WIPO
WORLD
INTELLECTUAL PROPERTY
ORGANIZATION

Technology and Innovation Support Centers (TISC)

Progress and Needs Assessment Questionnaire 2015

SUMMARY REPORT

Prepared by the International Bureau of WIPO

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INTRODUCTION

The current report is based on a survey designed to gather information on progress made by Technology and Innovation Support Centers (TISCs) supported by the World Intellectual Property Organization within the framework of related program activities.

The survey was made available through the focal points of national TISC networks worldwide and open to responses from December 9, 2015 until January 31, 2016.
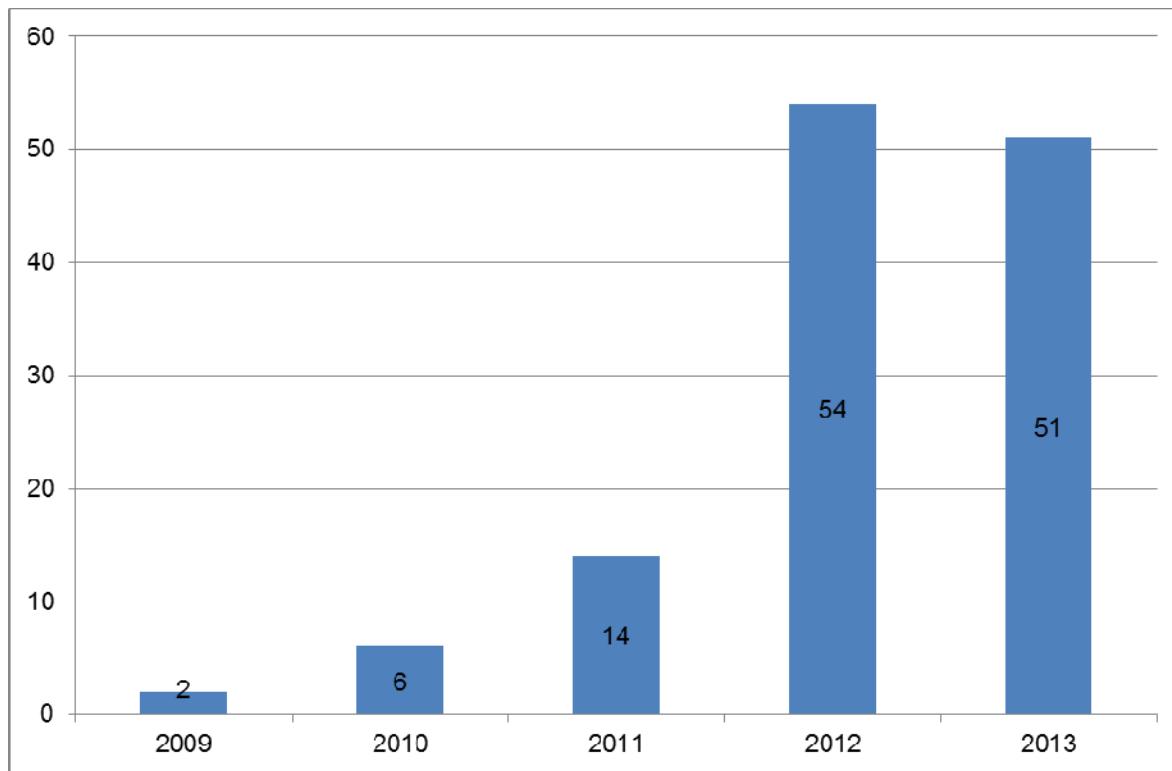
The responses to the survey were intended to cover the period from January 1, 2014 to December 31, 2014. In total, 110 completed responses were received to the survey.

QUESTION 1: IN WHICH COUNTRY IS YOUR INSTITUTION LOCATED?

