia services, systems and data"*

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Sub Plans

- DATA SUB-PLAN
- WORKFORCE SUB-PLAN
- DIGITAL SUB-PLAN
- CYBER SUB-PLAN
- NEW BUSINESS CAPABILITIES SUB-PLAN
- CORE SUB-PLAN

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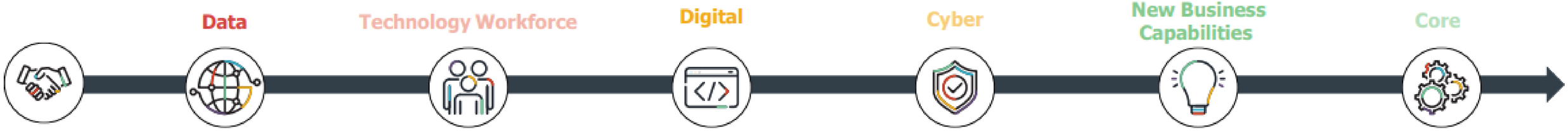
ICT Change Journey



We are going to...

Leverage the following data services:
- Data Exploration
- Decision Science
- Data Mgmt. & Storage
- Data Integration
- Data Custodians
- Analytics

Build a digital ready technology workforce through:
- Culture Roadmap
- Workforce Planning
- Talent Pipeline
- Invest in our digital specialists
- Mobility and digital collaboration

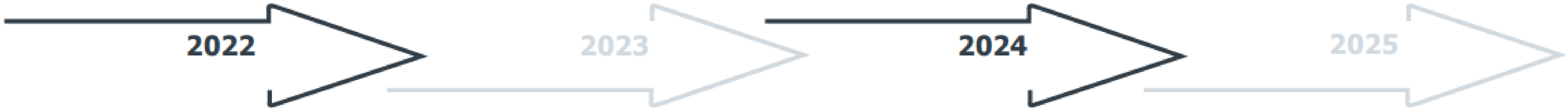
Modernise the following capabilities:
- IP Right Systems
- Records Management
- Collaboration/ Communications
- Responsive Interfaces (APIs)

Strengthen our protection using:
- Layered Security
- Uplift Cyber Skills
- Security Partnerships
- Automatic Threat Detection
- Privileged Account Protection

Explore and apply new capabilities such as:
- Artificial Intelligence
- Machine Learning
- The Internet of Things
- Big Data
- Blockchain
- Cloud Migration

Improve our existing systems by:
- Simplifying, securing and stabilising our IT foundations
- Automate delivery pipelines

ROADMAP



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Results – Great user experiences

Customers
Intuitive & Discoverable

Sunil works for a large Australian company in their Research and Development area.

Sunil finds the process of engaging IP Australia seamless and intuitive. He likes using the following features:

- Digital services that are easy to use and meet his needs
- Secure and accessible channels
- Useful information regarding the IP system
- IP Discovery tools to help drive his innovation

IP Australia Staff
Mobility & Flexibility

Mary works for IP Australia as a patent examiner.

Mary enjoys the mobility and flexibility of her work. She likes the following features:

- Location independent workspaces
- Virtual collaboration tools that allow for meaningful interactions
- Reliable, up-to-date end user computing
- Fit-for-purpose examination tools that enhance her productivity and facilitate quality outcomes

Partners
Integration & Collaboration

Kate works for an attorney firm.

Kate is in charge of filing requests for her firm and administers the B2B system. She likes the following features:

- API-enabled transactions that provide automated processing
- A secure and reliable environment for undertaking business
- Timely responses during transactions

IP Australia Technologists
Attraction & Retention

Aliya works as a technologist for IP Australia. She has been retrained as a cloud specialist. Her new job involves identifying opportunities to deploy applications and data storage to the cloud.

Aliya has found the transition both rewarding and exciting. She feels valued by her team and has grown professionally.

This was made possible through IP Australia's Technologist workforce transition program.

Global IP Offices
Build & Strengthen

Fred works for an overseas IP office.

Fred heads the innovation section that collaborates with IP Australia. He likes the following features:

- IP Australia has a can-do attitude when it comes to innovation and is eager to collaborate
- IP Australia has mechanisms in place to share data while meeting security requirements
- IP Australia can spin up POCs easily to test new ideas

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