MAIN PROGRAM 13
INFORMATION TECHNOLOGY

13.1 IT Policy and Systems Development
13.2 IT Networks, Operations and Services
13.3 PCT Information Systems

Summary

273. WIPO's investment in staff and non-staff resources in Information Technology (IT) program activities over the last three biennia now allows the Secretariat to benefit from a robust IT infrastructure and IT systems, and to provide effective IT services in support of a wide range of WIPO's activities. WIPO will continue to make strategic use of IT in maximizing the benefits of the IP system and culture. Main Program 13 consists of three sub-programs designed to optimize the internal coordination of the Secretariat's IT units in the planning, development and operation of its automation systems, and to ensure international cooperation and coordination with Member States through the Standing Committee on Information Technologies (SCIT).

274. The IT Main Program in 2002-2003 emphasized the consolidation of existing systems and products with the objective of optimizing resources and capabilities. The results of this work to-date and ongoing efforts in this area will provide the platform for the 2004-2005 biennium. Following the launch of the IMPACT, PCT-SAFE and WIPONET systems, this Main Program will also address the post-implementation review of these major project initiatives, and will continue to enhance the systems and add functionality, where required.

275. An internal IT Policy Board will be established, comprised of representatives of IT and of certain programs where a need for coordination and implementation of IT policies has been identified. The Board will be chaired by the Chief Information Officer, and will be responsible for the formulation, coordination and implementation of strategic IT policies. The Board will also be mandated to ensure the integration and leverage of all IT systems so as to maximize efficiencies of scope and scale, as well as the delivery of quality systems that meet focused user and business needs.

SUB-PROGRAM 13.1
IT POLICY AND SYSTEMS DEVELOPMENT

Objective: To develop and implement IT policies and to ensure continuous enhancement of WIPO's IT systems to meeti the needs of Member States and the Secretariat.

Expected Results	Performance Indicators
1. IT activities meet their stated objectives and support the overall vision of WIPO and its Member States	• Post implementation reviews. • Feedback from users, e.g. WIPO staff and Member States. • Completion of and adherence to the IT Strategic Plan.
2. The optimization of resources within the IT Program.	• Quantifiable cost and/or performance benefits derived from the coordination of equipment purchase or resource sharing. • Increase in the number of IT staff able to work on different IT systems. • Completion of and adherence to IT Technical Guidelines.
3. Existing systems are updated and remain relevant to WIPO's changing requirements.	• Number of work plans and change control procedures for system modifications or enhancements. • Number of new user requirements implemented. • Feedback from users.
4. Efficient support to Member State organs dealing with IT matters.	Feedback from delegates.

276. This sub-program aims to develop and implement coordinated IT policies, including information security policies, technical standards and guidelines, within the Secretariat through the internal IT Policy Board, and among Member States through the SCIT.

277. No major capital investment in the deployment of new IT systems is planned for the 2004-2005 biennium. However, this sub-program will include development activities with regard to certain systems which require either significant enhancement, further development or the creation of additional modules. Such activities include the initial deployment and possible expansion of AIMS (Administration Information Management System); the enhancement of the existing IT systems for the international registration operations under the Madrid system and the Hague system, the WIPO Arbitration and Mediation Center; and the refinement of Intellectual

Property Digital Libraries (IPDLs). These high priority requirements will complement and build upon existing systems and will also optimize the use of hardware and software solutions deployed within the Secretariat in order to minimize future maintenance and support costs, and to take advantage of industry-standard technologies, practices and the state-of-the art IT to the maximum extent possible.

278. The AIMS project was launched in the 2002-2003 biennium with the objective of replacing the Secretariat's aging legacy finance system (FINAUT) and BETS (Budget Expenditure Tracking System). The strategic decision to limit the first phase of the AIMS project to budget and finance modules was made for two main reasons; firstly, that as finance is the very core of any integrated management system, its automation should be undertaken first so as to assure the subsequent linkages to any associated systems, and secondly, to implement a pragmatic approach enabling the Organization to only commit to levels of internal automation that are feasible within a given time-frame. The first phase of the AIMS project will be completed, on schedule, with the deployment of a new finance and budget system by mid-2004. The remainder of the biennium will focus on the identification of IT requirements and requisite planning for the possible expansion of the system into other areas of the Secretariat, e.g. HRMD, as resources in subsequent biennia allow.