QUESTION 2: WHAT IS THE NATURE OF YOUR INSTITUTION?
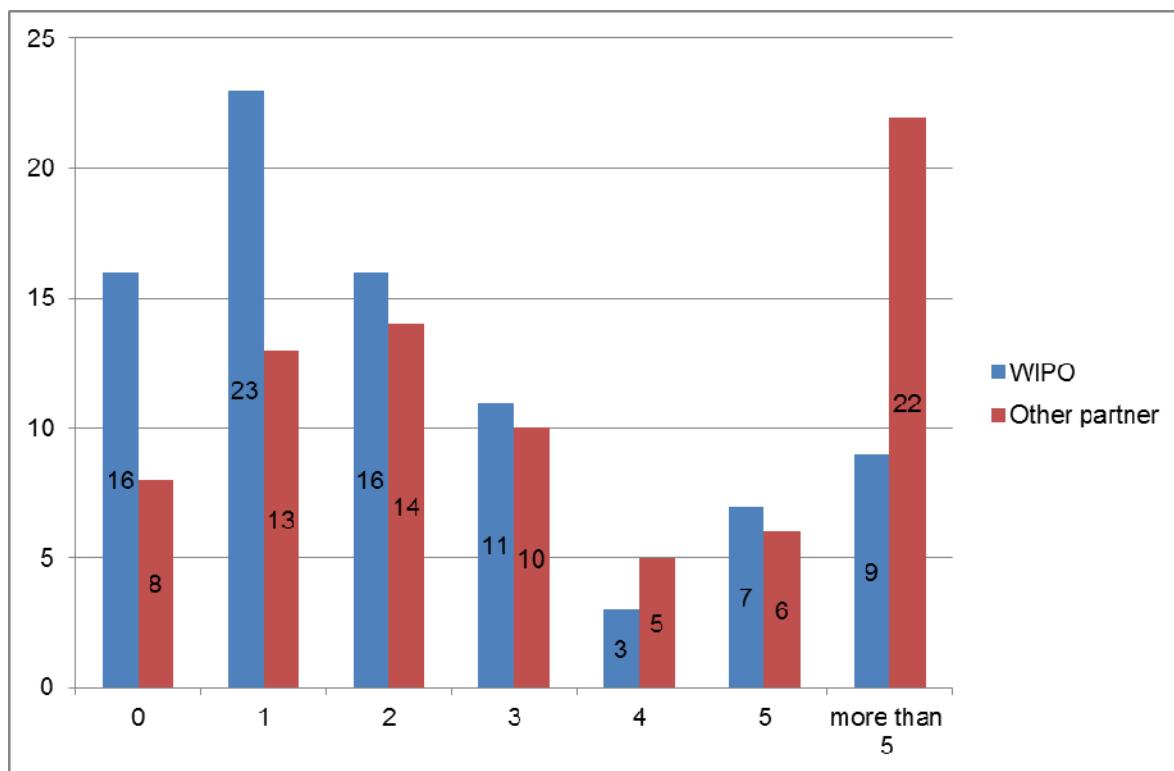
QUESTION 3: SINCE WHEN HAS YOUR INSTITUTION HOSTED A TISC, OR FROM WHEN WILL IT HOST A TISC?
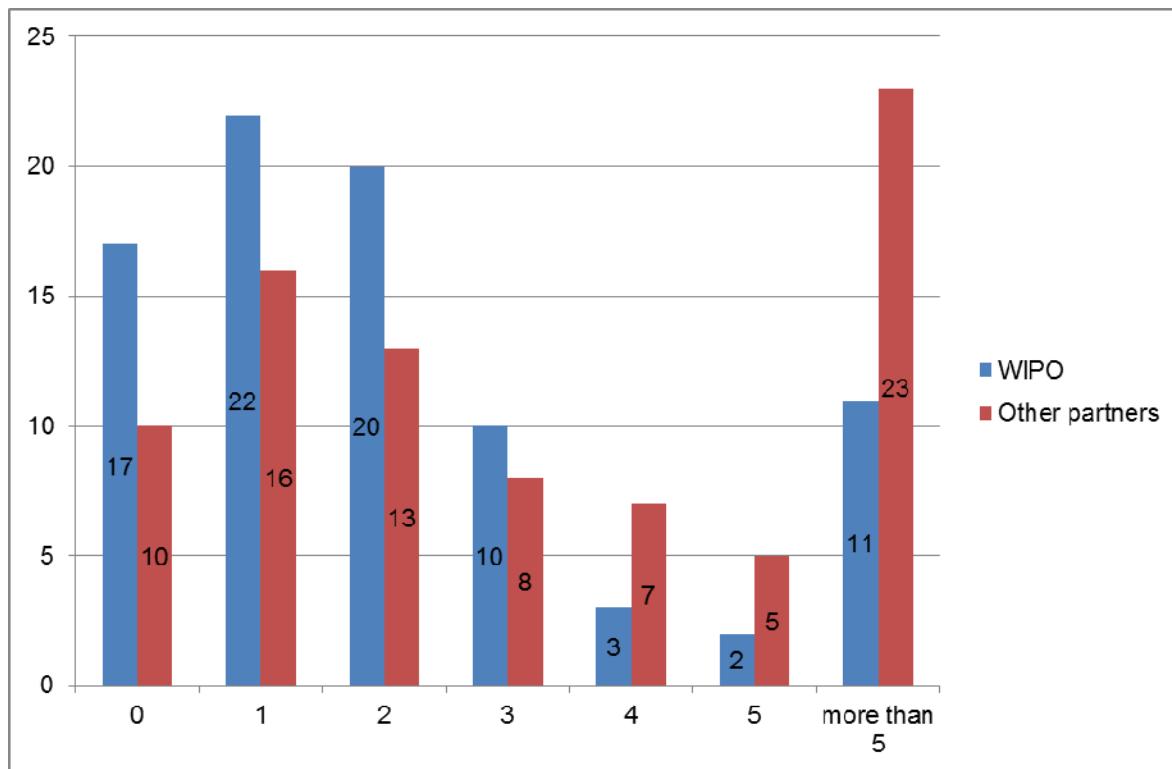
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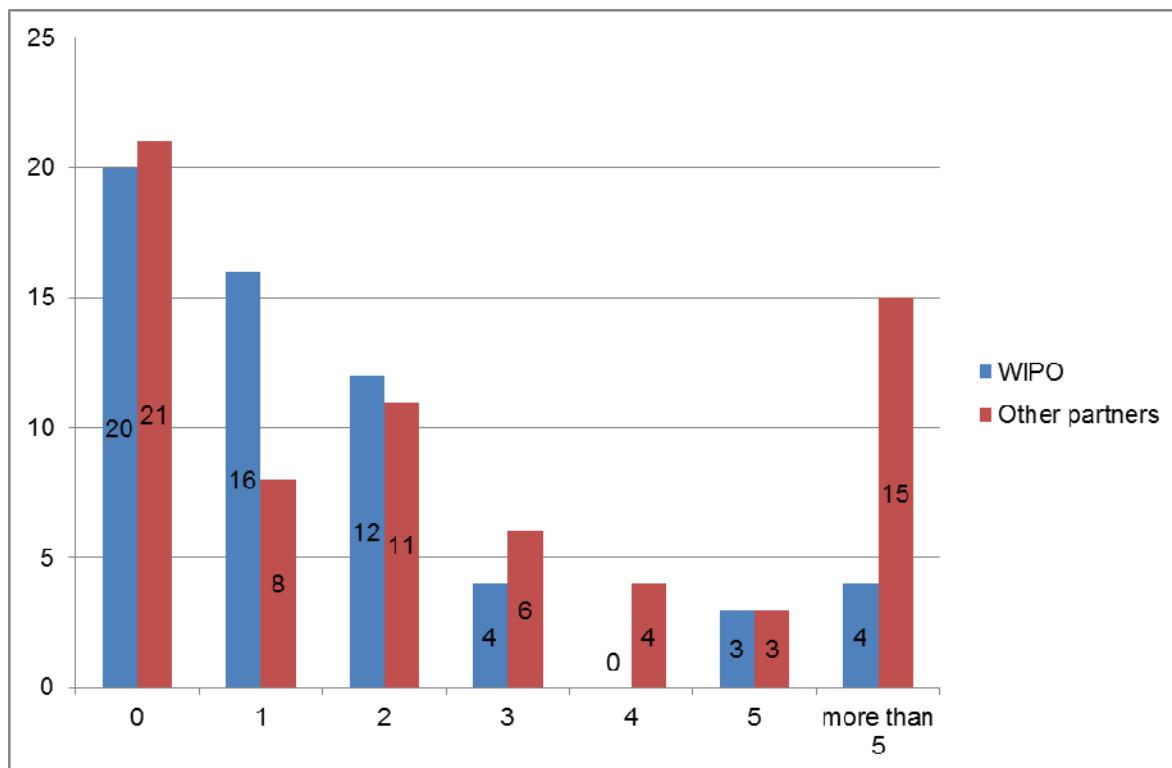
