

The Hungarian Intellectual Property Office has been operating under the ISO standards for 5 years

The Hungarian Intellectual Property Office – almost uniquely in the Hungarian administration and the international professional circles – has been certified already for the fifth time as meeting the requirements of the ISO standards concerning its functions, the security of its information systems and its IT service management system.

The integrated management system fulfilling the requirements of three ISO standards, assessed and certified by the SGS Hungária Ltd, a member of the Switzerland-based SGS (Société Générale de Surveillance) Group, means particular prestige for our Office and, at the same time, guarantees for our customers and partners our full commitment to high-level professional and IT services as well as the security of information.

The quality and information management systems of the Office were introduced and certified for the first time in 2010, followed by regular internal assessments and two positive audits by the certification body. In 2013 the Office, against a background of continuously decreasing resources and intensifying security requirements, decided also to introduce the ISO/IEC 20000 IT service management system alongside the two already effectively operating standards.

Currently there are three ISO management systems operating in the Office certified according to the international standards, the ISO 9001:2008 quality management, the ISO/IEC 27001:2005 security of information systems and the ISO/IEC 20000-1:2011 IT service management system, which cover the vast majority of the Office's basic functions as well as the whole management and functional activities as follows:

- Our quality management system covers the official examinations and procedures related to industrial property protection and copyright, the state functions concerning documentation and information, the qualification tasks related to research and development activities, as well as other services related to the basic functions of the Office, including also novelty search and examination services offered for our international partners.
- Our security of information systems cover the security of our electronic and physical information systems used for the performance of our tasks.
- Our IT service management system covers the IT infrastructure and software application services, provided by the IT development and service units of the Office to internal and external clients.

The fifth external audit of the Office's integrated management system has repeatedly confirmed that the Office effectively introduced and maintains its management system integrating the three ISO standards; it has been able to continuously develop the system to offer high-level services for its users and customers. With regard to the operation of the ISO system, it defines realistic objectives, follows and monitors their implementation. The comprehensive internal audit is an efficient tool for the maintenance and development of the management system, while the management review is capable of providing the continuing suitability, conformity and efficiency of the ISO integrated management system.

We believe that the performance of our activities under an integrated management system certified according to ISO standards guarantees also for the future that our customers' matters are managed by a well-trained staff in a stable and secure system based on the legislative requirements.