Activities

- Liaison and coordination with all relevant program areas within the Secretariat through an IT Policy Board;

- review of existing systems and the assessment of the feasibility of new automation initiatives;

- organization of SCIT meetings and secretariat support to the SCIT;

- completion of the initial modules of AIMS;

- development and implementation of WIPO's information security policies and procedures, including monitoring and control activities;

- ongoing support and enhancement of WIPO's business application systems deployed on behalf of, *inter alia*, the Trademark, Industrial Design and Geographical Indications Department, Finance, HRMD and the WIPO Arbitration and Mediation Center;

- identification of staff needs in terms of IT training through surveys, user communication and other appropriate means, and provision of such training.

SUB-PROGRAM 13.2
IT NETWORKS, OPERATIONS AND SERVICES

Objective: To operate efficient, stable, integrated, flexible and secure IT systems, to ensure the necessary network communications infrastructure and to provide IT services for improved information exchange within the Secretariat and among the global intellectual property community.

Expected Results	Performance Indicators
1. Modern IT infrastructure and improved user support to maximize staff productivity.	• Actual expenditure does not exceed budget. • Delivery of activities according to work plans. • Number of quality targets met. • Number of network, hardward and softward components upgraded to industry standard, where appropriate. • Usage statistics for network services. • Number of staff trained in appropriate technologies.
2. Reliable and stable operation of WIPO's IT systems and services.	• Number of service level agreements with user areas and feedback from users on the implementation of those agreements. • Performance against agreed targets. • Percentage of uptime for systems. • Time taken to resolve user-support calls. • Availability of system and user documentation.
3. Reliable and stable operation of WIPONET and WIPO's associated Web-based services.	• Number of service level agreements with user areas and feedback from users on the implementation of those agreements. • Performance against agreed targets. • Percentage of uptime for systems. • Time taken to resolve user-support calls. • Availability of system and user documentation.
4. Integration of WIPONET Services with existing IT services, improving efficiency and enhancing the effective use of financial resources.	• Number of WIPO's staff and systems using WIPO Web-based services. • Number of integrated WIPONET and existing IT services.

Expected Results	Performance Indicators
5. A full set of Web-based products and services is available to the global IP community, with particular focus on Member State IPOs that are connected to the Internet.	• Usage statistics for individual services. • Number of registered WIPONET users using WIPO Web services. • Feedback from users on the relevance of WIPO Web-based services to their business requirements.
6. Enhanced dissemination of IP information.	• Number of hits on WIPO hosted Web sites. • Number of pages of information posted in WIPO Web servers. • Number, availability and usage of other web-based services e.g. audio/video conferences and on-line distance learning courses.

279. This sub-program includes the IT operations area which is responsible for the day-to-day management of WIPO's IT infrastructure, application systems and services. It ensures the effective deployment and operation of information technologies to improve the communication and information flow both within the Secretariat and outside. Internal service level agreements will continue to be established with the users of IT products and services, taking into account the relevant business need, service requirements, expected benefits and available resources. Work will also be carried out to produce technical guidelines for the standardization of WIPO's IT infrastructure around common hardware and software platforms.

280. The sub-program also includes the integrated operations of the completed WIPONET system and WIPO's associated Web-based Services (Internet and Intranet). Following the completion of the WIPONET project in 2003 the WIPONET system will be fully integrated into WIPO's existing systems architecture and operational processes and procedures. The full integration of WIPONET with WIPO's existing networks is expected to deliver a holistic package of services to users that takes full advantage of modern Internet-based technologies. It is also expected that some efficiencies will be gained by the optimization and effective use of combined operational resources.

281. Although a part of the IT Program's financial resources has been provisionally allocated to the running of WIPONET (see the Resource Description below), including the ongoing support of user services, a planned study will provide an opportunity to Member States to reassess the current business and financial model with a view to the long-term sustainability and Member States' ownerships of WIPONET.

Activities

- Development and maintenance of the network infrastructure for all WIPO IT production systems;

- provision of IT equipment and technical support to staff and WIPO meetings and conferences;

- management, operation and integration of WIPONET into WIPO's IT operational environment;

- analysis and possible redesign of a development support program for WIPONET;

- enhance support in the Web-based delivery of WIPO programs to end-users;

- continuous skill development of the IT staff supporting WIPO's Web-based infrastructure and services;

- development, maintenance and administration of WIPO's Intranet/Internet systems and services in coordination with Main Program 12 and sub-program 11.4.

SUB-PROGRAM 13.3
PCT INFORMATION SYSTEMS

Objective: To provide ongoing support and development services to all PCT applications systems, thereby improving access to and communication with the PCT system by applicants, IP Offices and the global IP community, whilst providing systems that meet the demands of the increasing number and complexity of PCT applications.

