Anna Pearse

**[Include additional demographic info if relevant]**

**Profession:** Patent Attorney

**Role:** Application prosecution and search

**Education:** J.D., University of Virginia; B.A., Rutgers

**Environment:** Medium law firm (1 building, 40 attorneys, 100 staff), own office, visits USPTO 1 day/week for search tools

**Technology use:** Proficient in MS Office, private/public PAIR; does not use XML or scripting in her work-flows; single 24” monitor

“USPTO’s systems are designed to help themselves, not people like me. I could do twice as much work with just a few tweaks to the system”

# About Anna

**[Capture daily life, work environment, social interactions, motivations and beliefs; “Thinking, doing, feeling”; how this work fits into the rest of their job/life]**

Anne Pearse has been a patent attorney for the last 8 years of her career. Prior to this she was an examiner at USPTO for 10 years. She works for a mid-sized firm that focuses mainly on intellectual property. She shares a team of paralegals with some of the other attorneys in the office, and she often uses them to complete most of the manual effort involved in filing the applications.

Her day-to-day duties primarily consist of working on multiple patent applications - writing responses, reviewing and modifying documentation, and reviewing paralegals work to ensure error free, quality submissions. She also assists with the preliminary art searches, in subjects she is familiar with, when clients are initially exploring whether their idea is patentable or not.

Anna is involved in the filing of 6-7 actions a day (filing new, follow-on, etc.). She receives a docket of work at the beginning of the day. Her firm represents large companies, most of which submit well formatted packets of documentation involving only light clarification with the client.

Her main point of contention with the current system is how many steps her team has to repeatedly go through when completing even the most simple of actions on any patient application. She is convinced that a few slight edits to the USPTO’s web pages and processes would lead to huge gains in efficiency for her and her staff.

# What Anna does

**[Tasks trying to perform and complete, problems trying to solve, or needs trying to satisfy]**

* Ensure quality prosecution on multiple Patent applications/actions per day
* Write responses to USPTO correspondence
* Modify applications in response to USPTO actions
* Negotiate with Patent examiners
* Delegate administrative/manual application filing process to shared paralegal team
* Assist with preliminary art searches when clients are initially exploring whether their idea is patentable

# What Anna wants

**(Benefits, results, and characteristics required, expected, or desired. Including unexpected gains)**

* Time sensitive application deadlines are met
* Error free applications and responses submitted to USPTO
* Widest interpretation of claims for clients
* Patent that will hold up in litigation
* USPTO unique information for a known application (e.g. transaction history)
* Feeling that system is designed for her benefit

# What Anna does not want

**(Undesired outcomes, problems, and characteristics; Obstacles, and Risks)**

* Unnecessary opportunities for submission errors that she has to double check
* Missing a deadline resulting in loss for client
* That her time providing feedback to USPTO was wasted because nothing changed

Anna Pearse

Changelog

Project: ###### – Project Name

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| --- | --- | --- | --- |
| Version | Date | Who | Modifications |
| [X.X] | **[XX/XX/XX]** | **[First Last]** | **[Describe what’s changed since the prior version]**  Initial version created based on data collected from focus groups held from 01/23/15  Updated Profession name based on feedback from product owner |
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