

## Business Case: Capital Asset Summary

### Part I: Summary Information and Justification (All Capital Assets)

#### Section A: Overview & General Information

**Date Investment First Submitted:** 2020-09-27  
**Date of Last Change to Activities:** 2021-07-27  
**Investment Auto Submission Date:**  
**Date of Last Investment Detail Update:** 2021-04-27  
**Date of Last Business Case Update:** 2021-04-28  
**Date of Last Revision:** 2021-07-27

**Agency:** 006 - Department of Commerce      **Bureau:** 51 - U.S. Patent and Trademark Office

**1. Name of this Investment:** USPTO Trademarks Product Line

**2. Unique Investment Identifier (UII):** 006-000805600

#### Section B: Investment Detail

- Provide at least one Agency Strategic objective code ([A-11 Section 230](#)) and/or Agency Priority Goal code ([A-11 Section 250](#)) that this investment aligns to on performance.gov. If this investment aligns to more than one Agency strategic objective code and/or Agency Priority goal code list all that apply. If your agency does not report to performance.gov please use "0". This is required for Agency IT Portfolio Summary Part 1 and Part 2 Investments, not for Part 3 Investments.**

Agency Strategic Objective(s):

006SO18022: Advance Innovation  
006SO18023: Strengthen Intellectual Property Protection  
006SO18026: Strengthen Domestic Commerce and the U.S. Industrial Base  
006SO18036: Accelerate Information Technology Modernization

Agency Priority Goal(s):

- Briefly describe the investment's return on investment, including benefits internal and external to the government and outcomes achieved or planned.**

The ROI is as follows: - Increase the Quality of Examination Process, - Increase Functionality Integration of Systems, - Development and Modernization of Examination Systems, - Stabilize tools and capabilities of legacy systems will allow critical business functions to continue, as they are essential for our business process and the reputation of the USPTO, - Optimize pendency and examination timeframes; align production capacity with incoming workload, ensuring the highest level of quality for all work products, - Address internal and external stakeholder experiences, priorities, and expectations related to examination time, quality, and application complexity, - Ensure highest level of quality for all work products.

3. If this investment will result in the elimination or the reduction of another major or non-major investment(s), please complete the following:

Table I.B.1 Affected Investment Information	
Investment UII	To Be Status
006-000805400	to be eliminated

4. Does the Investment currently include an intra- or inter-Agency shared service (common, shared, or centralized solution)?:

YES

5. Does the Investment plan to include an Intra- or Inter-Agency shared service that it does not currently include (common, shared, or centralized solution)?:

NO

6. If systems contained in this Investment collect data from the public, please identify the OMB Control Numbers which authorize that data collection as per the Paperwork Reduction Act. Use [Reginfo](#) at the following link to identify information collection requests and OMB control numbers. Agencies can work with their Records Officers to determine the applicability.

0651-0009|0651-0027|0651-0040|0651-0043|0651-0050|0651-0051|0651-0054|0651-0055|0651-0056|0651-0061|0651-0068|0651-0083

7. Provide the name of the Investment-level project manager:

Eunice Wang

8. Select the qualification/experience level of the Investment-level project manager (select one):

4 - Other certification with 4 or more years PM experience (within the last five years)

## Section C: Life Cycle Costs

1. Provide the total estimated life cycle costs for the investment in millions. Note: Do not enter information in the grey cells as these will be calculated.

Table I.C.1 Life Cycle Costs				
	PY-1 & Prior	PY 2021	CY 2022	BY 2023
Planning Costs:	0	0	0	0
DME (Excluding Planning) Costs:	0	0	\$14.774999	\$14.475000
DME (Including Planning) Govt. FTEs:	0	0	0	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	0	0	\$14.774999	\$14.475000
O & M Costs:	0	0	\$14.601533	\$17.582481
O & M Internal Labor (Govt. FTE):	0	0	\$13.564545	\$16.170384
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	0	0	\$28.166078	\$33.752865
Total Cost (Including Internal Labor (Govt. FTE)):	0	0	\$42.941077	\$48.227865
Total Cost Internal Labor (Govt. FTE) costs:	0	0	\$13.564545	\$16.170384
# of FTE rep by costs:			72	84
Total change from prior year final President's Budget (\$)		0	\$42.941077	
Total change from prior year final President's Budget		0.00%	0.00%	

Table I.C.1 Life Cycle Costs

	PY-1 & Prior	PY 2021	CY 2022	BY 2023
(%)				

