

# Case Management System



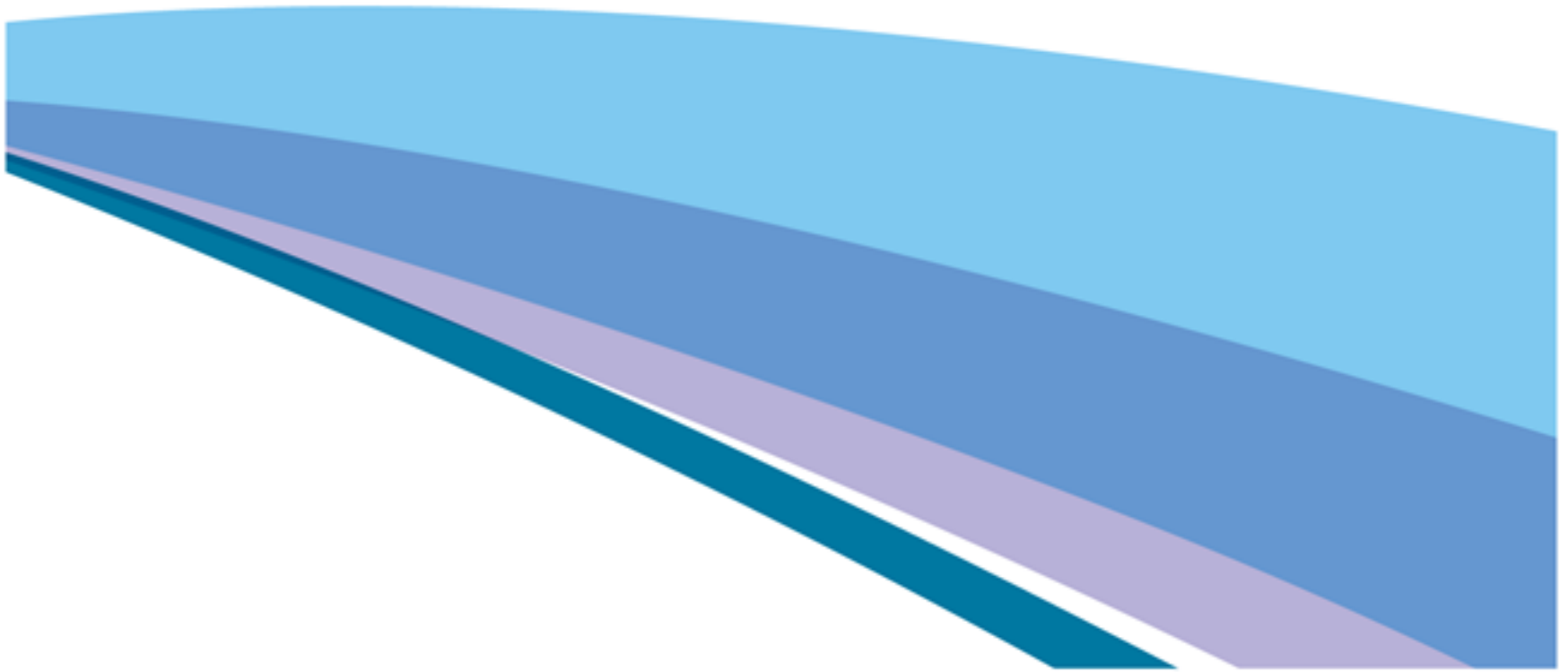
**Beta (2016)**

- Principles
- Background / History
- How To Provide Feedback
- Beta (2016)
  - Corporate Website
  - Case Management System
    - Opt-Out Demo
    - Infringement Demo

- Workshop
  - Help Create the System
  - User Feedback
  - User Stories

- Start Annex II to the Annex of Council Document 7265/13:
  - Develop and test software:
    - Electronic filing and case management system
    - accessible on line for UPC judges and staff
    - secure exchange of documents internally and externally (between the UPC and parties, who should be able to file submissions and documents in electronic form)
  - Public on-line inspection of certain parts of the files
  - Comprehensive court website

