

MAIN PROGRAM 17

Administrative Services

17.1 Financial Operations

17.2 Language Service

17.3 Conference, Communications, Records and Publications Production Services

17.4 Procurement, Contracts and Travel Services

Summary

285. The Administrative Services will continue to provide efficient services to Member States, the Secretariat, and the public at large. The development of information technology-enabled systems in the various sub-programs is particularly important in providing support for the modern management approaches and procedures used in the Secretariat of what is effectively a knowledge-based Organization. Information will increasingly be provided electronically, with less paper flow. Services will thereby be improved, and resources will be used in an optimal manner to ensure that the program continues to be responsive, cost-effective and efficient.

286. Financial Operations will undertake new information technology initiatives during the 2002-2003 biennium. A new Finance and Budget Information System (being undertaken as part of the Administration Information Management System (AIMS) Project will be implemented to replace the existing computer systems which were developed years ago. The impact of this new automated environment will be to ensure smooth and reliable operations within the Finance area as well as providing more modern methods of working with other non-financial systems and relevant information to Program Managers to assist them in the operations of their Main Programs.

287. The Language Service will translate WIPO publications, documents and other material into the working languages of WIPO. Information technology in support of the translation process will continue to be used, and new technologies will be monitored closely and applied where appropriate.

288. Within the Conference, Communications, Records, and Publications Production Services, information technology will help to streamline processes. The electronic distribution of meeting documents, digital archiving and more use of Intranet and Internet technologies, will result in even more efficient services. The introduction of new technologies will change the way publications and documents are delivered,

disseminated and stored, as print-on-demand and electronic publishing become more widely used, resulting in a more efficient and cost-effective operation and higher quality and competitive services. Cost-effective outsourcing of printing will continue. If funds permit, preliminary work will be undertaken, including a pilot project, for the introduction of an Electronic Document Management System to provide the infrastructure and procedures necessary for introducing modern workflow facilities within the Organization.

289. Procurement, contracts and travel services will continue the provision of effective and transparent procurement of goods and services, and safe, efficient and cost-effective travel services as required by the Organization. During the 2002-2003 biennium, procurement policies and procedures will be further strengthened and supported to ensure that these policies are applied in a consistent manner and in accordance with WIPO financial rules and regulations. Part of the effort in the biennium will be to strengthen the capacity of the Procurement and Contracts Services Unit in order to improve the quantity and timeliness of the services within its responsibilities (e.g. entry visas for official travel, certifications, diplomatic privileges, removal, document legalization, etc.), and to continue the administration of the Facilities Management and Assets Control system. Travel services in particular will be further improved to ensure that travel needs and security of staff, delegates and others are adequately addressed, and the most cost-effective travel arrangements are obtained while enhancing travel safety measures.

Sub-program 17.1

Financial Operations

Objectives:

- ◆ To develop a new integrated Finance and Budget Information System and, pending its development, to undertake necessary upgrades of the current financial information system.
- ◆ To ensure that all income due to WIPO is properly received and all expenditures are paid in a correct and timely manner.
- ◆ To ensure that the accounting conforms with applicable regulations, rules and standards, and that the accounts are correctly maintained.
- ◆ To ensure that the Secretariat has the appropriate capability for the investment of its funds and to obtain the maximum return consistent with the need to safeguard WIPO's financial resources.
- ◆ To provide clear and relevant financial information to Member States and to Program Managers in the Secretariat.

<u>Expected Results</u>	<u>Performance Indicators</u>
1. Redesign of current business processes and implementation of new finance modules during 2002-2003 leading to greater efficiency, productivity and flexibility in 2004-2005.	<input type="checkbox"/> Successful development and implementation of modules of the new Finance and Budget Information System.
2. All financial operations will continue to be executed with accuracy, integrity and probity.	<input type="checkbox"/> Accurate undertaking of all financial operations, with satisfactory report by external auditors.
3. Funds available for investment will be safeguarded and maximum return will be achieved, based on expert investment advice.	<input type="checkbox"/> Return obtained on invested funds (recognizing that this depends largely on the situation of the market).
4. Satisfactory financial reporting will be provided to Member States and to Program Managers within the Secretariat, thereby promoting transparency, accountability and effective use of resources.	<input type="checkbox"/> Timely production of financial reports and timely delivery of financial information to internal and external users. <input type="checkbox"/> Timely distribution to Member States of fees collected under the Madrid and Hague Systems.

