



Internal Oversight Division

Reference: EVAL 2016-05

Evaluation of the WIPO Global Databases Division

Final Report

January 25, 2017

TABLE OF CONTENTS

LIST OF ACRONYMS	4
EXECUTIVE SUMMARY	5
1. BACKGROUND	7
2. WHAT IS BEING EVALUATED?	8
(A) EVALUATION OBJECTIVES.....	8
(B) SCOPE, METHODOLOGY AND LIMITATIONS OF THE EVALUATION.....	8
(C) KEY STAKEHOLDERS	10
3. FINDINGS AND ASSESSMENTS	11
(A) WHAT HAS THE PROGRAM ACCOMPLISHED?	11
(i) Increased Records of the WIPO Global Databases	12
(ii) Usage of the WIPO Global Databases	14
(iii) Most Important Characteristics of the WIPO Global Databases	17
(B) HAS THE PROGRAM INVESTED ITS RESOURCES EFFICIENTLY?	20
(i) Finance and Budgeting	21
(ii) Human Resources	23
(iii) Quality Assurance Measures	24
(iv) Technical Support and Maintenance.....	25
(v) Internal and External Cooperation.....	26
(C) WHAT REMAINS AT THE END?	28
(i) Data Quality and Coverage.....	28
(ii) System Quality.....	30
(iii) Service Quality.....	32
(iv) Usage and Users' Satisfaction	34
(v) User Benefit.....	36
TABLE OF RECOMMENDATIONS	40
ANNEXES	44

LIST OF ACRONYMS

BCP	Business Continuity Plan
BCR	Business Change Requests
BIA	Business Impact Analysis
CA	Cooperation Agreements
CLIR	Cross Lingual Information Retrieval
CMO	Collective Management Organizations
CPC	Cooperative Patent Classification
DDR	German Democratic Republic
DRP	Disaster Recovery Plan
EPO	European Patent Office
EUIPO	European Union Intellectual Property Office
ICC	International Computing Center
ICT	Information and Communications Technology
ICTD	Information and Communications Technology Division
IOD	Internal Oversight Division
IP	Intellectual Property
IPAS	Industrial Property Automation System
IPC	International Patent Classification
IPO	Intellectual Property Office
IT	Information and Technology
JPO	Japan Patent Office
MoU	Memorandum of Understandings
OCR	Optical Character Recognition
PCT	Patent Cooperation Treaty
R&D	Research and development
RG	Reference Group
SDA	Service Delivery Agreement
SIAD	Security and Information Assurance Division
SME	Small and Medium-sized Enterprises
SMT	Senior Management Team
TAPTA	Translation Assistant for Patent Title and Abstracts
TISC	Technology and Innovation Support Center
UAE	United Arab Emirates
UN	United Nations
UPOV	International Union for the Protection of New Varieties of Plants
USA	United States of America
USSR	Union of Soviet Socialist Republics
WIPO	World Intellectual Property Organization

EXECUTIVE SUMMARY

1. The Internal Oversight Division (IOD) has conducted an evaluation of the WIPO Global Databases Division from August through December 2016, in line with its 2016 Oversight Plan. The main objective of the evaluation was to assess the effectiveness, efficiency, impact and sustainability of the Program 13 (Global Databases Division) with regard to fulfilling its mandate.

2. The main findings, conclusions and recommendations of this evaluation can be summarized as follows:

(a) The Program continually invested in developing content and functionalities of the Global Databases which enabled successful achievement of the WIPO Expected Results IV.2 and IV.3. The content and functionalities of WIPO Global Databases' (including multilingual support of PATENTSCOPE Database) were positively rated by over 80 per cent of surveyed database customers and the usage of the PATENTSCOPE and Global Brand Databases has been gradually increasing for the past two biennia;

(b) The staff members perform multiple technical tasks and given that no full-time staff back up is provided, this could cause certain data management delays in cases of emergencies and increase the probability of occurrence for certain associated risks. The unpredictable processing time of internal core business operations coupled with the lack of staffing constantly jeopardizes the Program's capacity to meet the target set for the timely publication of data. Errors in the published data could increase the risk of reputational damage to the organization;

(c) Formal quality assurance measures for uploading new national collections are applied at the initial launch during the semi-automated data transformation process, which includes data verification and error corrections. Due to shortage of staffing, Program 13 strives to deal with data quality and formatting issues as they occur;

(d) The Program has carried out a Business Impact Assessment, although, Business Continuity and Disaster Recovery Plans have not yet been developed to ensure the full disaster recovery capacity of the Division;

(e) Internal and external cooperation channels are limited to data downloading practices. No resources are allocated to track the national data deliveries, or follow up with IP offices in case of necessity which causes information exchange delays; and

(f) The WIPO Policy on Gender Equality was approved in 2014. However, gender equality indicators have not yet been factored in as part of the Program's result framework for the period under evaluation and gender disaggregated data was not available during the evaluation process.

3. This report recommends the Program to address the following several areas:

(a) The Program 13 should revise its human resource plans to be able to sufficiently address the development needs (including improving the multilingual support functions) of each database and provide a full back up;

(b) The Program Management should consider developing a comprehensive data quality assurance system to equally implement *reactive and proactive* components of the data quality system through *quality at source* and *monitoring and matching* approach;

(c) The Program Management needs to address the service quality component of the Program through synchronizing and enriching *multilingual "help option"* of the databases,

setting up *webinars* for users of all three databases and gathering *users' feedback* at least once every two years;

(d) The Program Management, in close cooperation with the Business Continuity Coordinator, needs to develop a comprehensive *Business Continuity and Disaster Recovery Plans* for the Program;

(e) The Global Infrastructure Sector should develop a consolidated *communication and outreach strategy* supported by a detailed action plan to coordinate organization-wide activities pertaining to promoting each WIPO's Global Database; and

(f) The Global Infrastructure Sector needs to include gender aspects in their activities and develop gender sensitive indicators, including its respective monitoring systems.

1. BACKGROUND

4. WIPO contributes to developing global Intellectual Property (IP) infrastructure by providing IP knowledge content through Global Databases such as: PATENTSCOPE, Global Brand Database and Global Design Database. These databases incorporate data and information collected from the Patent Cooperation Treaty (PCT), Madrid, Lisbon and Hague systems and the Paris 6ter emblems.

5. The Global Databases Division of WIPO (Program 13) is responsible for implementing and operating WIPO's Global Databases as well as for developing tools to enhance worldwide access to IP data, in particular linguistic tools such as WIPO Translate and Cross Lingual Information Retrieval (CLIR). The activities of the Division include:

- (a) Performing the legal weekly publication of PCT applications in PATENTSCOPE;
- (b) Updating national IP data collections already included in WIPO's Global Databases;
- (c) Adding national IP data collections to WIPO's Global Databases;
- (d) Creating and administering PCT electronic products for subscribers; and
- (e) Maintaining WIPO IP Laws and Treaties (WIPO Lex)¹, WIPO's on-line database of intellectual property legislation and treaties.

6. PATENTSCOPE is a global patent database that provides access to PCT applications in full text format on the day of international publication in compliance with treaty obligation stipulated in Article 21 of PCT, to patent documents of participating national and regional patent offices. The general public visiting PATENTSCOPE web site can benefit from the access to national and international PCT collections free of charge. Any interested party can also obtain bulk data of PCT and subscribe to data services for certain fees (non-profit organizations are eligible for a 50 per cent discount)². As of December 12, 2016, PATENTSCOPE contains about 58 million patent documents.

7. The WIPO Global Brand Database integrates international registrations under the Madrid and Lisbon systems, national and regional trademark data collections and the emblems protected under the Paris Convention Article 6ter. This database enables users to perform a free search for trademarks and other brand information. As of December 12, 2016, Global Brand Database contains about 28 million data records.

8. The WIPO Global Design Database assembles international registrations under the Hague system, and national and regional design data collections. The database enables the conducting of free and simultaneous searches and accessing to over 1,600,000 industrial design records. Further details on the organizational structure of Program 13 can be found in Annex 1.

¹ Under the Office Instruction No. 12/2016, which became effective on March 16, 2016, the Laws and Treaties Database Section (WIPO Lex) was created under the Global Databases Division.

² It includes: PCT backfiles, PCT images and subscription to PATENTSCOPE web services, PCT texts and bibliographic, etc.

2. WHAT IS BEING EVALUATED?

(A) EVALUATION OBJECTIVES

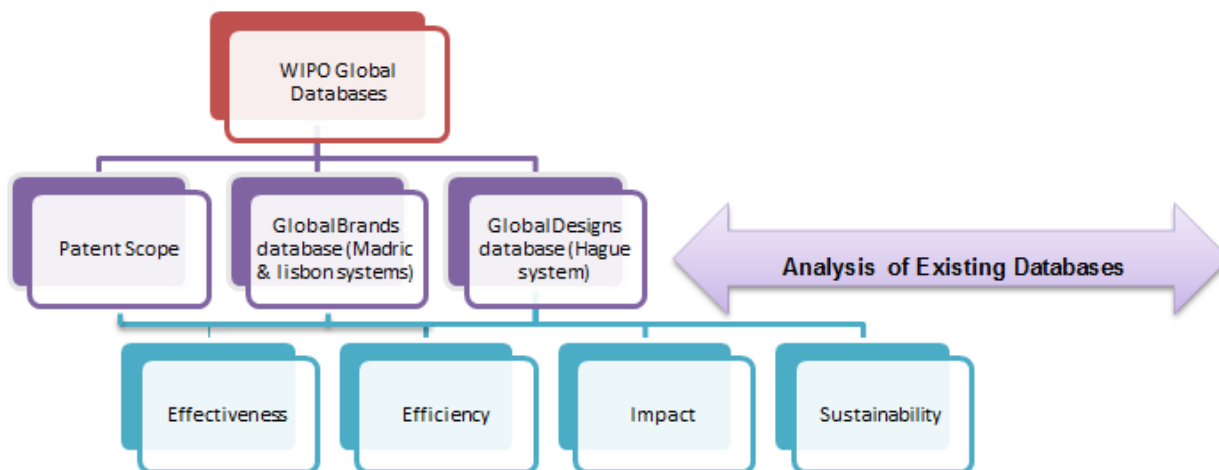
9. The main objectives of this evaluation were to:

- (a) Assess with an independent view the implementation of the activities and analyzing their outcomes;
- (b) Analyze the performance of the Program with a particular focus on the progress made towards achieving Expected Results (IV.2³ and IV.3⁴) of past biennia and the longer term Strategic Goal IV;
- (c) Inform Program Managers, WIPO Senior Management Team (SMT) and Member States on the main outcomes and challenges in achieving results; and
- (d) Identify good practices and areas for improvement in pursuing the achievement of these Expected Results into the next biennium.

(B) SCOPE, METHODOLOGY AND LIMITATIONS OF THE EVALUATION

10. The evaluation covered the Program performance in 2012-2015 with regard to PATENTSCOPE, Global Brand Database and Global Design Databases. The Copyright Collective Management Organization (CMO) and WIPO Lex databases, which have already been covered by IOD, were not included within the scope of this evaluation (Figure 1).

Figure 1: Evaluation scope of WIPO Global Databases Division



Source: IOD/WIPO data, 2016

11. The evaluation applied a mixed method approach to address the effectiveness, efficiency, impact and sustainability of WIPO Global Database Division. A desk review of existing literature was conducted to obtain secondary information on Program performance and use of databases. Structured individual interviews were held with the Program personnel and other staff members of WIPO. Online surveys were utilized to obtain information from the worldwide range of users (see Section C on stakeholders consulted). Quantitative and qualitative analysis of information

³ ER IV.2: Enhanced access to, and use of, IP information by IP institutions and the public to promote innovation and creativity.

⁴ ER IV.3: Broad geographic coverage of the content and use of WIPO Global IP Databases.

was conducted, with particular attention given to cross-validation of data and calibrate inconsistent and limited information on the Program activities, if there was any.

12. The evaluation provided answers to key questions listed below to assess whether the Program did deliver and continues delivering the right things in the right way, and to identify key lessons with this regard:

(a) Questions on Effectiveness

- (i) Was there any increase in National Collection in Global Databases (per database)?
- (ii) Were there any improvements or changes with regard to multi-lingual support?
- (iii) Was there any change with regard to content and structure of Global Databases?
- (iv) What are the most important technical characteristics of each database (e.g. security mechanism, search engine, handling large number of users, user friendly interface, multiple search options, handling large data set, etc.)?
- (v) Was there any increase in Global Databases Service users?

(b) Questions on Efficiency

- (i) To what extent the Program is making the best use and management of resources (human resource⁵, technical⁶ and financial) to maintain Global Databases?
- (ii) What are procedures or processes stipulating quality assurance and technical support⁷ measures?
- (iii) To what extent did the Program cooperate with other WIPO Programs and local / national IP offices?
- (iv) Are there any areas to improve with regard to partnership and cooperation between WIPO and national IP offices?

(c) Questions on Impact and Sustainability

- (i) To what extent Global Database Services address the needs (content and functionality) of national IP offices and other relevant parties?
- (ii) What are the preferences of the users of WIPO's Global Databases with regard to similar external databases?
- (iii) To what extent national IP offices and other relevant parties are familiar with benefits of Global Database Services?

13. In order to assess the extent to which WIPO Global Databases exhibit a competitive advantage over other main multinational patent, trademark and design databases, the

⁵ Program staff capacity building activity is also considered

⁶ Hardware, software, etc.

⁷ E.g.: disaster recovery planning, quality standards, etc.

evaluation team benchmarked the usage of Global Databases against similar public and commercial alternatives on the market⁸.

14. Primary users of the evaluation results will be the Global Databases Division as well as the Director General.

15. Limitations encountered by the evaluation are listed below:

(a) Internal records to track usage of the WIPO Global Databases vary. On the one hand, data of the PATENTSCOPE usage covers the number of unique visitors, the number of hits and the consumed bandwidth. On the other hand, current available data as regards the Global Brand and Design Database usage only captures the number of unique visitors; and

(b) Whereas estimated budget allocation for the Program activities is available, no information was obtained on actual expenditures per database.

(C) KEY STAKEHOLDERS

16. The evaluation team closely collaborated with the Reference Group (RG) composed of key staff from Program 13. The RG provided technical input and feedback on the final report.

17. In the course of the evaluation, the team reached out to internal and external stakeholders:

(a) WIPO Members States;

(b) WIPO staff from Global Databases Division, Global Infrastructure Sector, Brands and Designs Sector, Administration and Management Sector, Office of the Director General, Patents and Technology Sector, Copyright and Creative Industries Sector, and Development Sector;

(c) Two hundred seventeen national Intellectual Property Offices (IPO), as database vendors and users;

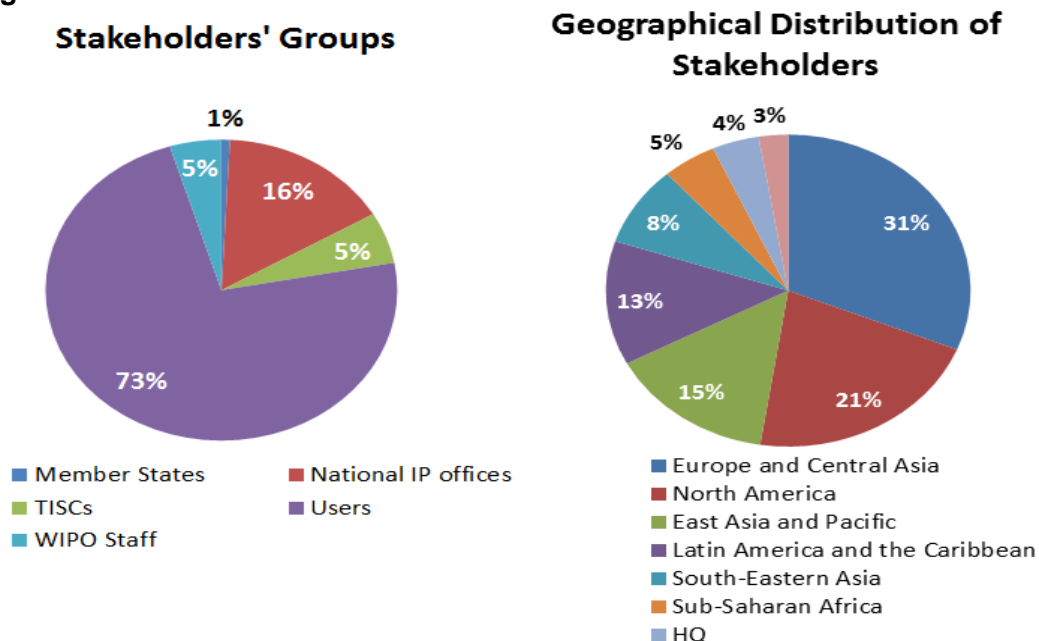
(d) Over 14,000 individual users of PATENTSCOPE; and

(e) Sixty one Technical and Innovation Support Centers (TISCs).

⁸ No reports had been found or made available to appraise the financial and human resource allocations of the providers of similar databases.

18. The figure below (Figure 2) depicts the distribution of consulted stakeholders per group and geographical distribution. The comprehensive list of stakeholders interviewed is provided in Annex 2.

Figure 2: Internal Stakeholders Consulted



Source: IOD/WIPO Data, 2016

3. FINDINGS AND ASSESSMENTS

(A) WHAT HAS THE PROGRAM ACCOMPLISHED?

Finding 1: National data collections and the number of records in the WIPO Global Databases have been continually increasing over the evaluated period. In 2012-2015, the growth rate in the number of full text records uploaded to PATENTSCOPE and Global Brand Databases were over 171 per cent and 1,050 per cent respectively.

Finding 2: The content and functionalities of WIPO Global Databases' (including multilingual support of PATENTSCOPE Database) were positively rated by over 80 per cent of surveyed database customers and the usage of the PATENTSCOPE and Global Brand Databases has been gradually increasing for the past two biennia.

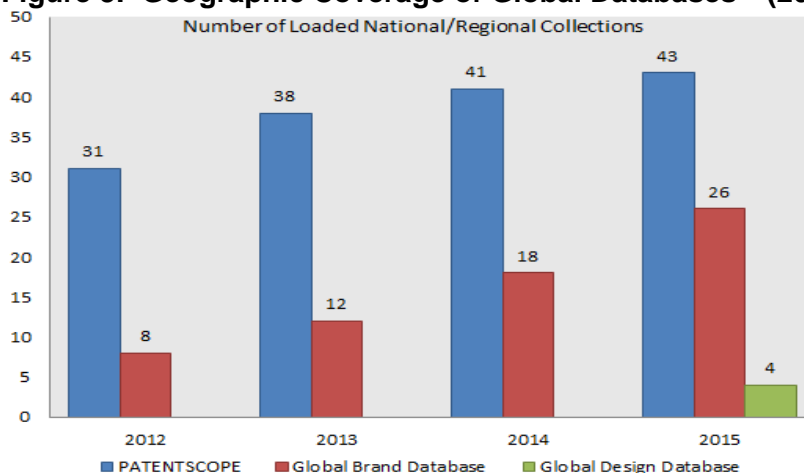
Finding 3: The WIPO Policy on Gender Equality was approved in 2014. Gender equality indicators, however, have not yet been factored in as part of the Program's result framework and gender disaggregated data was not available during the evaluation process.

(Linked to Conclusions 1 and 2)

(i) Increased Records of the WIPO Global Databases

19. In 2012-2015 period, national data collections⁹ increased by about 39 per cent for the PATENTSCOPE Database and more than tripled for the Global Brand Database (Figure 3). The Program Team continually enriched the PATENTSCOPE Database through adding bibliographic information, data on grants and utility models¹⁰ and backfilling¹¹ full text data. In 2012, the Program Team increased the pool of national collections, adding application data of the Japanese collection. In 2013, the team added bibliographic data and IP collections from various countries (full text format) including the United States and Canada.

Figure 3: Geographic Coverage of Global Databases¹² (2012-2015)



Source: Program 13 Data, WIPO 2016,

20. By the end of 2015, the PATENTSCOPE Database incorporated 43 national and regional IP collections worldwide. Meanwhile, the Global Brand Database, covered trademark data from 26 countries¹³ as well as data retrieved from WIPO collections¹⁴, thus, demonstrating over 200 per cent increase in 2012-2015. Regarding the Global Design Database, it included four country collections

in 2015 (Canada, Japan, New Zealand and the United States of America (USA)) and the collections from WIPO's Hague system¹⁵.

21. The number of records of the PATENTSCOPE and Global Brand Database has also steadily expanded. In 2012-2015, there were increases of over 171 per cent and 1,050 per cent respectively in the number of full text records uploaded to PATENTSCOPE and Global Brand Database (Figure 4).

⁹ Data provided by national and regional IP offices.

¹⁰ A *utility model* is an exclusive right granted for an invention, which to prevent others from commercially using the protected invention, without his authorization, for a limited period of time.

¹¹ "Backfilling means adding missing past data.

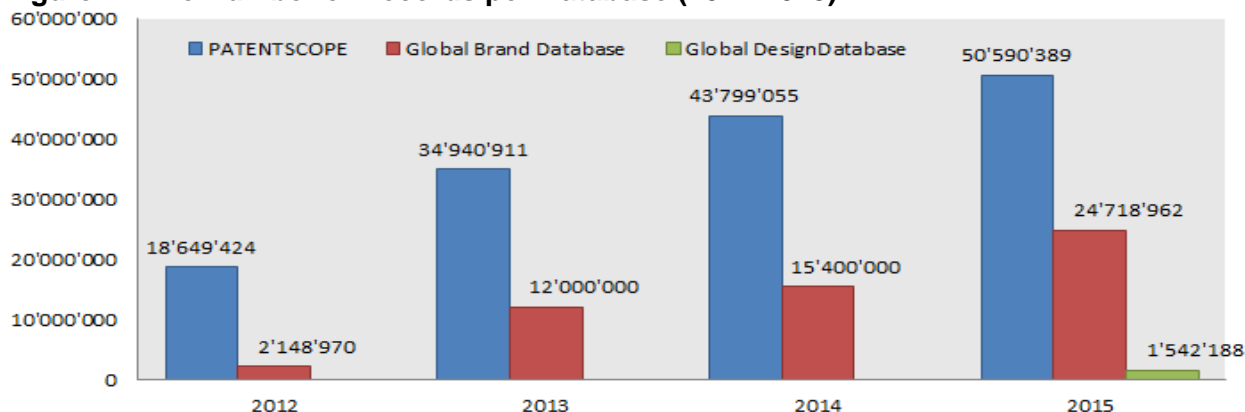
¹² Excluding WIPO PCT collections, but including German Democratic Republic (DDR) and Union of Soviet Socialist Republics (USSR) collections

¹³ Algeria, Australia, Brunei, Cambodia, Canada, Dania, Egypt, Estonia, Israel, Mexico, Morocco, New Zealand, Oman, Philippine, Singapore, Switzerland, United Arab Emirates (UAE), USA, European Union Intellectual Patent Office (EUIPO), Germany, Indonesia, Japan, Lao, Moldova, Tonga, the Republic of Korea.

