MAIN PROGRAM 15

Information Technology

15.1 Information Technology Projects and Program Support
15.2 Information Technology Services

Summary

253. The strategic integration of information technology (IT) into WIPO's activities is designed to maximize productivity, improve efficiency and optimize resources across the Organization. Investments made in IT, whether they be in support of WIPO's Registration Unions (PCT, Madrid and Hague), its administrative systems, or to improve staff productivity, will also bring significant benefits to WIPO's Member States and its other constituencies, by improving and supporting more efficient business processes, providing access to, and the dissemination of, intellectual property data and by establishing a global network infrastructure to support intellectual property services. Thus, IT in WIPO is managed as a service-oriented activity that responds to the Organization's requirements and priorities.

254. In order to ensure the delivery of expected results, WIPO has implemented a disciplined approach to the way its IT is carried out. Industry standard methodologies and "best practices" have been implemented to support IT activities, with an emphasis on quality, accountability and delivery. Underpinning this is a staffing structure that supports the IT development life cycle, starting from the initiation and development of individual projects/activities through to their deployment, support and further enhancement. The approach is also designed to ensure that all automation systems are of a high quality, perform optimally and are sustainable in the longer term. The use of WIPO staff in project teams, complemented by external technical resources, is an important factor in facilitating the transfer of knowledge to the International Bureau and hence ensuring the sustainability of the IT systems that are developed.

255. Following the adoption by WIPO of project management practices and methodologies the structure for IT has been divided into three main areas (business and program management, projects and services), that map onto the project life cycle of initiation, deployment and operation. Each area has its own clearly defined roles and responsibilities in the delivery of the main objectives.

256. Sub-program 15.1, Information Technology Projects and Program Support will manage the development of major systems, such as PCT IMPACT, that will bring productivity gains and new efficiencies to WIPO's business processes. Within 15.1 the Information Technology Program Support Section will act as a focal point for all automation matters as well as ensuring that individual objectives are met using proven methodologies and are cost effective. Sub-program 15.2, Information Technology

Services, will manage the infrastructure, systems, and services that support WIPO's business, administrative, and office processes. Services will be upgraded and enhanced, as necessary, to reflect the Organization's changing needs.

257. The success of the IT program depends, to a large extent, on the maintenance of a highly trained and dynamic staff within the area and, therefore, multi-disciplinary staff training will continue to remain a priority.

Sub-program 15.1
Information Technology Projects and Program Support

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Objectives:

♦ To successfully develop and deploy IT projects that meet their stated objectives within the allocated budgets and time-scales.

♦ To ensure that all projects are integrated into WIPO business processes.

♦ To support WIPO's IT activities in terms of relevance to the Organizational vision, alignment with the business needs of other Programs and coordination with Member States.

♦ To provide Secretariat support to the Standing Committee on Information Technologies.

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Background

258. The Information Technology Projects Division has the responsibility for implementing and delivering all major automation projects within WIPO, that is, WIPONET, PCT IMPACT, PCT electronic-filing and CLAIMS, and providing support to the AIMS project. Detailed activity and budget information on these projects funded under surplus resources are given in document WO/PBC/3/3.

259. The Information Technology Program Support Section (PSS) acts as a focal point and coordinates WIPO's IT activities. Providing an interface between IT and WIPO's other Programs, the PSS plays an important role in evaluating project proposals and assisting other business areas within WIPO in identifying requirements or possible improvements in productivity that may result from the deployment of IT in the respective areas. The optimization of IT resources is one of the roles of this Section.

260. Requests for new project activities can arise directly from Member States via bodies such as the Standing Committee on IT (SCIT) or as a result of the

identification of business needs by the International Bureau. In applying the IT project life cycle methodology, the PSS is mandated to ensure a consistent approach in project initiation and management and that approved projects are sufficiently funded, staffed and meet other certain criteria, prior to being handed over to the IT Projects Division for development and implementation. The PSS also serves as the Secretariat to the SCIT.

261. Under the flexible matrix style staffing structure within IT, where each staff member is allocated a "home team" according to their area of expertise, the PSS is also the home for staff with support and business oriented IT skills. These include business analysts, change management specialists, technical writers and quality assurance experts. The combined management of the IT area recognizes the urgent need for WIPO to invest in these staff, as together they represent a substantial knowledge-reservoir for the Organization.

Expected Results	Performance Indicators
1. IT projects will be delivered within agreed budget and time scale.	❑ Project expenditure is within budget and projects delivered on time.
2. IT projects will meet their stated objectives and support the overall vision of WIPO and its Member States.	❑ Feed back from users and Member States via written surveys.
3. Optimization of resources within area of IT.	❑ Cost benefits derived from the coordination of equipment purchase or resource sharing. ❑ Staff able to work on different IT systems. ❑ Program monitoring reports to WIPO Senior Management and Member States.
4. Documented analysis of all WIPO business areas with relation to current levels of automation and future requirements.	❑ Draft plan to address system development and/or replacement requirements based on business needs. ❑ Improved business processes.
5. Efficient support to Member State organs dealing with IT matters.	❑ Feedback from delegates. ❑ Improved quality of meeting documentation.