Activities

- ◆ Undertaking all financial operations (as listed below) concerning WIPO and the Unions administered by WIPO, UPOV, cooperation for development activities financed by the United Nations Development Programme and by trust funds provided by Member States, and the WIPO (Closed) Pension Fund. Financial operations conform with the provisions of the applicable conventions and treaties, WIPO Financial Regulations and Financial Rules, and the United Nations Accounting Standards.
- ◆ In conjunction with information technology staff under Main Program 15, development and implementation of modules of the new, modern integrated Finance and Budget Information System as part of the AIMS (Administration Information Management System) Project; maintenance and running of the old current finance information system, to be replaced step by step by those new modules.
- ◆ Receipt of contributions of Member States, fees (under the PCT, Madrid, Hague and Lisbon Systems, and the WIPO Arbitration and Mediation Center), income from sales of publications, rental of premises and miscellaneous income, and follow-up on debtors. Management of current accounts and funds on deposit belonging to users of WIPO's registration systems; development of on-line access by the owners of those funds.

- ◆ Making all payments, including the payroll, payments to staff, payments to suppliers of goods and services, and distribution to Member States of fees collected for them under the Madrid Agreement and Protocol and under the Hague Agreement.
- ◆ Investment of the available reserves, working capital funds and treasury operating balances* in accordance with the approved investment guidelines and the advice of the Investment Advisory Committee. Negotiations of special conditions with banks concerning investments, exchange rates and services offered to the Secretariat.
- ◆ Keeping accounts and preparation of financial reports, including the Financial Management Report, in a user-friendly format. Provision of full financial information to the Office of the Controller, the Internal Audit and Oversight Division, the External Auditor, the Program and Budget Committee, and the Assemblies. Provision of timely on-line information to senior management on actual income and expenditure, and to Program Managers on the status of expenditure and commitments by Main Programs and sub-programs.
- ◆ Participation in meetings of Finance Directors and of Treasurers of the United Nations organizations, under the aegis of the High Level Committee on Management of the United Nations system. Participation in other UN or non-UN meetings of the same nature.

Sub-program 17.2

Language Service

Objectives:

- ◆ To facilitate understanding among Member States and with the Secretariat, and to make information widely available, by translating publications, documents and other material into as many languages as possible, with high quality standards in the translation process, aiming for a goal of zero defects.
- ◆ To establish linguistic policy and terminology.
- ◆ To increase the use of information technology, including more comprehensive terminology databases and the possible use of computer-assisted translation and voice recognition systems.

* As of December 31, 2000, the funds available for investments amounted to about 395 million Swiss francs.

<u>Expected Results</u>	<u>Performance Indicators</u>
High quality translations of documents in more working languages will make meetings and discussions more effective as documents and other material will be made available in more languages.	<ul style="list-style-type: none"> ❑ Satisfaction of delegates with the quality of translations. ❑ Timely production of translations. ❑ Volume of translations produced consistent with productivity norms.

Activities

- ◆ The Language Service, including eight translators working into French, five working into Spanish, three translators working into Arabic, and two translators working into each of Chinese, Russian and English, along with their corresponding audio-typists, and with certain translation work undertaken using both freelance translators and outsourcing, is responsible for the following services:
 - Translation of treaties and other international or bilateral instruments, national laws and WIPO model laws, documents for the Assemblies of the Member States of WIPO, publications, conference reports, working papers for committees of experts and working groups, and other material into Arabic, Chinese, English, French, Russian and Spanish, as required. Translations will also be made into Portuguese for certain publications, promotional material regarding WIPO-administered treaties and for some material for meetings in development cooperation activities, as appropriate. In addition, translations will be made into German, as part of the administrative support given to UPOV, as well as into other languages in relation to certain specific activities undertaken for Member States;
 - editing, revision and correction of texts produced by or for the Secretariat;
 - review and development of the linguistic policy and terminology of the Secretariat, related preparation of glossaries, lists of terms and acronyms, etc., and response to queries from staff related to drafting, language or style. Use and development of on-line terminology databases;
 - studies and user trials will evaluate the possibility of further integration of information technology in the translation process, including computer-assisted translation and voice recognition systems; pilot projects will be undertaken as appropriate;
 - participation in Inter-Agency Meetings on Language Arrangements, Documentation and Publications of the United Nations system of Organizations.