¹⁴ WIPO Appellations of Origin (Lisbon), WIPO Emblems (Article 6ter), WIPO International Trademarks (Madrid).

¹⁵ According to the feedback of the Program staff, backfilling for Global Design database was not completed yet.

Figure 4: The Number of Records per Database (2012-2015)



Source: Program 13 Data, WIPO 2016

22. The PATENTSCOPE Database collections are updated at least once a week. The table below presents the log of new collections uploaded into the Global Brand and Design Databases (Table 1).

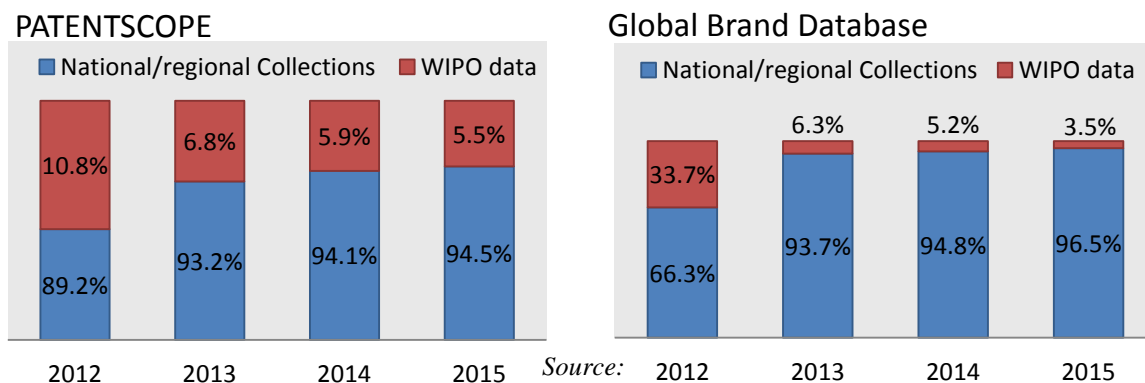
Table 1: Arrangement of National Collections for Global Brand and Design Databases

Update reported	Databases		Update reported
	Global Brand Database	Global Design Database	
2016-10-11	Data from Spain (over 740,000 records)		
2016-08-10	Data from Mongolia (over 15,000 records)		
2016-07-05	Data from Malaysia (over 450,000 records)		
2016-05-17	Data from Jordan (over 58,000 records)		
2016-04-27	Data from Georgia (over 26,000 records)		
2016-02-16	Data from Papua New Guinea (over 23,000 records)		
2016-01-21	PDF and HTML report with images		
2015-11-20	Data from the Republic of Korea (over 3,000,000 records)		
2015-11-10	Moldovan data (over 35,000 records)		
2015-10-09	German data (over 1,800,000 records)	Over 1,000,000 documents added	2015-05-08
2015-10-02	OHIM data available (over 1,250,000 records)		
2015-03-06	Lao data (over 33,000 records)		
2015-02-18	Tonga data (over 2,000 records)		
2015-02-12	Japan data (over 1,700,000 records)		
2015-01-01	Indonesia data (over 660,000 records)		
2014-12-18	Brunei data (over 37,000 records)		
2014-12-13	Mexico data (over 900,000 records)		
2014-09-18	Cambodia data (over 50,000 records)		
2014-08-21	Denmark data (over 275,000 records)		
2014-05-28	Oman data (over 39,000 records)		
2014-05-26	New Zealand (over 500,000 records)		

Source: IOD/WIPO Data, November 2016

23. Data collection dynamics for 2012-2015 demonstrates an increasing share of data collected externally, from national IP offices and IP data providers. Thus, for the PATENTSCOPE Database data collected externally increased from 89.2 per cent in 2012 to 94.5 per cent in 2015. A similar pattern was identified for the Global Brand Database which increased its data inflow from external sources from 66.3 per cent in 2012 to 96.5 per cent in 2015 (Figure 5).

Figure 5: Data Collection Dynamics: Breakdown for Global Databases (2012-2015)



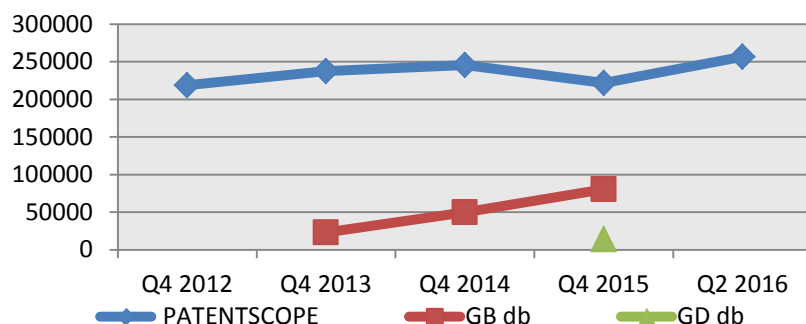
Program 13 Data, WIPO 2016

24. In 2015, the Global Design Database accumulated 2.7 per cent of its data from WIPO’s internal sources. The rest of the data (97.3 per cent) was gathered externally.

(ii) Usage of the WIPO Global Databases

25. The usage of Global Databases was assessed through the prism of: the number of unique search visitors¹⁶, unique visitors¹⁷, the number of user hits¹⁸, and consumed bandwidth¹⁹. The Program statistics show an increasing number of unique search visitors²⁰ of the PATENTSCOPE and Global Brand Databases in 2012-2015, in alignment with the targets set for the Program key performance indicator under Expected Result IV.2 (Figure 6).

Figure 6: Search Visitors of WIPO Global Databases (2012-2016)



Source: Program 13 Data, WIPO 2016

26. There were two leading consumers’ groups detected: industrialized market economies²¹ and Asia, the Pacific and China. Moreover, on average, the visitors from industrialized market economies constituted over 50 per cent of both total unique visitors (Figure 7), and total visitors’ hits (Figure 8).

¹⁶ Search visitor refers to the number of unique IP Addresses that have at least performed a search hit within a given period. All users utilizing the same IP address are counted as a single unique visitor.

¹⁷ Unique IP Addresses (i.e. visitors) within a given period.

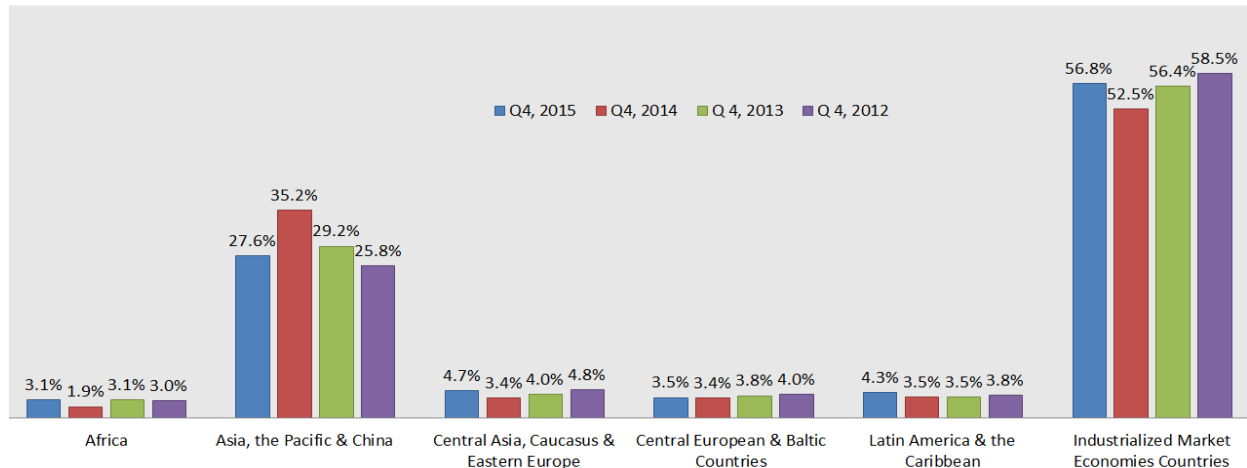
¹⁸ The number of files downloaded by the users.

¹⁹ The amount of data that can be transmitted in a fixed amount of time and expresses in megabits per second (MBs)

²⁰ Search visitor refers to the number of unique IP Addresses that have at least performed a search hit within a given period. All users utilizing the same IP address are counted as a single unique visitor.

²¹ Including United States, Japan, India, Germany, France, Switzerland, Spain, Italy, United Kingdom, Canada, Russian Federation and Australia.

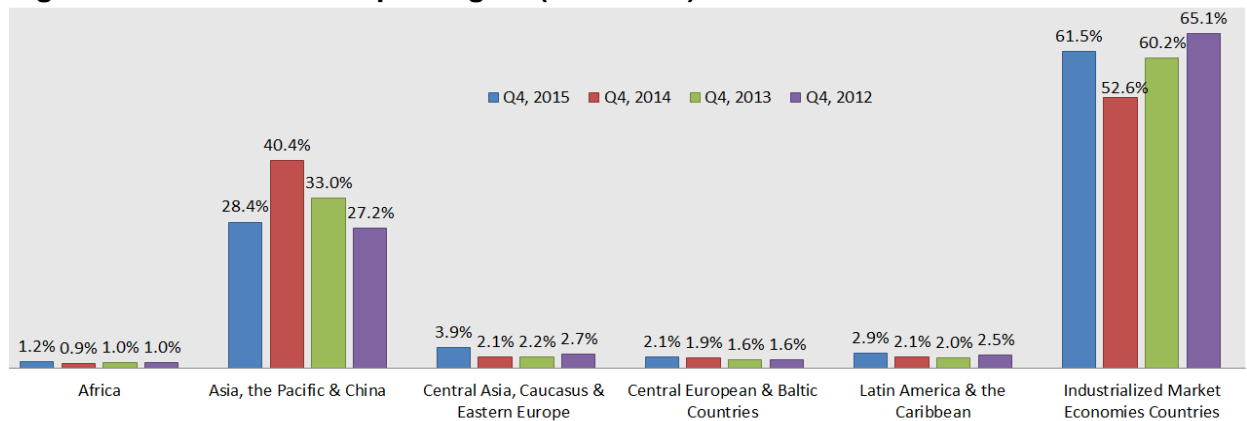
Figure 7: Unique Visitors per Region (2012-2015)²²



Source: PATENTSCOPE Statistics Reports for 2012-2015, Program 13 Data, WIPO 2016

27. Africa was noted as the least active region in all three of the aforementioned categories. Meanwhile, the countries of the Central Europe and Baltic regions also scored low in the following two categories: users’ hits and consumed bandwidth.

Figure 8: User Hits Share per Region (2012-2015)²³



Source: PATENTSCOPE Statistics Reports for 2012-2015, Program 13 Data, WIPO 2016

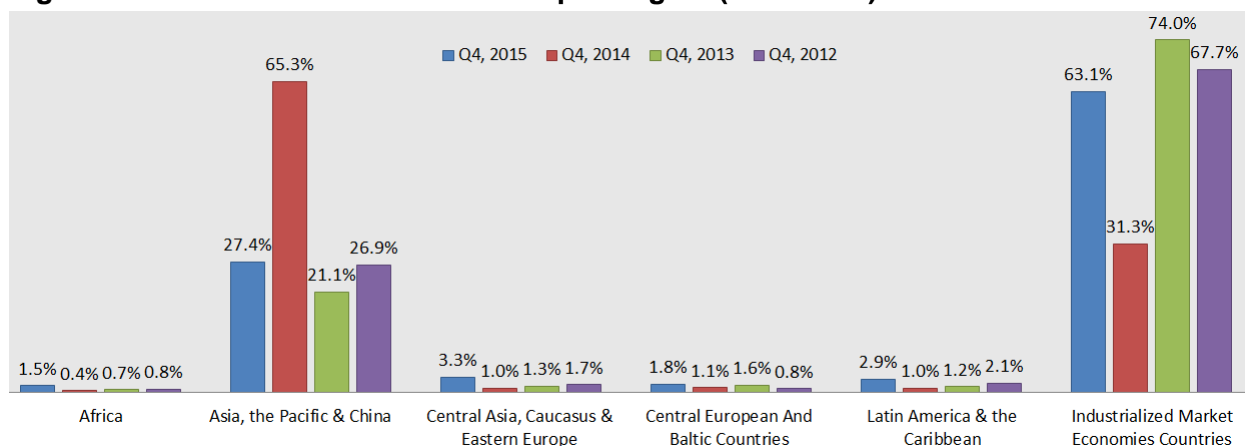
28. In 2013, the consumed bandwidth of industrialized market economies reached 74 per cent but this dropped to 31.4 per cent the next year. The relatively high traffic in 2013 was partially due to Internet bots²⁴ downloading a large volume of data from the databases. In 2014, the Program Team implemented counter bot activities to repel the traffic generated by bots, which probably²⁵ affected the consumed bandwidth rare in 2014 (Figure 9).

²² Last quarter data.

²³ Last quarter data.

²⁴ Web robot or simply bot, is a software application that runs automated tasks over the Internet.

²⁵ No impact analysis was conducted.

Figure 9: Consumed Bandwidth Share per Region (2012-2015)²⁶

Source: PATENTSCOPE Statistics Reports for 2012-2015, Program 13 Data, WIPO 2016

29. There is an increasing interest towards the Global Brand Database. The Program reports a six-fold increase of unique visitors per quarter between 2012 and 2015. In the meantime, the number of unique visitors to the Global Design Database reached 14,000 per quarter²⁷ by the end of 2015.

30. The WIPO Global Databases do not incorporate a gender dimension, although the WIPO Policy on Gender Equality was approved in 2014. More precisely:

- (a) The Global Databases collect and present records that are retrieved from external sources of information. Therefore, gender-related information can only be found in the Global Databases whenever it is captured by the WIPO-PCT data and in the national data collections;
- (b) The usage of the Databases is currently tracked based on the number of unique visitors, the number of user hits, and consumed bandwidth. These records are all traced through the IP address number, thus not allowing the inclusion of a gender-related variable;
- (c) Among the three Global Databases, only the PATENTSCOPE Database includes a user account feature that currently does not have a gender-related field; and
- (d) Tracking the overall number of participants of Global Databases information sessions is done through attendants' lists. This information has not been used yet to identify a trend of female and male disaggregated participation over the sessions.

31. The Program has started to work on incorporating a gender perspective into the work plan and has already identified areas where gender dimension can be factored in the content of the Global Databases.

²⁶ Last quarter data.

²⁷ Program Performance Reports for 2012/13 and 2014/15, WIPO

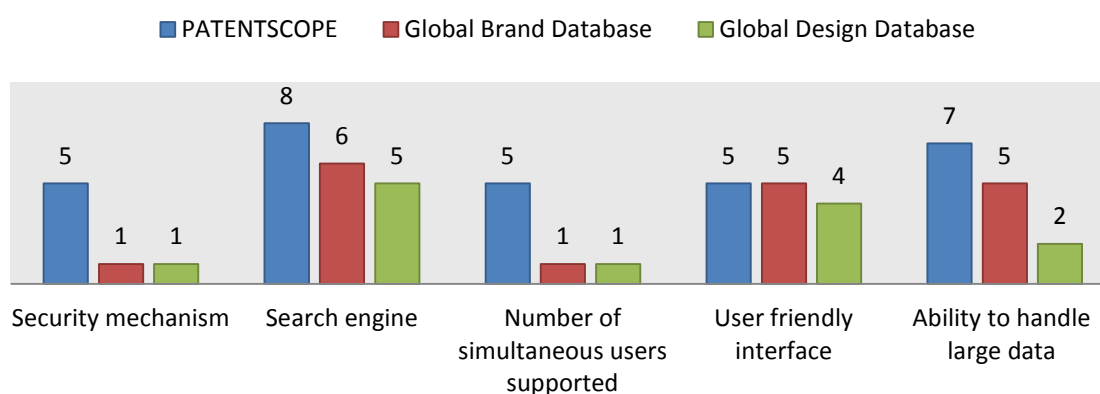
(iii) Most Important Characteristics of the WIPO Global Databases

32. The evaluation team addressed technical, functional and content related facets of Global Databases to assess the users' satisfaction. Since 2012, the Program Team has elaborated database search features and data coverage and reported continually improving functionalities and the search syntax of the Global Databases, including:

- (a) Regular updating the existing collections in the PATENTSCOPE and Global Brand and Design Databases;
- (b) Development of new machine translation language pairs for patent-related texts to improve coverage of free machine translation services, including solutions for citation extraction, chemical structure and genetic sequence analysis;
- (c) Implementation of Optical Character Recognition (OCR) solutions for PATENTSCOPE, including proofreading of PCT backfiles;
- (d) Development and setup of PATENTSCOPE mirror in Japan to improve latency time in Far East countries and to provide a geo-diverse backup for PATENTSCOPE; and
- (e) Advancement of the user interface and the development of new graphical interface components of the PATENTSCOPE, Global Brand and Design Databases.

33. Among the most important changes taking place in the PATENTSCOPE Database, the Program Team mentioned the enrichment of existing collection, increased geographic coverage of national patent collections, and multilingual support tools developed in-house. Meanwhile, the "Search Engine" received the highest recognition from the teams²⁸ of relevant databases (Figure 10). Seven out of eight team members of the PATENTSCOPE Database agreed that "Ability to handle large data" was the next beneficial trait of the database followed equally by the other three: "Security mechanism", "Number of simultaneous users supported", and "User-friendly interface".

Figure 10: Database Staff's Feedback on Technical Characteristics



Source: IOD/WIPO Data, 2016

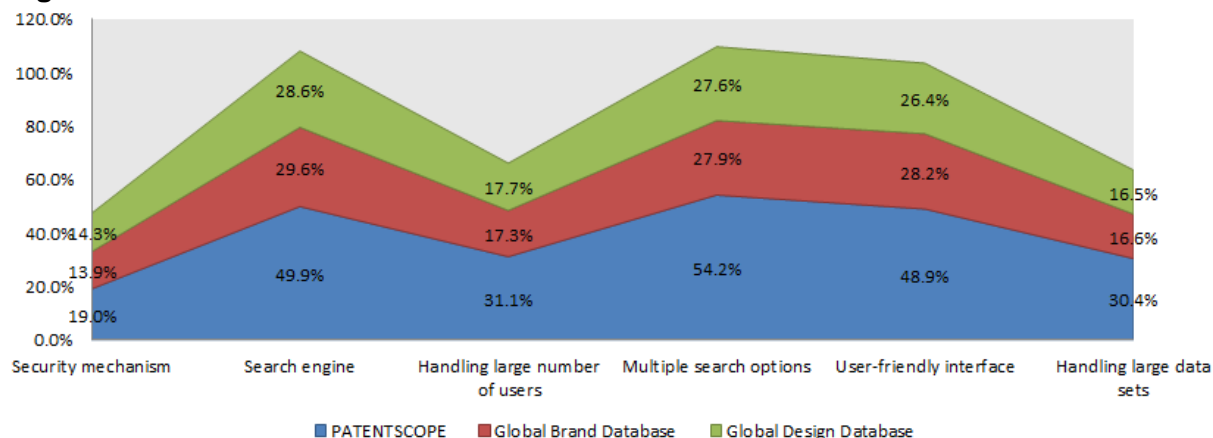
34. As for the Global Brand and Global Design Databases, the "Security mechanism" and "Number of simultaneous users supported" features were the least recognized by the relevant teams (one out of five).

35. According to survey results, the majority of users pointed out "Multiple search options", "User-friendly interface" and "Search engine" (features to be among the main characteristics of

²⁸ WIPO team involved in developing and / or maintaining Global Databases: eight PATENTSCOPE team members and five team members of Global Design and Brand databases.

all three databases). Meanwhile, less acknowledgment was given to “Security mechanism” and “Handling large data sets” of Global Databases (Figure 11).

Figure 11: WIPO Global Database Users’ Feedback on Technical Characteristics



Source: IOD/WIPO Data, 2016

36. In-house developed machine translation software of WIPO mainly targets PATENTSCOPE users benefiting the multilingual support provided through:

- (a) CLIR search system²⁹; and
- (b) Translation Assistant for Patent Title and Abstracts (TAPTA), a statistical machine translation system.

37. In 2013-2015, the total number of languages supported by CLIR increased by five, thus bringing the total number to 14. For the same period, five language pairs were added in statistical machine translation tool reaching seven language pairs in total (Table 2). In the meantime, neither Global Brand Database nor Global Design Database offers any multilingual support arrangements.

Table 2: Multi-lingual Support

	2012-2013	2014-2015	TOTAL
CLIR	3 language added: Dutch, Italian, Swedish	2 language added: Danish, Polish	14 languages supported ³⁰
TAPTA	2 language pairs added: English-German, English-Japanese	3 language pairs added: English-Korean, English-Russian, English-Spanish	7 language pairs supported ³¹

Source: Program Performance Reports for 2012-2013 and 2014-2015, WIPO

38. Per internal stakeholders, the PATENTSCOPE database remains abreast of technology due to the machine translation tools and the national collection coverage. In the case of the WIPO Global Brand Database, a loss of competitive advantage has already taken place as regards the incorporation of the free-based image search tool by one of the database’s main

²⁹ Allows entering a term or a phrase in one language and retrieving relevant patent documents in languages supported by CLIR.