2.
  - a. In which year did or will this investment begin? (specify year - e.g., PY-1= 2019)  
2021
  - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)  
2026
3. Compare the funding levels for PY and CY to the final FY 2022 President's Budget for those same years. Briefly explain any significant changes. When making comparisons, ensure that you compare same-year-to-same-year (e.g., the FY20 level for 2020 versus the FY21 level for 2020):

## Business Case Detail: Performance Measurement Report

### Section A1: General Information

1. **Name of this Investment:** USPTO TRADEMARKS PRODUCT LINE
2. **Unique Investment Identifier (UII):** 006-000805600

## Section C1: Projects Table

Projects Table C.1

Unique Project ID	Project Name	Project Goal	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)	Software Project?
220421	FY21 Trademark International Maintenance and Enhancements	MADRID system that allows for the registration of trademarks in multiple jurisdictions across the world	10/01/2020	09/30/2021	\$1.2	Yes
220321	FY21 Trademark Exam Maintenance and Enhancements	Trademark Exam Center users can access search and image flipping capability	10/01/2020	09/30/2021	\$2.3	Yes
220521	FY21 Trademark Trial and Appeal Board Center Maintenance and Enhancements	TTAB employees will experience intuitive User Interface (UI) and Dashboards, Work Flow processes and notifications, integrated Search, and Enterprise Reports	10/01/2020	09/30/2021	\$1.8	Yes
220121	FY21 Trademark External Maintenance and Enhancements	One stop shop for TM applicants & attorneys to perform a search, complete application, check status, pay fees, respond to office actions, file registration maintenance docs, file ex parte appeals, and file petitions; includes mobile capability	10/01/2020	09/30/2021	\$6.5	Yes
220122	FY22 Trademark External Maintenance and Enhancements	One stop shop for TM applicants & attorneys to perform a search, complete application, check status, pay fees, respond to office actions, file registration maintenance docs, file ex parte appeals, and file petitions; includes mobile capability	10/01/2021	09/30/2022	\$6.5	Yes
220422	FY22 Trademark International Maintenance and Enhancements	MADRID system that allows for the registration of trademarks in multiple jurisdictions across the world	10/01/2021	09/30/2022	\$1.2	Yes
220721	FY21 Trademark Content	Provides management,	10/01/2020	09/30/2021	\$1.0	Yes

Projects Table C.1

Unique Project ID	Project Name	Project Goal	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)	Software Project?
	Management Services Maintenance and Enhancements	publication, and access to, the classification of goods and services in a language that is pre-approved for use as reference materials, supporting the Trademark application and registration functions.				
220522	FY22 Trademark Trial and Appeal Board Center Maintenance and Enhancements	TTAB employees will experience intuitive User Interface (UI) and Dashboards, Work Flow processes and notifications, integrated Search, and Enterprise Reports	10/01/2021	09/30/2022	\$1.8	Yes
220621	FY21 Trademark Data and Analytics Maintenance and Enhancements	Report generation that provides system users with improved workflow lists, generates employee productivity numbers, and provides metrics that enable informed decision-making	10/01/2020	09/30/2021	\$1.7	Yes
220322	FY22 Trademark Exam Maintenance and Enhancements	Trademark Exam Center users can access search and image flipping capability	10/01/2021	09/30/2022	\$2.3	Yes
220722	FY22 Trademark Content Management Services Maintenance and Enhancements	Provides management, publication, and access to, the classification of goods and services in a language that is pre-approved for use as reference materials, supporting the Trademark application and registration functions.	10/01/2021	09/30/2022	\$1.0	Yes
220622	FY22 Trademark Data and Analytics Maintenance and Enhancements	Report generation that provides system users with improved workflow lists, generates employee productivity numbers, and provides metrics that enable informed decision-making	10/01/2021	09/30/2022	\$1.7	Yes

## Section C2: Project Activities

1. Provide all non-agile project activities for projects in Table C.1 that started in a previous FY (PY and earlier) and that have not been completed by the beginning of the CY, as well as activities that are scheduled to start in the current FY and BY.

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
220421	Release 1	Production Release for Trademark Exam International Maintenance and Enhancements for Release 1	220421.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2021-01-05	0.300000	0.300000	0.870075
220321	Release 1	Production Release for Trademark Exam Center Maintenance and Enhancements for Release 1	220321.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2021-01-05	0.572500	0.572500	3.344269
220521	Release 1	Production Release of Trademark Trial and Appeal Board Maintenance and Enhancements for Release 1	220521.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2021-01-05	0.450000	0.450000	0.589543
220121	FY21Q1 - TM Center Operations and Maintenance	Production Release for Trademark Center Maintenance and Enhancements for Release 1	220121.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2021-01-05	1.621250	1.025000	3.447957



Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
220721	Release 1	Production Release for Trademark Center Management Services Maintenance and Enhancements for Release 1	220721.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2021-01-05	0.250000	0.250000	2.672910
220621	Release 1	Production Release for Trademark Data and Analytics Maintenance and Enhancements for Release 1	220621.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2021-01-05	0.425000	0.425000	0.000010
220421	Release 2	Production Release for Trademark Exam International Maintenance and Enhancements for Release 2	220421.2	2021-01-01	2021-01-01	2021-01-06	2021-03-31	2021-03-31	2021-03-31	0.300000	0.300000	0.504770
220321	Release 2	Production Release for Trademark Exam Center Maintenance and Enhancements for Release 2	220321.2	2021-01-01	2021-01-01	2021-01-06	2021-03-31	2021-03-31	2021-03-31	0.572500	0.472493	0.366120
220521	Release 2	Production Release of Trademark Trial and Appeal Board Maintenance	220521.2	2021-01-01	2021-01-01	2021-01-06	2021-03-31	2021-03-31	2021-03-31	0.450000	0.450000	0.395726

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
		and Enhancements for Release 2										
220121	Release 2	Production Release for Trademark Center Maintenance and Enhancements for Release 2	220121.2	2021-01-01	2021-01-01	2021-01-06	2021-03-31	2021-03-31	2021-03-31	1.621250	1.621250	1.582480
220721	Release 2	Production Release for Trademark Center Management Services Maintenance and Enhancements for Release 2	220721.2	2021-01-01	2021-01-01	2021-01-06	2021-03-31	2021-03-31	2021-03-31	0.250000	0.364683	1.022430
220621	Release 2	Production Release for Trademark Data and Analytics Maintenance and Enhancements for Release 2	220621.2	2021-01-01	2021-01-01	2021-01-06	2021-03-31	2021-03-31	2021-03-31	0.425000	0.485325	0.000001
220421	Release 3	Production Release for Trademark Exam International Maintenance and Enhancements for Release 3	220421.3	2021-04-01	2021-04-01	2021-04-01	2021-06-30	2021-06-30		0.300000	0.300000	
220321	Release 3	Production Release for Trademark	220321.3	2021-04-01	2021-04-01	2021-04-01	2021-06-30	2021-06-30		0.572500	0.572500	

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
		Exam Center Maintenance and Enhancements for Release 3										
220521	Release 3	Production Release of Trademark Trial and Appeal Board Maintenance and Enhancements for Release 3	220521.3	2021-04-01	2021-04-01	2021-04-01	2021-06-30	2021-06-30		0.450000	0.450010	
220121	Release 3	Production Release for Trademark Center Maintenance and Enhancements for Release 3	220121.3	2021-04-01	2021-04-01	2021-04-01	2021-06-30	2021-06-30		1.621250	1.124990	
220721	Release 3	Production Release for Trademark Center Management Services Maintenance and Enhancements for Release 3	220721.3	2021-04-01	2021-04-01	2021-04-01	2021-06-30	2021-06-30		0.250000	0.250010	
220621	Release 3	Production Release for Trademark Data and Analytics Maintenance and Enhancements for Release 3	220621.3	2021-04-01	2021-04-01	2021-04-01	2021-06-30	2021-06-30		0.425000	0.425010	
220421	Release 4	Production	220421.4	2021-07-01	2021-07-01	2021-07-01	2021-09-30	2021-09-30		0.300000	0.300000	

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
		Release for Trademark Exam International Maintenance and Enhancements										
220321	Release 4	Production Release for Trademark Exam Center Maintenance and Enhancements for Release 4	220321.4	2021-07-01	2021-07-01	2021-07-01	2021-09-30	2021-09-30		0.572500	0.472493	
220521	Release 4	Production Release of Trademark Trial and Appeal Board Maintenance and Enhancements for Release 4	220521.4	2021-07-01	2021-07-01	2021-07-01	2021-09-30	2021-09-30		0.450000	0.450000	
220121	Release 4	Production Release for Trademark Center Maintenance and Enhancements for Release 4	220121.4	2021-07-01	2021-07-01	2021-07-01	2021-09-30	2021-09-30		1.621250	1.621250	
220721	Release 4	Production Release for Trademark Center Management Services Maintenance and Enhancements for Release 4	220721.4	2021-07-01	2021-07-01	2021-07-01	2021-09-30	2021-09-30		0.250000	0.364683	