# Approach

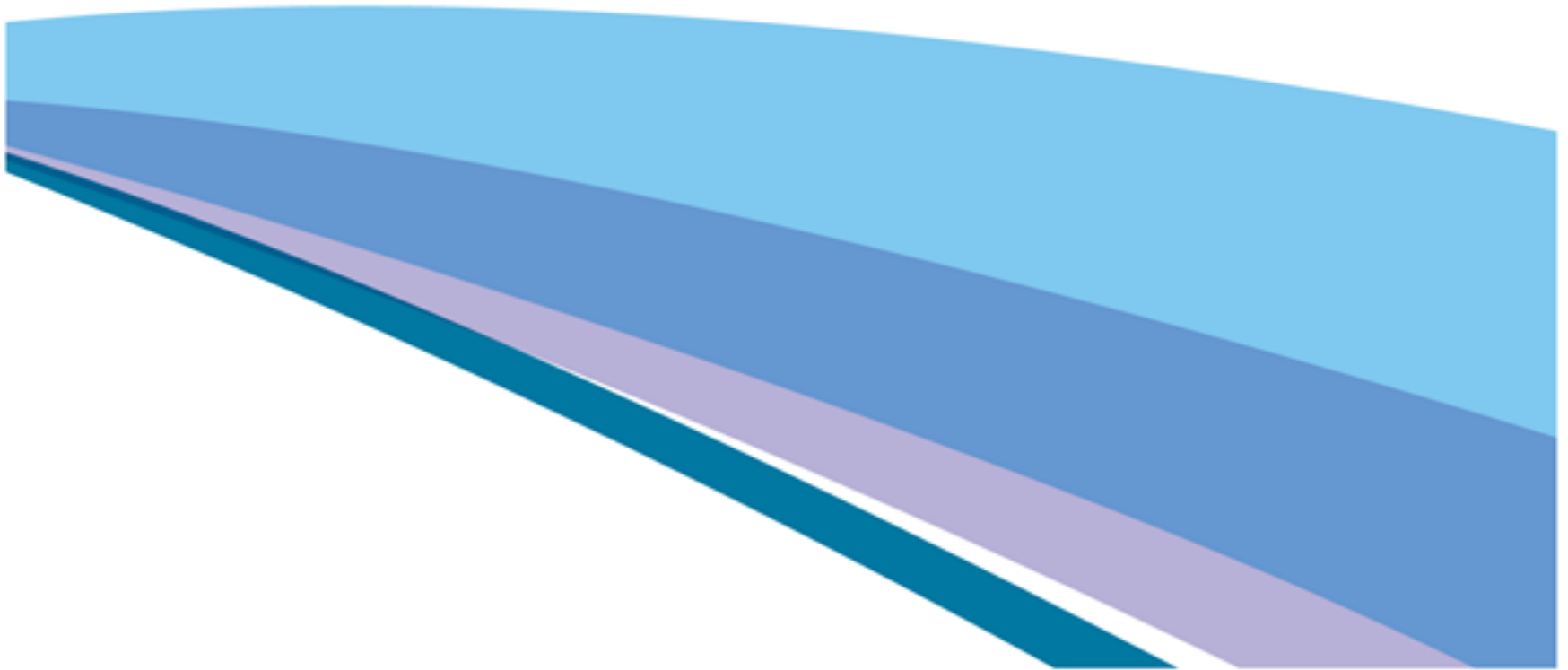


- Task Based Approach
  - Join Tasks / Processes
- Configure / Show / Iterate
- Workshops
  - London
  - Stockholm
  - The Hague
  - Luxembourg
  - Dusseldorf
  - Munich
  - Rome

- New Approach to Forms/Templates
  - Analyse Rules of Procedure
  - Create Input Forms
  - Reviewed by Kevin Mooney and Drafting Committee
  - Forms Released in Case Management System
  - Approved forms will have a ‘certified’ badge
  - Available for Public Comment



# Principles





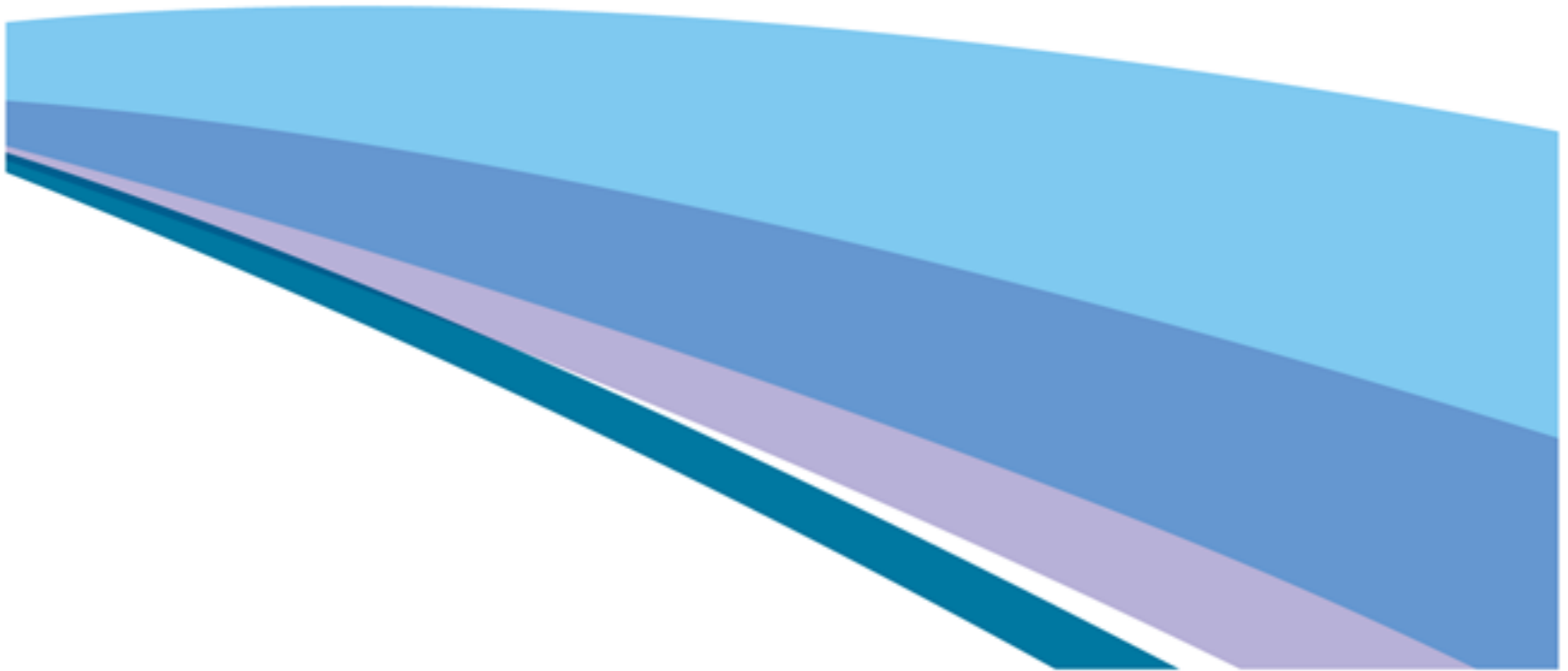
- **Start with needs:** The design process must start with identifying and thinking about real user needs. We should design around those. We must understand those needs thoroughly — interrogating data, not just making assumptions — and we should remember that what users ask for is not always what they need.
- **Utility computing:** We prefer to use services that can be provided to us by a third party as a utility (rather like a metered service based on need) as opposed to creating or managing services ourselves.