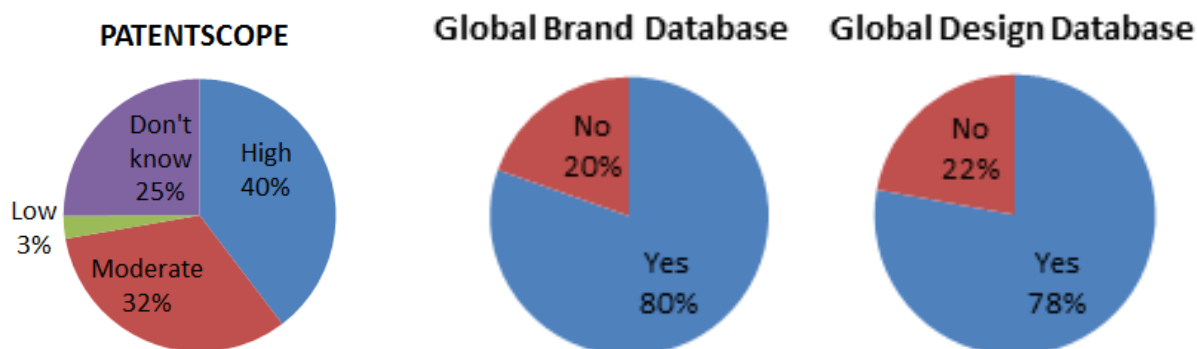
³⁰ Chinese, Japanese, Dutch, Korean, English, Portuguese, French, Russian, German, Spanish, Italian, Swedish, Danish, and Polish.

³¹ Including: English-French, English-Chinese

competitor³². Thus, further changes in the Global Database systems are considered necessary by the Program staff.

39. Around 40 per cent of users' responses received on the PATENTSCOPE Database confirmed their high satisfaction with the multilingual support provided and over 78 per cent of responses on the Global Brand and Design Databases noted having multilingual support to be a vital feature to navigate through the Global Brand and Design Databases (Figure 12).

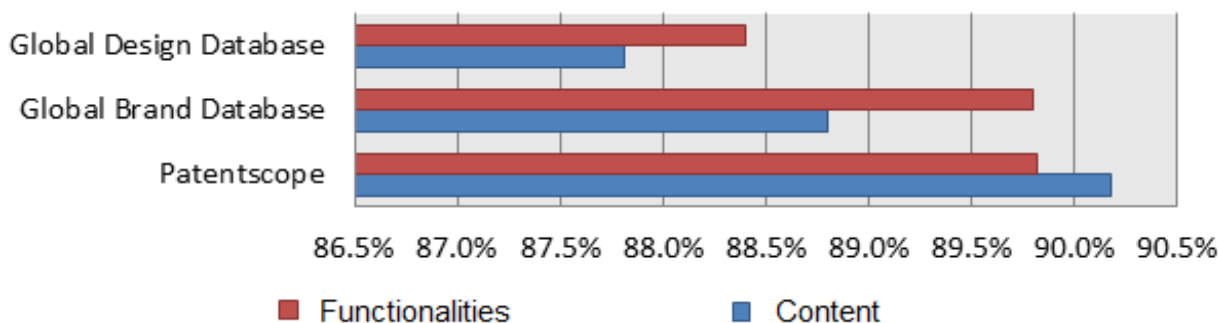
Figure 12: Global Database Users' Feedback on Multilingual Support



Source: IOD/WIPO Data, 2016

40. Over 80 per cent of users surveyed gave positive feedback on the functionalities and content of all three Global Databases. The content facet received the largest share of positive responses (over 90 per cent) for the PATENTSCOPE Database and the least share for Global Design Database (87.7 per cent). PATENTSCOPE and Global Brand Databases each gathered 89.8 per cent of responses pertaining to their functionalities. Meanwhile, the same facet of the Global Design Database was slightly lower, reporting about 87 per cent positive responses (Figure 13).

Figure 13: Users Feedback on Content and Functionalities of Global Databases



Source: IOD/WIPO Data, 2016

41. The Program Team highlighted that any changes either in database functionalities (including decisions on multilingual support tools) or language pairs (for the PATENTSCOPE Database) are based on the users' needs which are assessed during promotional conferences attended and database presentations delivered by the Program Team. In any case, the Program Management has been following product development trends shaping IP databases of key market players such as the European Patent Office (EPO).

³² Recently EUIPO has launched the beta version of this feature for the TMView database.

42. According to staff feedback, changes take place once a month on average and are introduced to the general public through roundtables organized at WIPO Headquarters, PATENTSCOPE webinars, and WIPO newsletters published online.

43. Per feedback from staff members, the following components would need to be prioritized for scalability of the WIPO Global Database products:

- (a) PATENTSCOPE technology would need to focus on OCR, image search and translation machinery;
- (b) Global Brand Database would require a better classification of images to raise the profile of this database and hence its usage;
- (c) More human resources are deemed necessary in order to address the following changes in the database system: (1) completeness, quality and timeliness of WIPO Global Databases information; (2) acceleration of the upload of collections; and (3) improvement of functionalities of databases; and
- (d) Enhancement of timeliness of data published would require smoother communication with IP Offices.

Conclusion 1: Enrichment of the pool of national data collections, continuous development of new functionalities and increasing number of WIPO Global Database users enables the achievement of the WIPO Expected Results IV.2 and IV.3.

Conclusion 2: The Program paid less attention to gender mainstreaming and equality matters in assessing the achievement of the WIPO Expected Results IV.2 and IV.3 through the gender sensitive indicators.

(Linked to Findings 1, 2 and 3)

(B) HAS THE PROGRAM INVESTED ITS RESOURCES EFFICIENTLY?

Finding 4: The Program continually allocates financial resources to improve data and system quality of the databases through developing functionalities and enriching national data collections, while more resources are being allocated to the development of the PATENTSCOPE Database.

Finding 5: The staff members perform multiple technical tasks. Given that no full-time staff back up is provided, this could cause certain data management delays in cases of emergencies and increase the probability of occurrence for certain associated risks. Currently, the PATENTSCOPE Database has been allocated more human resources than the Global Brand and Design Databases.

Finding 6: Formal quality assurance measures for uploading new national collections are applied at the initial launch during the semi-automated data transformation process, which includes data verification and error corrections. Any data quality issues are reported by users on a voluntary basis and no other quality check measures are being implemented so far.

Finding 7: The Program has carried out a Business Impact Assessment, although, Business Continuity and Disaster Recovery Plans have not yet been developed.

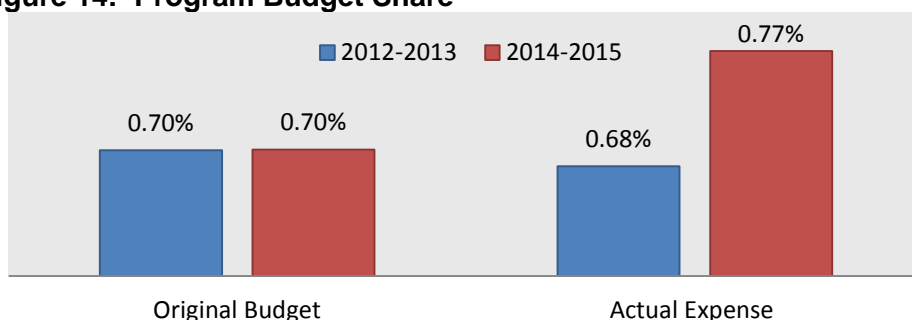
Finding 8: Internal and external cooperation channels are limited to data downloading practices. No resources are allocated to track the national data deliveries, or follow up with IP offices in case of necessity.

(Linked to Conclusions 3, 4, 5, 6 and 7)

(i) Finance and Budgeting

44. The original budget of the Program for 2012-2013 and 2014-2015 represented about 0.7 per cent of the total WIPO budget. However, actual expenditures for the same period demonstrated a slight deviation, as the actual share constituted 0.68 per cent and 0.77 per cent of the total budgets respectively (Figure 14).

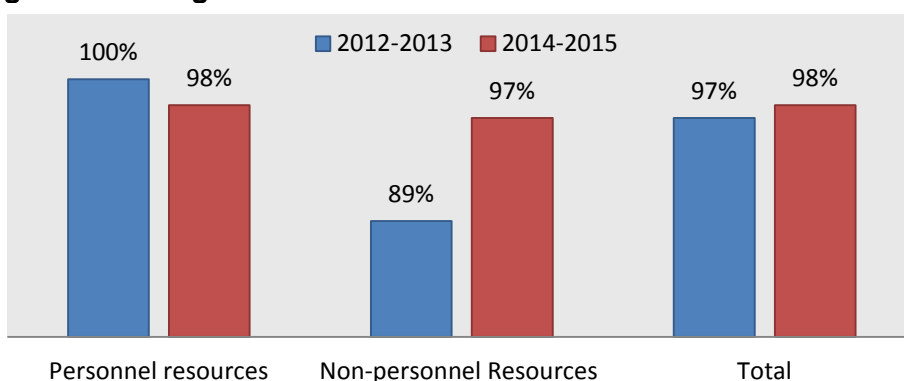
Figure 14: Program Budget Share



Source: Annual Financial Report and Financial Statements for 2012-2015, WIPO

45. The total budget utilization rate³³ in 2012-2013 and 2014-2015 was 97 and 98 per cent respectively, out of which the highest budget utilization rate was for personnel resources in 2012-2013 and for non-personnel resources in 2014-2015 (Figure 15).

Figure 15: Budget Utilization for 2012-2013 and 2014-2015 Biennium



Source: Program Performance Reports for 2012-2015, WIPO

46. A lower non-personnel utilization rate in 2012-2013 was caused by decreased expenditure on database servers procured internally³⁴. In order to advance the dissemination of digitized patent collections, the Program workplan indicates outsourcing the loading of national collections into the PATENTSCOPE Database to Satyam Computer Services Limited, an Indian IT service company.

³³ Actual expenses vs original budget of the Program.

³⁴ By Program 25

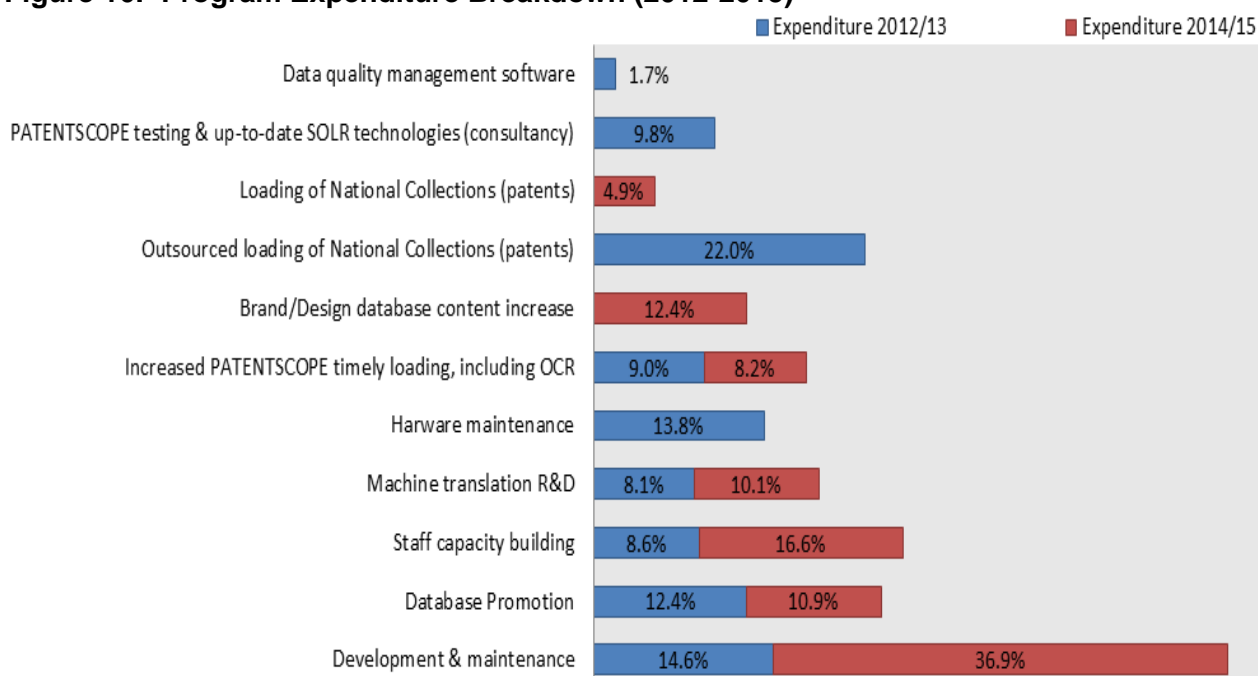
47. The Program has increasingly allocated resources³⁵ to maintain and develop the Global Databases. More precisely, the largest share of the budget was allocated to:

- (a) Development of search engine (14.6 per cent in 2012-2013, and 36.9 per cent in 2014-2015) of PATENTSCOPE Database
- (b) Advancement of machine translation tools for the PATENTSCOPE Database though investing in research and development activities (from 8.1 per cent to 10.1 per cent budget share in 2012-2013); and
- (c) The overall maintenance and operation of Global Brand and Design Databases with a particular focus on expanding the number of national collections.

48. Promotion of the PATENTSCOPE and Global Brand Databases has been funded since 2012. A budget allocation scheme showed decreasing propensity in 2012-2015. While 12.4 per cent of the budget was allocated for promotion activities in 2012-2013, a similar budgetary line shrank to 10.9 per cent in 2014-2015. According to the explanation given by the Program Manager of the Global Infrastructure Sector, this was due to the distribution of the responsibilities between Program 13 and Program 14 with regard to activities of promoting the use of Global Databases in 2013 so that certain resources allocated in Program 14 were used to supplement to promotional activities financed by Program 13. According to the workplan, no resources have been allocated to marketing the WIPO Global Databases, although, individual visits had been funded for promotion purposes. The staff capacity building budget increased from 8.6 per cent to 16.6 per cent for the same two-year period.

49. A budget share for the PATENTSCOPE Database’s testing, securing and data quality management was only allocated during the 2012-2013 period (9.8 per cent of the total Program budget). The Program reviewed licenses for data quality management software with a cost share of 1.7 per cent to total budget for 2012-2013 (Figure 16).

Figure 16: Program Expenditure Breakdown (2012-2015)



Source: Program Workplan Reports for 2012-2015, WIPO

³⁵ Personnel and non-personnel

50. Overall, about 50 per cent of responses provided by the Program staff mentioned being partially satisfied and about 30 per cent of responses indicated their satisfaction with financial resources provided to maintain WIPO’s Global Databases.

(ii) Human Resources

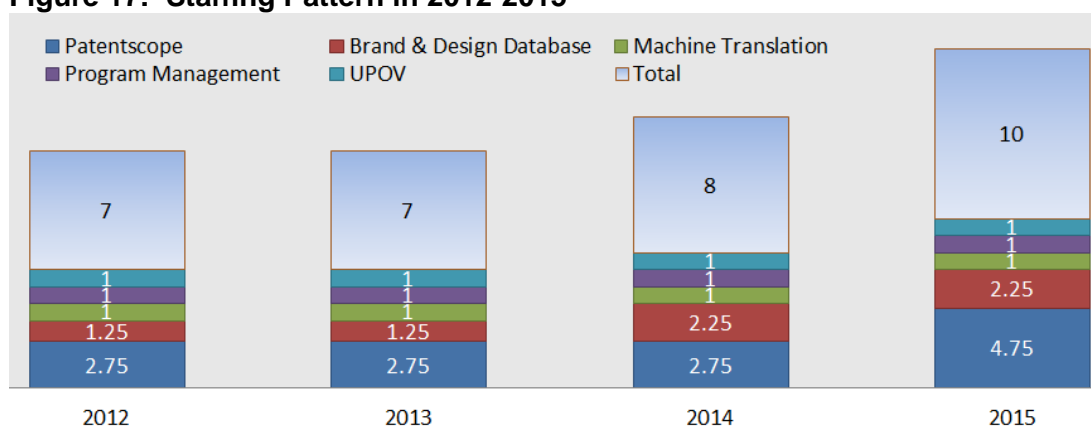
51. The evaluation team identified four key staffing categories employed in 2012-2015:

- (a) Database/Program Management group (e.g. Program Director);
- (b) Application Management group consisting of application developers, and the staff performing application support and maintenance functions;
- (c) Data Management group including data collection, quality checking, transformation and uploading functions; and
- (d) End User Support category (documentation maintenance, training provision and help desk).

52. The staffing of the Program did not significantly change in 2012-2013. The Program employed six professional staff and one general-level member of staff in total. Two out of seven³⁶ were covering the PATENTSCOPE Database full-time and the fourth member of the team³⁷ was allocating about 25 per cent of the time to supporting the PLUTO Database³⁸ possessed by the International Union for the Protection of New Varieties of Plants (UPOV). The other two staff members had been assigned to develop and maintain Global Brand Database and one of them shares time between the Global Brand Database (25 per cent) and the UPOV Database PLUTO (75 per cent). In 2014, the Program staff composition added one Data and Software Analyst who was hired to support the development of Global Brand Database.

53. After launching the Global Design Database in 2015 the staffing pattern to maintain Global Brand and Design Databases was not significantly altered (Figure 17). On the other hand, considering the increasing workload and work specifics, two additional professional-level staff were hired to operate the PATENTSCOPE Database of the Global Database Division.

Figure 17: Staffing Pattern in 2012-2015



Source: Program Reports and IOD/WIPO Data, 2016

54. In general, the scope of work of technical staff members was scattered across different staffing categories, e.g. Program officer performing system development (Application Management Group) and data collection, analysis, and uploading into the database (Data

³⁶ Head of Patent Database Section, Senior Software Engineer, and Data Analyst.

³⁷ Senior Service Data Administration Clerk

³⁸ Plant Variety Database

Management Group). In the course of evaluation, certain functions of the PATENTSCOPE application development and data maintenance were performed by one staff member. Similarly, one staff member was working full-time to develop and maintain two other databases (justified by historic evolution and the complexity of data processing), namely the WIPO Global Brand and Global Design Databases. During the evaluation, the Program Team reported having no human resources to track the national data deliveries and contact offices in case of data delays, format changes or quality problems.

55. About one third of the Program staff indicated their dissatisfaction and another third stated their partial satisfaction with the available human resources. As reported, the development of the WIPO Global Databases would require additional human resources and time allocation in order to bring new technology into production. According to staff feedback, the Division is understaffed and has insufficient human resources to load PCT national phase entries from all PCT member states, which will become mandatory³⁹ after the anticipated changes of patent rules take place in July 2017.

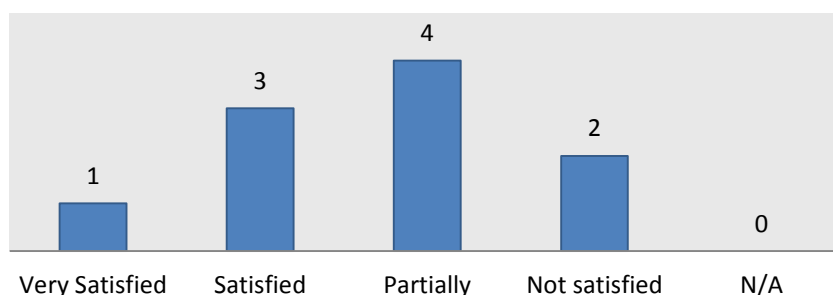
(iii) Quality Assurance Measures

56. Quality assurance measures for loading new national collections are limited and only applied at the initial launch, at the data management stage, which is the most time-consuming tasks lasting from three/four hours to several days (depending on the data quality and volume). By default, the data downloading and transformation processes are automated although requiring manual interventions (e.g. latency⁴⁰ and dropped data packets⁴¹ in case of downloading and data format changes and errors in case of data transformation).

57. Global databases have in place automated tracking error systems which trigger requests for manual interventions (carried out by one staff member) in the event of errors occurring. Once identified, data adjustments (including manual ones) result in increased processing time due to the required adaptation of the loading procedures. Errors and data quality issues are also reported by users (on voluntary bases) through social media platforms (e.g. twitter and WIPO account), the PATENTSCOPE Database forum and the generic mailbox of each database. Detailed information on the processing time of internal core business processes per each database can be found in Annex 3.

58. The Program staff noted that the lack of human resources leads to partial satisfaction with the data assurance measures implemented in-house (Figure 18). Any challenges associated with data quality and formatting are not static and change over time. These challenges include: IPOs' changing data formats or ceasing data delivery without preliminary notification or recourse.

Figure 18: Program Staff's Feedback on Quality Assurance Measures



Source: IOD/WIPO Data, 2016

³⁹ It will make the transfer of national entry phase data mandatory for all PCT member states.

⁴⁰ Whenever it takes a long time for each data packet to reach its destination at point of downloading.

⁴¹ When the router fails to download/ deliver data packets.

59. The feedback received from the Program personnel shows that database teams were and remain recurrently/periodically understaffed meaning that the incoming data quality and formatting issues are resolved as they occur. The Program Management is considering strengthening the patent database team in the near future⁴², although no plans have been mentioned to reconsider the Brand and Design database staffing system.

60. According to internal consultation, improving data quality assurance measures would require:

- (a) Adding more flexibility into the application to allow changes;
- (b) Increasing the number of data received in text format;
- (c) Better monitoring and analyzing of the quality and accuracy of the data; and
- (d) Increasing human resources.

(iv) Technical Support and Maintenance

61. The International Computing Center (ICC)⁴³ provides Information and Communications Technology (ICT) support and hosting services⁴⁴ for WIPO PATENTSCOPE application in accordance with the Service Delivery Agreement (SDA) signed with WIPO. Any improvements or requirements pertaining to Global Brand and Design Databases are beyond the scope of the SDA (Annex 4) and shall be considered and addressed through the Business Change Requests (BCRs) submitted by WIPO separately from the SDA.

62. It is noteworthy that the SDAs have never covered any disaster recovery solutions for PATENTSCOPE application. Besides, by the end of 2016, there was neither Business Continuity nor a Disaster Recovery Plan (DRP) developed in-house, although the Program was partaking in a WIPO-wide Business Impact Analysis exercise carried out in summer 2016. The absence of aforementioned plans results in the Program's having less resilience to cope with emergencies and emerging threats and less ability to absorb disruptions.

