

INTERNAL OVERSIGHT DIVISION (IOD)

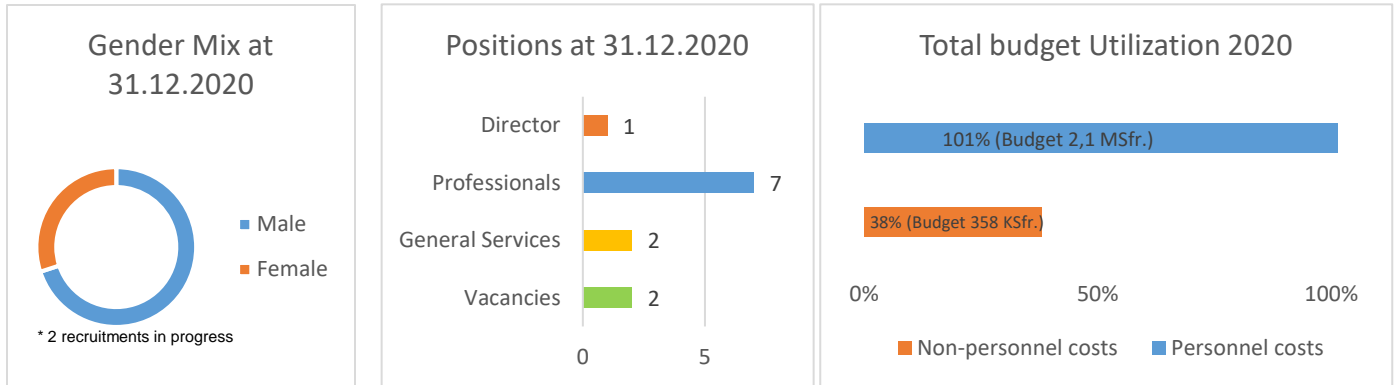
DASHBOARD

January to December 2020

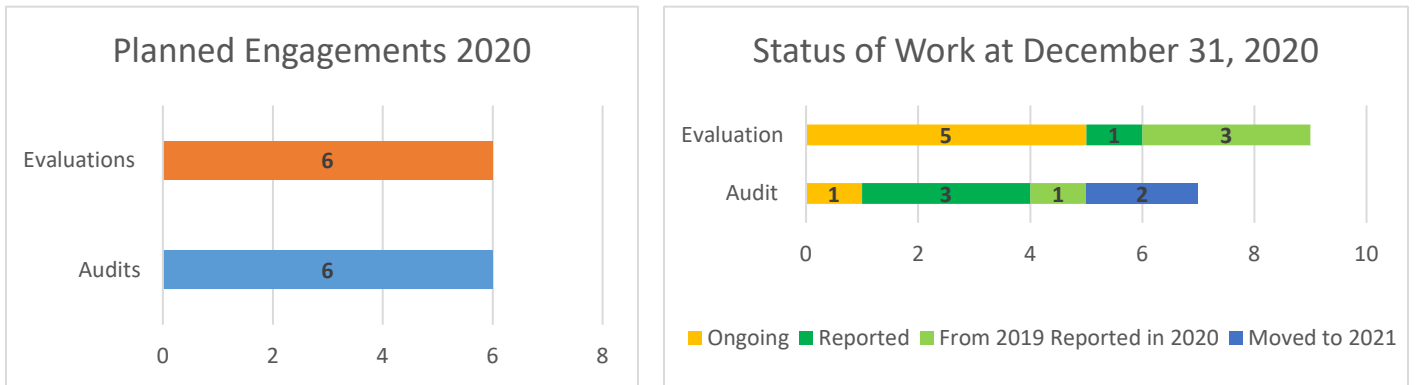
OVERSIGHT ACTIVITIES AT A GLANCE

Highlights of 2020	Some Activities for 2021
2018/2019 WPR Validation	Cybersecurity
Regional Bureau for Africa	Crisis Management
Lisbon System	Results Based Management
Absence Management	Data Analytics
Assurance Mapping	WIPO Re:search

