

**DEPARTMENT OF COMMERCE****Patent and Trademark Office****Ombudsman Survey**

**ACTION:** Revision of a currently approved collection, comment request.

**SUMMARY:** The United States Patent and Trademark Office (USPTO), as required by the Paperwork Reduction Act of 1995, invites comments on a proposed extension of an existing information collection.

**DATES:** Written comments must be submitted on or before May 18, 2018.

**ADDRESSES:** You may submit comments by any of the following methods:

- **Email:** [InformationCollection@uspto.gov](mailto:InformationCollection@uspto.gov). Include "0651-0078 comment" in the subject line of the message.
- **Federal Rulemaking Portal:** <http://www.regulations.gov>.
- **Mail:** Marcie Lovett, Records and Information Governance Division Director, Office of the Chief Technology Officer, United States Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450.

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information should be directed to Michael Easdale, Office of Patent Quality Assurance, United States Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450; by telephone at 571-272-3533; or by email to [Michael.Easdale@uspto.gov](mailto:Michael.Easdale@uspto.gov) with "0651-0078 comment" in the subject line. Additional information about this collection is also available at <http://www.reginfo.gov> under "Information Collection Review."

**SUPPLEMENTARY INFORMATION:****I. Abstract**

In 2011, the United States Patent and Trademark Office (USPTO) designed and developed the Patents Ombudsman Program in response to customer feedback that the prosecution of patent applications does not always advance in accordance with established procedures. The USPTO implemented the Ombudsman program to assist patent applicants, attorneys, and agents in resolving problems, issues, and concerns arising during the prosecution of a patent application. The objectives of

the Patents Ombudsman Program are to: (1) Facilitate complaint-handling for prospective applicants and applicant's representatives whose applications have stalled in the examination process; (2) track complaints to ensure each is handled within ten business days; (3) provide feedback and early warning alerts to USPTO management regarding training needs based on complaint trends; and (4) build a publicly accessible database of frequently asked questions that address commonly seen problems and provide effective resolutions. Participation in the Ombudsman program is voluntary and does not preclude the applicant's use of other avenues for redress of issues, including the filing of various patent process petitions. The program averages over 3,000 requests for assistance from approximately 1,800 unique customers each year. The Ombudsman program is free and open to all participants in the patenting process.

This collection covers information gathered on the Ombudsman Survey. This survey is a key component in the USPTO's evaluation of the Ombudsman program, providing a mechanism to monitor the effectiveness of the program and identify potential opportunities for enhancement of the Ombudsman process. This survey allows USPTO to gain consistent, reliable, and representative information from customers who use the Ombudsman program. The survey consists of 9 questions, and is sent every Spring to applicants/attorneys who have provided an email address and utilized the Ombudsman program within the past fiscal year. The survey is accessed through individualized links that are uniquely tied to the survey participants thereby eliminating the need for passwords, user IDs, or usernames to access the surveys. The survey period is open for a period of five (5) weeks. Customers not responding within the initial three (3) weeks will be sent a second email message and link seeking their participation.

There are no statutes or regulations requiring the USPTO to conduct this usage and satisfaction measurement. The USPTO uses the survey instrument to implement Executive Order 12862 of September 11, 1993, Setting Customer Service Standards, published in the

**Federal Register** on September 14, 1993 (Vol. 58, No. 176).

**II. Method of Collection**

Web-based survey.

**III. Data**

**OMB Number:** 0651-0078.

**IC Instruments and Forms:** No form numbers.

**Type of Review:** Revision of a Previously Existing Information Collection.

**Affected Public:** Individuals or households; businesses or other for-profits; and not-for-profit institutions.

**Estimated Number of Respondents:** 1,100 responses per year. It is estimated that 1,800 unique customers use the Ombudsman program each year, and based on previous surveys, we estimate that the majority of them will respond to future surveys. The number of responses to this survey should adequately represent all Patent Examining Technology Centers.

**Estimated Time per Response:** The USPTO estimates that it will take the public approximately 5 minutes (0.08 hours) to submit the information in this collection, including the time to access the survey, gather any materials needed, fill out the survey, and submit the completed item to the USPTO.

**Estimated Total Annual Respondent Burden Hours:** 91.67 hours.

**Estimated Total Annual Respondent (Hourly) Cost Burden:** \$33,435.42. The USPTO expects that both professionals and paraprofessionals will complete these surveys, with 75% being completed by professionals and 25% by paraprofessionals. The current professional hourly wage rate is \$438 and the rate for paraprofessionals is \$145. The professional hourly rate used for the calculation is the average rate for attorneys in private firms as published in the 2016 *Report of the Economic Survey* by the American Intellectual Property Law Association (AIPLA). The paraprofessional hourly rate comes from 2017 *National Utilization and Compensation Survey* published by the National Association of Legal Assistants (NALA). Using the combined hourly rate of \$364.75, the USPTO estimates that the respondent cost burden for this collection will be \$33,435.42 per year as shown in the table below.

IC No.	Item	Estimated time for response (minutes)	Estimated annual responses	Estimated annual burden hours	Rate (\$/hr)	Estimated annual cost burden
		(a)	(b)	(a) × (b) / 60 = (c)	(d)	(c) × (d) = (e)
1 .....	Ombudsman Survey .....	5 mins. (0.08 hours) .....	1,100	91.67	\$364.75	\$33,435.42
Total .....	.....	.....	1,100	91.67		33,435.42

*Estimated Total Annual (Non-Hour) Respondent Cost Burden:* \$0. There are no capital start-up, maintenance, postage, or recordkeeping costs associated with this information collection.