63. The WIPO Business Impact Analysis (BIA) for the Global Databases concludes on the PATENTSCOPE timely publication as a Program critical activity. For instance, per the BIA estimates a delayed external delivery of PCT data would have a catastrophic impact over a period of 5 days, and a similar reputational damage over the same period.

64. In order to address data latency issues in Asia, WIPO set up a mirror site of the PATENTSCOPE Database. In 2014, WIPO set up a partnership with the Japan Patent Office (JPO) through the Japan Mirror project. The project is designed to improve search and retrieval of PATENTSCOPE documents for users in the Asian Pacific region and provides a fully operational geo-diversified mirror version of the PATENTSCOPE web service. The project was also intended to provide a partial solution to implement a DRP and a Business Continuity Plan (BCP). Since the first quarter of 2016, PATENTSCOPE data are backed up every day. In case of having WIPO Headquarters servers down, the mirror site would provide undisrupted services of PATENTSCOPE to users in the world. In creating the mirror site, the JPO offered its secured space at its expense to allow WIPO to install several data servers therein under WIPO's control and at WIPO's expense.

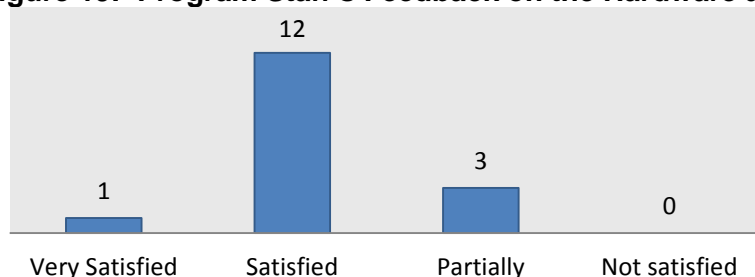
⁴² Planning for 2017.

⁴³ An inter-agency facility providing ICT services to UN and other non-for profit organization; established in 1971 pursuant to resolution 2741 (XXV) of the United Nations General Assembly.

⁴⁴ E.g.: hardware and server provision and management, storage-on-demand, enterprise full back-up and data recovery services.

65. Meanwhile, 36 per cent of responses indicated Program staff's satisfaction and 47 per cent shared partial satisfaction with the hardware and infrastructure available at the time of evaluation (Figure 19).

Figure 19: Program Staff's Feedback on the Hardware and Infrastructure



Source: IOD/WIPO Data, 2016

66. The Program staff mentioned that there is a permanent need for high performance infrastructure (servers and processing power) to enable higher system responsiveness as the volume of information increases and more sophisticated innovative/technological solutions are to be applied to catch up with the demand (e.g. if the Program seeks to incorporate image search features into the Global Brand and Global Design Databases).

(v) Internal and External Cooperation

67. WIPO's Global Databases Division retains diverse cooperation streams of data gathering: through internal data sources (e.g. Industrial Property Automation System (IPAS)⁴⁵, PCT, Madrid and Hague systems of WIPO) and external sources (e.g. national IP offices, IP information providers⁴⁶). The data transfers, such as national data collections and their updates, from IP offices are conducted in accordance with data exchange agreements signed between national IP offices and WIPO. Data and information exchange schemes among WIPO systems/Programs follows established business practices, and vary depending on the database application (Annex 5). As reported, in some cases cooperation among relevant WIPO Programs are less intensified in terms of database promotion and quality assurance measures.

68. The PATENTSCOPE application environment encompasses data filled/published within the framework of the PCT and gathered through the WIPO/PCT system and National IP offices. WIPO Business Solutions for IP offices gather and transfer data coming solely from IP offices of developing and least developed countries. Gathered information is available for the Global Database team for further processing and uploading.

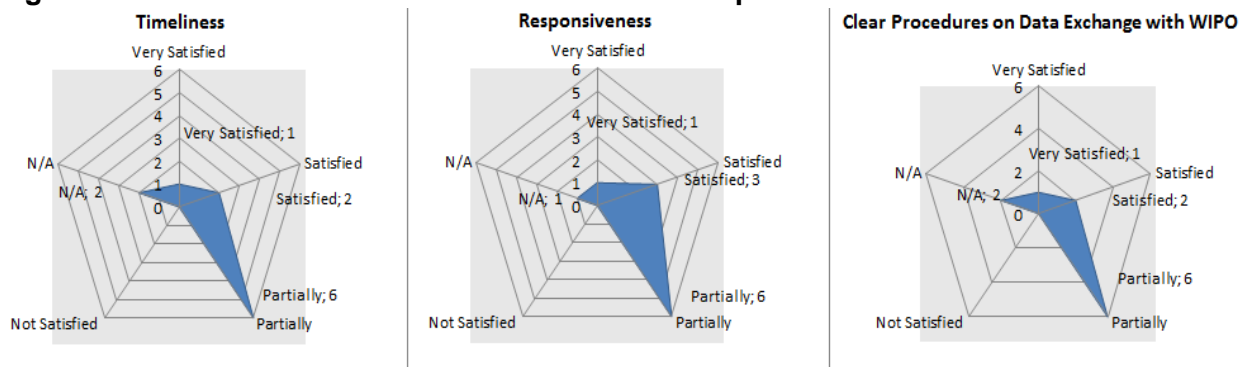
69. A cooperation framework between the WIPO PCT system and national IPOs is the result of a bilateral Memorandum of Understanding (MoUs) and Cooperation Agreement (CA) for the Development of Intellectual Property Office Business Services signed between WIPO and individual national IPO. While the MoU lays a foundation for bilateral cooperation, each CA stipulates, *inter alia*, roles and responsibilities of participating parties in: digitization projects, exchange of industrial property information and statistics. The PCT system data pool encompasses national phase entry and published patents' data from external IP data providers and national IPO. Furthermore the data is analyzed and the bulk of published patents' data is processed further to be accessed and uploaded in the relevant WIPO database (e.g. PATENTSCOPE).

⁴⁵ IPAS stream (Program 15: Business Solution for IP Offices) is used for a very minor number of countries.

⁴⁶ European Patent Organization (EPO), European Union Intellectual Property Office (EUIPO), etc.

70. Over 50 per cent of the Program staff was partially satisfied with IPOs’ responsiveness, timeliness, and clear procedure on data exchange (Figure 20). According to the feedback, there are cases in which some country offices never respond to follow-up emails, and do not provide a full backlog or partial access to their data.

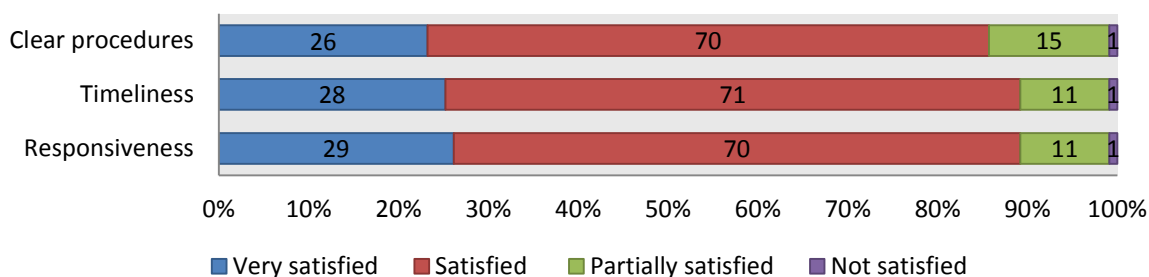
Figure 20: Global Database Staff’s Feedback on Cooperation with IPOs



Source: IOD/WIPO Data, 2016

71. On the other hand, over 80 per cent of responding IPOs noted their satisfaction with cooperation channels with WIPO, with regard to responsiveness, timeliness and cooperation procedures (Figure 21).

Figure 21: IPOs’ Feedback on Cooperation



Source: IOD/WIPO Data, 2016⁴⁷

Conclusion 3: Developments in the WIPO Global Databases vary for each database exhibiting an unequal approach to some degree which affects development pattern of databases in terms of their data coverage and system quality.

Conclusion 4: The unpredictable processing time of internal core business operations coupled with lack of staffing constantly jeopardizes the Program’s capacity to meet the target set for the timely publication of data.

Conclusion 5: Continuously understaffed, Program 13 struggles to react to incoming data quality and formatting issues as they occur. Errors in the published data could increase the risk of reputational damage to the organization.

Conclusion 6: Though the Program has the capacity to conduct impromptu and unequal recovery with certain delays, for any of the three databases after any disruptive event, the full disaster recovery capacity is yet to be developed.

⁴⁷ Total number of responses: 131

Conclusion 7: Coordination deficiency with internal and external stakeholders has a direct impact on database service quality causing information exchange delays.

(Linked to Findings 4, 5, 6, 7 and 8)

(C) WHAT REMAINS AT THE END?

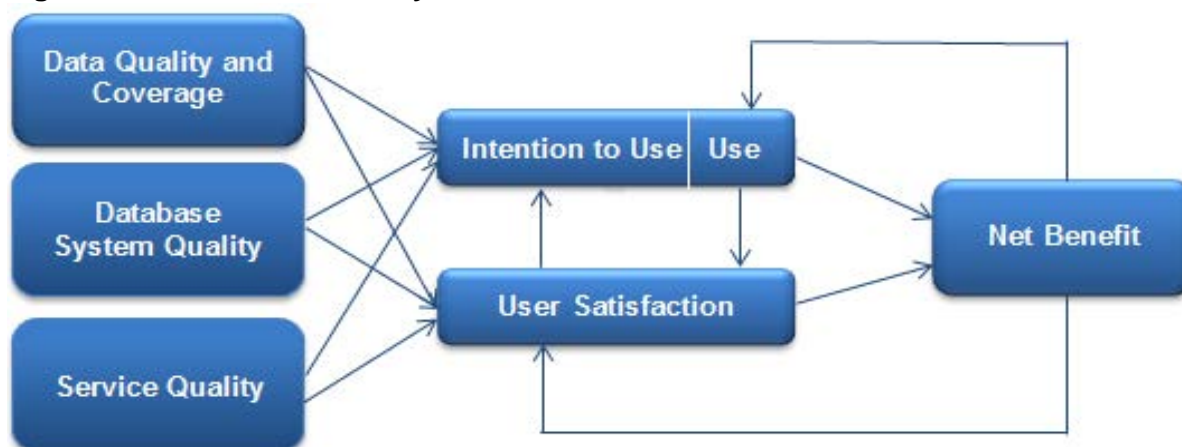
Finding 9: The majority of all Database users report becoming familiar with the Global Databases through internet search and only about 20 per cent has done so through WIPO information sessions. The active promotion of WIPO Global Databases is limited to occasional presentations by Program staff with no unified approach.

Finding 10: Over 88 per cent of the Global Database users highlighted the value of the Global Database users positively marked Global Databases, albeit, usage statistics and envisioned value varies for each Global Database and for other databases used mainly to supplement information provided by the WIPO.

(Linked to Conclusions 8 and 9)

72. The success and sustainable demand for databases is marked through the net benefit the database customers perceive after exploring the databases. Net benefit of the database is assessed across six dimensions which traditionally define the success of any systems and databases (Figure 22). With this regard, the evaluation team addressed sundry aspects (data coverage, system quality and service quality) of each database and assessed the extent WIPO Global Databases exhibit competitive advantage over main patent, trademark and design databases, public and commercial ones.

Figure 22: The Information Systems & Database Success Model⁴⁸



Source: *Information Systems (IS) Success Model*, DeLone, W.H., and McLean, E.R., 1992- 2003

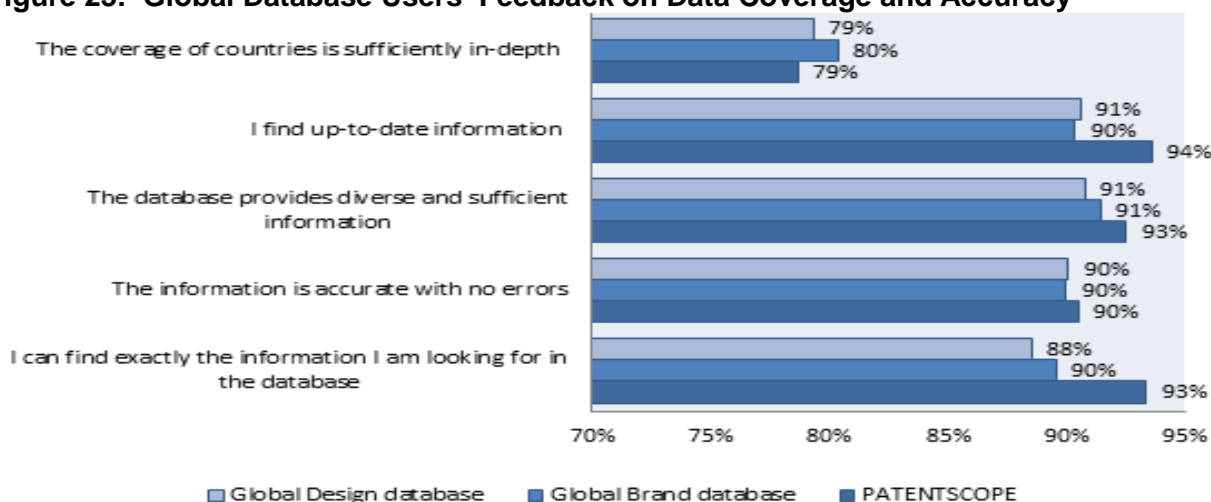
(i) Data Quality and Coverage

73. Overall, the Global Database users have been asked to assess several facets of data coverage including: the number of national collections, information up-to-datedness, diversity

⁴⁸ "Data Quality and Coverage" refers to the desirable characteristics of the data; "System Quality" refers to the desirable characteristics of an information system/databases; "Service Quality" refers to the quality of the support that system users receive.

and accuracy. Seventy nine per cent of responses indicated that all Global Databases provided sufficient data (IP coverage of countries). The vast majority of users reported finding the information they are looking for and over 90 per cent of respondents mentioned the data to be sufficient, accurate and up-to-date (Figure 23).

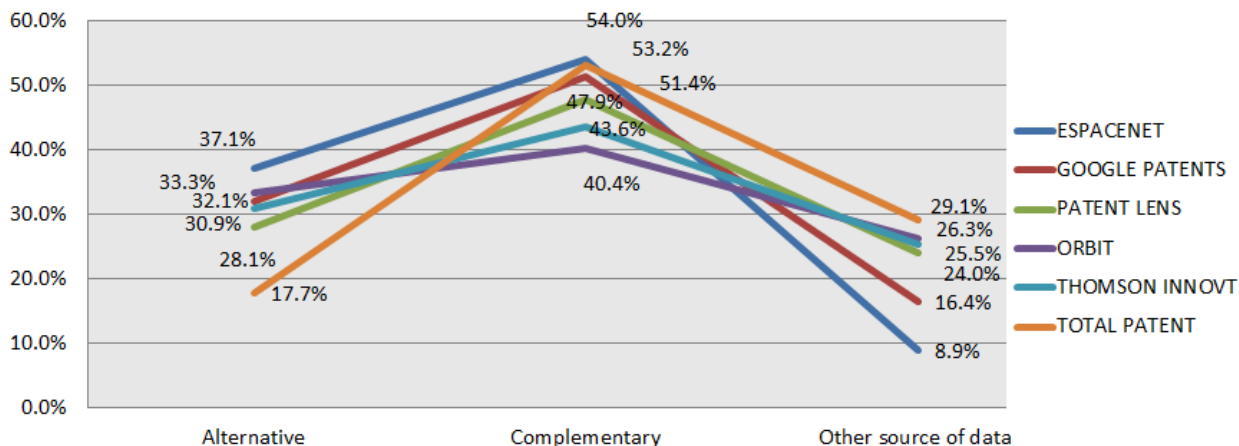
Figure 23: Global Database Users' Feedback on Data Coverage and Accuracy



Source: IOD/WIPO Data, 2016

74. All users who positively referred to data quality and coverage of WIPO databases reported using external databases mainly as complementary sources of IP related information. Espacenet of the EPO was leading as complementary and alternative sources of information among public databases counting around 54 per cent and 37.1 per cent of the PATENTSCOPE users' preferences respectively (Figure 24).

Figure 24: PATENTSCOPE Users' Preference on External Databases (Content Focused)

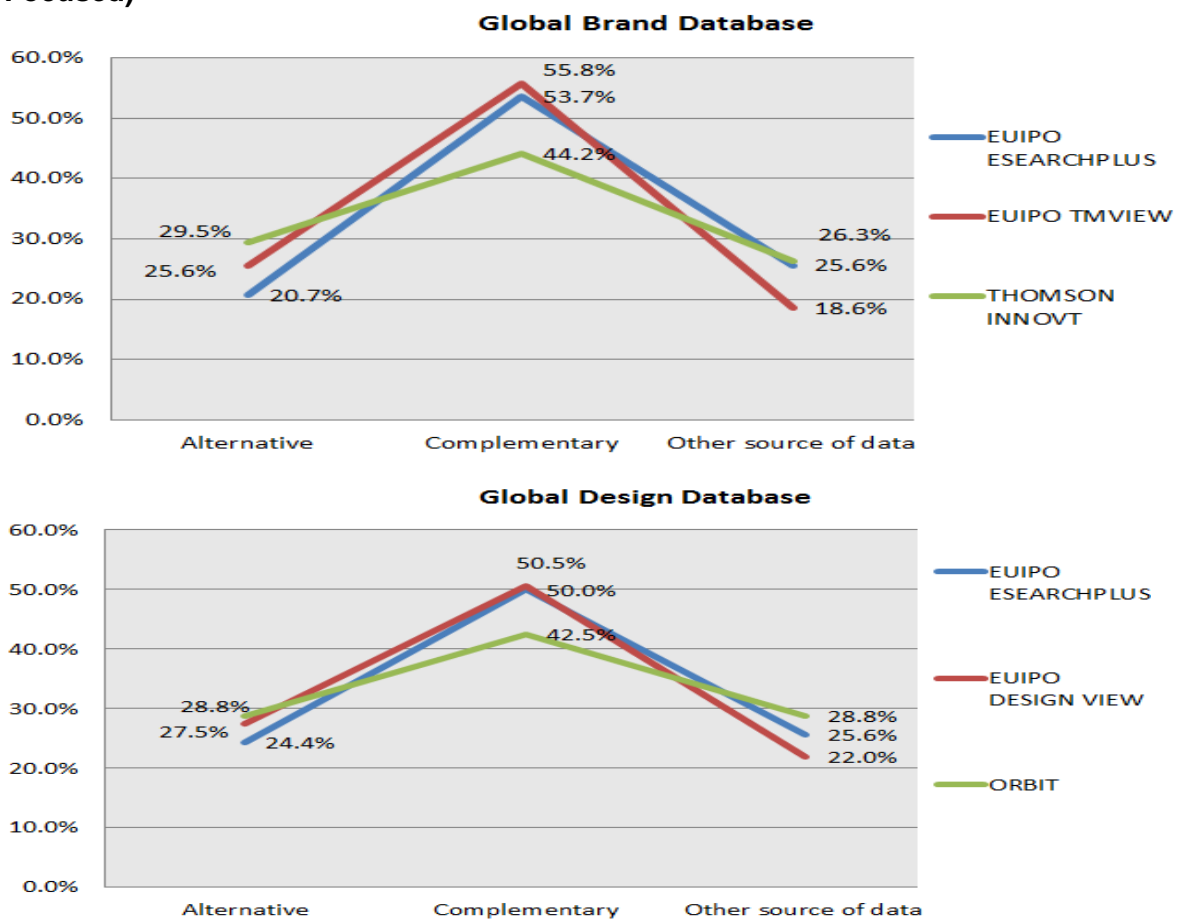


Source: IOD/WIPO Data, 2016

75. Total Patent database, maintained by the LexisNexis Group, was nominated to be the most popular source of complementary data (53.2 per cent of PATENTSCOPE users) and other source of data (29.1 per cent of PATENTSCOPE users) among commercial databases. Thirty-three per cent of PATENTSCOPE users noted Orbit as the second most popular alternative database.

76. EUIPO products, TMView, DesignView and eSearch plus, were noted as a favorite public tool for gathering complementary data by the users of both Global Brand and Design Databases and gather over 50 per cent of users' preferences. As a complementary information source, the users of the Global Design Database also highly valued ORBIT database, a web-based commercial searchable patent database maintained by Questel (Figure 25).

Figure 25: Global Brand and Design Users' Preference on External Databases (Content Focused)



Source: IOD/WIPO Data, 2016

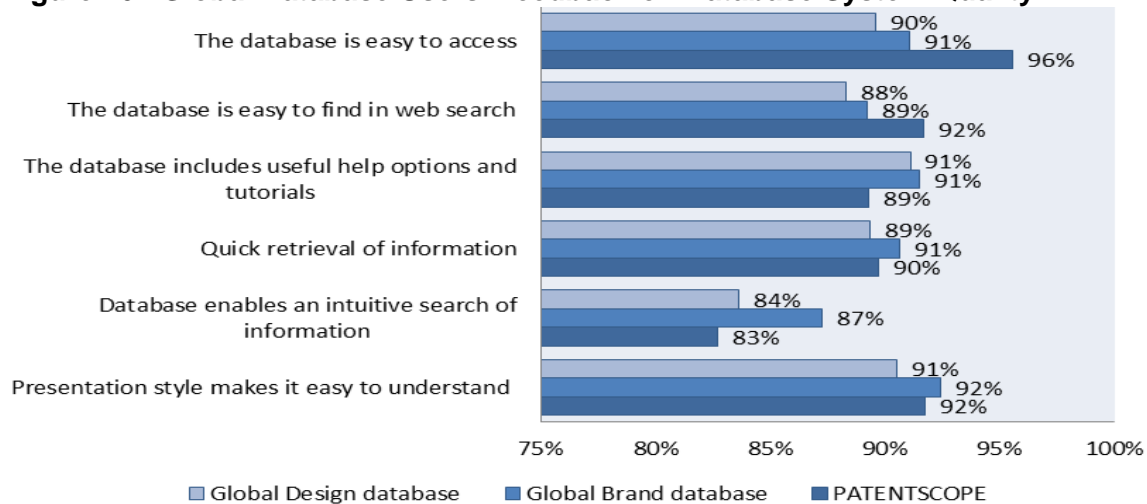
77. Thomson Innovation database, an IP Research and Analysis Solution of the Thomson Reuters, was a chosen preferred complementary source of information by the users of the Global Brand Database.

