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WIPO
WORLD
INTELLECTUAL PROPERTY
ORGANIZATION

WIPO DIGITAL ACCESS SERVICE

SERVICE LEVEL STANDARDS

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PURPOSE OF THIS DOCUMENT

The Digital Access Service (DAS) plays a critical role in supporting the right of priority provided by Article 4 of the Paris Convention. A prolonged failure to ensure adequate service can cause a loss of right or additional costs for the applicant to ensure the priority document has been duly communicated. To deliver continuously and reliably, the service depends on the orchestration of multiple information systems.
This document lists recommendations for the service levels that should be provided by the information systems of the Offices participating in WIPO DAS, including the International Bureau (IB).
The recommendations set out in this document do not constitute obligations and there are no penalties or remedies within the DAS Framework Provisions.

DEFINITIONS

a) **DAS System** – The information systems operated by the participating offices and the IB, composed of document and data storage, back-end methods to orchestrate the service, a web application (DAS Applicant/Office Portal) and machine-to-machine interfaces to communicate between the Participating Offices' systems.

b) **OFF** – Office of First Filing (OFF) is the term used to refer to an Office whose digital library holds the copy of a document which is to be accessed by other Offices.

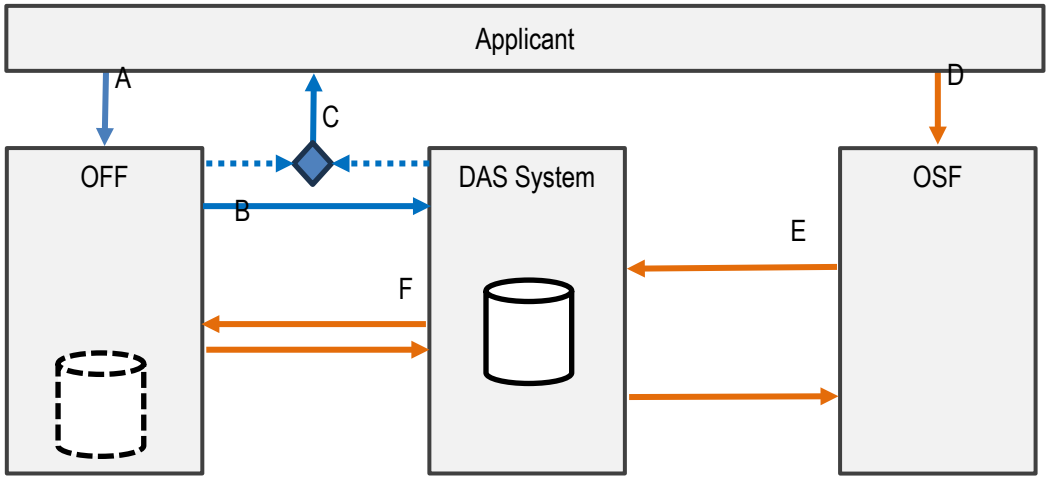
c) **OSF** - Office of Second Filing (OSF) is the term used to refer to an Office which wishes to retrieve a copy of a document which is held by an OFF.

d) **Participating Offices** – All Offices who participate in DAS either as an OSF, an OFF or both.

e) **Self-Hosted** – An Office that hosts the priority documents itself and delivers them following a retrieval request, as opposed to an Office that sends the documents to the IB to host the documents on its behalf.

SCOPE AND CONTEXT

These recommendations concern six services that support the two critical processes of DAS, the registration and retrieval processes:



Registration of priority document process in DAS (Blue)	Retrieval request of a DAS priority document (Orange)
(A) App->OSF: Request to upload application in DAS	(D) App->OSF.: Priority claim containing a DAS code
(B) OFF->DAS: Registration in DAS	(E) DAS<->OSF: Retrieval request to DAS
(C) OFF/DAS->App.: Communication of DAS Access Code	(F) OFF<->DAS: Self-hosted document retrieval

SERVICE STANDARDS

RECOMMENDED SERVICE LEVEL TABLE

Service	From	To	Service Level Recommendations
(B) Registration of document in DAS	OFF	DAS	R1) Documents must be registered either in PDF format or in WIPO Standard ST.92 compliant format (PDDP package). Documents in PDF format must be configured to be interoperable and readily viewable by the OSF: • PDFs should be PDF/A compliant (ISO 19005) or at least must embed fonts. • PDFs containing a filled-in form must be flattened. • PDFs must not be password-protected. • PDFs should not be digitally signed.
(B) Registration of document in DAS	DAS	OFF	R2) DAS System should operate 24/7. R3) Foreseen maintenance must be notified in advance. R4) The registration should be confirmed to the OFF within one hour of the registration. OFF are encouraged to register documents via the API for better traceability of the request.
(C) Communication of DAS Access Code	OFF	Applicant	*These apply only to OFF which assign the DAS Access Code* R5) The OFF should avoid communicating the DAS Access Code before receiving confirmation of successful registration at WIPO DAS. The DAS Access Code should be sent within an hour of the successful registration. R6) Requests to resend or forward the DAS Access Code should be performed by the OFF.
(C) Communication of DAS Access Code	DAS	Applicant	R7) DAS Access Code should be communicated by email within one hour of the document registration by the OFF.
(D) Priority claim containing a DAS Access Code	OSF	Applicant	R9) In electronic forms, Offices should verify the availability of the document (using the API) before enabling the application form submission. R10) Applicants' mistakes in providing the right code or the correct reference to the OSF should be handled between the OSF and the applicant directly.
(E) Retrieval Request	DAS	OSF	R11) DAS System must operate 24/7. R12) Retrieval Request should be acknowledged immediately. R13) When the document is hosted by the OFF, the download link to retrieve the document must be sent within the hour of the document received by DAS System from the OFF. R14) When DAS is hosting the document, the download link to retrieve the document must be sent within the hour from the reception of the retrieval request.