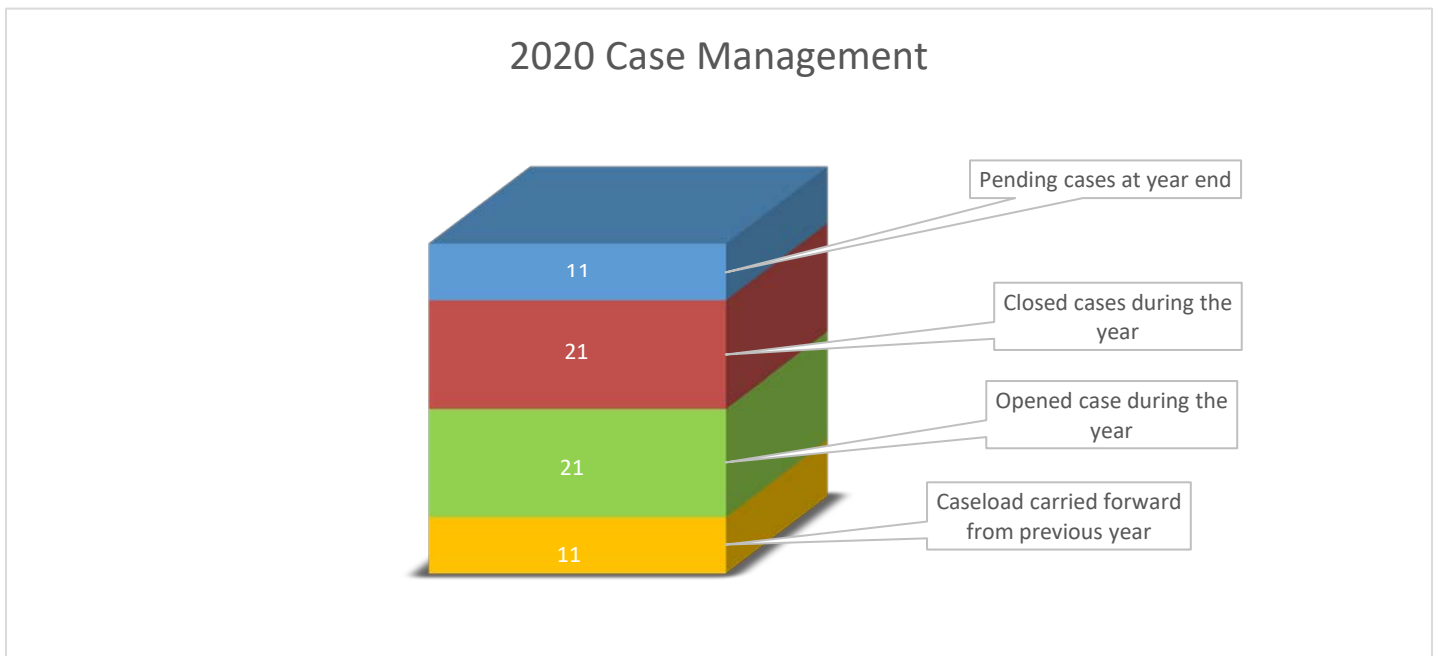
IOD HUMAN AND FINANCIAL RESOURCES IN 2020



AUDIT AND EVALUATION ACTIVITIES OF 2020



INVESTIGATION ACTIVITIES OF 2020



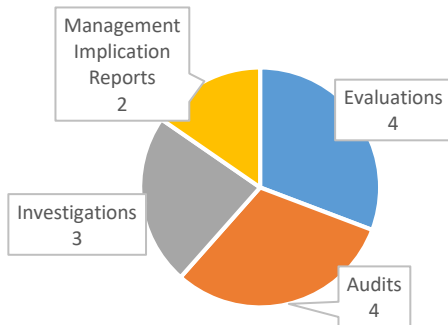
Cases Opened in 2020



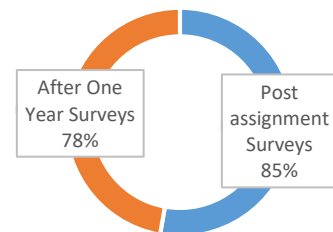
WIPO OPEN RECOMMENDATIONS STATUS AT DECEMBER 31, 2020¹

Open recommendations at January 1, 2020	117
Recommendations added	52
Recommendations closed	66
Open Recommendations at December 31, 2020	103

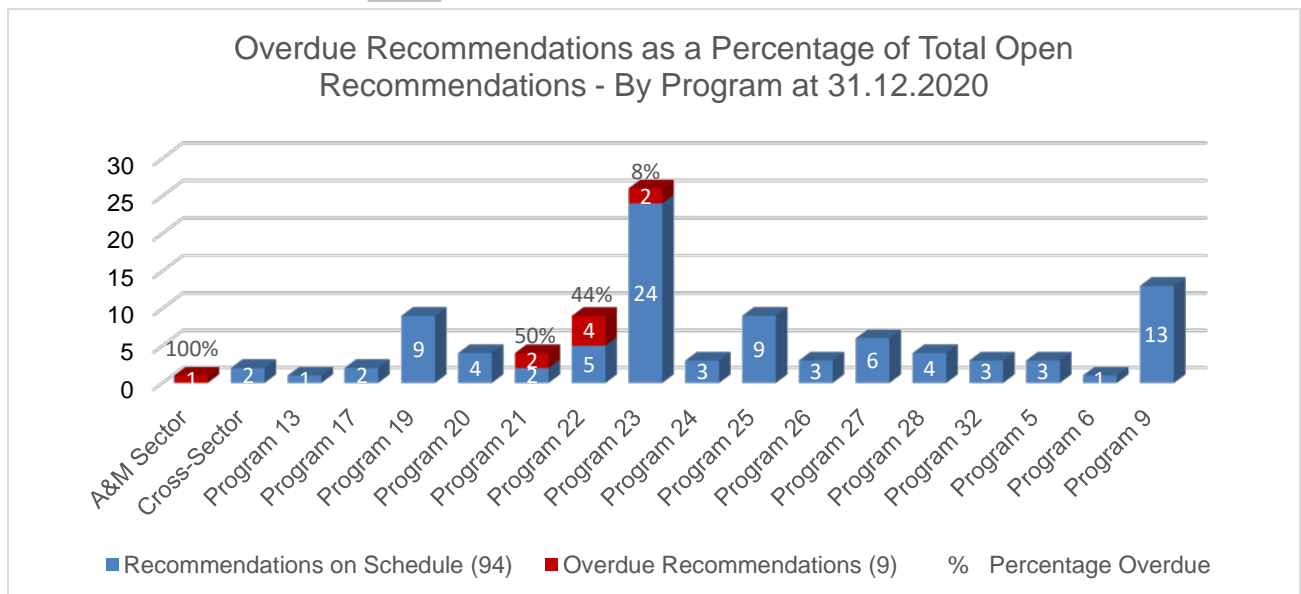
Reports issued between January - December 2020



Customer Satisfaction – Cumulative Average December 31, 2020



Overdue Recommendations as a Percentage of Total Open Recommendations - By Program at 31.12.2020



¹ Includes recommendations from External Auditors