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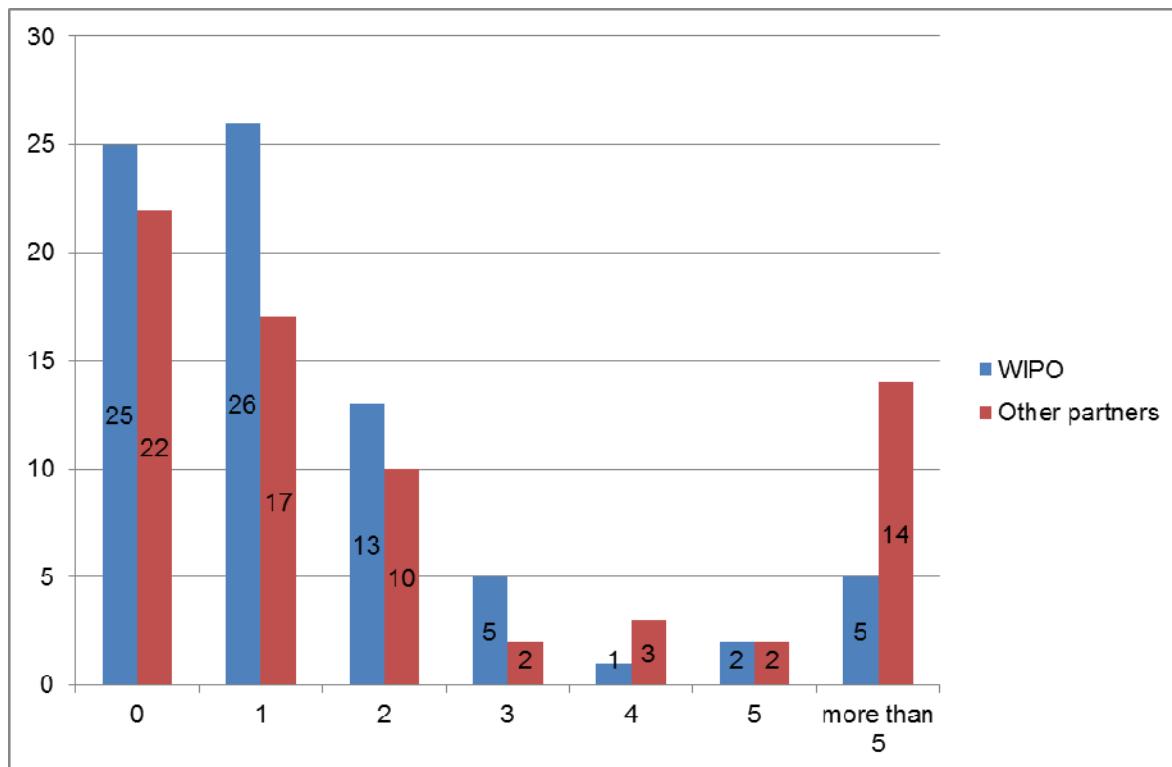
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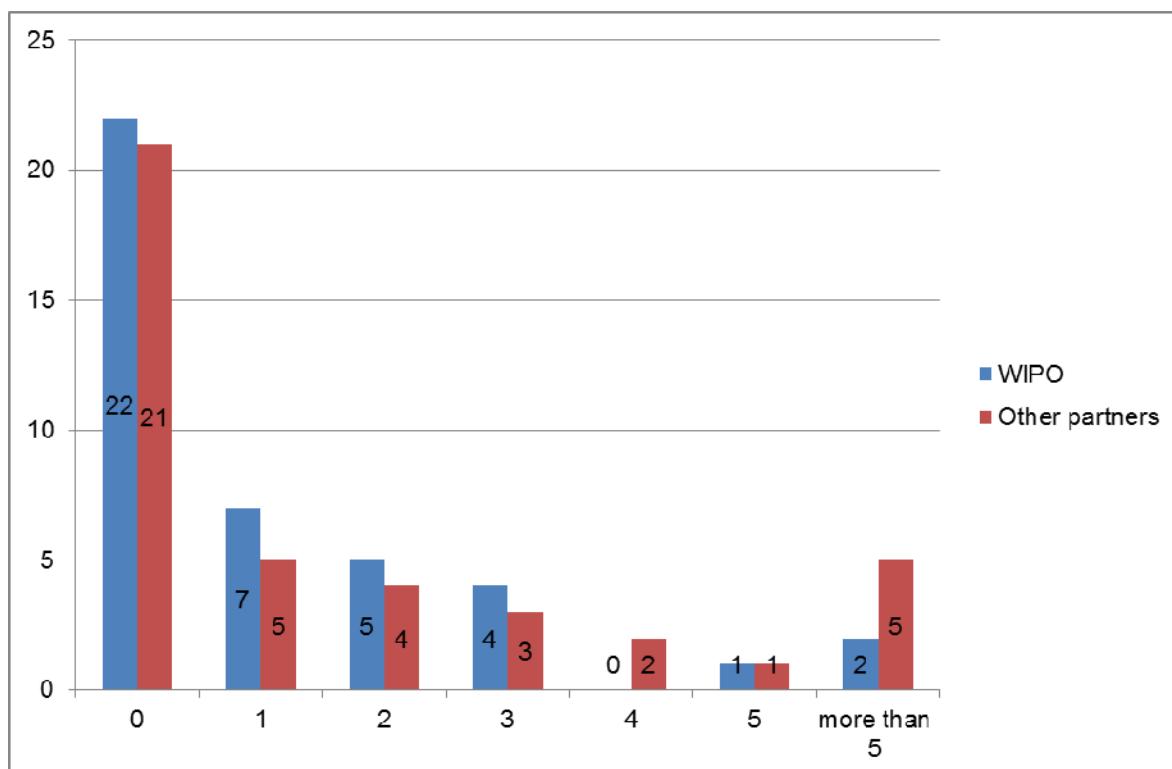
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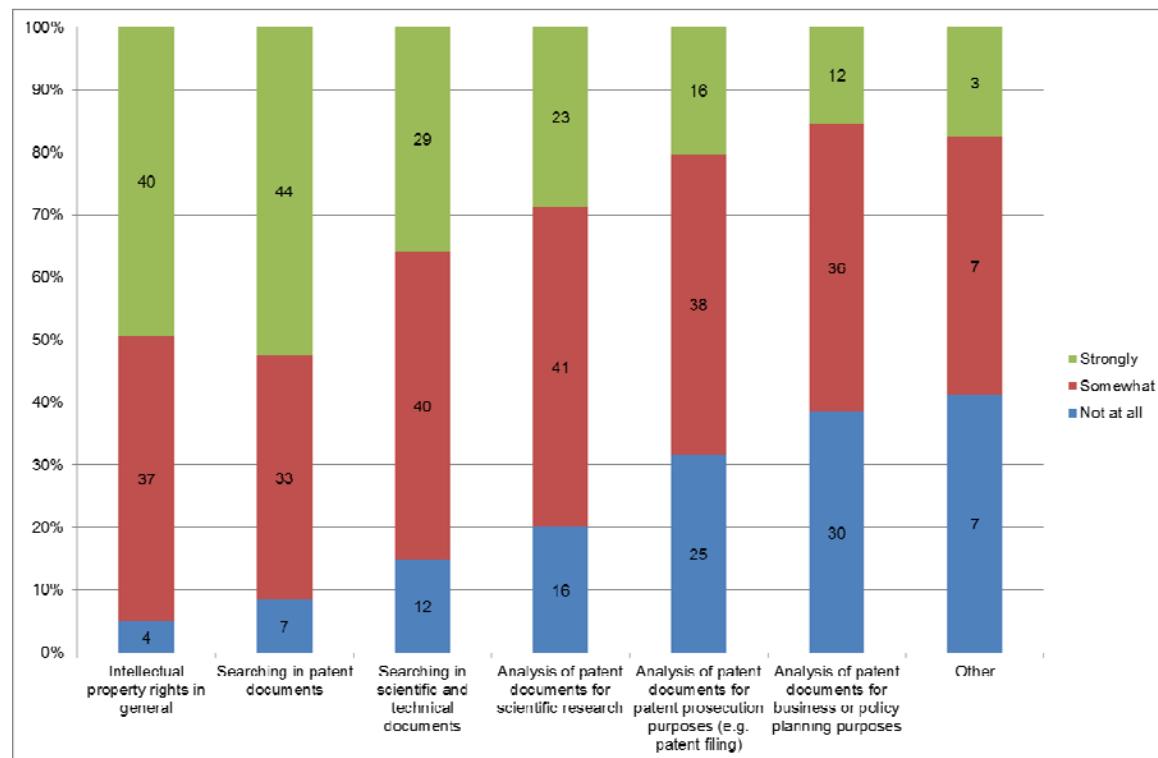