- **Reuse:** ICT will be made up of components that can be used in many different situations and shared more widely between different parts of the UPC and partners, rather than each problem or requirement being addressed individually.
- **Open Standards:** We strongly prefer technologies that are openly available, rather than the exclusive property or product of a particular company or organisation. – **ODF v1.2 Internal Documents**

- **Risk based approach:** We will make decisions on how to provide services based on a balanced understanding of risk and reward.
- **Any user device:** We will provide our services to any appropriate and suitably secured device, whether or not it is owned and managed by UPC.

- **Iterate. Then iterate again:** The best way to build effective services is to start small and iterate wildly. Release Minimum Viable Products early, test them with real users, move from Alpha to Beta to Launch adding features and refinements based on feedback from real users.

# Background / History



# Background

- User Workshops Last Summer
  - London, Paris, Munich
  - 91 User Stories from Munich Workshop
  - 49 Included in the 2014 prototype
    - Login
    - Ease of use
    - Role based access
  - Court System User Stories
    - **More work required – Attended Patent Forum Venice to support mock trial**
- Prototype (2014)
  - Case Management System
  - We completed rules 13-20 for the process of lodging a statement of claim
  - Build on User Needs
  - 181 Users
  - 217 Feedback
  - 100% Costs > 69.5% Reused

## What have we been doing?

- OJEU Procurement < Completed
  - EU Compliant Procurement Process
- Building Final Solution
  - Hosting - Germany
  - Case Management System - Italy
  - Corporate Website - UK
  - Central Email Service - Netherlands

