



**GOAL 2.1  
IMPROVED USER  
EXPERIENCE, QUALITY AND  
EFFICIENCY**

**TIMELINE**

July 2020 to December 2022

**INVESTMENT**

EUR 2.4 million

**STAFF INVOLVED**

6.0 FTEs<sup>1</sup>

**MOST IMPACTED CAPITAL<sup>2</sup>**

Organisational

**MOST IMPACTED STAKEHOLDER**

Users

<sup>1</sup> Full-time equivalent

<sup>2</sup> As part of an integrated thinking approach, in 2016 the Office adopted a five capitals value creation model (human, organisational, relational, economic & environmental).

## BOARDS OF APPEAL IP TOOL

The implementation of the IP Tool system during the past SP2020 aimed to simplify the system by integrating several systems into a new tool. It improved **quality** and enhanced **customer experience**, as well as optimising **operational efficiency** and catering for **cultural change** within the organisation.

The vision for the Boards of Appeal IP Tool project is **to implement a robust, secure and reliable IT tool** that will be based on, and further extend, the IP Tool platform. This will help staff deal with their daily tasks, more effectively and efficiently. The objective is to **streamline operations** with advanced digital tools, create **new intellectual property (IP) tools and databases**, ensure **cost effectiveness**, and decommission the BoAST system.

### EXPECTED BENEFITS

- Increased efficiency in the appeal proceedings
- Improved quality in the appeal proceedings and decisions
- It will allow Boards of Appeal (BoA) staff to do their work more efficiently and effectively
- Increased satisfaction by external users