(ii) System Quality

78. Over 88 per cent of survey respondents mentioned that all three databases were easy to find and access. It is noteworthy that the PATENTSCOPE Database received the lowest share among the other two databases with regard to enabling an intuitive search⁴⁹ of information. The Global Brand Database was distinguishable in terms of its quick retrieval of information and easy to understand presentation style (Figure 26).

⁴⁹ Intuitive search means that users can quickly find an address in real-time using predicative functionality.

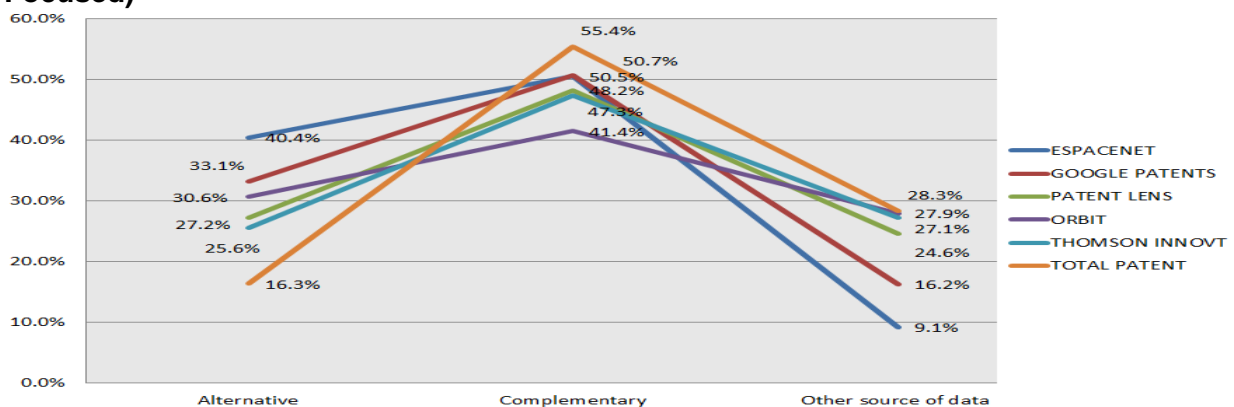
Figure 26: Global Database Users’ Feedback on Database System Quality



Source: IOD/WIPO Data, 2016

79. All users who positively referred to functional aspects of Global Databases reported using external databases mainly as complementary sources of information (Figure 27). From the functionality viewpoint, the PATENTSCOPE beneficiaries valued Espacenet public database (55.4 per cent of users), and Total Patent (50.7 per cent of PATENTSCOPE users) and Google Patent (50.5 per cent of users) commercial databases.

Figure 27: PATENTSCOPE Users’ Preference in External Databases (Functionality Focused)

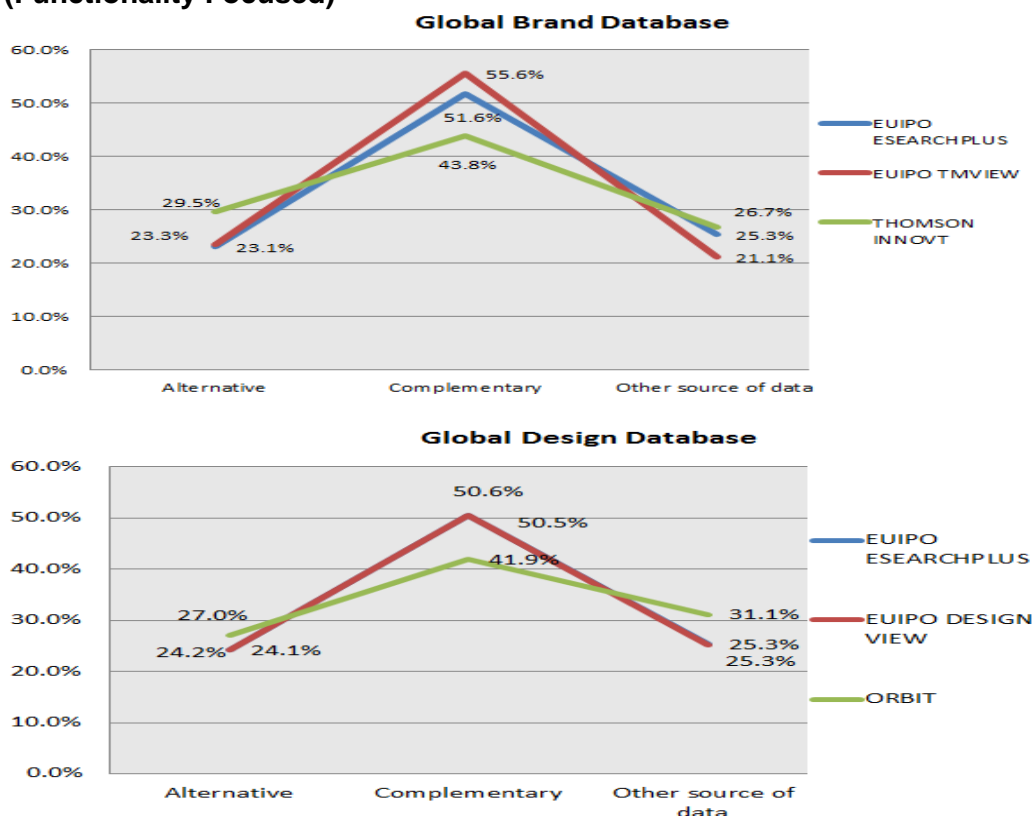


Source: IOD/WIPO Data, 2016

80. The Espacenet and Google Patent were also leading ones under the category of alternative sources of data gathering, 40.4 per cent and 33.1 per cent of users’ feedback respectively. The Thomson Innovation, Total Patent and Orbit were the most preferable under the category of “other sources of data”.

81. The TMView had been picked up as complementary sources of information by the users of the Global Brand Database (55.6 per cent of users). The eSearch plus and Design View were equally selected as complementary sources of information by over half the Global Design Database users, 50.6 per cent favored the eSearch plus and 50.5 per cent preferred the Design View Database (Figure 28).

Figure 28: Global Brand and Design Users' Preference in External Databases (Functionality Focused)



Source: IOD/WIPO Data, 2016

82. The survey revealed that under the categories of “alternative source of information and “other sources of data” the users of the Global Brand Database preferred the Thomson Innovation product and the users of the Global Design database gave preference to the ORBIT database.

(iii) Service Quality

83. Outreach, awareness raising and helpdesk service of global databases are conducted through five major workstreams:

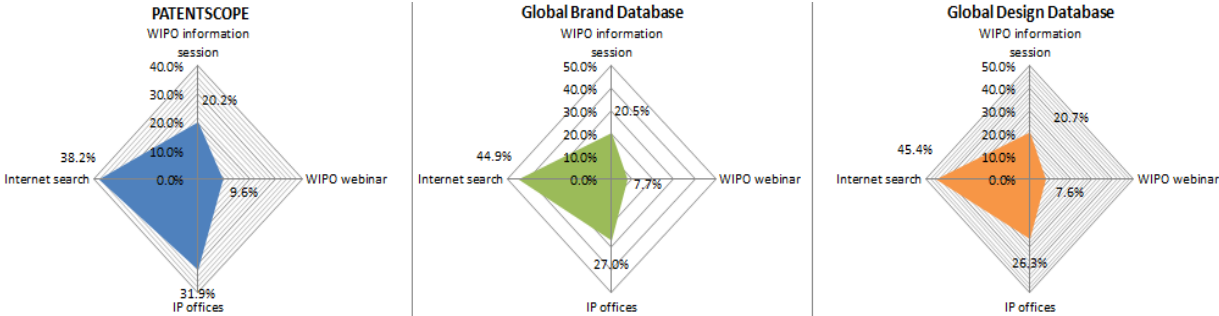
- (a) WIPO information sessions carried out either at WIPO premises or at the premises of partnering countries;
- (b) Online webinars targeting registered users of the PATENTSCOPE Database;
- (c) Tailored brochures mainly publishing updated information on the PATENTSCOPE Database;
- (d) The WIPO Academy trainings⁵⁰ and the TISCs project; and
- (e) WIPO seminars such as the WIPO roving seminars, the Madrid seminars, as well as the promotion of the PCT, the Madrid and the Hague Registries seminar.

84. As reported, the majority of all Database users became familiar with a Database through internet search and IP offices, and only about 20 per cent of them benefited from WIPO information sessions (Figure 29). About 7 per cent of users became acquainted with Global

⁵⁰ The WIPO Global Databases are presented in the WIPO Patent Search training, the WIPO Patent drafting training, as well as the distance learning training on trademarks, industrial design and geographical indications.

Brand and Design Databases through WIPO webinars. According to the interviews conducted with WIPO staff, no integrated strategy and unified approach by WIPO has been established with regard to promoting the WIPO Global Databases.

Figure 29: Users’ Feedback on Information Sources



Source: IOD/WIPO Data, 2016

85. In terms of service quality, the Program Team maintains technical webinars for registered users of PATENTSCOPE application (Table 3), and operates an interactive online PATENTSCOPE forum. The Program Team stated having no user-tailored webinars offered for the customers of the Global Brand and Design Databases. Online webinars for targeted PATENTSCOPE users are delivered by the WIPO Marketing and Communications Officer where they can also share their feedback on the Global Database. Suggestions are also gathered spontaneously through different communication channels such as emails sent to the WIPO generic mailbox and forwarded to the Global Database team by the Web Communication Section, or from other WIPO staff.

Table 3: Webinars Targeting PATENSTCOPE Users

Year	Type of event	Total # of online participants
2012	1 webinar	Data not available
2013	10 (monthly) webinars	898
2014	10 (monthly) webinars	664
2015	10 (monthly) webinars	685

Source: Program 13, WIPO Data, 2016

86. According to feedback from consulted stakeholders, attendance at webinars is higher when the invitee is an identified user of a database (i.e., list of account users of PATENTSCOPE) than through other channels that target a wider WIPO or IP audience. The existence of similar account users for the Global Brand and Global Design Database is considered by consulted stakeholders to be beneficial for better reaching out to the users. Survey participants expressed their interest in attending additional trainings or webinars on how to use database features. In addition, survey respondents requested introducing basic and advanced trainings and making sure they are adjusted to the profiles of participants/system users.

87. PATENTSCOPE Database incorporates an online help service option along with the active links of users' guides in different languages, although information is not synchronized (table 4). The help option of the Global Brand Database depicts a bilingual search strategy and logic. A simplified help version of the Global Design Database is provided in English only.

Table 4: Help Option of PATENTSCOPE

	User Guide	User Guide: Cross Lingual expansion)	User Guide: Chem Search	Query Syntax	Fields definition	Country code
English	English version	English version	English version	English version	English version	Page not found
French	English version	English version	English version	French version	French version	Page not found
Spanish	English version	English version	English version	Spanish version	Spanish version	Page not found
German	English version	English version	English version	German version	German version	Page not found
Japanese	English version	Japanese version	English version	Japanese version	Japanese version	Page not found
Chinese	English version	English version	English version	Chinese version	Chinese version	Page not found
Korean	English version	English version	English version	Korean version	Korean version	Page not found
Portuguese	English version	English version	English version	Portuguese version	Portuguese version	Page not found
Russian	English version	English version	English version	Russian version	Russian version	Page not found
Arab	English version	English version	Page not found	Arab version	Arab version	Page not found

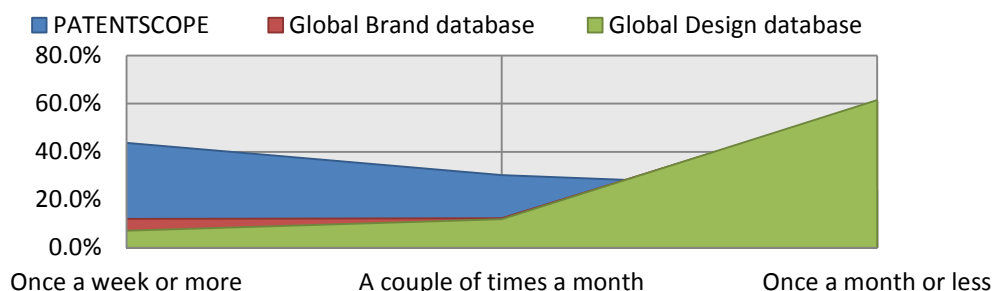
Source: IOD/WIPO Data, 2016

88. The vast majority of survey respondents found the help options and tutorials of Global Databases to be useful: about 89 per cent responded positively for PATENTSCOPE Database and 91 per cent did so for the Global Brand and Design Databases. On the other hand, survey participants requested that the help functionality be improved and that the tutorials on databases become more comprehensive.

(iv) Usage and Users' Satisfaction

89. The WIPO Global Databases are continuously competing with similar public and commercial databases. Database usage results from the evaluation survey indicate the extent to which consulted users locate WIPO Databases among other products. According to users' feedback, PATENTSCOPE is the most frequently used (once a week or more) database, counting over 43 per cent of positive respondents. Meanwhile, Global Brand and Design Databases remain the least used (Figure 30).

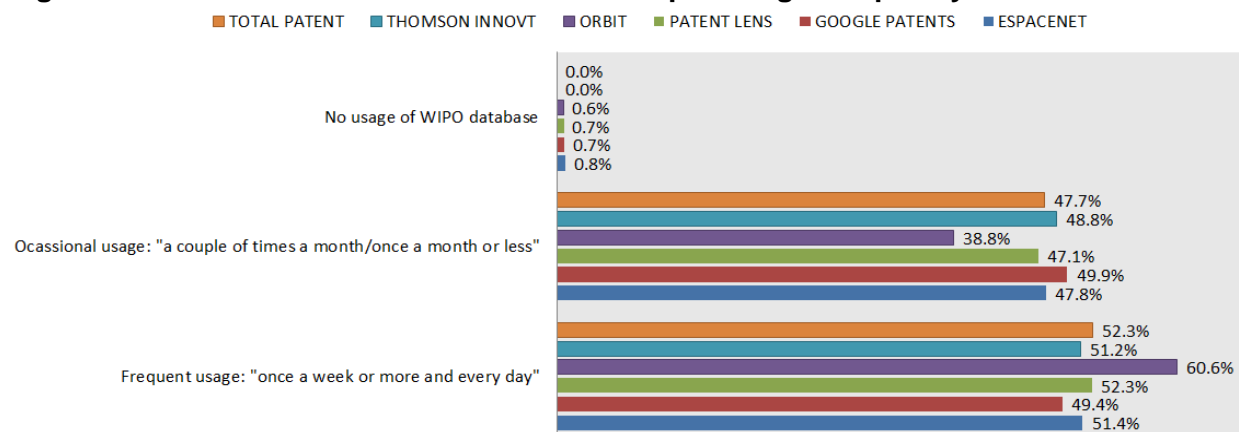
Figure 30: Global Database Usage Frequency



Source: IOD/WIPO Data, 2016

90. Frequent users (once a week or more) of the PATENTSCOPE Database equally use other external databases as well though overall they prioritize ORBIT, which counted the highest share (over 60 per cent) of the PATENTSCOPE users. About 49.9 per cent of those using PATENTSCOPE database once a month or less report using Google Patent Database and those who never use PATENTSCOPE database show almost no interest in using other databases (Figure 31).

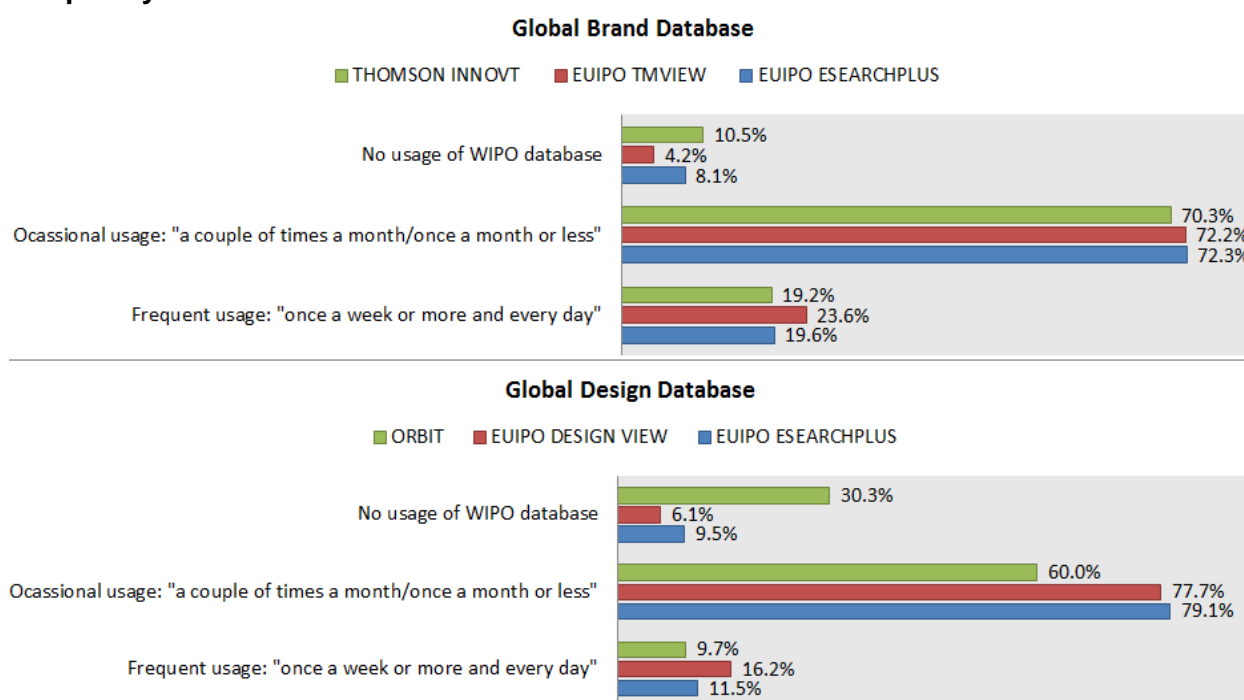
Figure 31: PATENTSCOPE Users' Preferences per Usage Frequency



Source: IOD/WIPO Data, 2016

91. The usage pattern of the Global Brand and Design Databases outlines a different picture (Figure 32). Occasional beneficiaries of Global Brand and Design Databases (those using databases once a month or less) are the most active users of external databases (over 70 per cent of the users of the Global Brand Database and over 60 per cent of the users of the Global Design Database), and those who never use WIPO databases show certain interest in external databases.

Figure 32: Global Brand and Design Databases: Users' Preferences per Usage Frequency



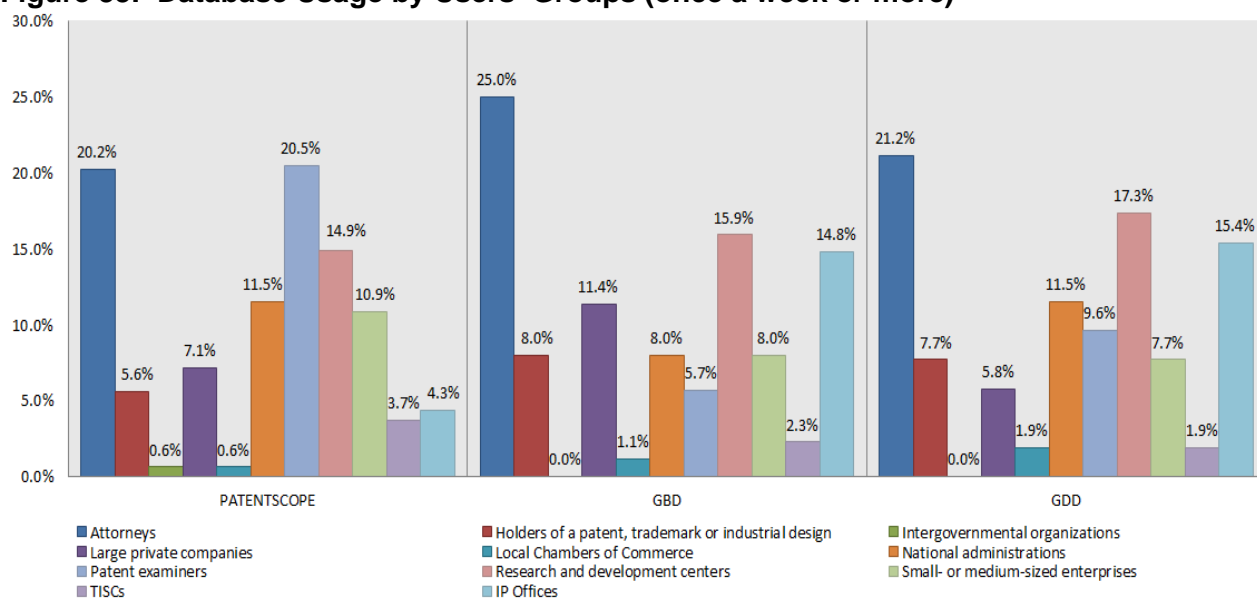
Source: IOD/WIPO Data, 2016

92. To assess the PATENTSCOPE users’ satisfaction and identify potential areas of improvement, the Program Team reported carrying out surveys in 2013 and 2016. A survey had been posted online and emailed to PATENTSCOPE account holders. No similar surveys had ever been conducted to receive any feedback from the Global Brand and Design Database users. The management acknowledged the necessity of improving the existing customers’ feedback scheme to get better informed about the needs and priorities of targeted customers.

(v) User Benefit

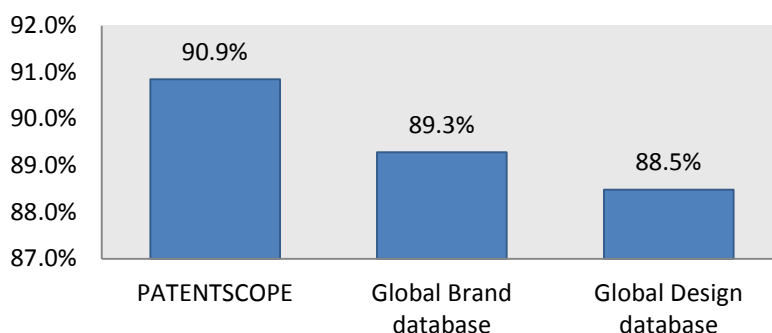
93. As reported, attorneys are the most active users of all three Global Databases. PATENTSCOPE Database is also actively used by patent examiners and Research and Development (R&D) centers, but less by IPOs, Small and Medium-sized Enterprises (SMEs) and least by local chambers of commerce or intergovernmental organizations. On the contrary, IPOs and R&D centers are vigorously using Global Design and Brand Databases. The Global Design Database is used to an equal degree by SMEs, and large private companies. Intergovernmental organizations and local chambers of commerce have been noted to be among the least active user groups (Figure 33).