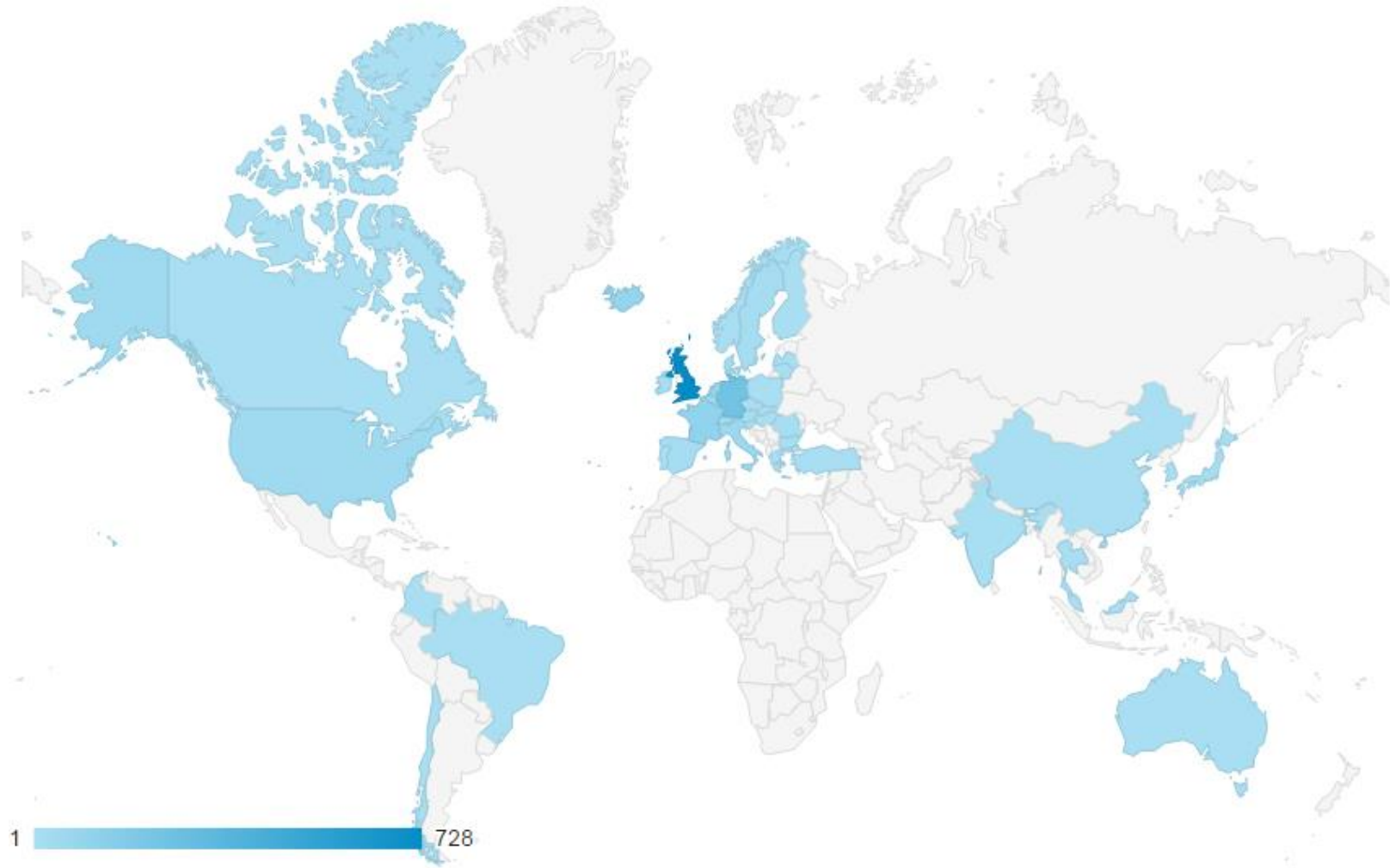
# Background

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- Alpha (2015)
  - 181 Users
  - 217 Feedback
- Beta (2015/2016)
  - 345 Users
  - 456 Feedback



# Countries



# Feedback - BugHerd

Q Feedback 0 Task Board 351 Archive 172

Backlog 214 Todo 55 Doing 73 Done 9

329  
I had selected an EP Patent number for which I or somebody else has already requested the opt-out. I appreciat...

422  
I cannot clearly view this website in Internet Explorer but I can now I have downloaded Google Chrome. Are the...

423  
How do I opt out an SPC (Supplementary Protection Certificate)? (As in Rule 5(2)(a))

432  
The form should make clear, preferably with a suitable heading, that the details given on this page relate to...

433  
In many cases in law firms an email group is set up once a matter has been started which includes all the lawy...

434  
The building number or name should be included? In some parts of the UK this is a necessary part of the addr...

435  
Hi - should this section refer to Representative data? Rule 5.3(b) requires representative data to be added s...

96  
1.06  
Ease of Use  
As a UPC internal user I want the system to record the following information for all elect...

127  
3.07  
Login  
As a user I want an alert of password change, so that I can confirm that the password change was ...

286  
The translation seems to be wrong. Please use "Klagen" or "Klage"

287  
Internal Reference for Registrar (field to be inserted when approving the document)

290  
As a UPC Judge I would like to have an integration of the agenda of the Court into my personal agenda.

66  
Why do we need this step?

102  
1.12  
Ease of Use  
As a UPC internal user the system should provide the following detail as a Case Summary;

128  
3.08  
Login  
As a user I want an easy login. No smart card or USB stick

216  
27.05  
Registrar  
As a Registrar I want the online forms to be very flexible and only request the minimal amou...