Activities

♦ Monitoring and reporting on project progress, as necessary, to WIPO Senior Management and Member States.

♦ Provision of support services to the IT Projects and Services Divisions.

♦ Liaison with all WIPO program areas, including the review of existing systems and the feasibility of new automation initiatives.

♦ Secretariat support to the SCIT.

Sub-program 15.2

Information Technology Services

Objectives:

♦ To support WIPO's growing use of IT.

♦ To ensure an efficient, stable and secure IT environment for WIPO.

♦ To ensure that systems and services stay updated and relevant to the Organization's needs.

Background

262. The Information Technology Services Division is responsible for the management of WIPO's IT infrastructure, systems and services that are used by all areas of the Organization. It ensures the effective deployment of Internet and intranet technologies to improve the communication and information flow both within the International Bureau and outside and is responsible for the development and implementation of WIPO's IT security policy.

263. The Division is responsible for the establishment of IT standards and guidelines and the introduction of industry best practices in the areas of operation, user support, software development and maintenance. Developments to existing systems, that are requested, approved and prioritized by users of the Organization, are carried out by the Division applying the same criteria as established for new projects.

264. Internal service level agreements will be established with the users of IT services taking into account the service requirements, expected benefits, and the resources available. This will be critical in providing adequate service levels to ensure the efficient operation of WIPO's systems. Finally, technical coordination and support will continue to be provided to the IT Projects Division to ensure that newly developed systems are successfully integrated into a production environment.

Expected Results	Performance Indicators
1. Modern IT infrastructure and improved user support to increase staff productivity.	❑ Availability of a high-speed network in WIPO premises. ❑ Number of installations of state-of-the-art workstations with standard office applications for staff. ❑ Upgrade of hardware and software components to industry standards. ❑ Usage statistics for network services. ❑ Number of staff trained on standard applications. ❑ Results from a survey of the level of systems usage and overall satisfaction of staff.
2. Reliable and stable operation of WIPO's IT systems and services.	❑ Establishment of service level agreements with user areas. ❑ Establishment of data center operational procedures. ❑ Percentage of up-time for systems. ❑ Quick resolution of user support calls. ❑ Availability of system and user documentation. ❑ Reduced number of single point of failures in hardware, software and support resources.
3. Existing systems stay updated and relevant to the Organization's changing requirements.	❑ Establishment of work plans and change control procedures for system modifications. ❑ Number of new user requirements implemented.

Activities

♦ Coordination, planning and management of the IT Services Division.

♦ Development and implementation of policies, procedures and guidelines for IT Security across WIPO including control and monitoring activities.

♦ Provision, development and administration of the network infrastructure and services for WIPO staff including database administration activities and support of mainframe systems.

♦ Development, maintenance and integration of WIPO's business and administrative systems.

♦ Development, maintenance and administration of WIPO's Internet/intranet systems and services.

♦ Provision of IT equipment and technical support to staff and WIPO meetings and conferences. Coordination and organization of IT training to staff.

♦ Provision and development of electronic publishing tools to WIPO business sectors.

Table 11.15 Detailed Budget 2002-2003
Main Program 15
Information Technology

A. Budget Variation by Object of Expenditure

Object of Expenditure	2000-2001 Revised Budget A	Variation						2002-2003 Proposed Budget E=A+D
		Program		Cost		Total		
		Amount B	% B/A	Amount C	% C/A	Amount D=B+C	% D/A	
Staff Expenses	25,550	(6,943)	(27.2)	1,316	5.2	(5,627)	(22.0)	19,923
Travel and Fellowships	175	926	529.1	39	22.3	965	551.4	1,140
Contractual Services	8,721	7,156	82.1	572	6.6	7,728	88.6	16,449
Operating Expenses	2,077	1,032	49.7	111	5.3	1,143	55.0	3,220
Equipment and Supplies	1,475	6,611	448.2	291	19.7	6,902	467.9	8,377
	37,998	**8,782**	**23.1**	**2,329**	**6.1**	**11,111**	**29.2**	**49,109**

B. Budget Variation by Post Category

Post Category	2000-2001 Revised Budget A	Variation B-A	2002-2003 Proposed Budget B
Directors	2	-	2
Professionals	47	(13)	34
General Service	33	(8)	25
TOTAL	**82**	**(21)**	**61**

C. Budget Allocation by Sub-program and
Detailed Object of Expenditure

Object of Expenditure	Sub-program		Total
	1	2	
Staff Expenses			
Posts	1,432	17,957	19,389
Short-term Expenses	150	384	534
Travel and Fellowships			
Staff Missions	190	400	590
Government Officials	550	-	550
Contractual Services			
Conferences	360	120	480
Consultants	40	2,300	2,340
Publishing	-	50	50
Other	60	13,519	13,579
Operating Expenses			
Premises and Maintenance	-	2,600	2,600
Communication and Other	40	580	620
Equipment and Supplies			
Furniture and Equipment	-	5,200	5,200
Supplies and Materials	-	3,177	3,177
Total	**2,822**	**46,287**	**49,109**