

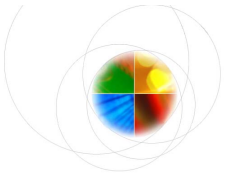
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**WIPOnet**

**SCIT PLENARY**

**Eighth Session**





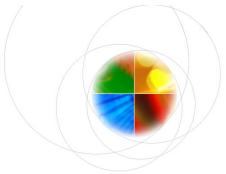
## **Project Deliveries**

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### **Deliveries at the time of project closure:**

- **WIPOnet Center**
  - infrastructure – main and failover sites
  - hardware
  - software
- **IPO WIPOnet Kit equipment and Internet connectivity**
- **Training**
- **Global Helpdesk services**
- **Local maintenance support for the WIPOnet Kit.**





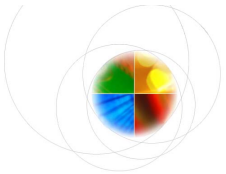
# Project Evaluation

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## Objectives

- Ensure sustainability
- Enhance usage
- Review of service offerings
- Review of security system
- Requirements for operational phase
- Lessons learned for future IT activities.





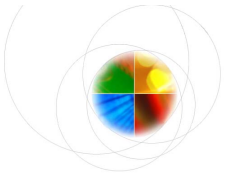
# Project Evaluation

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## Findings and results

- High operational costs
- Security system usage difficult for IPOs, especially in developing countries
- Low usage of local maintenance and global helpdesk services
- Low usage of Internet connectivity.



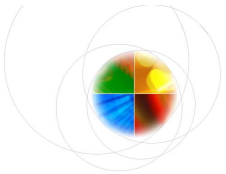


## **Actions Initiated**

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- **Insourcing of services and operations**
  - Domino-based services maintained and operated by ICC
  - Security mechanisms and secure services managed by WIPO
- **Insourcing of the Helpdesk**
- **Handing over of WIPOnet Kit ownership to IPOs**
  - Maintenance
  - Internet connectivity beyond December 2004.





## **Benefits / Results of Changes**

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**High level of sustainability  
achieved**

**through**

**Integration of WIPOnet with  
the Organization's IT services  
and facilities, together with  
cost reductions.**