318  
There is no option to enter the Company Name

291  
For opting out the approval of all patent proprietors of any national part (UPCA member states) is required. T...

351  
Is it possible for new users to create some test tasks that take them through the system. Such as, Updating t...

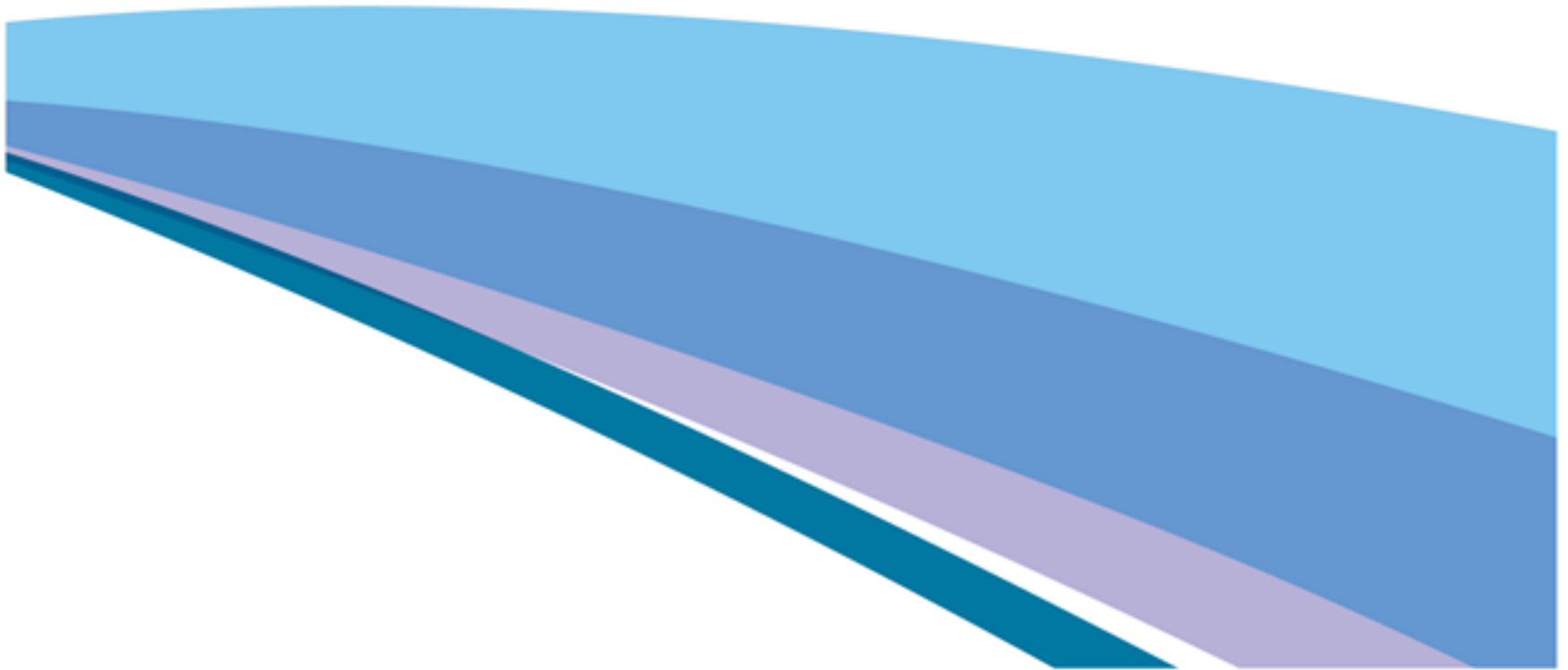
355  
"Patent ID" is not a term commonly used. "Publication/Application number" would be in line with the terminolog...

9  
UPC\_CMS\_OO\_07 Auditing all elements of a transaction  
As a Auditor I can Review all of the elements of...

126  
3.06  
Login  
As a system administrator I want the users account to be locked out after xx incorrect attempts, ...