Figure 33: Database Usage by Users’ Groups (once a week or more)



Source: IOD/WIPO Data, 2016

94. Overall, over 90 per cent of survey respondents, database users, concurred that there was value of the PATENTSCOPE Database and less of them (88.5 per cent) credited the Global Design Database with the same attribute (Figure 34). About 81 per cent of survey participants reported using WIPO Global Database for research and analysis on innovations, technology and information of registered patents (e.g. novelty, bibliographic data, statistical data, and patentability assessment). About 13 per cent of respondents use databases for filing processes, while four per cent is benefiting from it for training and two per cent are taking advantage of it for examination purposes.

Figure 34: Users' Feedback on Global Database Value

Source: IOD/WIPO Data, 2016

95. In terms of challenges and improvement, the PATENTSCOPE users suggested developing a more user friendly interface, improving help options, developing tutorials and manual for less experienced users and non-experts, introducing a patent family tool, setting up alerts, advancing analytics, providing an option for uploading/saving search results, providing legal status and family members of patents, allowing the exporting of data and classification filtering, introducing International Patent Classification (IPC) and Cooperative Patent Classification (CPC) codes/classification, and improving document search and retrieval. More specifically, 32 per cent of PATENTSCOPE users and 50 per cent of IPOs complained about a not user-friendly interface and search function issues (getting error messages, intuitive search issues, or losing searches when going backwards). Overall, 11 per cent of users mentioned that the layout is overwhelmed with information and is hard to read.

96. With regard to Global Brand and Design Databases, users recommended developing multilingual interfaces and improving layouts and visual similarities of the image –function. In addition, 12 per cent of users and 33 per cent of IPOs exploring the Global Brand Database suggested improving data coverage and content. Ten per cent of general users and 11 per cent of IPOs highlighted the user-unfriendly interface of the Global Brand Database. Meanwhile, 20 per cent of IPOs and nine per cent of users indicated a user- unfriendly interface when reviewing the Global Design Database.

Conclusion 8: Promotion of the WIPO Global Databases requires intensified concerted efforts to increase their visibility.

Conclusion 9: The WIPO Global Databases require further content/coverage, functional and service improvements to gain a competitive advantage on the market.

(Linked to Findings 9 and 10)

Recommendations:

This evaluation includes seven recommendations aiming at developing a business model for the Program to help create a unique market niche and scale up the services offered.

1. The Program 13, in cooperation with the Human Resource Management Department, should reshape the **Program's human resource plans** to:
 - (a) Be able to sufficiently address the development needs of each database; and
 - (b) Manage reasonable separation of duties and full human resource back up across crucial staffing categories including data quality assurance and management processes.

(Priority: High)

2. The Program Management should consider developing a comprehensive **data quality assurance and management process** (with further investment in financial and human resources per database) to equally implement **reactive and proactive** components of the data quality system and discover data inconsistencies and other anomalies at various production stages through:
 - (a) *Quality at source*: proactively following up with IP offices to ensure timeliness of data exchange and reduce information exchange through outdated means of data gathering and transfer (DVDs, hard disks, tapes, etc.);
 - (b) *Monitoring and matching*: keeping track of data quality over time through comparing with internal or external similar systems and reporting variations in data quality for further improvements.

(Priority: Medium)

3. The Program Management needs to address **the service quality component** of the Program equally across all three databases:
 - (a) Synchronize and enrich *multilingual "help option"* of Global Databases;
 - (b) Set up *webinars and discussion* fora for Global Brand and Design Database users; and
 - (c) Structure *users' feedback* scheme and conduct online surveys for relevant internal (e.g. WIPO examiners) and external users at least once every two years.

(Priority: Medium)

4. The Program Management needs to take the lead in developing a comprehensive **Business Continuity Plan and Disaster Recovery Plan** for the Program to resume systematic maintaining, updating and uploading of each WIPO Global Database in the event of diverse (internal and external) disruptions.

(Priority: Medium).

5. The management of the Global Infrastructure Sector of WIPO should develop a consolidated **communication and outreach strategy** and detailed action plan to coordinate organization-wide activities pertaining to promoting each WIPO's Global Database.

(Priority: Medium).

6. The Program should continue improving the **multilingual support** functions of the PATENTSCOPE Database and developing similar tools for the Global Brand and Design Databases.

(Priority: Medium)

7. The Global Infrastructure Sector needs to include gender aspects in their activities and develop gender sensitive indicators, including its respective monitoring systems.

(Priority: Medium)

ACKNOWLEDGMENT

IOD wishes to thank all relevant members of WIPO Program 13 as well as other WIPO staff members and external stakeholders for their assistance, cooperation and interest during this assignment.

Prepared by IOD Evaluation Section: Ms. Nelly Dolidze, Evaluation Officer; Ms. Patricia Vidal, Associate Evaluation Officer and Ms. Tiantian Xiang, an Intern at IOD.

Reviewed and approved by: Mr. Tuncay Efendioglu, Acting Director of IOD.

TABLE OF RECOMMENDATIONS

Recommendation 1	Accepted / Rejected (indicate reason for rejecting)	Person(s) Responsible	Deadline	Management Comments and Action Plan
<p>This evaluation includes seven recommendations aiming at developing a business model for the Program to help create a unique market niche and scale up the services offered.</p> <p>1. The Program 13, in cooperation with the Human Resource Management Department, should reshape the Program’s human resource plans to:</p> <ul style="list-style-type: none"> (a) Be able to sufficiently address the development needs of each database; and (b) Manage reasonable separation of duties and full human resource back up across crucial staffing categories including data quality assurance and management processes. <p>(Priority: High)</p> <p><i>Closing Criteria: Human resource plans and job descriptions or meeting notes with the HR department indicating the Program’s human resource plans for the next biennium.</i></p> <p>2. The Program Management should consider developing a comprehensive data quality assurance and management process (with further investment in financial and human resources per database) to equally implement reactive and proactive components of the data quality system and discover data inconsistencies and other anomalies at various production stages through:</p>	<p>Accepted</p>	<p>C. Mazenc</p>	<p>Q4 2018</p>	<p>Closing criteria agreed. The program already agreed with the HR Management Department on new posts in 2017; New post for proactive quality checking will be requested in 2018-2019 biennium.</p> <p>Closing criteria agreed.</p>

Recommendation 1	Accepted / Rejected (indicate reason for rejecting)	Person(s) Responsible	Deadline	Management Comments and Action Plan
<p>(a) <i>Quality at source</i>: proactively following up with IP offices to ensure timeliness of data exchange and reduce information exchange through outdated means of data gathering and transfer (DVDs, hard disks, tapes, etc.);</p> <p>(b) <i>Monitoring and matching</i>: keeping track of data quality over time through comparing with internal or external similar systems and reporting variations in data quality for further improvements.</p> <p>(Priority: Medium)</p> <p><i>Closing Criteria: Program action plan, progress reports and statistics on data quality measures (e.g. e. mismatch, issues, actions undertaken, etc.).</i></p>	Accepted	I. Dimitrov	Q3 2017	Action plan to be developed and shared.
	Accepted	New quality manager to be potentially recruited in 2018	Q4 2018	New quality manager is expected to be recruited in 2018.
<p>3. The Program Management needs to address the service quality component of the Program equally across all three databases:</p> <p>(a) Synchronize and enrich <i>multilingual “help option“</i> of Global Databases;</p> <p>(b) Set up <i>webinars and discussion fora</i> for Global Brand and Design Database users;</p> <p>(c) Structure <i>users’ feedback</i> scheme and conduct online surveys for relevant internal (e.g. WIPO examiners) and external users at least once every two years.</p> <p>(Priority: Medium)</p> <p><i>Closing Criteria: Program progress reports and survey results conducted as recommended.</i></p>	Accepted	S. Ammann	Q2 2018	Closing criteria agreed.
	Accepted	S. Ammann	Q4 2016	Closing criteria agreed.
	Accepted (once every two years)	S. Ammann	Q1 2018	Closing criteria agreed.

Recommendation 1	Accepted / Rejected (indicate reason for rejecting)	Person(s) Responsible	Deadline	Management Comments and Action Plan
<p>4. The Program Management needs to take the lead in developing a comprehensive Business Continuity Plan and Disaster Recovery Plan for the Program to resume systematic maintaining, updating and uploading of each WIPO Global Database in the event of diverse (internal and external) disruptions. (Priority: Medium).</p> <p><i>Closing Criteria: Business Continuity Plan and Disaster Recovery Plan.</i></p>	Accepted	I. Diaconescu	Q4 2017	Closing criteria agreed. A mitigating measure exists and has been exercised at the occasion of the fire in the WIPO computer room in 2012. All measures will be properly documented and presented. Partial recovery of PATENTSCOPE operations (Japan mirror project) shall also be documented.
<p>5. The management of the Global Infrastructure Sector of WIPO should develop a consolidated communication and outreach strategy and detailed action plan to coordinate organization-wide activities pertaining to promoting each WIPO's Global Database. (Priority: Medium).</p> <p><i>Closing Criteria: Strategic paper and/or roadmap pertaining to communication and outreach activities.</i></p>	Accepted	S. Ammann	Q3 2017	Closing criteria agreed.
<p>6. The Program should continue improving the multilingual support functions of the PATENTSCOPE Database and developing similar tools for the Global Brand and Design Databases. (Priority: Medium)</p> <p><i>Closing Criteria: Program progress reports indicating the development plans (or development) of multilingual support tools.</i></p>	Accepted	B. Pouliquen	Q4 2017	Closing criteria agreed. Neural machine translation to be deployed for several language pairs in 2017.

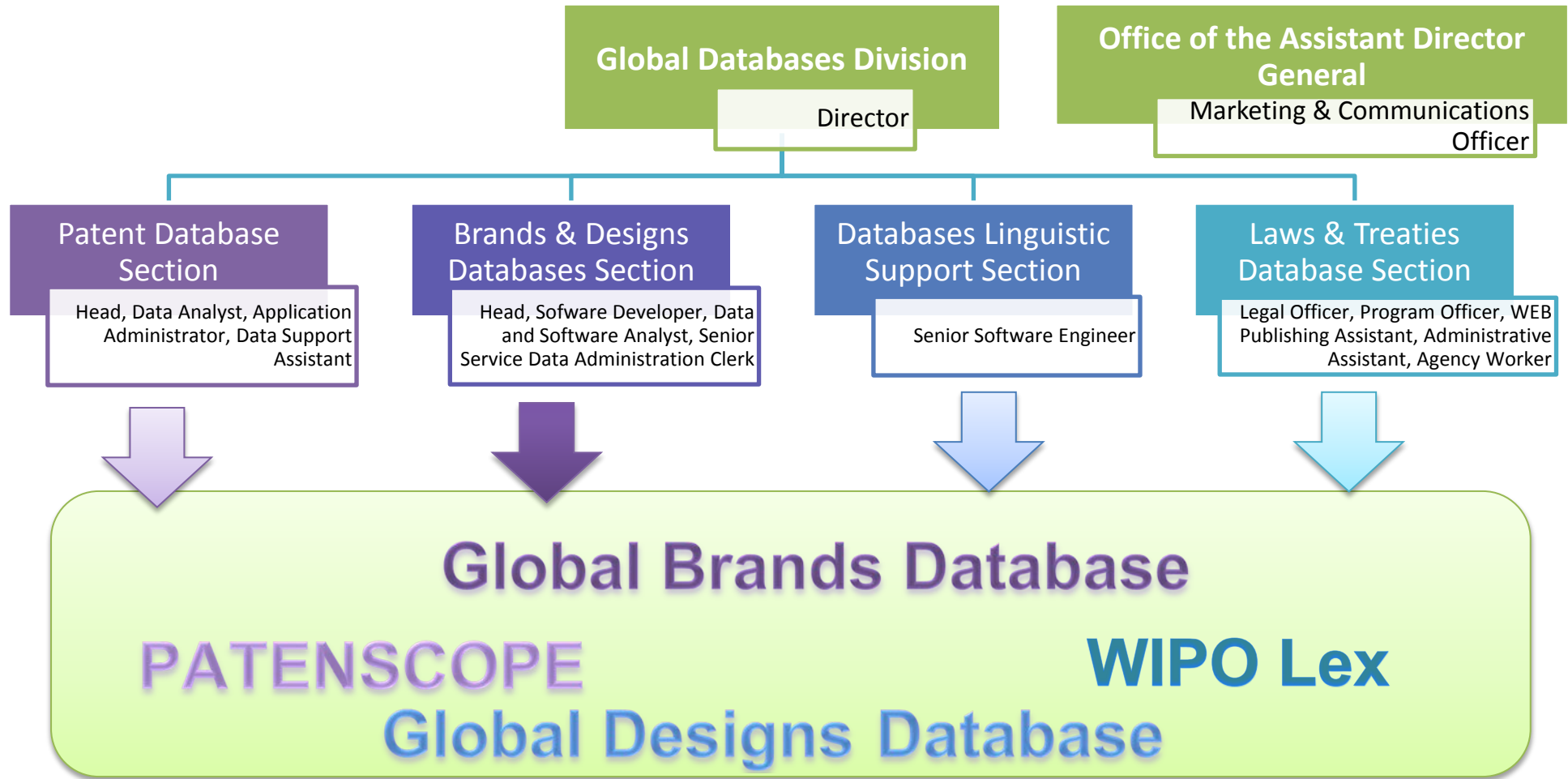
Recommendation 1	Accepted / Rejected (indicate reason for rejecting)	Person(s) Responsible	Deadline	Management Comments and Action Plan
<p>7. The Global Infrastructure Sector needs to include gender aspects in their activities and develop gender sensitive indicators, including its respective monitoring systems. (Priority: Medium)</p> <p><i>Closing Criteria:</i></p> <p>(a) <i>Meeting notes proving program's cooperation with the WIPO gender focal point to develop gender sensitive indicators.</i></p> <p>(b) <i>Online surveys including gender related questions.</i></p>	Accepted: gender related indicator will be addressed through online surveys	S. Ammann	Q1 2018	Closing criteria agreed. Gender aspects will be incorporated into the <i>users' feedback</i> scheme.

ANNEXES

Annex 1	Global Databases Division: Organizational Structure in 2016
Annex 2	List of Stakeholders Interviewed
Annex 3	Global Database Data Transformation Business Processes
Annex 4	ICT Support and Maintenance: Roles and responsibilities
Annex 5	Cooperation Patterns
Annex 6	Surveys
Annex 7	Surveys Statistics (External Stakeholders and Database Users)

[Annex 1 follows]

ANNEX 1: Global Databases Division: Organizational Structure in 2016



[Annex 2 follows]

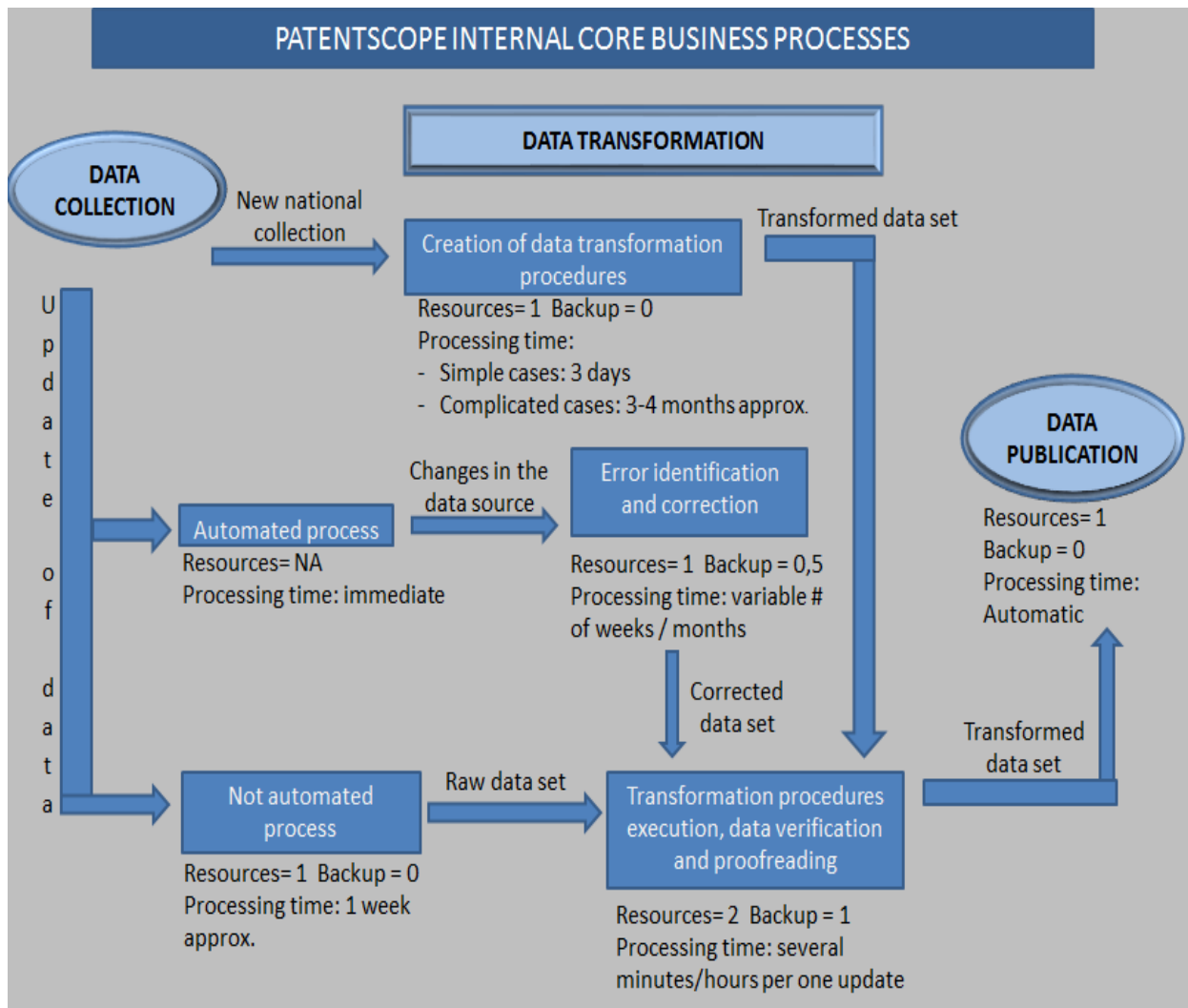
ANNEX 2: List of Stakeholders Interviewed