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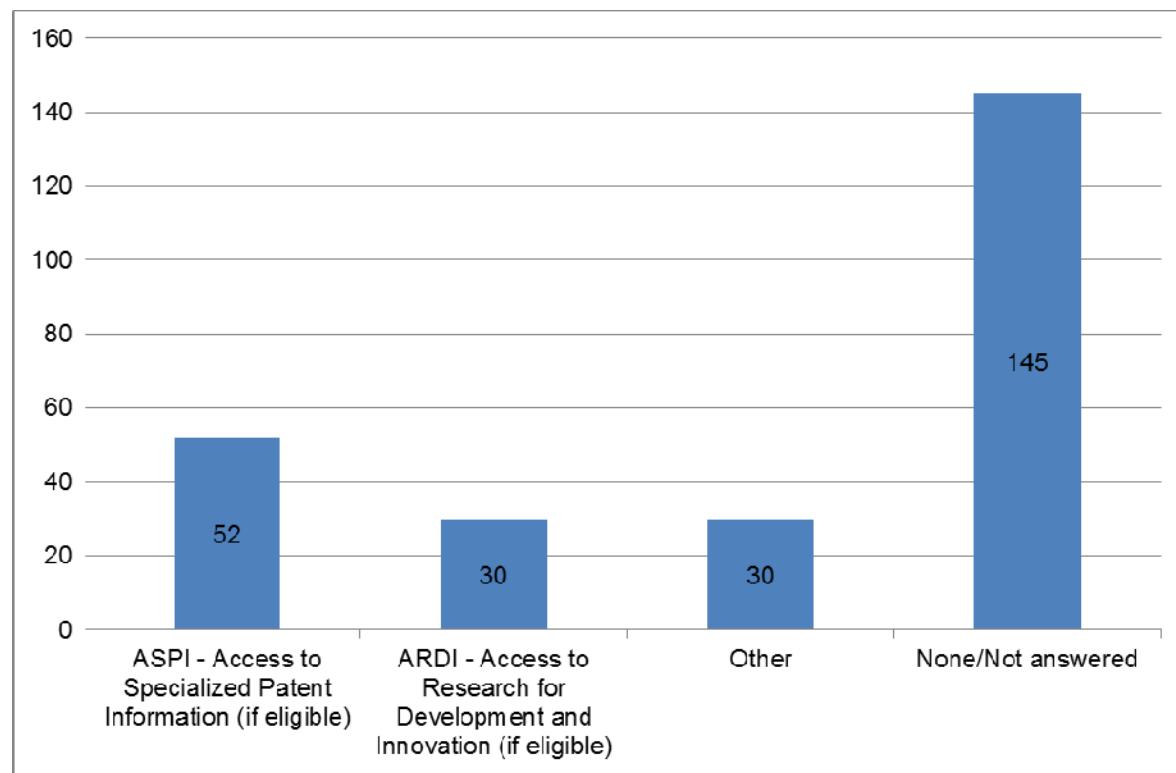
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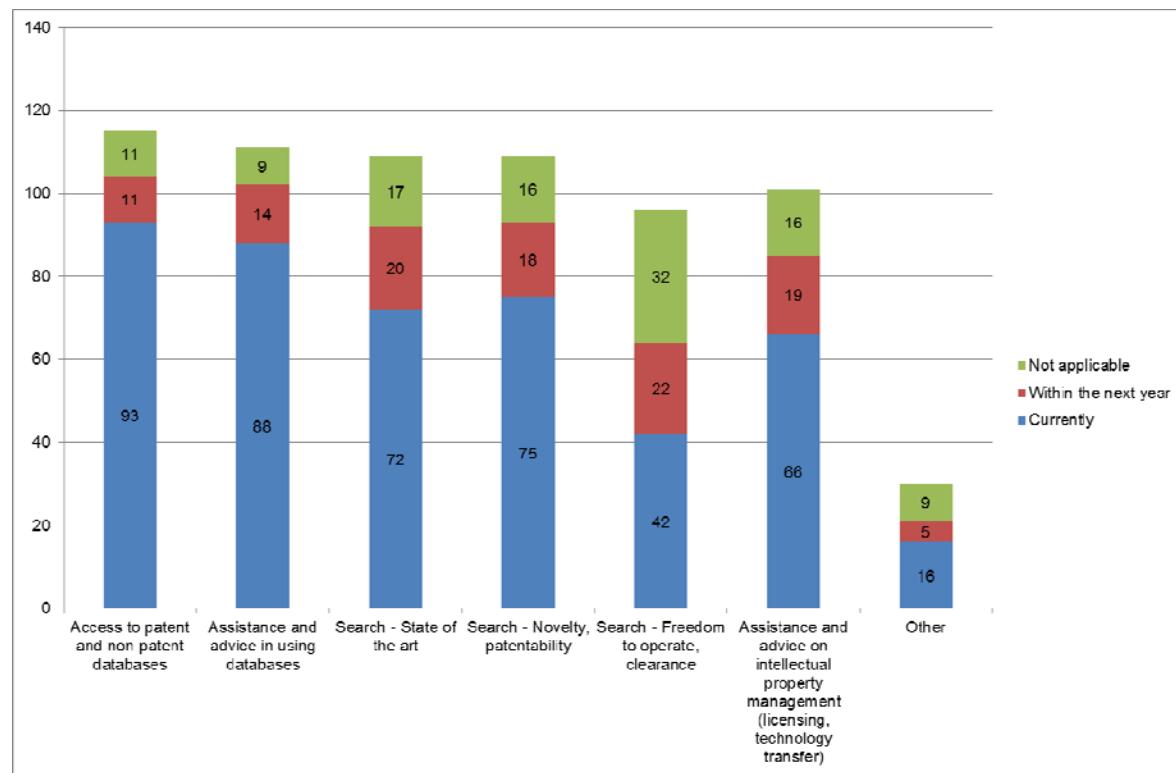
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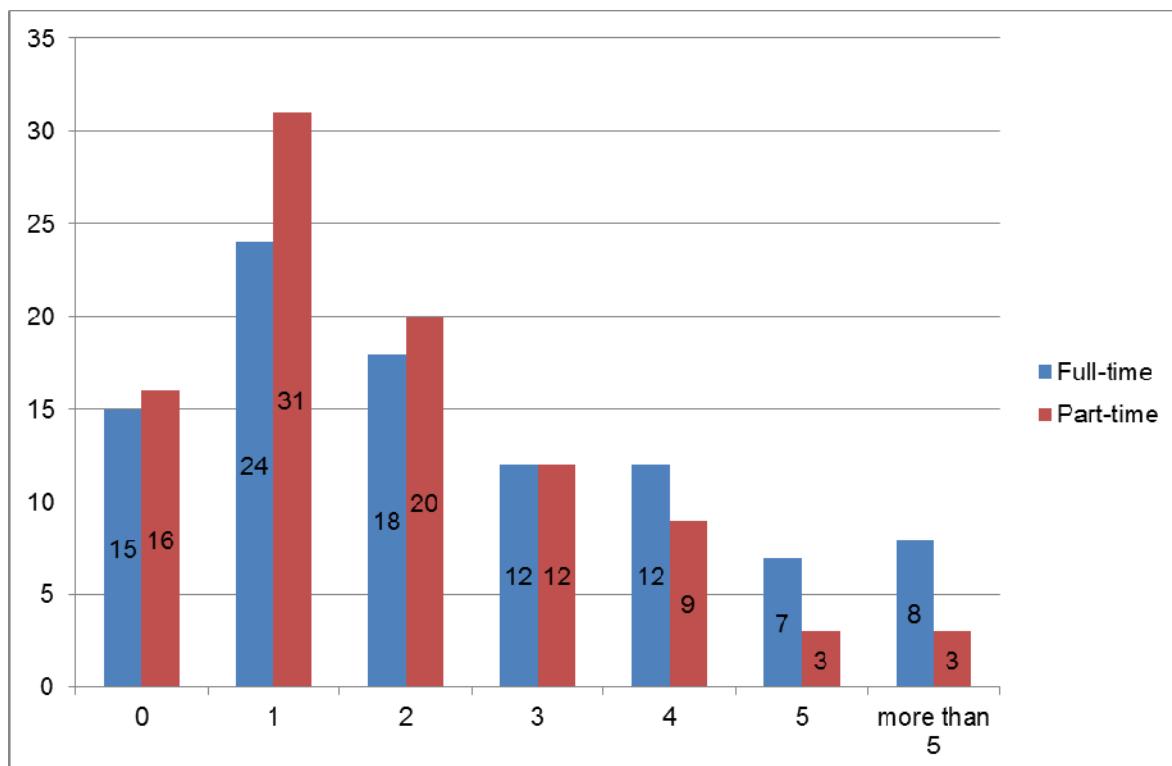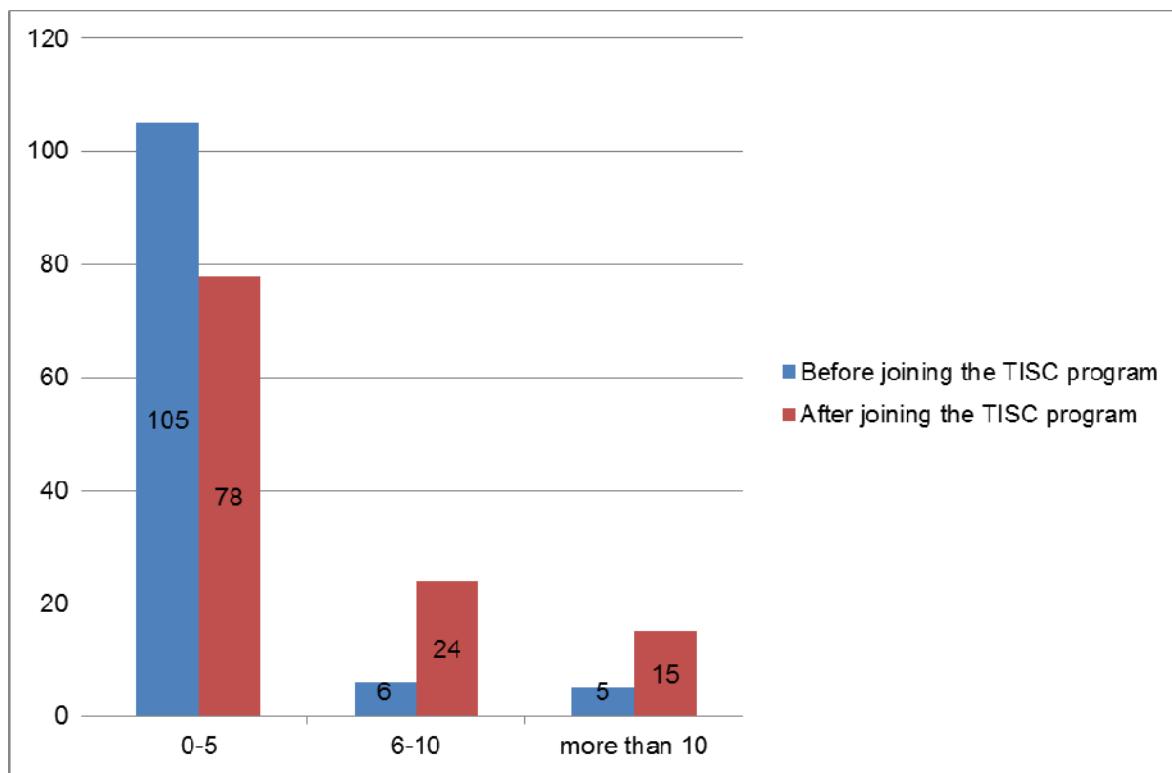
