RESULT OF THE INTERNATIONAL BUREAU's ANALYSIS

INFORMATION TECHNOLOGY (IT) AUDIT
Financial Year 2006

Implementation of the Recommendations of the Auditor

N°	Sector	Recommendation	Comments	Responsible	Implementation Date	Status
1	Patent Cooperation Treaty (PCT) - CASPRO and CASPIA Systems	«I encourage WIPO to continue promoting the use of modern technologies by the national offices of Member States. »	The implementation of the Recommendation is in progress. A considerable effort is ongoing so as to stabilize and continue to develop the PCT Electronic Data Interchange (PCT-EDI) system, a mechanism developed by the International Bureau permitting the secure exchange of PCT documents through Internet: (a) PCT-EDI exploitation by PCT Member States is increasing. Continuous improvement the stability and functionality of the system is in progress. (b) The Technical Cooperation Section of the PCT International Cooperation Division has been created on March 26, 2007, which has enabled the establishment of a focal point dedicated to this activity.	(a) N. Wilson (b) C. Matthes	(a) Ongoing (b) March 26, 2007	(a) Ongoing (b) Ongoing
2	Trademarks and Industrial Designs – MAPS/DMAPS Systems	«I invite WIPO to include a project in the strategic plan to modernize the user interfaces. Furthermore, it would be desirable to seek possible synergies with the reprogramming of the CASPRO and CASPIA Applications, which is in progress.»	The Recommendation will be implemented. (a) Redevelopment of MAPS/DMAPS systems would be included in a new IT strategic plan. (b) A study by an external consultant on an appropriate strategy for the replacement of the MAPS/DMAPS legacy systems is in progress. This study takes into account potential synergies between MAPS and the PCT IT systems. Please note that the IMAPS document imaging system has been redeveloped and shall be deployed in August 2007. The actual implementation of a strategy to renew the MAPS/DMAPS IT systems may start in the 2008-2009 biennium.	N. Wilson and IT Board	(a) To be started after desk-to-desk (b) July 2007	(a) In progress (b) In progress
3	Publications - MS Access Database	«WIPO should introduce a project into the strategic plan to replace the old publications database with the following PeopleSoft modules: Customer Relations Management, Customer Order Management and Inventory for the management of the stock of publications.»	The Recommendation will be implemented. The document "Strategy for the Implementation of Enterprise Resource Planning (ERP) systems in WIPO" addresses the need for a new system for Publications Sales. This document was approved by the Director General in May 2007. This document will become a constituent part of the new IT strategy. An ERP system project proposal has been proposed to the PBC for recommendation to the next Assemblies in September. The actual execution of the project could start in the 2008-2009 biennium depending on decisions made by the PBC.	N. Wilson and IT Board	May 31, 2007	Completed
4	Human Resources Management Department - Sigagip and HR Access	«I encourage WIPO to introduce a project into the strategic plan for the forthcoming replacement of Sigagip and the introduction of a modern human resources software management package during the next biennium. WIPO can also benefit from the experience gained by other international organizations such as the United Nations High Commissioner for Refugees. For the Human Resources Management Department this will require more streamlined processes, a proactive capacity to anticipate changes, a larger share of personnel planning and greater flexibility for staff able to perform multiple tasks.»	The Recommendation will be implemented. The document "Strategy for the Implementation of Enterprise Resource Planning (ERP) systems in WIPO" addresses the need for a new system for Human Resource Management and Payroll. This document was approved by the Director General in May 2007. This document will be a constituent part of the IT strategy. The actual execution of the project could start in the 2008-2009 biennium depending on decisions made by the PBC.	N. Wilson and IT Board	May 31, 2007	Completed