Sub-program 17.3

Conference, Communications, Records, and Publications Production Services

Objectives:

- ◆ To provide delegates and the Secretariat with efficient services for the smooth functioning of conferences and other meetings.
- ◆ To provide reliable and cost-effective telecommunications, mail, and messenger-driver services.
- ◆ To provide effective central records management for official correspondence in paper and electronic formats and an integrated archives service.
- ◆ To provide the Organization with all its printing and publishing requirements in paper and electronic form.
- ◆ To improve and make more cost-effective the printing services, through the introduction of new technologies.

<u>Expected Results</u>	<u>Performance Indicators</u>
1. Provision of efficient conference and other meetings services to delegates and the Secretariat.	<input type="checkbox"/> Satisfaction of delegates with the conference services provided.
2. Efficient distribution of meeting documents and availability thereof on the WIPO web site. Use of print-on-demand and electronic digital archiving systems for documents, and using Intranet for in-house material will result in faster access, printing of less documents, less storage of documents, and savings of postage.	<input type="checkbox"/> Timely and accurate distribution of documents.
3. Modern telecommunications links between all buildings occupied by WIPO. Overall charges for telecommunications usage should remain at about the level of the 2000-2001 biennium, despite greater usage; allocation of long-distance telephone costs to programs/units. Improved communications through wider use of portable phones.	<input type="checkbox"/> Cost-effective use of telecommunication services and accurate allocation of costs by programs/units.

<u>Expected Results</u>	<u>Performance Indicators</u>
4. Effective and efficient records management, archives, mail and messenger-driver services.	<ul style="list-style-type: none"> ❑ Timely and responsive operation of records management and archives systems, allied with timely distribution of mail and internal correspondence. ❑ Cost-effective use of mail and other delivery services.
5. Production of increased volume of printed matter in-house including PCT pamphlets, publications and documents, with printing by destination of printed matter.	<ul style="list-style-type: none"> ❑ Increased output of the internal printing plant, including color printing, and including production of material for dispatch by destination. ❑ Increased productivity.
6. Cost-effective production of high quality publications in paper and electronic form.	<ul style="list-style-type: none"> ❑ Timely delivery of publications, documents and other material (whether in paper or electronic form). ❑ Increased amount of publications produced in various electronic forms. ❑ Reduction of costs through outsourcing (and insourcing as appropriate) of published material.

Activities

- ◆ These Services are undertaken by the Conference, Communications, and Records Management and Archives Division (CCRMD) and the Publications Production Service. CCRMD—which comprises the Conference Service, the Communications Service (including Units dealing with Telecommunications and Mail Expedition), the Records Management and Archives Service, and the Messenger-Driver Unit—is responsible for the following range of administrative services:
 - making arrangements for conferences and meetings, including preparation of cost estimates, scheduling and reservation of facilities (both at WIPO Headquarters and elsewhere), engagement of interpreters and sound recording operators, logistical operations, organization of official receptions;
 - sending invitations and documents for conferences and meetings (both in electronic and in paper form, in the official languages), and external and internal distribution and archiving of documents;
 - servicing of conferences and meetings, including electronic provision of information on timing and location of meeting sessions, assignment of conference staff, assistance to delegates, production of lists of participants, support for multi-media presentations and netcasting;