523

# Roadmap

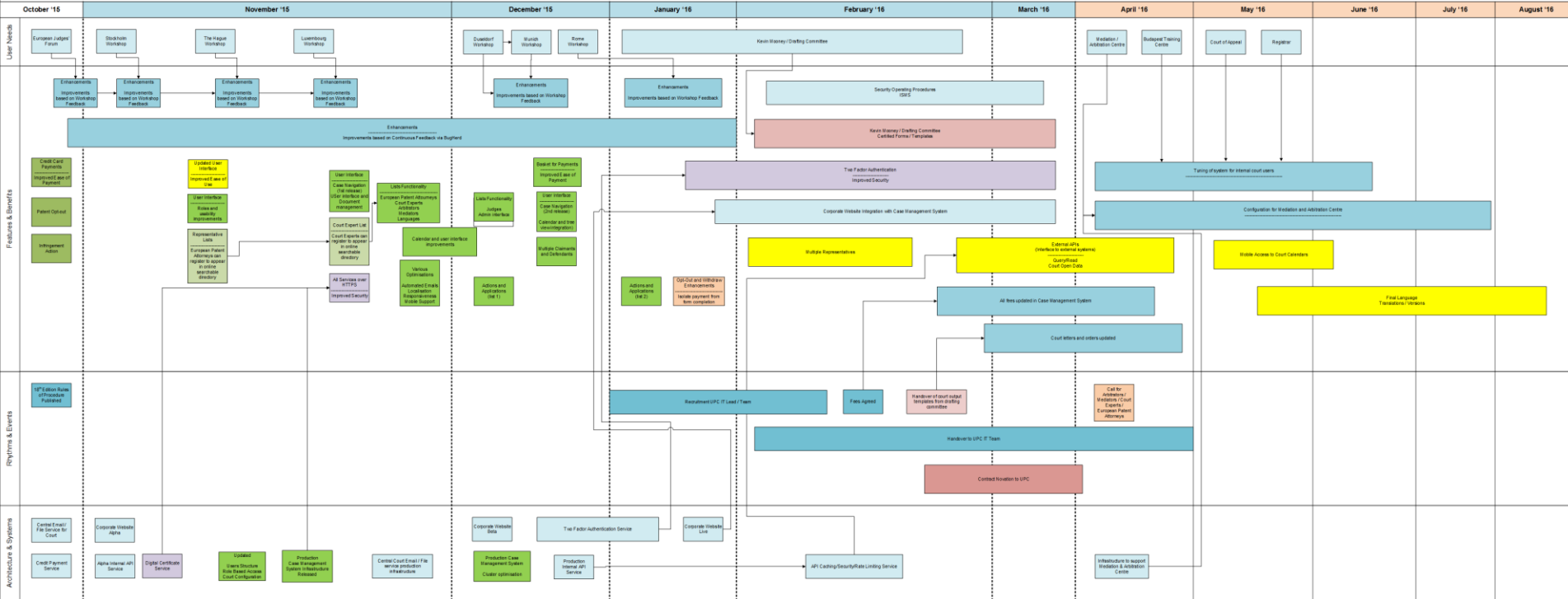


# Roadmap

## IT Working Group Chaired by IPO

## IT Working Group Chaired by UPC

### Case Management System Roadmap – January '16



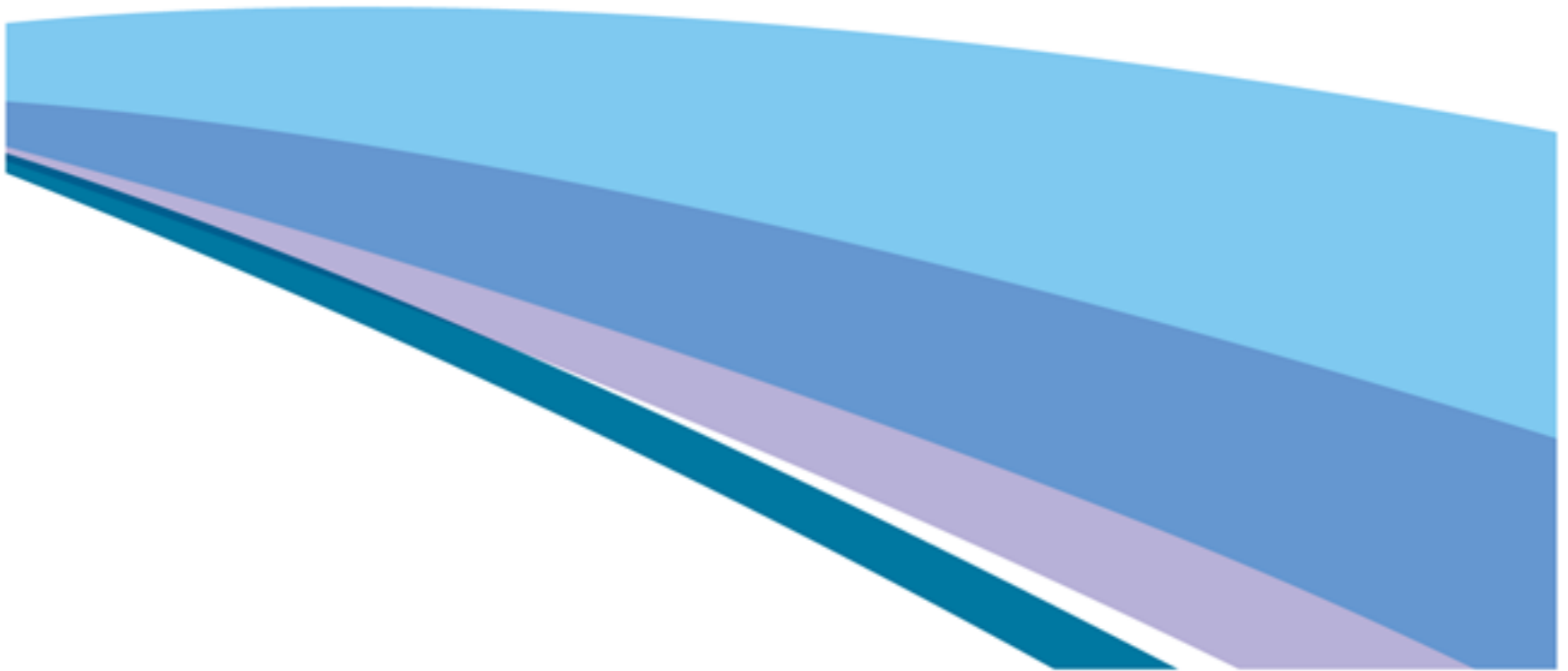
- January '16
  - Forms Review by Kevin Mooney and Drafting Committee
  - Certified Forms / Templates
- February '16
  - Forms Review by Kevin Mooney and Drafting Committee
  - Two Factor Authentication
    - Review STORK 2.0 [www.eid-stork2.eu/](http://www.eid-stork2.eu/)
    - STORK is a platform which allows people to use their national electronic ID to establish new e-relations with foreign electronic services, which may be operated by public or private service providers. STORK 2.0 extends the STORK platform by allowing legal persons (such as companies) to be represented by natural persons.
  - External API
    - Workshop in London in February
  - Multiple Representatives
  - Integration New Corporate Website with Case Management System

# Roadmap

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- March '16
  - Additional Workshops for internal staff
  - Fees included in system
  - Handover to Luxembourg
- April '16
  - Internal Requirements
    - Arbitration / Mediation Centre
    - Budapest Training Centre
    - Court of Appeal

# Case Management System



# Overview

- We will only ask for the data once
- Pre-populated where possible
- Input from Exert Panel / Drafting Committee



- Build a prototype to test with users
- Forms pre-populated with EPO patent data
- We will only ask for the data once
- Understand user needs better
- Input from Expert Panel
- Handover to UPC Finance Team
- Feedback via BugHerd
- Credit / Debit cards only during sun-rise period  
[Finance workstream are responsible for creating system to handle all other forms of payment]