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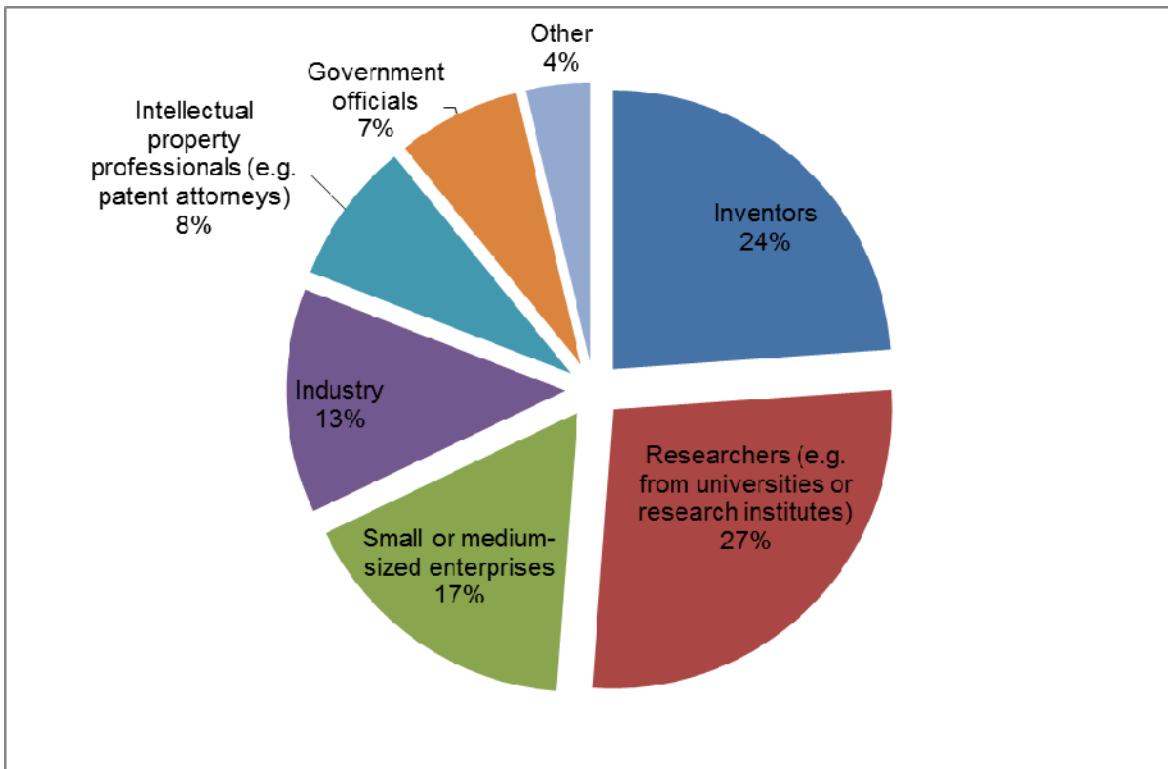
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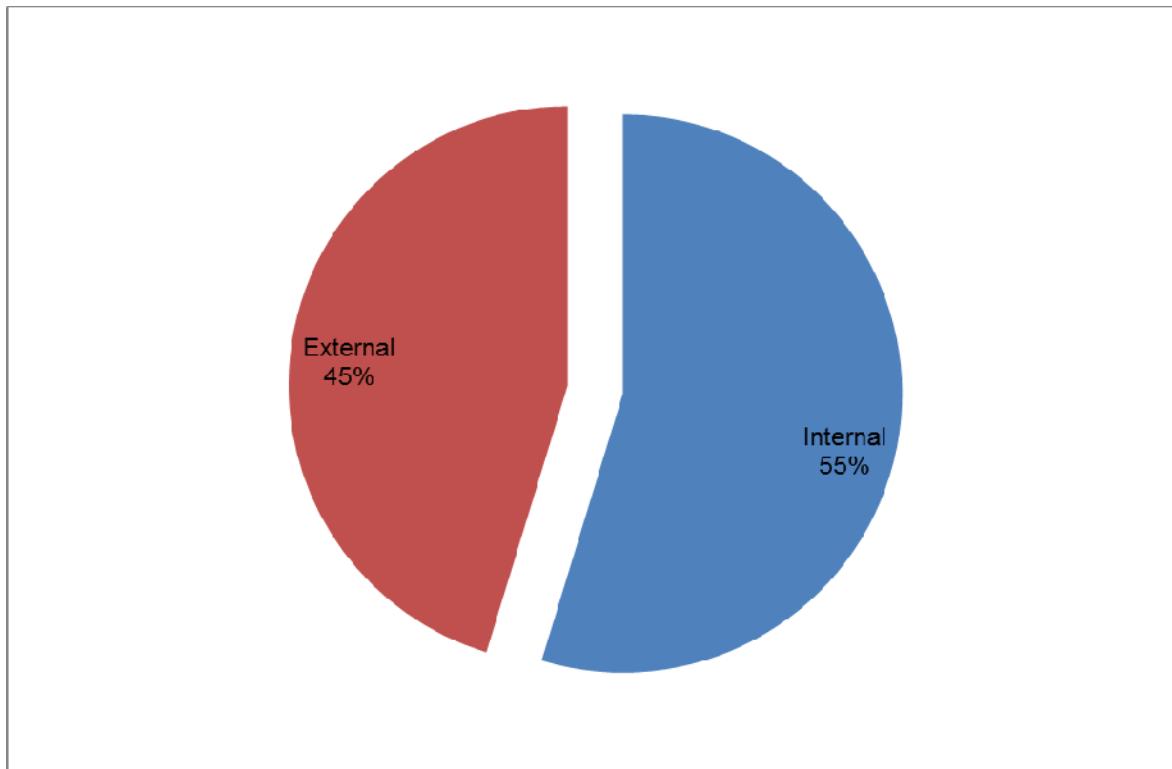
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QUESTION 10: WHO ARE THE USERS OF TISC SERVICES AT YOUR INSTITUTION?

