WIPO
WORLD
INTELLECTUAL PROPERTY
ORGANIZATION

Internal Oversight Division

Reference: IA 2017-03

Audit Report

Software Asset Management

December 28, 2017

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LIST OF ACRONYMS

BCP	Business Continuity Planning
DAC	Desktop Application Catalogue
ERM	Enterprise Risk Management
ICT	Information and Communications Technology
ICTD	Information Communication and Technology Department
IIA	Institute of Internal Auditors
IPSAS	International Public Sector Accounting Standards
IOD	Internal Oversight Division
ISACA	Information Systems Audit and Control Association
ISO	International Organization for Standardization
ITIL	Information Technology Infrastructure Library
MDM	Mobile Device Management
PTD	Procurement and Travel Division
SaaS	Software as a Service
SAM	Software Asset Management
SIAD	Security and Information Assurance Division
SLAM	Software License Asset Management
UN	United Nations
UNICC	United Nations International Computing Centre
WIPO	World Intellectual Property Organization
WSR	WIPO Software Register

EXECUTIVE SUMMARY

1.   The World Intellectual Property Organization (WIPO) has yet to establish a policy for managing software assets, that outline goals and objectives, and means to achieve them, as well as setting roles, and related responsibilities and accountability. This is especially relevant within the current federated Information Technology (IT) structure, where other IT Units also manage certain software and related licenses independently of the Information Communication and Technology Department (ICTD).

2.   While comprehensive procedures and guidelines were put in place, these procedures and guidelines focus on license management, and a number of these documents that were developed in 2014, need to be updated to fully reflect structural and operational changes.

3.   A policy and updated procedures and guidelines on software asset management would help to:

   (a)   Clearly establish a recognizable unit for managing software assets, with clear roles and responsibilities with regards to other IT Units;

   (b)   Identify means to enhance license management, and adequately support and assist contract managers; and

   (c)   Identify tools, systems and processes to provide a single source for software asset inventory, and simplify recoding software assets in WIPO's financial statements.

4.   As part of its IT strategic objectives, WIPO has decided to move some of its platform, infrastructure and software services to the Cloud. While the Cloud initiative is still in its initial stages, interviews with all IT Units of the Organization indicate that a move to the Cloud would require a robust governance structure and practices; including adapting software asset management to Cloud management practices.

5.   Going forward, WIPO Cloud governance structure, policies and procedures should feed into the software asset management policy in order to correctly reflect the changing practices, emerging risks and evolving software landscape, which will see an increase in infrastructure, platform and software as services contracts.

6.   Finally, formalizing the software assets risk management process through the Organization's Enterprise Risk Management (ERM) system would provide assurance that WIPO is aware and active in mitigating risks that could otherwise impact effective and efficient management of its software assets.