(F) Self-hosted document retrieval	OFF	DAS (*for the OSF*)	*These apply only to OFF which has opted for self-hosting* R15) The document should be returned within 1 working day of the reception of the request. R16) If the document cannot be retrieved for a reason, the OFF should communicate the reason (i.e. pending security review, very large document, etc.) in the response for the benefit of the OSF. R17) The OFF system that responds to retrieval requests must operate 24/7

24/7 AVAILABILITY OF SYSTEMS

The information systems that serve DAS and must respond to requests, notably the retrieval of priority documents, must operate 24/7 and be resilient. Offices should seek architectural best practices to ensure the system remains available, fault tolerant and secure. The following principles should be considered:

- Availability. Systems should be designed so that they operate continuously in normal circumstances, with no need for outages during normal operations.

- Resilience. Systems should be resilient to known technical disruptions such as server crashes, network and power outages, etc. Systems should recover, preferably automatically, with minimal or no interruption to the services.

- Security. Systems should follow security best practices for protection of data and documents, in particular considering that priority documents are usually unpublished at the time they are exchanged. It is beyond the scope of this document to specify security recommendations.

- Planned maintenance. In cases where planned maintenance is required, for example for system upgrades, the maintenance should be announced 5 working days in advance (refer to the Communication section below).

- Disaster Recovery. In the event of a major system outage, such as a natural disaster, loss of a data center or similar event, offices should have procedures in place to recover the systems and restore the service within a specified time period - the Recovery Time Objects (RTO). The disaster recovery plan should consider the need to protect applicants' rights and consider the DAS Framework Provisions “Opportunity to Comply” section.

REQUEST LIFECYCLE AND HANDLING OF MULTIPLE REQUESTS

In cases where a self-hosted office is unable to deliver a requested document within the established timeframe outlined in this SLA, a maximum retrieval request lifecycle must be observed. The following measures shall be implemented to ensure timely processing and prevent inefficiencies caused by duplicate or expired requests:

- Standardized Expiration Period. All retrieval requests shall have a defined expiration period of 15 days to prevent accumulation of unresolved requests and minimize redundant processing efforts.

- Management of Multiple Request: If multiple retrieval requests for the same document are submitted, any request exceeding the 15-day expiration period shall be disregarded to ensure streamlined processing and avoid unnecessary duplication of effort.

- Responsibilities of OSFs:

    - OSFs may either submit a new request after the expiration period or delegate the reissuance process to WIPO DAS.

  - If an OSF reissues a request, the previously issued ACKID shall be deemed obsolete and replaced accordingly to prevent conflicts and duplication.

  - If an OSF opts to allow WIPO DAS to handle reissuance, no additional requests linked to the same filing should be submitted to avoid conflicting actions.

- Automatic Reissuance by DAS: WIPO DAS shall systematically generate new requests for documents that have not been delivered within the stipulated 15-day timeframe. The original ACKID shall be marked obsolete, ensuring that only the most recent request remains valid for processing.

By adopting these measures, participating offices will be able to reduce unnecessary manual interventions, enhance retrieval efficiency, and foster a more structured and predictable document exchange process.

INCIDENT MANAGEMENT AND RESPONSE TIMES

PRINCIPLES

Participating offices should have incident management processes in place to handle technical and operational issues. The incident management system should have the following processes:

- An IT system to support incident management (ticketing system).
- Processes for users and for other DAS participating offices to raise issues.
- A priority scale with associated processes (see below).
- Designated support levels and responsibilities for incident resolution (level 1, level 2, etc).
- Monitoring and escalation procedures.
- Incident closure, evaluation and reporting.

The IT Infrastructure Library (ITIL) Incident Management process may be used as a reference.

INCIDENT PRIORITY SCALE

The following priority scale may be considered for the DAS system:
Priority 1: Unavailability of critical functions to the registration or retrieval process for an extended period of time (more than 1 hour).
Priority 2: Response time or data quality issues, or other disruptions including system defects.
Priority 3: Support to users and other participating offices for issues such as incorrect DAS Access Codes, availability of documents, etc.

COMMUNICATIONS

All participating offices should provide the following information to the International Bureau for dissemination or publication:

- Designated focal points for incident management.

- Processes for incident management, including email addresses or other contact details for support.
- Current incidents affecting the service.
- Planned maintenance or unavailability of the service.
- Any other information about the Office's service standards or procedures, including office hours (with time zone).

INTERNATIONAL BUREAU DAS SUPPORT

Requests for support from the IB must be sent to das.support@wipo.int
This mailbox provides not only support with incidents, but also general assistance in operating, implementing or extending the use of the DAS Service.