**DRAFT RECOMMENDATIONS ON ICT AND IP ADM****INISTRATION**

| **Recommendations** | **Recommended Actions** | **Related 40 RECs[[1]](#footnote-2)** |
| --- | --- | --- |
| Recommendation 1:  IP offices should optimize their current business models, legal frameworks and workflow processes to make them suitable for the digital age in collaboration with internal and external stakeholders at all stages. | 1. IP offices should identify business problems, and possible and best digital solutions to address them, avoiding mere replication of outdated paper processes. 2. IP offices are encouraged to review the business processes of different IP rights and to consider adopting a uniform procedure across IP rights where possible. 3. IP offices should ensure a general common understanding of digital transformation at the organizational level, including the possible and appropriate use of emerging and rapidly evolving technologies. 4. IP offices should ensure that strategies to leverage API and the Cloud are in place, considering relevant domestic regulations and business policy, for modernization, automation and optimization of business processes. 5. IP offices should consider legal changes to support digital transformation, such as:    1. development of automated decision-making frameworks;    2. use of qualified electronic signature in IP administration;    3. optionally using a common global ID across IP offices; and    4. exploring use of biometric identification technologies. | R1, R2, R6,  R36 and R39 |
| Recommendation 2:  IP offices should have an ICT strategy, either as a part of business strategic planning or  independently, including measures for annual evaluation. | 1. IP offices are encouraged to develop an ICT strategy in line with their business strategy. 2. IP offices are encouraged to share their ICT strategy with other IP offices, in one of the WIPO languages, preferably in English, where possible. 3. The International Bureau should provide a forum to discuss ICT strategies and other ICT issues considered to be of common interest, including their evaluation and updates, among IP offices. | Not applicable as this is new |
| Recommendation 3:  IP offices should ensure that a data governance framework is in place taking into account organizational policies and related legal framework, and regularly evaluated. | 1. IP offices should establish and maintain a data governance framework which includes data governance strategy, data management policy, and data protection policies and guidelines. 2. IP offices are encouraged to share their data governance framework or associated documents with other IP Offices, where possible. | R22 and R29 |
| Recommendation 4:  IP offices should ensure an information security policy is in place based on best practices, and regularly evaluated. | 1. IP offices should develop and maintain their information security policy. 2. IP offices are encouraged to share their information security policy and their experiences, including current challenges and solutions to address them, where possible. | R36 and R37 |
| Recommendation 5:  IP offices should ensure that IP data and documentation are available for publication and exchange with other IP offices in machine-readable, full text formats following relevant WIPO Standards. | 1. IP offices should digitize paper-based or image-based IP documents into machine-readable full text formats, where possible structured data formats either in XML or JSON following relevant WIPO Standards. 2. IP offices are encouraged to support other IP offices’ digitalization, including sharing their experience and digitalization solutions. 3. IP offices are encouraged to cooperate on data exchange, where possible in XML or JSON following relevant WIPO Standards. 4. IP offices are encouraged to share and disseminate data and documentation, without any barriers and free-of-charge or at a marginal cost. | R3, R4, R13, R14, R16, R17  and R32 |
| Recommendation 6:  IP offices are encouraged to contribute to multilateral or international cooperative projects concerning IP data, global IP information systems and services, IP data dissemination, and IP documentation. | 1. IP offices are encouraged to actively participate in the cooperative projects[[2]](#footnote-3) that the CWS approved or noted. 2. IP offices are encouraged to offer multilateral cooperative projects and to participate in the projects offered by other IP offices. | R8, R9, R11, R19, R23, R24,  R35 and R40 |
| Recommendation 7:  IP offices should participate in developing WIPO Standards and implement them where possible. | 1. IP offices are encouraged to nominate their subject matter experts to the CWS Task Forces. 2. IP offices are encouraged to inform the International Bureau of their implementation status of WIPO Standards and to participate in the surveys of the CWS. | R20, R26, R27  and R33 |
| Recommendation 8:  IP offices are encouraged to cooperate in developing and using common ICT reference architectures for IP, including solutions and platforms to improve the quality and efficiency in business processes, and to share experience. | 1. IP offices are encouraged to share their current technology stacks and technology roadmaps, including decommissioning plans, with other IP offices, where possible; and 2. the International Bureau should provide a forum and a platform to share experiences and information as needed. | R10, R16, R21, R25, R28, R30,  R31 and R34 |
| Recommendation 9:  IP offices are encouraged to share experience and information on planning, managing, delivering, and evaluating ICT projects. | 1. IP offices are encouraged to share experience and lessons learned relating to different ICT project delivery models, including:    1. internally run; and    2. provided by external service providers if possible. | Not applicable as this is new |
| Recommendation 10:  IP offices should ensure that the adoption of use cases of emerging and rapidly evolving technologies (such as Blockchain and Artificial Intelligence) will be based on assessments of project risks, including with respect to relevant organizational policies and regulations, as well as potential implications of such solutions in business operations. | 1. IP offices are encouraged to explore and share the use cases of emerging and rapidly evolving technologies, such as blockchain and artificial intelligence technologies. 2. IP offices are encouraged to explore and share the use cases of AI- powered tools and services, including generative AI capabilities as they mature, for functions including image searching, semantic text searching, image and text classifications, translation, and customer support. 3. IP offices should consider ways in which the technologies can be shared and made available to smaller IP offices to improve the quality and efficiency in business processes. | R7, R12 and R15 |

1. 40 Recommendations from the Meeting on ICT Strategy and Artificial Intelligence (see [document CWS/6/3](https://www.wipo.int/meetings/en/doc_details.jsp?doc_id=415579)) [↑](#footnote-ref-2)
2. such as the Global Identifier project, Unified API Catalogue project and the provision of patent Authority Files in WIPO ST.37-compliant format considering PCT minimum documentation [↑](#footnote-ref-3)