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?

1. Weak demand of services of TISC by users;

2. Need to provide information of patents in Portuguese language

Lack of adequate skills in patent drafting, and using patents to determine freedom to operate.

El trabajo es parcial, y hay muchas otras obligaciones. La capacitación es muy limitada y hay poco tiempo para enfocarme sólo a esto.

Fast turn over of staff

lack of full-time personnel, need for dedicated and focused TISC manager and full-time staff, lack of attractive salary package, commitment of university to support hiring of full-time TISC staff

Internet access

Insufficient IT infrastructure

Staff Shortage

the turnover of personnel. People assigned to the office changed from time to time. There were personnel who attended all the trainings but are not part of the ITSO office. But we can tap on their expertise though if we need them.

Beaucoup d'effort ont été fourni pour convaincre les acteurs en PI de l'importance et l'envergure de la PI dans le développement du Pays et dans notre quotidien. Notre défi c'est d'apprendre et d'inculquer davantage dans la vie de plus de personne, dont étudiants, les chercheurs et les décideurs économico politique la valeur de la PI, l'exploitation de la PI et la familiarisation avec le système PI. Nous encourageons les membres du réseau d'apprendre davantage du système de PI et de leur exploitation, de les partager avec leurs pairs. Nous espérons aussi que d'autres institutions surtout au sein des entreprises nous accueillerons, et accueillerons nos points focaux, ainsi, d'autres points focaux naitrons pour les années à venir.

Limitaciones de acceso a internet en algunas instituciones del país, lo que no permite desarrollar mayor cantidad de cursos de formación de acceso a bases de datos de patentes y esta misma causa los limita en ocasiones para realizar sus propias búsquedas

Limitaciones con el acceso a INTERNET como consecuancia del ancho de banda autorizado y PC tecnológicamente apta para descargar los recuros informáticos publicados como videos, etc.

problemas con el ancho de banda de internet

el acceso a internet, ya que es demasiado lento y la falta de tecnologia, ya que es muy obsoleta y con poca capacidad

Falta de apoyo logístico (transporte y gastos de viaje para hacer visitas puntuales potenciales usuarios CATI)

Training

1. Researchers, Inventors and students needs to be more aware on IP protection.

2. Research funds of the University is minimal that it cannot pay all the costs and production of the research.

3. Permanent staff must be hired to assist clients and perform task on IP and NOT an office designation or a job order basis.

4. Trained personnel on IP transfer to other offices since promotion is at-stake thereby curtailed the operation of the office.

Major challenge is the personnel. Need for dedicated personnel for tiscs. Need to pass the PAQE for members of the team

Knowledge on drafting patents documents and claims.

limited access to databases of trademarks FIPS

there is no support from local authorities

1. Lack of support from the region and city government.

2. Lack of financial resources for the acquisition of commercial patent databases such as PatBase or Questel or Thomson Reuters.

the lack of incentives of staff of TISC for more vigorous activity

Lack of experience in the field

specialists

Low inventive activity

The number of patents and the knowledges in the field of patent documentation are increased.

poor funding

technology disclosure, full-time staff should be provided, more training

technology licensing, technology disclosure, full-time staff should be provided, more training on technology licensing,

There are some difficulties in commercialization of objects of intellectual property

TISC is a good opportunity to join international stanarts in intellectual property field, an access to international patent bases, large informational material.