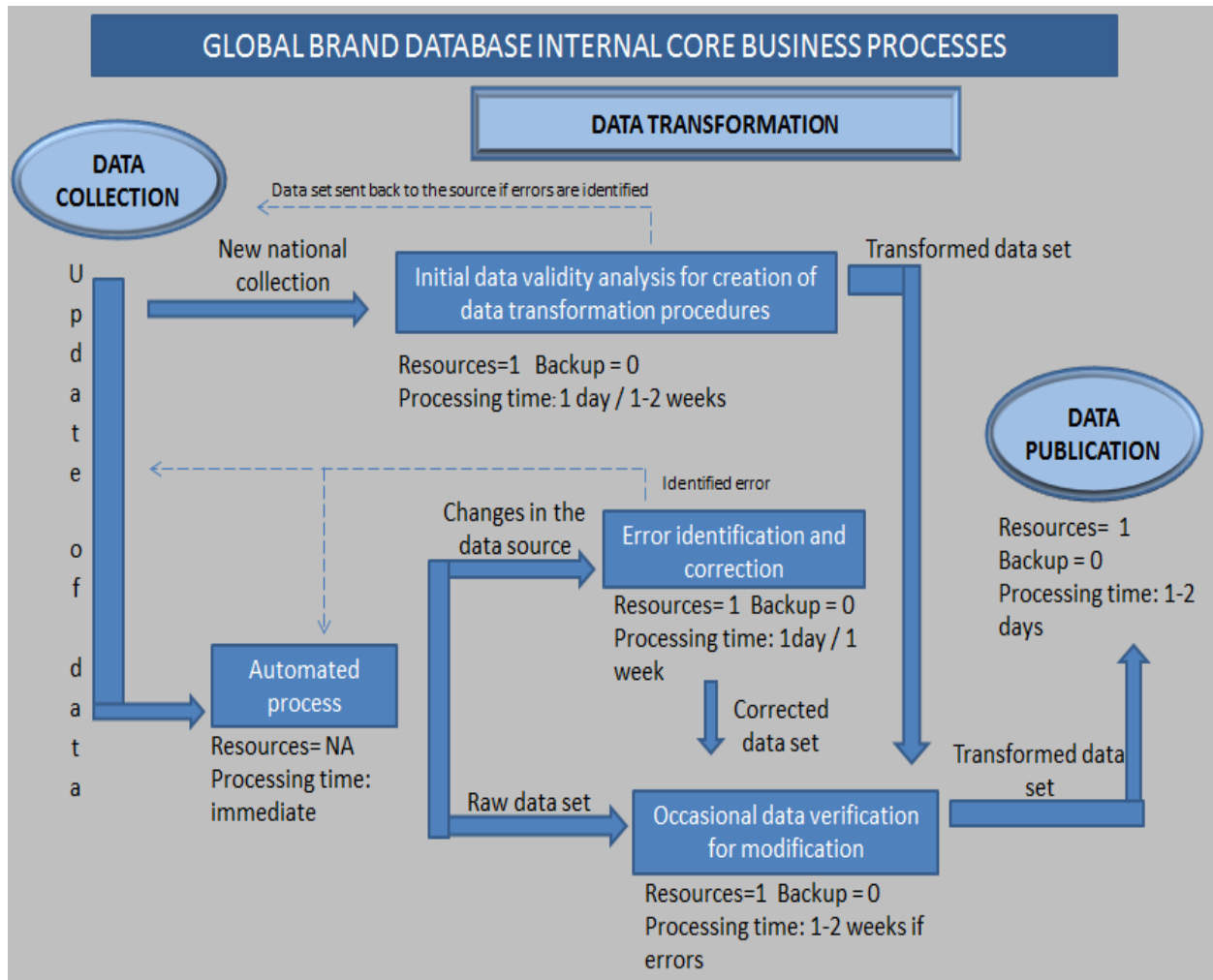
#	STAKEHOLDER NAME	FUNCTION	DEPARTMENT/ ORGANIZATION
WIPO staff members			
1	Mr. Yo Takagi	Assistant Director General	Global Infrastructure Sector
2	Mr. Christophe Mazenc	Director	Global Infrastructure Sector
3	Mr. Iustin Diaconescu	Head	Global Infrastructure Sector
4	Ms. Magdalena Zelenkovska	Data Analyst	Global Infrastructure Sector
5	Mr. Ivaylo Dimitrov	Application Administrator	Global Infrastructure Sector
6	Mr. François Michel Magnat	Data Support Assistant	Global Infrastructure Sector
7	Ms. Lili Chen	Software Developer	Global Infrastructure Sector
8	Mr. Nicolas Hoibian	Data and Software Analyst	Global Infrastructure Sector
9	Mr. José Appave	Senior Service Data Administration Clerk	Global Infrastructure Sector
10	Mr. Bruno Pouliquen	Senior Software Engineer	Global Infrastructure Sector
11	Mr. Paul Halfpenny	Senior Administrator	Global Infrastructure Sector
12	Ms. Sandrine Amman	Marketing and Communications Officer	Global Infrastructure Sector
13	Mr. William Meredith	Director	Global Infrastructure Sector
14	Mr. Kunihiko Fushimi	Director	Global Infrastructure Sector
15	Mr. Karl Kalejs	Director	Patents and Technology Sector
16	Mr. Michael Richardson	Deputy Director	Patents and Technology Sector
17	Mr. Ting Zhao	Director	Patents and Technology Sector
18	Mr. Gregory Bos	Head	Patents and Technology Sector
19	Mr. Konrad Mailander	Head	Patents and Technology Sector
20	Mr. Glenn Mac Stravic	Acting Director	Brands and Designs Sector
21	Mr. David Muls	Senior Director	Brands and Designs Sector
22	Mr. Markus Höpperger	Director	Brands and Designs Sector
23	Mr. Grégoire Bisson	Director	Brands and Designs Sector
24	Mr. Jean-François Ouellette	Associate Business Analyst	Brands and Designs Sector
25	Mr. Roger Holberton	Head	Brands and Designs Sector
26	Mr. Andre Ntamack	Head	Brands and Designs Sector
27	Mr. Andras Makadi	Director	Administration and Management Sector
28	Mr. Yavor Trapkov	Senior Systems Administrator	Administration and Management Sector
29	Mr. Jean-Pierre Lagler	Operations Support Officer	Administration and Management Sector
30	Ms. Kim Miles-Reimschuessel	Business Continuity Coordinator	Office of the Director General
31	Mr. Fabio Weissert	Digital Communications Officer	Copyright and Creative Industries Sector
32	Ms. Altaye Tedla	Head	Development Sector

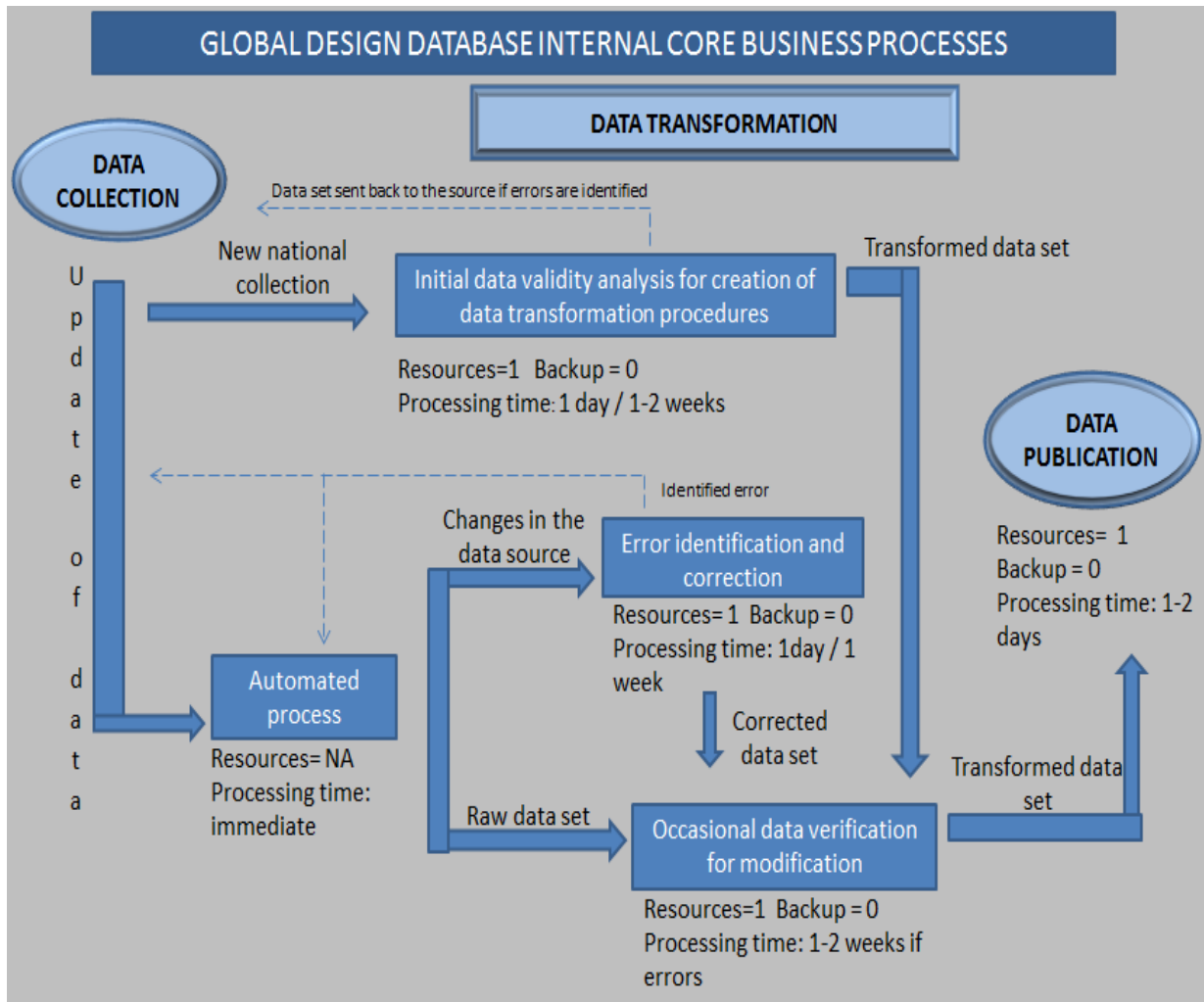
External stakeholders			
33	Mr. Martin Beckman	Project Manager	European Union Intellectual Property Office
34	Mr. Javier Moreno Ramos	Head, International Cooperation Service	European Union Intellectual Property Office
35	Mr. Patrik Nygren	Manager Patent Data Acquisition at European Patent Office	European Patent Office
36	Ms. Katherina Fastenbauer	Head, PCT-Department	Austrian Patent Office
37	Ms. Anne K. S. Jensen	Principal Technical Adviser, M.Sc.E.E	Danish Patent and Trademark Office
38	Ms. María Rosa Carreras Durbán	Coordinator of International Technological Projects	Spanish Patent and Trade mark office
39	Mr. Gerardo Penas	Head of Utility Models, Industrial Designs and Semiconductors Department	Spanish Patent and Trade mark office
40	Ms. Nancy Meilleur	Advisor, IP Data Products at Canadian Intellectual Property Office	Canadian Intellectual Property Office
41	Ms. Elaine Hellyer	Manager Program	Canadian Intellectual Property Office
42	Ms. Iyana Goyette	Manager, Legislation and practices, Trade-marks Branch	Canadian Intellectual Property Office
43	Mr. Peter Kallas	Head of Chemicals & Engineering Information	BASF

[Annex 3 follows]

ANNEX 3: Global Database Data Transformation Business Processes





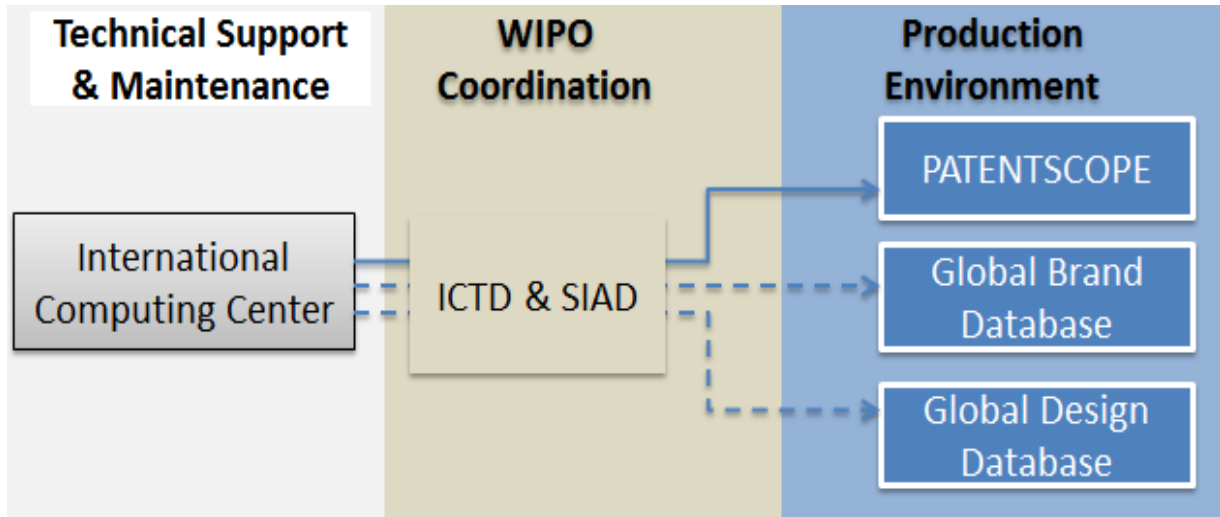


Sources: ICTD/WIPO Data, 2016

[Annex 4 follows]

ANNEX 4: ICT Support and Maintenance – Roles and responsibilities

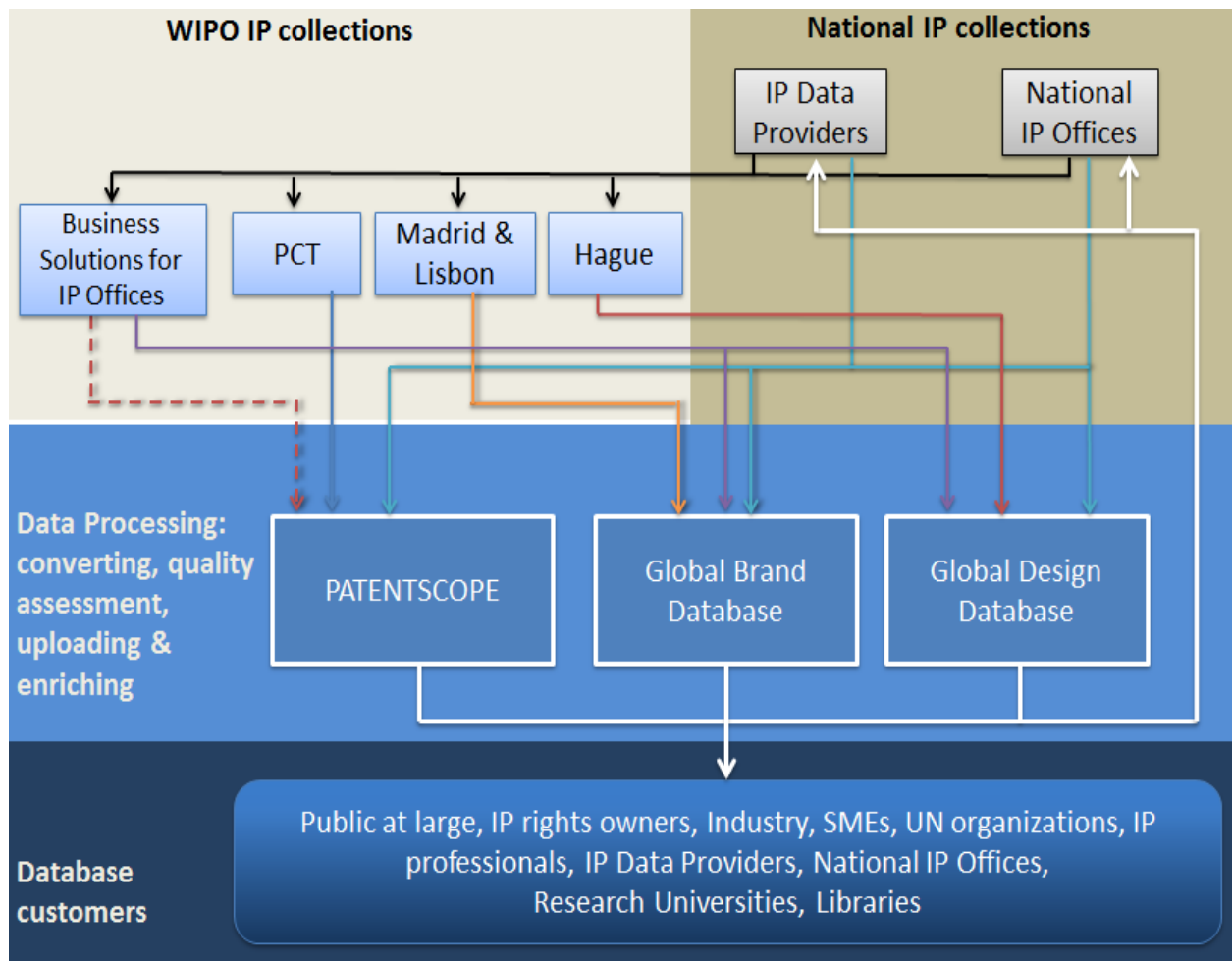
The ICT Department of WIPO, while maintaining organization-wide business continuity operations, serves as a main coordination party between the Global Databases Division and ICC and prepares (in consultation with the Division) budget utilization estimates on hardware and servers. The Security and Information Assurance Division (SIAD) of WIPO is arranging and coordinating organization-wide information security and safety measures formalized through SDAs with ICC.



Source: IOD/WIPO Data, 2016

[Annex 5 follows]

ANNEX 5: Cooperation Patterns ⁵¹



Source: IOD/WIPO Data, 2016

[Annex 6 follows]

⁵¹ Dotted lines depict data exchange channels which had never been utilized completely.

ANNEX 6: Surveys**EVALUATION OF WIPO GLOBAL DATABASES – IP Offices**

Position: _____

Institution: _____

Country: _____

1. How often do you use each WIPO Global Database? (Please select one response per database)

	PATENTSCOPE	Global Brand Database	Global Design Database
Once a week or more	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A couple of times a month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Once a month or less	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How did you get to know the WIPO Global databases? (Please select one response per database)

	PATENTSCOPE	Global Brand Database	Global Design Database
WIPO information session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIPO webinar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National IP office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet search	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. What is your main reason for using WIPO Global Databases:

--

4. Please specify your level of satisfaction with the multilingual support of PATENTSCOPE (e.g., CLIR tool and TAPTA tool)

	High	Moderate	Low	Do not Know
PATENTSCOPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Would you consider multilingual support to be a vital feature to navigate the Global Brand and Global Design databases?

	Yes	No	Do not know
Global Brands Database	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Global Design Database	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Please rate the extent you agree with the following statements. Please provide one response per statement and per database

	PATENTSCOPE	Global Brands Database	Global Designs Database
I find exactly the information I am looking for in the database	<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Strongly agree
	<input type="checkbox"/> Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Agree
	<input type="checkbox"/> Disagree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Disagree
	<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly disagree

The information is accurate with no errors	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
The database provides diverse & sufficient information	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
I find up-to-date information	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
The coverage of countries is sufficiently in-depth	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Overall, the value for money of the information retrieved is high	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree

7. With regard to the functionalities of the Global Databases, please rate the extent you agree with the following statements. Please provide one response per statement and per database

	PATENTSCOPE	Global Brands Database	Global Designs Database
The style of presentation makes it easy to understand the information	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
The database enables an intuitive search of information	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
The database features allow a quick retrieve of information	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
The database includes useful help options and tutorials	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
The database is easy to find in a web search	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
The database is easy to access	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree

8. What do you consider to be the most important technical characteristics of each database? (you can select more than one item for each database)

	PATENTSCOPE	Global Brands Database	Global Design Database
Security mechanism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Search box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capacity to handle large number of users using the database at the same time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Multiple search options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User friendly interface	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to handle large data set	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please add below)			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. What kind of main challenges did you face while using WIPO databases (please list below and check the appropriate box)?

Challenges	PATENTSCOPE	Global Brands Database	Global Design Database
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Please indicate any features of any Global Database that you would like to be improved:

Feature	From which Global Database?	Why?

11. If you have participated in training activities organized by WIPO to acquire knowledge on Global Databases, please rate your level of satisfaction with the quality and usefulness of:

Activity	High	Moderate	Low
The training activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Webinars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A workshop s and /or conferences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Are there any aspects of the trainings & workshops to be improved?

	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Please provide details...		

13. What additional trainings & technical workshops would you like to have in the future?

14. Regarding cooperation channels with WIPO, please indicate your level of satisfaction with the...

Responsiveness		Timeliness		Existence of clear procedures on data exchange with WIPO	
<input type="checkbox"/>	Very Satisfied	<input type="checkbox"/>	Very Satisfied	<input type="checkbox"/>	Very Satisfied
<input type="checkbox"/>	Satisfied	<input type="checkbox"/>	Satisfied	<input type="checkbox"/>	Satisfied
<input type="checkbox"/>	Partially	<input type="checkbox"/>	Partially	<input type="checkbox"/>	Partially
<input type="checkbox"/>	Not satisfied	<input type="checkbox"/>	Not satisfied	<input type="checkbox"/>	Not satisfied

15. In addition to WIPO Global Databases, which of the following databases do you use and how do you use them? (Please tick all that apply)

	As an alternative to Global Databases	As a complementary source of IP related information	As a source of other data
EUIPO eSearchPlus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EUIPO TMview	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EUIPO DesignView	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EPO - ESPACENET	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Google patents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patent Lens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Orbit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thomson Innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total Patent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify):			

16. Please provide additional comments if necessary:

Thank you for your feedback!

EVALUATION OF WIPO GLOBAL DATABASES – USERS

Position:

Institution:

Country:

17. Which of the following categories best describe you?

	Category
<input type="checkbox"/>	Holder of a patent, trademark or industrial design
<input type="checkbox"/>	Attorney
<input type="checkbox"/>	National administration
<input type="checkbox"/>	Local chamber of commerce
<input type="checkbox"/>	Small or medium sized enterprise
<input type="checkbox"/>	Large private company
<input type="checkbox"/>	Research and development center
<input type="checkbox"/>	TISC
Other, please specify	

18. How often do you use each WIPO Global Database? (Please select one response per database)

	PATENTSCOPE	Global Brand Database	Global Design Database
Once a week or more	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A couple of times a month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Once a month or less	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. How did you get to know the WIPO Global databases? (Please select one response per database)

	PATENTSCOPE	Global Brand Database	Global Design Database
WIPO information session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIPO webinar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National IP office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet search	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. What is your main reason for using WIPO Global Databases:

--

21. Please specify your level of satisfaction with the multilingual support of PATENTSCOPE (e.g., CLIR tool and TAPTA tool)

	High	Moderate	Low	Do not Know
PATENTSCOPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. Would you consider multilingual support to be a vital feature to navigate the Global Brand and Global Design databases?

	Yes	No	Do not know
Global Brands Database	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Global Design Database	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. Please rate the extent you agree with the following statements. Please provide one response per statement and per database

	PATENTSCOPE	Global Brands Database	Global Designs Database
I find exactly the information I am looking for in the database	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
The information is accurate with no errors	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
The database provides diverse & sufficient information	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
I find up-to-date information	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
The coverage of countries is sufficiently in-depth	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
Overall, the value for money of the information retrieved is high	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree

24. With regard to the functionalities of the Global Databases, please rate the extent you agree with the following statements. Please provide one response per statement and per database

	PATENTSCOPE	Global Brands Database	Global Designs Database
The style of presentation makes it easy to understand the information	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
The database enables an intuitive search of information	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
The database features allow a quick retrieve of information	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
The database includes useful help options and tutorials	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree
The database is easy to find in a web search	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree

	<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly disagree
The database is easy to access	<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Strongly agree
	<input type="checkbox"/> Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Agree
	<input type="checkbox"/> Disagree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Disagree
	<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly disagree	<input type="checkbox"/> Strongly disagree

25. What do you consider to be the most important technical characteristics of each database? (you can select more than one item for each database)

	PATENTSCOPE	Global Brands Database	Global Design Database
Security mechanism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Search box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capacity to handle large number of users using the database at the same time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Multiple search options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User friendly interface	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to handle large data set	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please add below)			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. What kind of main challenges did you face while using WIPO databases (please list below and check the appropriate box)?

Challenges	PATENTSCOPE	Global Brands Database	Global Design Database
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. Please indicate any features of any Global Database that you would like to be improved:

Feature	From which Global Database?	Why?

28. If you have participated in training activities organized by WIPO to acquire knowledge on Global Databases, please rate your level of satisfaction with the quality and usefulness of:

Activity	High	Moderate	Low
The training activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Webinars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A workshop s and /or conferences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. Are there any aspects of the trainings & workshops to be improved?

	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Please provide details...		