Expected Results	Performance Indicators
1. Reliable and stable operation of the PCT information systems and services.	• Number of service level agreements with user areas and feedback from users on the implementation of those agreements. • Performance against agreed targets. • Percentage of uptime for systems. • Time taken to resolve user-support calls. • Availability of system and user documentation.

Expected Results	Performance Indicators
2. Fully electronic publication	• Quality of electronically produced publications. • Availability and user friendliness of electronically produced publications.
3. A wider range of services to PCT applicants and IP Offices.	• Number of transactions available to applicants under PCT-SAFE. • User feedback on quality and range of services offered.
4. IPDLs are available for the PCT.	• Extend of data included in libraries. • Availability of importing and/or searching mechanisms. • User feedback by interested parties including IP Offices.
5. Optimization of datat exchange processes with respect to IP Offices and other relevant parties.	• Number, type and quality of data exchange processes between the International Bureau, IP Offices and other relevant parties. • Security targets met for data exchanges.

282. The IMPACT project, initiated by the SCIT in the 1998-1999 biennium with the aim of automating the PCT, will move into its implementation phase in 2004-2005. Having successfully delivered the Communications on Request systems in 2003 as the first phase of IMPACT, the project will proceed to the next phase by gradually deploying the central system to automate the International Bureau's functions throughout the PCT operations area during the 2004-2005 biennium. Work is also planned to deploy an automated system for the International Bureau as a receiving Office under the PCT. The timelines of the progressive deployment of the IMPACT system have been adjusted due to several findings, in particular, the greater complexity of the project, a longer period of stabilization than initially estimated, as well as the need to implement numerous and complex PCT rule changes by January 1, 2004.

283. The PCT-SAFE system, which provides for the electronic filing of PCT applications, was planned to be fully implemented by the end of 2003. The IMPACT system will enable the efficient electronic processing of PCT applications at the International Bureau, with PCT-SAFE providing secure online communications between applicants and receiving Offices. The automation of PCT procedures shall be further enhanced through the deployment of the CLAIMS system for the management of the evolution of the International Patent Classification and the integration of WIPONET facilities which can provide the necessary, rapid and highly secure communications infrastructure. Finally, the PCT Electronic Gazette (IPDL) will continue to benefit from the capturing of the full-text of PCT applications using Optical Character Recognition (OCR), which will remain as an on-going activity in cooperation with Main Program 03.

Activities

- Ongoing support and enhancement of WIPO's PCT IT systems including, *inter alia*, IMPACT, PCT-SAFE, PCT-OCR, CASPIA, CASPRO, SPIDI and CLAIMS;

- implementation of a fully electronic publication system;

- extension of the PCT-SAFE system to include additional transactions between the applicant and IP Offices;

- support and development of digital libraries for the PCT;

- implementation of full electronic data exchange between the International Bureau and IP Offices.

Resource Description by Object of Expenditure

284. Total resources of Sfr87,933,000, reflect a program decrease of Sfr61,758,000 or 41.7 per cent. The total resources include an amount of Sfr26,484,000 under sub-program 1 (Information Technology Policy and Systems Development), Sfr40,126,000 under sub-program 2 (Information Technology Networks, Operations and Services) and Sfr21,323,000 under sub-program 3 (PCT Information Systems). Under sub-program 1, the budget allocation for the main activities includes Sfr3,937,000 for the Office of the CIO and SCIT support, and Sfr22,547,000 for Systems Support and Development. Under sub-program 2, the budget allocation includes Sfr20,457,000 for WIPONET development and operations, Sfr5,099,000 for IT Internet Services, and 14,570,000 for Technical Services. Under sub-program 3, the budget allocation includes Sfr13,483,000 for IMPACT development and operations (including legacy systems), Sfr5,198,000 for PCT SAFE development and operations, and Sfr2,642,000 for PCT OCR.

285. For staff resources, an amount of Sfr29,757,000 is shown, a program decrease of Sfr2,052,000 or 6.7 per cent. This includes resources of:
  (i) Sfr29,257,000 for posts, reflecting a decrease of six posts with respect to the previous biennium, and the upgrading of a GS post and
  (ii) Sfr500,000 for short-term expenses.

286. For travel and fellowships, an amount of Sfr2,161,000 is shown, a program decrease of Sfr1,095,000 or 33.8 per cent. This includes resources of:
  (i) Sfr1,681,000 for 320 staff missions,
  (ii) Sfr480,000 for third party travel in connection with the holding of the Standing Committee on Information Technology and other meetings.