Lack of STAFF and low payment to STAFF.

El objetivo de nuestra institución no es prestar servicios de CATI, sino emplear los conocimientos e información en la mejora de la gestión tecnológica y la innovación del sistema atendido.

El estado técnico de las PC así como problemas de conexión y ancho de banda lo que limita el acceso a las bases de datos

better bandwidth for connection

la entrega de la información en tiempo

lack of technical staff

Low activity of business in the field of innovations.

Security and safety of intellection property, developing regional brands.

low level of knowledge among the visitors in the area of intellectual property rights protection and its development

Technology disclosure, lack of full-time staff

accès d'info technique et formation

- Pérennisation des activités

- Insuffisance de ressources humaines

- Motivation des points focaux TISC

Convaincre les chercheurs et les enseignants chercheurs de l'importance de la protection de leurs travaux de recherche innovants.

Commercialiser les brevets déjà déposés par notre établissement

La difficulté d'innover dans le secteur de l'industrie du poisson en fonction de la demande du marché en produit classique

Falta personal para atención CATI y para realizar búsquedas.

Salary of TISC staff is very low and do not compensate the work they are doing.

Sensibilisation du CATI

Renforcement des services du CATI orienté vers les industries et les PME/PMI de Madagascar dans la recherche des technologies selon leurs besoins, adaptée aux conditions locales : sensibilisation des entreprises malagasy sur les possibilités et capacité en ce qui concerne l'exploitation des bases données brevets en ligne : recherche des technologies tombés dans le domaine publique, les technologies non protégé dans certains territoires dont le notre, recherche des partenaires locaux dont inventeurs,des partenaire étrangers pour en vue de développement des technologies ou pour le transfert de technologie, recherche des

investisseurs potentiels, des marchés libres par le biais de l'exploitation de ces bases de données accessibles en ligne.

Repérage et recherche des technologies permettant de valoriser nos ressources locales à Madagascar

The lack of opportunity to participate in the work of congresses tisc;

the lack of professional knowledge in the patent business;

low level of awareness about intellectual property in General.

commercialisation de l'invention

TISC based at Mordovian State University (Saransk, Mordovian Republic) opened at the end of the last year. Development of TISC is just beginning. We make advertisement, involve students, postgraduate student, lecturers of our University and external companies. The main challenge was a lack of financial support.

To make the people aware regarding the concept of IP and how it can be used for public utility

To incorporate IP issues into curriculum

- Renouvellement des matériels informatiques de notre centre afin de pouvoir améliorer la qualité de notre service

- Réalisation des campagne de sensibilisation concernant l'importance de notre centre pour attirer plus d'utilisateurs

less human ressources.

1. Recruiting more faculty to the TISC to perform patent searches.

2. Recruiting more staff for patent drafting.

3. Incentivizing the faculty and staff.

4. Improving IP awareness in the University.

5. Amending the IP Policy.

6. Drafting a Technology Transfer Protocol.

7. Improve University website to include information on the TISC.

Experience and lack of time to carry out tasks. Poor understanding by upper administration of how IP system and ITSO work. Faculty, staff and students avoid IP and seem to think it is always about protection. Slow process to change mind sets.

Financial support and Regular staff like patent searchers and patent drafters.

Top Management Support and Commitment.

no problem

MISSING EXPERIENCED STAFF REGARDING THE TISC ISSUES

We do not have stable internet connection. IP Office in is manned by part time employees who have full time teaching load.

We are yet to access the ASPI- No password has so far being provided, in spite of filling the license

The service is yat to be known to many users

Obtenir les budgets nécessaires pour offrir ces services

application de la gestion de la propriété intellectuelle dans le domaine de la recherche et le déveppement des spécialités pharmaceutiques

Access aux articles de recherche

All questions can be resolved with the help from TISC parent organization in Russia

l'acquisition de matériels performants (ordinateurs, imprimantes, scanner, connexion...)

Increasing of intellectual property commercialization efficiency in biomedical projects.

My staff is part-time. I am wary of offering a full service without full time equivalents as I may not be able to offer quality of service.

The starting of online courses is not known by all

TISC staff spends time and resources for offering TISC services for grass root innovators and SA Government is not supporting us financially because we are an independent NPO with inclusive membership (belonging to all races and not political)

l'aide à la rédaction de brevet est un besoin recurent chez les chercheurs qui souhaitent deposé un brevet mais ne disposent pas de la technicité necessaire pour cela. nous devons axés nos effort sur cet aspect afin d'offrir à nos interlocuteur un meilleure service.

Providing TISC services is just an added function of the personnel assigned at TAPI-ITSO. These staff have regular functions and duties as the technical staff of the institutions. They are program managers of various programs of TAPI. However, we have incorporated the training modules on Basic IP and Prior art Search to our conduct of Invent School Program for college and secondary students.

Facilities

La commercialisation, le transfert de technologie et l'établissement de licences.

Faire connaitre au public notre innovation en terme de vaccins.

Mettre en place un bureau de gestion de la recherche et de l'innovation au sein de l'institut

Renforcer l'équipe pour dédier une personne à plein temps à cette activité

Our mandate is to service universities and Science Councils, we therefore strive to empower host institutions to assist individual entrepreneur

We have been operating the same as before agreeing to be a TISC - i.e. providing IP hguidance and assistance to external and internal people,

1. Funding to bring in dedicated capacity. This we believe is crucial for the successful implementation of this important programme in the region. We have had some discussions with various public organisations that support young innovators and they would like us to provide services to the innovators. Without that dedicated capacity within the centre, we do this in between other activities that we have to do as part of our day to day activities. this does not give this important task the kind of attention it deserves.

We have also been looking at how best to implement this within our own institutional and country context. We are formulating an implementation model. It would help a great deal if there was already some information on the operational models of the various TISCs that we can use as a reference and to guide our thinking around what works and what does not work.

3. At the moment we are uncertain how to engage WIPO in order to get the kind of training initiatives listed above organized in our own institutions. Some clarity on that would help a great deal.

LA commercialisation des brevets

Tous les chercheurs protègent ses travaux de recherches

La vulgarisation des connaissances et habitudes en matière de brevets.

Desconocimiento por parte de los usuarios sobre los servicios ofrecidos por el CATI, Dificultad por parte de los usuarios en el sentido de suministrar informacion sobre su proyecto para realizar una Busqueda de Patentes a partir de informacion tecnica.

QUESTION 13: DO YOU HAVE ANY SUGGESTIONS OR COMMENTS TO SHARE WITH WIPO OR OTHER INFORMATION TO PROVIDE NOT COVERED ABOVE?

I strongly recommend that for optimal patent and intellectual property utilization, WIPO should focus on building capacity on patent drafting and the use of patents to determine freedom to operate.

Más capacitación, mayor apoyo en recursos para desarrollo de plataformas de apoyo.

The TISC client are not coming in daily but they come in the office. However prior to TISC's establishment, never a client visited us for the services of offered by the office. What amazes

me is that people are starting to realize the importance of the services we are offering, hence they come.