30. What additional trainings & technical workshops would you like to have in the future?

--

31. Regarding cooperation channels with WIPO, please indicate your level of satisfaction with the...

Responsiveness		Timeliness		Existence of clear procedures on data exchange with WIPO	
<input type="checkbox"/>	Very Satisfied	<input type="checkbox"/>	Very Satisfied	<input type="checkbox"/>	Very Satisfied
<input type="checkbox"/>	Satisfied	<input type="checkbox"/>	Satisfied	<input type="checkbox"/>	Satisfied
<input type="checkbox"/>	Partially	<input type="checkbox"/>	Partially	<input type="checkbox"/>	Partially
<input type="checkbox"/>	Not satisfied	<input type="checkbox"/>	Not satisfied	<input type="checkbox"/>	Not satisfied

32. In addition to WIPO Global Databases, which of the following databases do you use and how do you use them? (Please tick all that apply)

	As an alternative to Global Databases	As a complementary source of IP related information	As a source of other data
EUIPO eSearchPlus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EUIPO TMview	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EUIPO DesignView	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EPO - ESPACENET	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Google patents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patent Lens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Orbit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thomson Innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total Patent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify):			

33. Please provide additional comments if necessary:

Thank you for your feedback!

[Annex 7 follows]

ANNEX 7: Surveys Statistics (External Stakeholders and Database Users)

Survey response rate: 739

- IP offices

Stored responses	228
100% completed	96
0% completed	98
IP Offices that only cooperate with WIPO	5
22% of completed responses (until Q7)	4
78% completed	25
Final # of valid responses	121

- Users

Stored responses	1066
100% completed	471
0% completed	324
Partially completed	147
25% completed (until Q8)	124
Final # of valid responses	618

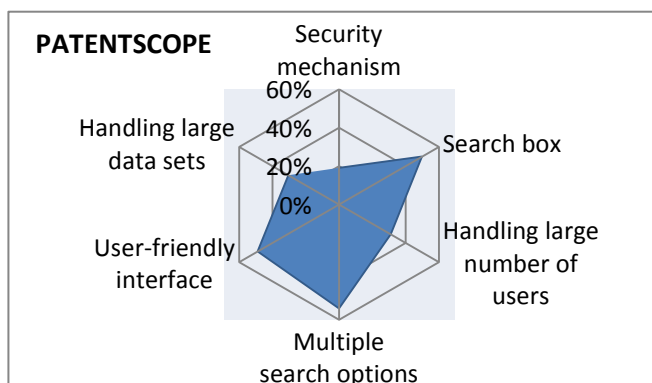
Survey results

1. Main characteristics of the WIPO Global Databases (results disaggregated per database)

PATENTSCOPE

Responses from IP Offices and other users

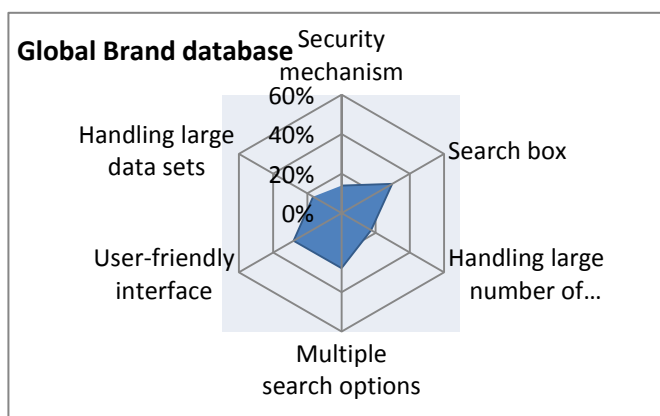
Security mechanism	19%
Search box	50%
Handling large number of users	31%
Multiple search options	54%
User-friendly interface	49%
Handling large data sets	30%



Global Brand Database

Responses from IP Offices and other users

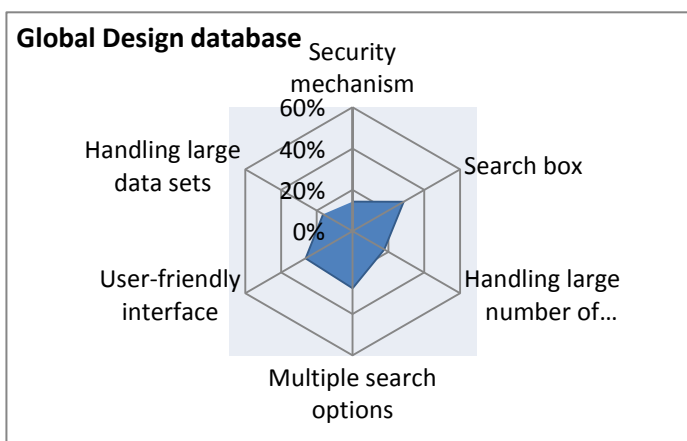
Security mechanism	14%
Search box	30%
Handling large number of users	17%
Multiple search options	28%
User-friendly interface	28%
Handling large data sets	17%



Global Design database

Responses from IP Offices and other users

Security mechanism	14%
Search box	29%
Handling large number of users	18%
Multiple search options	28%
User-friendly interface	26%
Handling large data sets	16%



2. IP offices and users satisfaction with the content and functionalities of the WIPO Global Databases

PATENTSCOPE

a) I can find exactly the information I am looking for in the database

Strongly agree	33%
Agree	60%
Disagree	6%
Strongly disagree	1%
Total number of responses: 647	

Positive rating	93%
Negative rating	7%

Attorney	14%
Holder of a patent, trademark or industrial design	11%
Intergovernmental organization	0%
Large private company	7%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	12%
Research and development center	18%
Small- or medium-sized enterprise	15%
TISC	6%
IP Office	5%

b) The information is accurate with no errors

Strongly agree	24%
Agree	66%
Disagree	9%
Strongly disagree	1%
Total number of responses: 641	

Positive rating	90%
Negative rating	10%

Attorney	14%
Holder of a patent, trademark or industrial design	11%
Intergovernmental organization	0%
Large private company	8%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	12%
Research and development center	18%
Small- or medium-sized enterprise	14%
TISC	6%
IP Office	6%

c) The database provides diverse and sufficient information

Strongly agree	31%	Total number
Agree	62%	
Disagree	7%	
Strongly disagree	1%	

Number of responses: 641

Positive rating	93%
Negative rating	7%

Distribution of positive responses per user group	
Attorney	14%
Holder of a patent, trademark or industrial design	11%
Intergovernmental organization	0%
Large private company	7%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	12%
Research and development center	19%
Small- or medium-sized enterprise	15%
TISC	5%
IP Office	5%

d) I find up-to date information

Strongly agree	36%
Agree	58%
Disagree	6%
Strongly disagree	0%

Total number of responses: 639

Positive rating	94%
Negative rating	6%

Distribution of positive responses per user group	
Attorney	14%
Holder of a patent, trademark or industrial design	11%
Intergovernmental organization	0%
Large private company	8%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	12%
Research and development center	19%
Small- or medium-sized enterprise	14%
TISC	6%
IP Office	5%

e) The coverage of countries is sufficiently in-depth

Strongly agree	21%
Agree	57%
Disagree	19%
Strongly disagree	2%

Total number of responses: 633

Positive rating	79%
Negative rating	21%

Distribution of positive responses per user group	
Attorney	13%
Holder of a patent, trademark or industrial design	12%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	14%
Research and development center	18%
Small- or medium-sized enterprise	14%
TISC	5%
IP Office	5%

f) The value for money of the information I retrieve is high

Strongly agree	36%
Agree	55%
Disagree	8%
Strongly disagree	2%

Total number of responses: 623

Positive rating	91%
Negative rating	9%

Distribution of positive responses per user group	
Attorney	14%
Holder of a patent, trademark or industrial design	12%
Intergovernmental organization	0%
Large private company	8%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	12%
Research and development center	18%
Small- or medium-sized enterprise	14%
TISC	6%
IP Office	5%

g) The style of presentation makes it easy to understand the information

Strongly agree	35%
Agree	56%
Disagree	7%
Strongly disagree	1%
Total number of responses: 616	
Positive rating	92%
Negative rating	8%

Distribution of positive responses per user group	
Attorney	15%
Holder of a patent, trademark or industrial design	11%
Intergovernmental organization	0%
Large private company	7%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	12%
Research and development center	19%
Small- or medium-sized enterprise	16%
TISC	6%
IP Office	5%

h) PATENTSCOPE enables an intuitive search of information

Strongly agree	26%
Agree	57%
Disagree	16%
Strongly disagree	1%
Total number of responses: 607	
Positive rating	83%
Negative rating	17%

Distribution of positive responses per user group	
Attorney	14%
Holder of a patent, trademark or industrial design	11%
Intergovernmental organization	0%
Large private company	8%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	13%
Research and development center	18%
Small- or medium-sized enterprise	15%
TISC	6%
IP Office	5%

i) The database features allow quick retrieval of information

Strongly agree	33%
Agree	56%
Disagree	10%
Strongly disagree	0%

Total number of responses: 611

Positive rating	90%
Negative rating	10%

Distribution of positive responses per user group	
Attorney	14%
Holder of a patent, trademark or industrial design	11%
Intergovernmental organization	0%
Large private company	7%
Local Chamber of Commerce	0%
National administration	9%
Patent examiner	12%
Research and development center	19%
Small- or medium-sized enterprise	15%
TISC	6%
IP Office	5%

j) PATENTSCOPE includes useful help options and tutorials

Strongly agree	27%
Agree	63%
Disagree	10%
Strongly disagree	1%

Total number of responses: 587

Positive rating	89%
Negative rating	11%

Distribution of positive responses per user group	
Attorney	15%
Holder of a patent, trademark or industrial design	11%
Intergovernmental organization	0%
Large private company	7%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	10%
Research and development center	19%
Small- or medium-sized enterprise	15%
TISC	6%
IP Office	6%

k) PATENTSCOPE is easy to find in web search

Strongly agree	35%
Agree	57%
Disagree	8%
Strongly disagree	0%

Total number of responses: 601

Positive rating	92%
Negative rating	8%

Distribution of positive responses per user group	
Attorney	15%
Holder of a patent, trademark or industrial design	11%
Intergovernmental organization	0%
Large private company	7%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	12%
Research and development center	18%
Small- or medium-sized enterprise	15%
TISC	6%
IP Office	5%

l) PATENTSCOPE is easy to access

Strongly agree	41%
Agree	54%
Disagree	4%
Strongly disagree	0%

Total number of responses: 610

Positive rating	96%
Negative rating	4%

Distribution of positive responses per user group	
Attorney	15%
Holder of a patent, trademark or industrial design	11%
Intergovernmental organization	0%
Large private company	7%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	12%
Research and development center	19%
Small- or medium-sized enterprise	15%
TISC	6%
IP Office	5%

GLOBAL BRAND DATABASE

a) I can find exactly the information I am looking for in the database

Strongly agree	21%
Agree	69%
Disagree	9%
Strongly disagree	2%
Total number of responses: 439	

Positive rating	90%
Negative rating	10%

Distribution of positive responses per user group	
Attorney	16%
Holder of a patent, trademark or industrial design	13%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	1%
National administration	9%
Patent examiner	5%
Research and development center	21%
Small- or medium-sized enterprise	14%
TISC	8%
IP Office	7%

b) The information is accurate with no errors

Strongly agree	16%
Agree	74%
Disagree	8%
Strongly disagree	2%

Total number of responses:
429

Positive rating	90%
Negative rating	10%

Distribution of positive responses per user group	
Attorney	16%
Holder of a patent, trademark or industrial design	13%
Intergovernmental organization	0%
Large private company	7%
Local Chamber of Commerce	1%
National administration	9%
Patent examiner	5%
Research and development center	20%
Small- or medium-sized enterprise	13%
TISC	8%
IP Office	8%

c) The database provides diverse and sufficient information

Strongly agree	21%
Agree	71%
Disagree	7%
Strongly disagree	2%

Total number of responses: 430

Positive rating	91%
Negative rating	9%

Distribution of positive responses per user group	
Attorney	16%
Holder of a patent, trademark or industrial design	14%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	1%
National administration	9%
Patent examiner	5%
Research and development center	21%

Small- or medium-sized enterprise	14%
TISC	7%
IP Office	8%

d) I find up-to date information

Strongly agree	19%
Agree	72%
Disagree	9%
Strongly disagree	1%
Total number of responses: 425	

Positive rating	90%
Negative rating	10%

Distribution of positive responses per user group	
Attorney	16%
Holder of a patent, trademark or industrial design	14%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	1%
National administration	9%
Patent examiner	5%
Research and development center	21%
Small- or medium-sized enterprise	13%
TISC	7%
IP Office	7%

e) The coverage of countries is sufficiently in-depth

Strongly agree	13%
Agree	67%
Disagree	18%
Strongly disagree	2%
Total number of responses:	
427	

Positive rating	80%
Negative rating	20%

Distribution of positive responses per user group	
Attorney	14%
Holder of a patent, trademark or industrial design	15%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	1%
National administration	9%
Patent examiner	6%
Research and development center	21%
Small- or medium-sized enterprise	13%
TISC	8%
IP Office	7%

f) The value for money of the information I retrieve is high

Strongly agree	21%
Agree	68%
Disagree	8%
Strongly disagree	3%
Total number of responses: 427	

Positive rating	89%
Negative rating	11%

Distribution of positive responses per user group	
Attorney	15%
Holder of a patent, trademark or industrial design	15%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	0%
National administration	9%
Patent examiner	6%
Research and development center	20%
Small- or medium-sized enterprise	14%
TISC	7%
IP Office	7%

g) The style of presentation makes it easy to understand the information

Strongly agree	20%
Agree	72%
Disagree	6%
Strongly disagree	2%
Total number of responses: 395	

Positive rating	92%
Negative rating	8%

Distribution of positive responses per user group	
Attorney	15%
Holder of a patent, trademark or industrial design	13%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	6%
Research and development center	20%
Small- or medium-sized enterprise	14%
TISC	8%
IP Office	7%

h) GLOBAL BRAND DATABASE enables an intuitive search of information

Strongly agree	19%
Agree	68%
Disagree	11%
Strongly disagree	2%

Total number of responses:
392

Positive rating	87%
Negative rating	13%

Distribution of positive responses per user group	
Attorney	15%
Holder of a patent, trademark or industrial design	13%
Intergovernmental organization	0%
Large private company	7%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	7%
Research and development center	19%
Small- or medium-sized enterprise	13%
TISC	8%
IP Office	7%

i) The database features allow quick retrieval of information

Strongly agree	21%
Agree	69%
Disagree	8%
Strongly disagree	1%

Total number of responses:
395

Positive rating	91%
Negative rating	9%

Distribution of positive responses per user group

Attorney	16%
Holder of a patent, trademark or industrial design	13%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	7%
Research and development center	20%
Small- or medium-sized enterprise	13%
TISC	8%
IP Office	7%

j) GLOBAL BRAND DATABASE includes useful help options and tutorials

Strongly agree	18%
Agree	74%
Disagree	7%
Strongly disagree	2%
Total number of responses:	
388	
Positive rating	91%
Negative rating	9%

Distribution of positive responses per user group	
Attorney	16%
Holder of a patent, trademark or industrial design	14%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	7%
Research and development center	19%
Small- or medium-sized enterprise	13%
TISC	8%
IP Office	7%

k) GLOBAL BRAND DATABASE is easy to find in web search

Strongly agree	22%
Agree	68%
Disagree	9%
Strongly disagree	2%
Total number of responses: 390	

Positive rating	89%
Negative rating	11%

Distribution of positive responses per user group	
Attorney	16%
Holder of a patent, trademark or industrial design	13%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	8%
Research and development center	19%
Small- or medium-sized enterprise	13%
TISC	8%
IP Office	8%

I) GLOBAL BRAND DATABASE is easy to access

Strongly agree	22%
Agree	69%
Disagree	8%
Strongly disagree	1%
Total number of responses: 392	

Positive rating	91%
Negative rating	9%

Distribution of positive responses per user group	
Attorney	17%
Holder of a patent, trademark or industrial design	13%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	8%
Research and development center	18%
Small- or medium-sized enterprise	13%
TISC	8%
IP Office	7%

GLOBAL DESIGN DATABASE

a) I can find exactly the information I am looking for in the database

Strongly agree	15%
Agree	73%
Disagree	9%
Strongly disagree	2%
Total number of responses: 417	

Positive rating	88%
Negative rating	12%

Distribution of positive responses per user group	
Attorney	17%
Holder of a patent, trademark or industrial design	14%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	1%
National administration	9%
Patent examiner	5%
Research and development center	21%
Small- or medium-sized enterprise	14%
TISC	8%
IP Office	7%

b) The information is accurate with no errors

Strongly agree	14%
Agree	76%
Disagree	8%
Strongly disagree	2%
Total number of responses: 413	

Positive rating	90%
Negative rating	10%

Distribution of positive responses per user group	
Attorney	17%
Holder of a patent, trademark or industrial design	13%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	1%
National administration	10%
Patent examiner	4%
Research and development center	20%
Small- or medium-sized enterprise	13%
TISC	8%
IP Office	8%

c) The database provides diverse and sufficient information

Strongly agree	17%
Agree	74%
Disagree	8%
Strongly disagree	1%
Total number of responses: 413	

Positive rating	91%
Negative rating	9%

Distribution of positive responses per user group	
Attorney	18%
Holder of a patent, trademark or industrial design	15%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	1%
National administration	9%
Patent examiner	4%
Research and development center	20%
Small- or medium-sized enterprise	13%
TISC	7%
IP Office	7%

d) I find up-to date information

Strongly agree	17%
Agree	73%
Disagree	8%
Strongly disagree	1%
Total number of responses: 413	

Positive rating	91%
Negative rating	9%

Distribution of positive responses per user group	
Attorney	17%
Holder of a patent, trademark or industrial design	14%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	1%
National administration	10%
Patent examiner	4%
Research and development center	20%
Small- or medium-sized enterprise	13%
TISC	7%
IP Office	7%

e) The coverage of countries is sufficiently in-depth

Strongly agree	11%
Agree	68%
Disagree	18%
Strongly disagree	2%

Total number of responses: 411

Positive rating	79%
Negative rating	21%

Distribution of positive responses per user group	
Attorney	16%
Holder of a patent, trademark or industrial design	15%
Intergovernmental organization	0%
Large private company	5%
Local Chamber of Commerce	1%
National administration	10%
Patent examiner	5%
Research and development center	20%
Small- or medium-sized enterprise	14%
TISC	9%
IP Office	7%

f) The value for money of the information I retrieve is high

Strongly agree	19%
Agree	69%
Disagree	9%
Strongly disagree	2%
Total number of responses:	
408	
Positive rating	88%
Negative rating	12%

Distribution of positive responses per user group	
Attorney	17%
Holder of a patent, trademark or industrial design	16%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	0%
National administration	9%
Patent examiner	4%
Research and development center	19%
Small- or medium-sized enterprise	14%
TISC	7%
IP Office	7%

g) The style of presentation makes it easy to understand the information

Strongly agree	16%
Agree	75%
Disagree	8%
Strongly disagree	2%
Total number of responses: 408	
Positive rating	91%
Negative rating	9%

Distribution of positive responses per user group	
Attorney	16%
Holder of a patent, trademark or industrial design	13%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	5%
Research and development center	20%
Small- or medium-sized enterprise	14%
TISC	8%
IP Office	7%

h) GLOBAL DESIGN DATABASE enables an intuitive search of information

Strongly agree	15%
Agree	69%
Disagree	14%
Strongly disagree	2%
Total number of responses:	
384	
Positive rating	84%
Negative rating	16%

Distribution of positive responses per user group	
Attorney	17%
Holder of a patent, trademark or industrial design	13%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	5%
Research and development center	20%
Small- or medium-sized enterprise	13%
TISC	8%
IP Office	7%

i) The database features allow quick retrieval of information

Strongly agree	17%
Agree	73%
Disagree	9%
Strongly disagree	1%

Total number of responses:
384

Positive rating	89%
Negative rating	11%

Distribution of positive responses per user group	
Attorney	17%
Holder of a patent, trademark or industrial design	13%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	5%
Research and development center	20%
Small- or medium-sized enterprise	13%
TISC	9%
IP Office	7%

j) GLOBAL DESIGN DATABASE includes useful help options and tutorials

Strongly agree	16%
Agree	75%
Disagree	7%
Strongly disagree	2%
Total number of responses:	
382	
Positive rating	91%
Negative rating	9%

Distribution of positive responses per user group	
Attorney	17%
Holder of a patent, trademark or industrial design	14%
Intergovernmental organization	0%
Large private company	5%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	5%
Research and development center	20%
Small- or medium-sized enterprise	14%
TISC	8%
IP Office	7%

k) GLOBAL DESIGN DATABASE is easy to find in web search

Strongly agree	18%
Agree	70%
Disagree	10%
Strongly disagree	2%
Total number of responses:	
385	
Positive rating	88%
Negative rating	12%

Distribution of positive responses per user group	
Attorney	18%
Holder of a patent, trademark or industrial design	13%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	0%
National administration	10%
Patent examiner	4%
Research and development center	20%
Small- or medium-sized enterprise	14%
TISC	9%
IP Office	7%

I) GLOBAL DESIGN DATABASE is easy to access

Strongly agree	18%
Agree	71%
Disagree	9%
Strongly disagree	2%
Total number of responses:	385
Positive rating	90%
Negative rating	10%

Distribution of positive responses per user group	
Attorney	17%
Holder of a patent, trademark or industrial design	13%
Intergovernmental organization	0%
Large private company	6%
Local Chamber of Commerce	0%
National administration	11%
Patent examiner	5%
Research and development center	19%
Small- or medium-sized enterprise	13%
TISC	9%
IP Office	6%

3. In addition to the WIPO global databases, which of the following databases do you use and how do you use them?

	As an alternative to Global Databases	As a complementary source of IP related information	As a source of other data	Total number of responses
EPO ESPACENET	41%	49%	10%	471
EUIPO eSearch Plus	27%	49%	24%	148
EUIPO Tmview	31%	49%	20%	144
EUIPO DesignView	33%	45%	22%	148
Google Patents	35%	49%	16%	423
Patent Lens	28%	50%	22%	153
Orbit	35%	39%	26%	165
Thomson Innovation	30%	45%	25%	172
Total Patent	23%	48%	28%	128

[End of annexes 7 and of document]