#### IV. Request for Comments

Comments submitted in response to this notice will be summarized or included in the request for OMB approval of this information collection; they also will become a matter of public record.

Comments are invited on:

(a) Whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility;

(b) The accuracy of the agency's estimate of the burden (including hours and cost) of the proposed collection of information;

(c) Ways to enhance the quality, utility, and clarity of the information to be collected; and

(d) Ways to minimize the burden of the collection of information on respondents, e.g., the use of automated collection techniques or other forms of information technology.

**Marcie Lovett,**

*Records and Information Governance  
Division Director, OCTO, United States Patent  
and Trademark Office.*

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**BILLING CODE 3510-16-P**

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## DEPARTMENT OF DEFENSE

### Office of the Secretary

[Docket ID: DOD-2018-OS-0010]

#### Privacy Act of 1974; System of Records

**AGENCY:** Office of the Secretary of Defense, DoD.

**ACTION:** Notice of a new system of records.

**SUMMARY:** The Office of the Secretary of Defense proposes to add a system of records entitled, "Military Spouse Employment Partnership (MSEP) Career Portal, DPR 47 DoD." This system is the sole web platform utilized to connect military spouses with companies seeking to hire military spouse employees. Participating companies, called MSEP Partners, are vetted and approved participants in the MSEP Program and have pledged to recruit, hire, promote and retain military spouses in portable careers. MSEP is a targeted recruitment and employment

partnership that connects American businesses with military spouses who possess essential 21st-century workforce skills and attributes and are seeking portable, fulfilling careers.

**DATES:** Comments will be accepted on or before April 18, 2018. This proposed action will be effective the date following the end of the comment period unless comments are received which result in a contrary determination.

**ADDRESSES:** You may submit comments, identified by docket number and title, by any of the following methods:

- **Federal Rulemaking Portal:** <http://www.regulations.gov>.

Follow the instructions for submitting comments.

- **Mail:** Department of Defense, Office of the Chief Management Officer, Directorate for Oversight and Compliance, 4800 Mark Center Drive, Mailbox #24, Suite 08D09B, Alexandria, VA 22350-1700.

**Instructions:** All submissions received must include the agency name and docket number for this **Federal Register** document. The general policy for comments and other submissions from members of the public is to make these submissions available for public viewing on the internet at <http://www.regulations.gov> as they are received without change, including any personal identifiers or contact information.

**FOR FURTHER INFORMATION CONTACT:** Mrs. Luz D. Ortiz, Chief, Records, Privacy and Declassification Division (RPD2), 1155 Defense Pentagon, Washington, DC 20301-1155, or by phone at (571) 372-0478.

**SUPPLEMENTARY INFORMATION:** The Office of the Secretary of Defense proposes to establish a new system of records subject to the Privacy Act of 1974, 5 U.S.C. 552a. The Military Spouse Employment Partnership (MSEP) Career Portal (DPR 47 DoD) is the sole web platform utilized to connect military spouses with companies seeking to hire military spouse employees.

Participating companies, called MSEP Partners, are vetted and approved participants in the MSEP Program and have pledged to recruit, hire, promote and retain military spouses in portable careers. MSEP is a targeted recruitment and employment partnership that connects American businesses with military spouses who possess essential 21st-century workforce skills and attributes and are seeking portable, fulfilling careers. The MSEP program is part of the overall Spouse Education and Career Opportunities (SECO)

program which falls under the auspices of the office of the Deputy Assistant Secretary of Defense for Military Community & Family Policy.

This program was developed in compliance with 10 U.S. Code 1784 Employment Opportunities for Military Spouses and DoDI 1342.22, Military Family Readiness.

Users may learn about this program in various ways including through the Military OneSource program, installation service providers, from other military spouses, from other MSEP Partners and via general online searches. Once aware of the program interested spouses may simply access by going online to the following URL: <https://mseppjobs.militaryonesource.mil/msep/>.

Military spouses register on the MSEP Career Portal to help connect them to MSEP Partner employers who are hiring. After arriving at the MSEP Career Portal, military spouses are able to review resources, conduct a job search or select to register. All of this information is available on the web portal where the registration process is also completed. Once the military spouse has registered they may choose to make their education and work experience visible to MSEP Partner employers as they are searching for candidates to fill available positions with their company. Prior to providing any information military spouses must first view the Privacy Act Statement and Agency Disclosure Notice. This information displays in a pop-up when a military spouse first clicks into a field on the registration form to provide information. The military spouse must review the information and click to close the pop-up before they can proceed with completing the form.

The Office of the Secretary of Defense notices for systems of records subject to the Privacy Act of 1974, as amended, have been published in the **Federal Register** and are available from the address in **FOR FURTHER INFORMATION CONTACT** or at the Defense Privacy, Civil Liberties, and Transparency Division website at <http://dpcl.d.defense.gov/>.

The proposed systems reports, as required by of the Privacy Act, as amended, were submitted on October 3, 2017, to the House Committee on Oversight and Government Reform, the Senate Committee on Homeland Security and Governmental Affairs, and the Office of Management and Budget (OMB) pursuant to Section 6 to OMB Circular No. A-108, "Federal Agency Responsibilities for Review, Reporting, and Publication under the Privacy Act," revised December 23, 2016 (December 23, 2016, 81 FR 94424).