We appreciate the services and are working tooth and nail to fully operationize, use and benefit from our TISC.

Consideramos de gran importancia la base de datos LATIPAT para facilitar el intercambio de conocimientos en la gestión de la innovacion entre los países de la región, por lo que resulta necesario que se garantice la actualización sistemática de la información por los paises miembros, tanto la referativa como de textos completos.

Sí, en la entidad que atiendo, el Centro de Biofísica Médica de Santaigo de Cuba, hemos disfrutado de una gran experiencia sobre la base de que CATI permitió demostrar que la mejor Vigilancia Tecnológica es la que realizan los propios investigadores, que ningn servicio de VT puede ser más eficiente que el propio; ello si lograramos resolver los problemas enunciados en el punto 12, permitiría mejorar nuestra capacidad de respuesta. CATI debiera ayudar y constribuir a lograr alianza estratégica de los Centros menos adelantados, con el entorno mundial,a fin de superar esa gran barrera.

Pienso que es muy importante para las secciones provincial adcripta a la Oficina Cubana de la Propieda Industrial, la posibilidad de mejorar la red para un mejor trabajo y búsqueda de información, que posibilite satisfacer al cliente en la información que se brinda.

creo que el proyecto CATI deberia aportar al menos tecnologia para el caso de las provivncias que atiendien esta actividad y que no cuentan con la tecnologia disponible

La OMPI debería proveer algún documento o estudio que muestre estadísticas concretas y con historias de éxito, que muestre la efectividad del uso de la información de patentes como un elemento principal para generar innovación en las pequeñas y medianas empresas industriales no farmacéuticas, para en base a ello, demostrar a los potenciales usuarios que la información de patentes es valiosa para lograr ese propósito.

More frequent training schedule from the national

Scholarship programs or Grants to Innovation and Technology Support Office (ITSO) managers in foreign countries to advanced their knowledge on world on IP.

Have a program or evaluation process to maintain the level of professionalism of tiscs or itsos. Too many itsos may dilute the quality of service of the network.

Actually, when the training is given, when the freedom is given to nominate persons, unnecessary persons will be nominated by institutions. It is first required to train the contact person of the agreement (with the IP office) first. Therefore, i would suggest WIPO to nominate the contact person first and if room is available, to provide training to others.

I would also suggest to offer a Master of Laws programme to the Attorney who is attending to TISC work.

Arranging online programmes also is suggested.

Exposure to other TISCs in a freign country is also needed.

Further, assistance in publicity of the focal points is also needed.

WIPO assistance in the establishment of cooperation organizations TISC network in Russia in the acquisition of commercial patent resources.

The development of free educational web services for the TISC network in Russia.

BEFORE JOINING TO TISC INVENTIVE ACTIVITY WAS IN THE REGION AT A VERY LOW LEVEL. NOW THERE IS A REVITALIZATION AND IT BECOME PRETTY SUBSTANTIAL

We need related experience, for example working in a TISC office two to four weeks

Thank you very much for the trainings provided by WIPO

It will be very useful to organize TISC seminars and events for youth, young specialists.

Considero que este proyecto beneficia a los países en desarrollo para el acceso a la información y a los avances tecnológicos. Les permite además utilizar esa información en

función del desarrollo a pesar de no contar en muchas ocasiones con los recursos para llevarlo a cabo, pero es una ayuda que se agradece.

We need training and coaching in patent drafting and search for novely and freedom to operate.

I suggest for the next WIPO workshops, if you could send us Pablo Paz, specialist from Argentina

muy valioso el servicio y muy profesional el personal de la oficina cubana de la propiedad industrial, que es quien nos suministra la informacion, hasta el momento se le han solicitado dos compendios, una para una empresa y el otro para un proyecto de investigación en la universaidad.

practicum/hands-on training on IP valuation

Our TISC is his first year. We have little experience.

Joint activities WIPO with TISC our university. Our institution hosted a TISC - march 2015.

- Mise en place d'un TISC Network Global

- Mettre en place un processus de certification des points focaux

- Organisation des ateliers régionaux

Soutenir et provoquer un échange et une mobilité des responsables des centres TISC surtout ceux des pays du sud vers les pays du nord (qui sont mieux développés), pour un retour d'expérience et un benchmarking des bonnes pratiques (best practices) dans la gestion des centres TISC

organiser des formations spécifiques en faveur des parties débutante en matière d'assistance.

Les Responsables et membres du réseau CATI Madagascar souhaitent pour les années à venir participer aux formations/évènements régionaux mondiaux afférents au domaine de la PI et de l'innovation, et sollicitent le partage d'expérience avec les autres CATI's dans les pays en développement.

Financial support for the development of TISCs: grants, benefits to education;

The competition between TISCs in various categories;

Free access to specialized databases

We take apart in conferences, organized by WIPO. We need more free distance trainings by WIPO in Russian language. We are interested in conferences about International patents, monetization and intellectual property at all. We are interesting in International experience exchange programs too.

Suggest focusing on innovative learning strategies addressing the students and enabling the educators (probably using books and trimedia that can be used for the activities)

Renforcement de l'offre de formation offert par l'OMPI : périodicité et facilitation de poursuite

facilitate Access to some databases like ARDI to TISC members.

provide TISCs members with new TIC tools relates to patent information

1. To support study visits to benchmark with other TISCs and TTOs who are already established.

2. To provide more training on Patent drafting, IP management & IP Valuation.

3. Conduct a writeshop on drafting and amending an IP Policy.

WIPO has been providing useful information and training. Empowerment of ITSO's by supporting full-time personnel in them will make things work faster.

Training

TISC TRAINING IS HIGLY NEEDED

It is nice that you give us DL Courses for free -- helps us a lot.

WIPO should facilitate the acquisition of access to te commercial databases (ASPI) as per the TISC project.

un coup de pouce venant de l'OMPI sur la nécessité de la refonte de la loi sur la propriété intellectuelle serait le bienvenu. des encouragements par les biais de renforcements de

capacités seront toujours utiles pour motiver ceux qui sont intéressés par la matière car il faut beaucoup de sensibilisation au niveau des chercheurs

Experience exchange in field of intellectual property management in biomedicine and biotechnology.

A planning/schedule of the online courses to be sent at lest one month in advance.

Is it a way a NPO like III (The Institute of Inventors and Innovators) to have access to funds for incubation from UN SA which transferred to DTI $9 billion for innovation and entrepreneurship incubation?

Our agency the Technology Application and Promotion Institute provides funding support for IP protection of the generated technologies of the Department of Science and Technology and output of researches.

On aurait souhaité célébrer, annuellement, la journée de la Propriété Intellectuelle au sein de notre université en présence de membres de l'OMPI avec une possibilité de sponsoring par l'OMPI.

Augmenter la cadence des formations et réunions du réseau

It is a great training initiative. the DL courses are highly empowering.We look forward to continuing to implement the TISc and ensuring that South Africans are better informed when it comes to dealing with IP issues. The online training is extensive and the tutors provided were highly knowledgeable.

TISC needs to be a more prominent program - communique, alerts to stay top of mind a little more.