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
220621	Release 4	Production Release for Trademark Data and Analytics Maintenance and Enhancements for Release 4	220621.4	2021-07-01	2021-07-01	2021-07-01	2021-09-30	2021-09-30		0.425000	0.485325	
220122	Release 1	Production Release for Trademark Center Maintenance and Enhancements for Release 1	220122.1	2021-10-01	2021-10-01		2021-12-31	2021-12-31		1.621250	1.621250	
220422	Release 1	Production Release for Trademark Exam International Maintenance and Enhancements for Release 1	220422.1	2021-10-01	2021-10-01		2021-12-31	2021-12-31		0.300000	0.300000	
220522	Release 1	Production Release of Trademark Trial and Appeal Board Maintenance and Enhancements for Release 1	220522.1	2021-10-01	2021-10-01		2021-12-31	2021-12-31		0.450000	0.450000	
220322	Release 1	Production Release for Trademark Exam Center Maintenance and Enhancements	220322.1	2021-10-01	2021-10-01		2021-12-31	2021-12-31		0.572500	0.572500	

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
		for Release 1										
220722	Release 1	Production Release for Trademark Center Management Services Maintenance and Enhancements for Release 1	220722.1	2021-10-01	2021-10-01		2021-12-31	2021-12-31		0.250000	0.250000	
220622	Release 1	Production Release for Trademark Data and Analytics Maintenance and Enhancements for Release 1	220622.1	2021-10-01	2021-10-01		2021-12-31	2021-12-31		0.425000	0.425000	
220122	Release 2	Production Release for Trademark Center Maintenance and Enhancements for Release 2	220122.2	2022-01-01	2022-01-01		2022-03-31	2022-03-31		1.621250	1.621250	
220422	Release 2	Production Release for Trademark Exam International Maintenance and Enhancements for Release 2	220422.2	2022-01-01	2022-01-01		2022-03-31	2022-03-31		0.300000	0.300000	
220522	Release 2	Production Release of Trademark Trial and Appeal Board	220522.2	2022-01-01	2022-01-01		2022-03-31	2022-03-31		0.450000	0.450000	

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
		Maintenance and Enhancements for Release 2										
220322	Release 2	Production Release for Trademark Exam Center Maintenance and Enhancements for Release 2	220322.2	2022-01-01	2022-01-01		2022-03-31	2022-03-31		0.572500	0.572500	
220722	Release 2	Production Release for Trademark Center Management Services Maintenance and Enhancements for Release 2	220722.2	2022-01-01	2022-01-01		2022-03-31	2022-03-31		0.250000	0.250000	
220622	Release 2	Production Release for Trademark Data and Analytics Maintenance and Enhancements for Release 2	220622.2	2022-01-01	2022-01-01		2022-03-31	2022-03-31		0.425000	0.425000	
220122	Release 3	Production Release for Trademark Center Maintenance and Enhancements for Release 3	220122.3	2022-04-01	2022-04-01		2022-06-30	2022-06-30		1.621250	1.621250	
220422	Release 3	Production Release for Trademark	220422.3	2022-04-01	2022-04-01		2022-06-30	2022-06-30		0.300000	0.300000	

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
		Exam International Maintenance and Enhancements for Release 3										
220522	Release 3	Production Release of Trademark Trial and Appeal Board Maintenance and Enhancements for Release 3	220522.3	2022-04-01	2022-04-01		2022-06-30	2022-06-30		0.450000	0.450000	
220322	Release 3	Production Release for Trademark Exam Center Maintenance and Enhancements for Release 3	220322.3	2022-04-01	2022-04-01		2022-06-30	2022-06-30		0.572500	0.572500	
220722	Release 3	Production Release for Trademark Center Management Services Maintenance and Enhancements for Release 3	220722.3	2022-04-01	2022-04-22		2022-06-30	2022-06-30		0.250000	0.250000	
220622	Release 3	Production Release for Trademark Data and Analytics Maintenance and Enhancements for Release 3	220622.3	2022-04-01	2022-04-01		2022-06-30	2022-06-30		0.425000	0.425000	



Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
220122	Release 4	Production Release for Trademark Center Maintenance and Enhancements for Release 4	220122.4	2022-07-01	2022-07-01		2022-09-30	2022-09-30		1.621250	1.621250	
220422	Release 4	Production Release for Trademark Exam International Maintenance and Enhancements for Release 4	220422.4	2022-07-01	2022-07-01		2022-09-30	2022-09-30		0.300000	0.300000	
220522	Release 4	Production Release of Trademark Trial and Appeal Board Maintenance and Enhancements for Release 4	220522.4	2022-07-01	2022-07-01		2022-09-30	2022-09-30		0.450000	0.450000	
220322	Release 4	Production Release for Trademark Exam Center Maintenance and Enhancements for Release 4	220322.4	2022-07-01	2022-07-01		2022-09-30	2022-09-30		0.572500	0.572500	
220722	Release 4	Production Release for Trademark Center Management Services Maintenance and	220722.4	2022-07-01	2022-07-01		2022-09-30	2022-09-30		0.250000	0.250000	