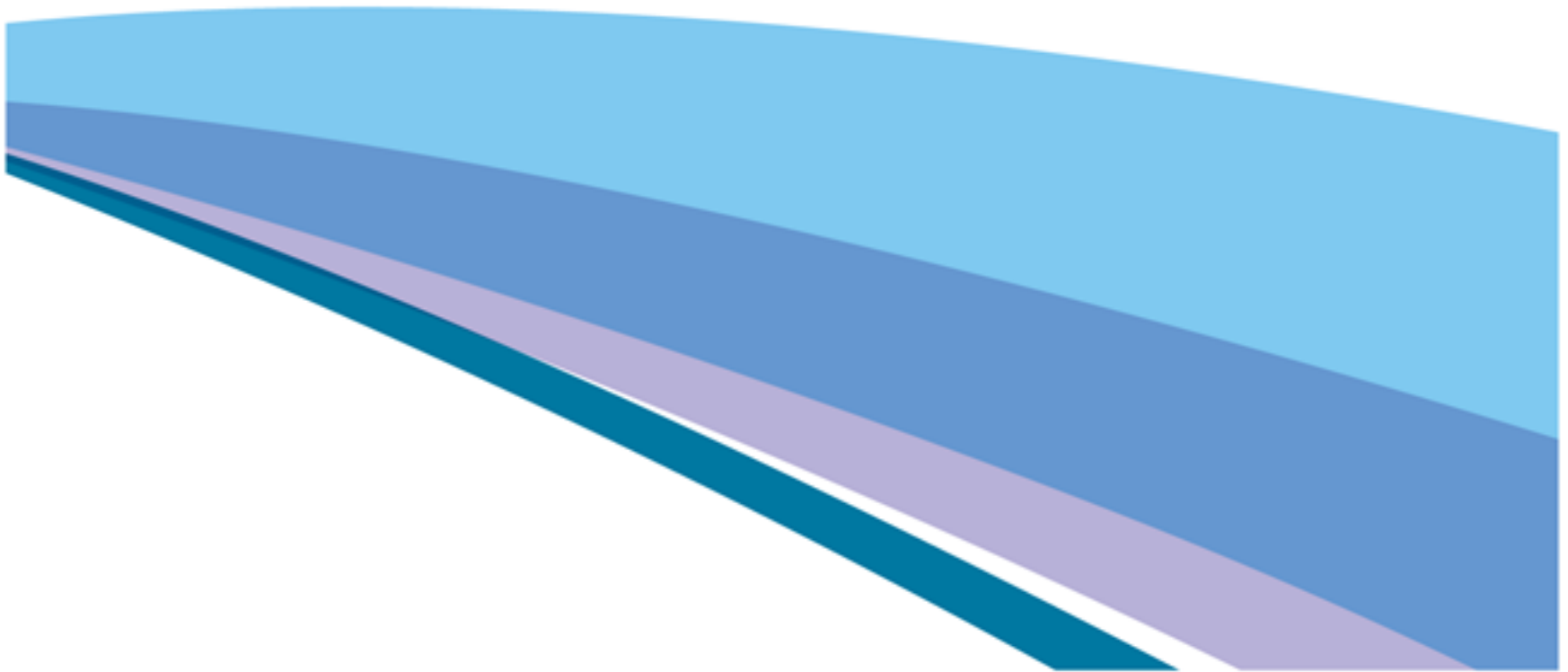
## Withdrawal Opt-Out

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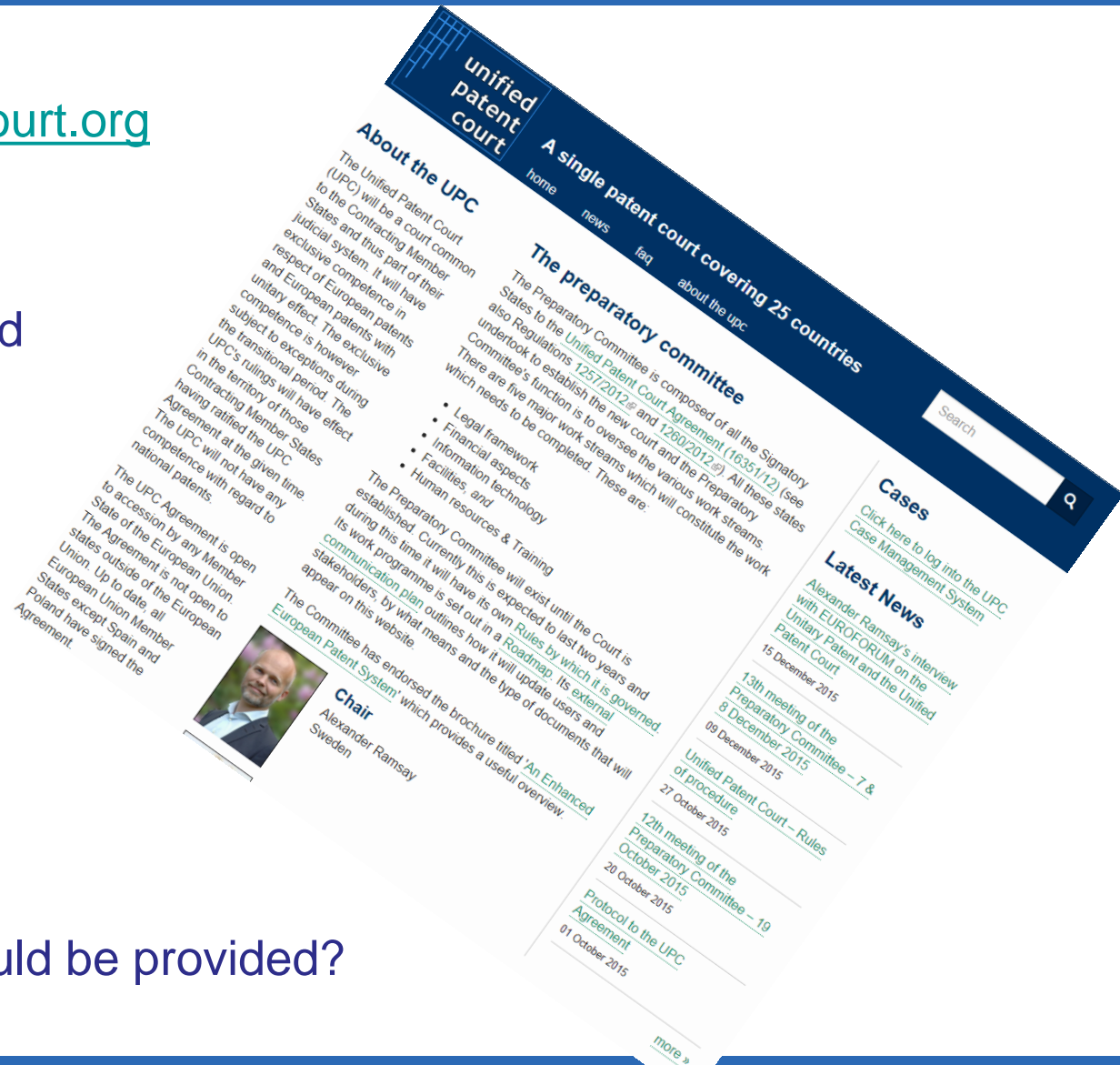
- Use Existing Data
- One Click Withdrawal
- Feedback via BugHerd

- Demonstrations
  - Opt-Out
  - Withdrawal Opt-Out

# Corporate Website



- [www.unified-patent-court.org](http://www.unified-patent-court.org)
  - Live 20<sup>th</sup> January
  - Feedback via BugHerd
  - Mobile Friendly
  - RSS Feed
- 
- What information should be provided?



The screenshot shows the homepage of the Unified Patent Court website. The header features the logo and navigation links: home, news, and faq. The main content area is titled "About the UPC" and "A single patent court covering 25 countries". It includes sections for "The preparatory committee" and "Cases". The "About the UPC" section describes the court's structure and the preparatory committee's role. The "Preparatory committee" section lists key areas of focus: Legal framework, Financial aspects, Information technology, Facilities, and Human resources & Training. The "Cases" section includes a search bar and a list of recent news items, such as "Alexander Ramsay's interview with EUROFORUM on the Unitary Patent and the Unified Patent Court" and "13th meeting of the Preparatory Committee - 7 & 8 December 2015". A "Chair" section features a portrait of Alexander Ramsay, Sweden.

**unified patent court**  
home news faq about the upc

## A single patent court covering 25 countries

### About the UPC

The Unified Patent Court (UPC) will be a court common to the Contracting Member States and thus part of their judicial system. It will have exclusive competence in respect of European patents and European patents with unitary effect. The exclusive competence is however subject to exceptions during the transitional period. The UPC's rulings will have effect in the territory of those Contracting Member States having ratified the UPC Agreement at the given time. The UPC will not have any competence with regard to national patents.