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5	Procurement and Contracts Division – Manual Procedures	«In order to rationalize and streamline the purchasing procedure, WIPO should introduce the Purchasing module during 2007 following the PeopleSoft Upgrade by referring - if possible - to the experience of other international organizations such as the High Commissioner for Refugees which already uses PeopleSoft.»	The Recommendation will be considered. The IT Board would consider the implementation of a new Purchasing module for the Procurement and Contracts Division (PCD) in 2007 along with the implementation of other important IT matters. PCD requested the implementation of a new Vendor Registration System, which is under development (June 2007). The document "Strategy for the implementation of ERP systems in WIPO" addresses the need for a new system for Procurement. An ERP system project proposal has been proposed to the PBC for recommendation to the next Assemblies in September. The actual execution of the project could start in the 2008-2009 biennium depending on decisions made by the PBC.	N. Wilson and IT Board	2008-2009 if approved	Awaiting the approval of the Program and Budget for 2008/2009
6	Finance Department - AIMS Accounting System	«In order to allow the introduction of the new IPSAS accounting standards, WIPO should replace the current application with the PeopleSoft Assets module.»	The document "Strategy for the Implementation of Enterprise Resource Planning (ERP) systems in WIPO" addresses the need for IPSAS compliance. This document was approved by the Director General in May 2007. This document will be a constituent part of the IT strategy. The actual execution of the project could start in the 2008-2009 biennium depending on decisions made by the PBC.	N. Wilson and IT Board	2008-2009 if approved	Awaiting the approval of the Program and Budget for 2008/2009
7	IT Division	«I support WIPO's initiative to introduce a detailed IT strategy with a timeframe of four to six years in order to carry out continuous planning. This strategy should provide for an IT investment plan with coherent, concrete, prioritized and coordinated projects, and for implementation within a realistic timeframe. This information should be an integral part of the documentation made available to Member States so as to allow them to prepare and take all the necessary IT-related decisions. In the same context, the Organization should ensure that it budgets, in line with the future strategic plan or amounts sufficient to modernize and harmonize the IT infrastructure, and to take account of personnel resources needs. »	An external company has completed the Core IT Program Assessment, which includes amongst many suggestions, a structured approach for the elaboration of an IT strategy. A WIPO IT strategic plan will be developed, in line with the WIPO general strategy and including propsoals for realistic staff and non-staff resources and technical infrastructure investments.	N. Wilson and IT Board	To be started after desk-to-desk	Awaiting the approval of the Program and Budget for 2008/2009
8	IT Division	«I invite the Organization to solve the issue of insufficient resources for the Information Security Section in order to ensure that all the tasks necessary for protection of WIPO's assets can be carried out as well as possible.»	The Recommendation will be implemented subject to the approval of the Member States of the draft Program and Budget. The matter of appropriately resourcing the Information Security program at WIPO is ongoing in the context of the Security Change Project which was included as part of a new Program 32 Security in a draft Program and Budget for the biennium 2008-09.	N. Wilson and IT Board	End 2008	Ongoing
9	IT Division	«In order to ensure a good percentage of success for IT projects, I encourage WIPO to use throughout the Organization a uniform project method such as HERMES (www.hermes.admin.ch) or PRINCE2 (www.prince2.com) in order to make the preparation of complex projects more professional and to facilitate communication between the different specialized services.»	The Recommendation will be considered. The need to establish an organization-wide project management methodology is acknowledged. The IT Board will consider proposals to endorse either the Hermes or Prince2 methodologies in due course.	N. Wilson and IT Board	End 2007	Ongoing
10	IT Division	«I invite WIPO to use throughout the Organization a uniform incident and change management method such as ITIL, in order to harmonize procedures and make those procedures more professional.»	The Recommendation will be considered. The need to establish an appropriate and uniform change management and version control mechanism is acknowledged. The IT Board will consider ITIL as a potential solution in due course.	N. Wilson and IT Board	To be started after desk-to-desk	Started with Finance - Ongoing

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11	The AIMS Accounting System and its Environment	«WIPO should introduce a project into the strategic plan in order to provide for the development of the AIMS System, by incorporating the other 'satellite' administrative solutions so as to benefit more from the advantages of an ERP system and to achieve productivity gains. Such a procedure would reduce the diversity of the IT landscape, decrease the number of interfaces and comply with the new IPSAS accounting standards»	2	*N. Wilson and IT Board*	*To be started after desk-to-desk*	*Proposal to implement ERP Project at WIPO submitted to the eleventh session of the PBC (June 2007) (document WO/PBC/11/11). Further detailed proposals to be submitted to the twelfth session of the PBC (September 2007) under document WO/PBC/12/4(C).*

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12	AIMS Upgrade Project and Managed Hosting at the International Computing Centre (ICC)	«WIPO should implement these managed hosting plans with the ICC as quickly as possible so as to increase support, ensure continuity of operations and the separation of functions between the developers and the operation.»	*The implementation of the Recommendation is under preparation. The project to host the AIMS system at ICC was started in January 2007. The IT Board will actively consider additional application systems that will benefit from the improved support and disaster recovery that would result from external hosting at ICC.*	*N. Wilson and IT Board*	*December 31, 2007*	*In progress*
13	Operation of the AIMS Accounting System	«In my opinion, it would be useful to introduce consolidated summary documentation linking the business processes to the financial operations covered by the AIMS Accounting System.»	*The implementation of the Recommendation is under preparation. The Finance Department will prepare this important document, as operational priorities dictate.*	*N. Wilson and P. Favatier*	*February 1, 2008*	*Plans to start before end 2007*
14	AIMS Security	«I invite WIPO to introduce a more formal procedure for the management of users, in particular for the requests for authorization and departure announcements, and to restrict the use of the system only to people using these functions.»	*The Recommendation will be considered. The IT Board will consider in due course proposals from the Information Security Program for an incremental introduction of functionalities which would constitute an appropriate identity management solution for WIPO.*	*N. Wilson and IT Board*	*February 1, 2008*	*An initial preparation has started*

[End of Annex II and of document]