- in conjunction with information technology staff under Main Program 15, continued development of the computerized document management and mailing systems for meetings documents, and their availability on the WIPO web site, and of the on-line conference service facility through the Internet to enable delegates to register for meetings;
 - receipt and sorting of incoming mail. In conjunction with information technology staff under Main Program 15, and, if funds permit, continued development of the Electronic Document Management System (EDMS), building on the work undertaken during the 2000-2001 biennium, for the scanning, classification, routing, filing, tracking and searching for of all official correspondence, in paper and electronic form (the distribution of facsimiles and e-mails in particular will be processed more efficiently through the technical facilities provided by EDMS), and of the archives management system;
 - distribution of mail throughout the buildings occupied by the Secretariat, with distribution of internal circulars, administrative instructions, notifications and information of a general nature made increasingly via the WIPO Intranet; provision of messenger-driver service for internal needs and for errands within the Geneva area;
 - dispatch, via post office and other delivery services, as well as Diplomatic Pouch, of outgoing mail, including PCT pamphlets (under tight deadlines), documents, letters and other material; ensuring most cost-efficient and timely means of dispatch including tracking and tracing;
 - in conjunction with information technology staff under Main Program 15 and buildings staff under Main Program 18, assessment of telecommunications needs and provision of services and equipment (notably, telephones, voice-mail, modems, facsimiles, leased lines and the WIPO electronic telephone directory); operation of central telephone service uniting all buildings occupied by the Secretariat; negotiation of optimal conditions for telecommunications services in the deregulated Swiss market; development and maintenance of the computerized accounting system for automatic allocation of costs by program for long-distance telephone calls.
- ◆ The Publications Production Service is responsible for the following services:
- use of high speed state-of-the-art equipment in the two locations of the Internal Printing Plant, printing of WIPO publications and documents, including the printing of PCT pamphlets, by destination, all under tight deadlines, and production of PCT pamphlets and other material in electronic form;
 - investigation and introduction of new technologies as appropriate and cost-effective, including storage and archiving of printed material, in-house

production of CD-ROMs and other storage systems, high speed printers, improved desktop publishing, and improved color printing;

- development of network print-on-demand system interfaced with the Intranet;
- managing the outsourcing of periodicals and other publications, including sending the texts electronically;
- maintenance of floor photocopiers located throughout the Secretariat.

Sub-program 17.4

Procurement, Contracts and Travel Services

Objectives:

- ◆ To ensure effective and transparent procurement and contracts of goods and services.
- ◆ To ensure that the travel policies of the Organization are applied in an efficient, consistent, and cost-effective manner and that travel services provided by external contractors are in conformity with the rules and regulations of the Organization.
- ◆ To ensure that the travel activities of the Organization are carried out in accordance with accepted standards of security.

Background

290. In the 2002-2003 biennium, WIPO procurement, contracts and travel policies will be reviewed in light of the overall significant expansion of demand for services, and will be modernized and enhanced using available information technology systems and tools whenever possible, consistent with the modernization of the other administrative services of the Organization..

291. In the area of procurement and contracts services, WIPO will continue to outsource to contractors, in particular, in the area of the construction of the new premises and information technology, to benefit from state-of-the-art materials, products and services in the market. Further improvements in the capacity of the Secretariat are needed to cope with not only increasing procurement activities, but also in terms of the expertise needed for procurement of goods and services involving technical features. Expeditious and streamlined tendering and acquisition procedures will be developed, and supported including through the Internet. Procurement and contracts-related databases will also be developed under this Sub-program.

292. In the area of travel, the continuing increase in activities of WIPO has heightened travel activities by WIPO staff, delegates and other persons participating in the activities of the Organization. This has led to a need for a focused program to address travel needs and security for everyone, and to ensure that the most cost-effective and highest quality travel arrangements are obtained within the allowable resources. Significant travel cost savings of some 1.5 million Swiss francs were achieved in the previous biennium. This effort will continue in the 2002-2003 biennium through the use of special airline fares, group rates and airline return incentives. Automation of the travel authorization process will be pursued, which is expected to result in a quicker and more efficient procedure and a reduction in paper flow. Maintaining close contact with the appropriate United Nations agencies will also be undertaken to further ensure the safety and security of all persons traveling on behalf of the Organization.

<u>Expected Results</u>	<u>Performance Indicators</u>
1. Delivery of the highest of possible quality material, equipment and services at the lowest possible cost in a timely manner.	<input type="checkbox"/> Quality, cost and timelines of procurements.
2. The best prices and conditions from the maximum possible number of foreign suppliers through international procurement with a diversified source of suppliers to ensure the widest competition.	<input type="checkbox"/> Prices and conditions.
3. Timely processing of all travel orders, and simplification of procedures for faster processing of travel authorizations.	<input type="checkbox"/> Number of travel authorizations processed. <input type="checkbox"/> Implementation of the electronic travel authorization system.
4. Lower travel costs.	<input type="checkbox"/> Amount of savings resulting from special fares and airline agreements. <input type="checkbox"/> Number Amount of airline return incentives received.

