IT highlights

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Trademarks IT business highlights

- **Identity verification project update**
  - *Reminder: this is the integration of ID.me into the agency enterprise*
- Plan splits effort into three phases
  - Phase 1 – MyUSPTO user name/password requirement
  - Phase 2 – Authentication: Identity verification implemented*
  - Phase 3 – Authorization: Establishment of roles and database secured
- Testing cohorts
  - Usability testing - Led by UI team; utilized established customers
  - "Limited" beta – Selected TPAC members
  - "Expanded" beta – Solicited previous testers plus members of INTA, AIPLA, ABA, etc.
- What we learned
  - PII protection (biometric data, SSN, "soft" credit check)
  - ID.me specifics ("Trusted Agent" engagement, data upload, support desk, etc.)
  - "Paper process" management
  - Acceptance increased significantly as we worked through the testers

uspto

Trademarks IT business highlights, cont'd

- Next steps
  - Public soft launch (Q1FY22); must still request access
  - System launched (visible on TEAS), verification voluntary (Q2FY22)
  - Identity verification mandatory (TBD)
  - Phase 3 implemented (Q1FY23)
- Production teams increase to "Intensify IT"
  - TRAM retirement (+6 teams)
  - eFile development (+1 team)
  - Data and analytics expansion (+1 team)
- FY21 "Quiet Time" achievement