



**Internal Oversight Division**

Reference: EVAL 2016-05

**Evaluation of the WIPO Global Databases Division**

Final Report

January 25, 2017

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**LIST OF ACRONYMS**

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