Activities

Procurement and Contracts Services:

- ◆ Development of modernized and streamlined rules and procedures for procurement, acquisition, review and evaluation of the performance of WIPO's suppliers.
- ◆ Development of internal databases and continuation of support to the WIPO Internet home pages on improved procurement procedures
- ◆ Procurement for goods and services including coordinating and issuing tender documents, publication of notices to ensure the highest possible transparency and accountability, participation in evaluation of bids and contract negotiation in consultation with the Legal Counsel's Office, and preparation of contract documents and monitoring of procedures in conjunction with user units.
- ◆ Awarding and administering a wide variety of contracts and simplified purchasing for the acquisition of goods and services required for WIPO's activities.
- ◆ Streamlining of procedures and administration in close collaboration with program and IT project managers, the Legal Counsel's Office and the internal and external auditors.
- ◆ Continuation of the development of an internal database and modernized mechanism for WIPO's asset management allowing for sound management, evaluation and inventory of equipment and material resources, in cooperation with the Office of the Controller.
- ◆ Procurement of standard office equipment, supplies, furniture and stationary.
- ◆ Control and monitoring of the catering services including the related purchase of equipment and utensils.

Travel Services:

- ◆ Coordination and support of travel arrangements for some 3,300 missions of staff members, government representatives and others attending WIPO meetings in Geneva and abroad.
- ◆ Coordination and implementation of an electronic travel authorization system to streamline approval process and reduce paper flow, in close cooperation with Main Program 15.
- ◆ Coordination with Finance Section all activities regarding reimbursement of travel expenses and calculation of DSAs.

- ◆ Coordination of logistics for all missions undertaken by the Director General.
- ◆ Attendance at travel industry fora and seminars to improve travel services, as well as to increase contacts within the travel industry to secure better and more economical travel arrangements for the Organization.
- ◆ Coordination with relevant United Nations agencies to ensure the safety and security of all staff members and third parties that undertake missions on behalf of the Organization.

**Table 11.17 Detailed Budget 2002-2003
Main Program 17
Administrative Services**

A. Budget Variation by Object of Expenditure

Object of Expenditure	2000-2001	Variation						2002-2003
	Revised Budget A	Program		Cost		Total		Proposed Budget E=A+D
		Amount B	% B/A	Amount C	% C/A	Amount D=B+C	% D/A	
Staff Expenses	44,413	(276)	(0.6)	3,154	7.1	2,878	6.5	47,291
Travel and Fellowships	296	(10)	(3.4)	10	3.4	-	-	296
Contractual Services	1,812	(401)	(22.1)	51	2.8	(350)	(19.3)	1,462
Operating Expenses	7,525	607	8.1	293	3.9	900	12.0	8,425
Equipment and Supplies	5,129	449	8.8	201	3.9	650	12.7	5,779
	59,175	369	0.6	3,709	6.3	4,078	6.9	63,253

B. Budget Variation by Post Category

Post Category	2000-2001	Variation	2002-2003
	Revised Budget A	B-A	Proposed Budget B
Directors	4	-	4
Professionals	41	1	42
General Service	104	(1)	103
TOTAL	149	-	149

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

Object of Expenditure	Sub-program				Total
	1	2	3	4	
Staff Expenses					
Posts	12,501	11,157	14,438	4,670	42,766
Short-term Expenses	396	2,294	1,655	180	4,525
Travel and Fellowships					
Staff Missions	94	20	55	127	296
Contractual Services					
Consultants	148	80	72	280	580
Publishing	7	-	60	-	67
Other	-	500	160	155	815
Operating Expenses					
Premises and Maintenance	-	-	2,590	-	2,590
Communication and Other	50	-	5,685	100	5,835
Equipment and Supplies					
Furniture and Equipment	30	7	630	2,960	3,627
Supplies and Materials	-	-	50	2,102	2,152
Total	13,226	14,058	25,395	10,574	63,253