

## **Post Event Unanswered Questions from May 2021 AI in Government Event and Jerry Ma's Answers:**

**Q:** How does USPTO look to use AI & Intelligent automation to increase efficiencies with Contact Centers at USPTO?

We are evaluating opportunities to deploy AI in various inventor/applicant-facing capacities at the USPTO. We view any such technology as complementing---not supplanting---our excellent live resources such as the Contact Center and Inventors Assistance Center.

**Q:** What are the challenges [in adopting AI at the USPTO]?

(think this was covered in the presentation)

**Q:** Do you assign the subject matter expert examiner to the new patent application?

(think this was covered in the presentation)

**Q:** Are these collaborations [between USPTO and industry or USPTO and other agencies or internal USPTO activities] open to the public?

Details about many such engagements can be found on the [USPTO AI Portal](#).

**Q:** Are you exclusively using cloud for data storage, or are you evaluating on premise options?

Today we have a mix of both on-premise and cloud storage solutions. We do not have a hard-and-fast ruleset for data tenancy---we position each dataset in the most appropriate location, taking into account cost, throughput, internal/external clients, security needs, and other factors.

**Q:** AI Bias and Ethics have been getting considerable attention. What is USPTO's view on dealing with AI Bias?

We assess the trustworthiness of our models on a regular basis, including on the axis of bias. One of our best defenses against biased or untrustworthy models is early exposure to a diverse set of users---as mentioned in the presentation, we involve our examining professionals from around the Office in every single examiner-facing AI project, thereby helping ensure that we build tools that address the needs across different technical fields, different seniorities, and different examiner backgrounds.