287. For contractual services, an amount of Sfr37,313,000 is shown, a program decrease of Sfr40,487,000 or 52.2 per cent. This includes resources of:
  (i) Sfr464,000 for conferences to cover interpretation and other costs of holding the standing committee on Information Technology,

    (ii) Sfr4,525,000 for consultant services, including Sfr1,985,000 for technical support of existing network system, e-mail and workstations and Sfr2,540,000 for technical support for running WIPONET, IMPACT, PCT-SAFE and AIMS systems.

    (iii) Sfr32,324,000 for contractual services including Sfr16,305,000 for WIPONET, Sfr7,849,000 for ICC charges, Sfr2,790,000 for IMPACT leasing of IT equipment, Sfr3,373,000 for supporting the existing network system and workstations and SFr2,007,000 for PCT-OCR.

288. For operating expenses, an amount of Sfr8,345,000 is shown, a program decrease of Sfr12,170,000 or 59.4 per cent. This includes resources of:

    (i) Sfr6,993,000 for maintenance of premises covering cabling, infrastructure maintenance and security, including computer rooms;

    (ii) Sfr1,352,000 for communication and other expenses.

289. For equipment and supplies, an amount of Sfr10,357,000 is shown, a program decrease of Sfr5,954,000 or 36.6 per cent. This includes resources of:

    (i) Sfr6,908,000 for furniture and equipment, including the provision and upgrade of IT hardware and

    (ii) Sfr3,449,000 for supplies and materials, including the provision and upgrade of IT software.

Table 9.13 Detailed Budget 2004-2005 for Main Program 13

A. Budget Variation by Sub-program and Object of Expenditure *(in thousands of Swiss francs)*

	2002-2003 Revised	Budget Variation						2004-2005 Proposed
		Program		Cost		Total		
		Amount	%	Amount	%	Amount	%	
	A	B	B/A	C	C/A	D=B+C	D/A	E=A+D
I. By Sub-program								
13.1 IT Policy and Systems Development	17,263	9,038	52.4	183	1.1	9,221	53.4	26,484
13.2 IT Networks, Operations and Services	73,766	(34,500)	(46.8)	860	1.2	(33,640)	(45.6)	40,126
13.3 PCT Information Systems	57,147	(36,296)	(63.5)	472	0.8	(35,824)	(62.7)	21,323
TOTAL	**148,176**	**(61,758)**	**(41.7)**	**1,515**	**1.0**	**(60,243)**	**(40.7)**	**87,933**
II. By Object of Expenditure								
Staff Costs	30,669	(2,052)	(6.7)	1,140	3.7	(912)	(3.0)	29,757
Travel and Fellowships	3,243	(1,095)	(33.8)	13	0.4	(1,082)	(33.4)	2,161
Contractual Services	77,533	(40,487)	(52.2)	267	0.3	(40,220)	(51.9)	37,313
Operating Expenses	20,485	(12,170)	(59.4)	30	0.1	(12,140)	(59.3)	8,345
Equipment and Supplies	16,246	(5,954)	(36.6)	65	0.4	(5,889)	(36.2)	10,357
TOTAL	**148,176**	**(61,758)**	**(41.7)**	**1,515**	**1.0**	**(60,243)**	**(40.7)**	**87,933**

B. Post Variation by Post Category

Post Category	2002-2003 Revised A	Post Variation B-A	2004-2005 Proposed B
Directors	1	--	1
Professionals	62	1	63
General Service	31	(7)	24
TOTAL	**94**	**(6)**	**88**

C. Budget Allocation by Sub-program and Object of Expenditure *(in thousands of Swiss francs)*

| | Sub-program | | | Total |
| | 1 | 2 | 3 | |
Object of Expenditure	ITPSD	ITNOS	PCTIS	
Staff Costs				
Posts	9,827	12,404	7,026	29,257
Short-term Expenses	--	300	200	500
Travel and Fellowships				
Staff Missions	171	1,007	503	1,681
Third Party Travel	240	120	120	480
Contractual Services				
Conferences	464	--	--	464
Consultants	1,319	2,256	950	4,525
Other	9,424	17,938	4,962	32,324
Operating Expenses				
Premises and Maintenance	3,342	1,106	2,545	6,993
Communication and Other	58	1,129	165	1,352
Equipment and Supplies				
Furniture and Equipment	1,290	2,060	3,558	6,908
Supplies and Materials	349	1,806	1,294	3,449
TOTAL	**26,484**	**40,126**	**21,323**	**87,933**

D. Funds-in-Trust by Object of Expenditure *(in thousands of Swiss francs)*

Object of Expenditure	Sub-program 2 ITNOS
Staff Expenses	642

[Chapter B follows]