The UPC Agreement is open to accession by any Member State of the European Union. The Agreement is not open to states outside of the European Union. Up to date, all European Union Member States except Spain and Poland have signed the Agreement.

### The preparatory committee

The Preparatory Committee is composed of all the Signatory States to the [Unified Patent Court Agreement \(16351/12\)](#) (see also Regulations [1257/2012](#) and [1260/2012](#)). All these states undertake to establish the new court and the Preparatory Committee's function is to oversee the various work streams. There are five major work streams which will constitute the work which needs to be completed. These are:

- Legal framework
- Financial aspects
- Information technology
- Facilities, and
- Human resources & Training

The Preparatory Committee will exist until the Court is established. Currently this is expected to last two years and during this time it will have its own [Rules by which it is governed](#). Its external communication plan outlines how it will update users and stakeholders, by what means and the type of documents that will appear on this website.

The Committee has endorsed the brochure titled '[An Enhanced European Patent System](#)' which provides a useful overview.

### Chair

Alexander Ramsay  
Sweden

### Cases

[Click here to log into the UPC Case Management System](#)

### Latest News

- [Alexander Ramsay's interview with EUROFORUM on the Unitary Patent and the Unified Patent Court](#)  
15 December 2015
- [13th meeting of the Preparatory Committee - 7 & 8 December 2015](#)  
09 December 2015
- [Unified Patent Court - Rules of procedure](#)  
27 October 2015
- [12th meeting of the Preparatory Committee - 19 October 2015](#)  
20 October 2015
- [Protocol to the UPC Agreement](#)  
01 October 2015

more »

Questions?