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
Enhancements for Release 4												
220622	Release 4	Production Release for Trademark Data and Analytics Maintenance and Enhancements for Release 4	220622.4	2022-07-01	2022-07-01		2022-09-30	2022-09-30		0.425000	0.425000	

## Section D: Operational Data

## 1. Provide the date and results of the last Operational Analysis (for operational and mixed life cycle systems/Investments):

1. Date of Analysis:

2. Analysis Results:

3. Analysis Conclusion:

## 2. Report a minimum of 5 metrics using the following table to provide metrics and actual results for each individual metric:

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
30122	Secure environments, storage, F5 and	planned security patches per month	2 - Strategic and Business Results		0.000000	1.000000	Over target	Monthly	006SO18023 : Strengthen Intellectual	No

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
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support services (infrastructure architecture, security, OS Admin, PSB, and DBAs) needed to support Trademark development.

Property Protection

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30122	289565	1.000000	06/10/2021	OS patch to production for the following components: TM-Exam, DocMgmt, ASAP, TM-CMS, TM-DSM, TM-IDM, TM-eOG, TTAB-Reading Room
30122	287459	1.000000	05/26/2021	OS Patching performed in lower environments. Production OS patching on 6/10/21
30122	287458	1.000000	04/17/2021	OS Patching for TEAS
30122	283808	1.000000	03/21/2021	OS patches to production for ESTTA, TTABIS and TTABUE
30122	281576	1.000000	02/25/2021	OS patch to production for the following components: TM-Examination, TM-CMS, TM-DS, TM-AL, TM-IDM, TM-EOG, TM-ASAP, TM-DocMgmt, TTAB RR
30122	278563	0.000000	01/29/2021	Patching is postponed to February 2021
30122	276641	1.000000	12/27/2020	Completed the ESTTA and TTABVUE upgrade OS patches
30122	275191	0.000000	11/30/2020	Patching is postponed to January 2021
30122	274356	1.000000	10/04/2020	OS patch to production for the following components: Exam/CMS/DS/IDM/OG/ASAP/TTA

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
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B Reading Room

30121	Stabilize legacy systems to improve resiliency with server upgrades, technology updates, and source code alignment with new technologies in critical Trademark Systems.	Legacy Feature Count	2 - Strategic and Business Results		0.000000	5.000000	Over target	Quarterly	006SO18036 : Accelerate Information Technology Modernization	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30121	289566	3.000000	05/05/2021	Completed stabilization activities for TTAB, FAST1, FAST2 systems.
30121	283809	7.000000	03/31/2021	Legacy system related initiatives
30121	276642	8.000000	01/05/2021	Legacy system related initiatives

30120	Enhanced capabilities to produce a Trademark electronic filing system to eliminate paper processes, decrease file processing time, increase information management efficiency, accuracy, and customer service for TM and TTAB	Feature count per Release period	1 - Customer Satisfaction (Process Results)		0.000000	10.000000	Over target	Quarterly	006SO18036 : Accelerate Information Technology Modernization	No
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Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
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through a UCD interface

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30120	289567	12.000000	06/30/2021	Completed TM External, CMS and TM Exam features
30120	283810	10.000000	03/31/2021	Completed TM External, CMS and TM Exam features
30120	276643	23.000000	01/05/2021	Completed TM Center and TM TTAB features

30119	Environments, storage, F5 and support services (infrastructure architecture, security, OS Admin, PSB, and DBAs) needed to support Trademark development.	% completed of planned servers decommissioned	2 - Strategic and Business Results		0.000000	60.000000	Over target	Quarterly	006SO18036 : Accelerate Information Technology Modernization	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30119	289568	57.000000	06/30/2021	Decommissioned servers
30119	283811	62.000000	03/31/2021	Decommissioned servers
30119	276644	0.000000	12/31/2020	Decommissioning of servers have been postponed until January 2021

30118	New code enhancement, services and UI (aka re-use) for the Non-Examination capabilities	Feature Count	2 - Strategic and Business Results		0.000000	25.000000	Over target	Quarterly	006SO18036 : Accelerate Information Technology Modernization	No
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Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
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(including defects/technical debt).

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30118	289569	40.000000	06/30/2021	Completed TM Exam, External, International, CMS, DnA features
30118	283812	47.000000	03/31/2021	Completed TM Exam, External, International, CMS, DnA features
30118	276645	45.000000	01/05/2021	Completed TM Exam Center, Exam International, CMS, DnA features