

# INTERNAL OVERSIGHT DIVISION (IOD)

## DASHBOARD

January to December 2019

### OVERSIGHT ACTIVITIES AT A GLANCE

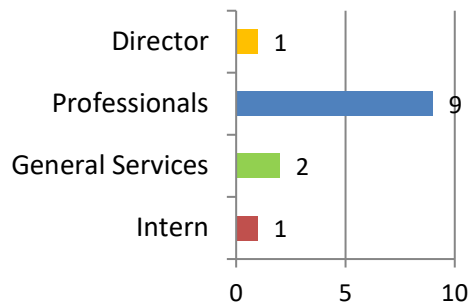
Highlights of 2019	Some Activities for 2020
Internal Service Management	2018/2019 WPR Validation
Enterprise Content Management	Standing Committees
Staff Benefits and Entitlements	Technical Cooperation
Partnerships, PCT Netting	Process Mining
Gender Mainstreaming	Assurance Mapping

### IOD HUMAN AND FINANCIAL RESOURCES IN 2019

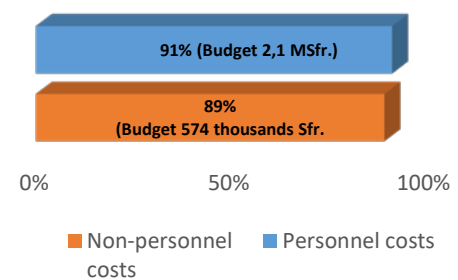
Gender Mix



Position Filled

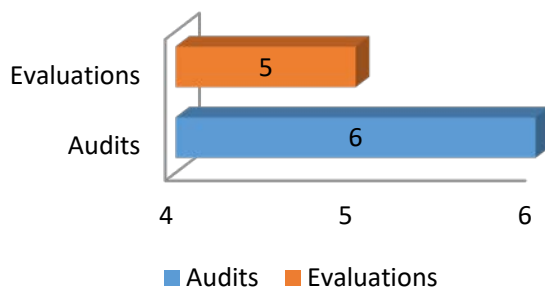


Total Budget Utilization 2019

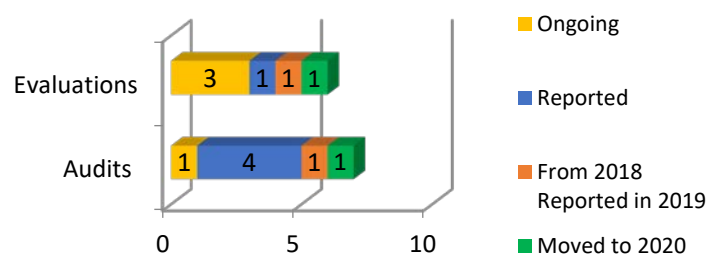


### AUDIT AND EVALUATION ACTIVITIES OF 2019

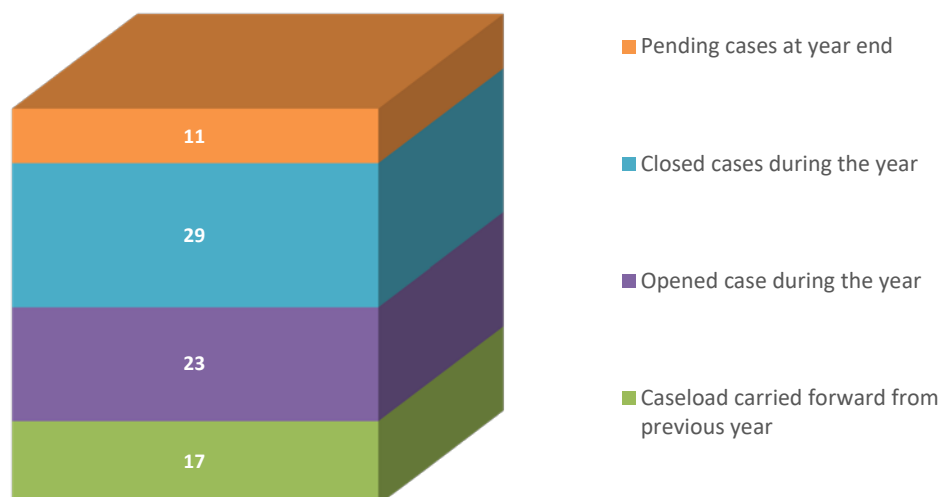
Planned Engagements 2019



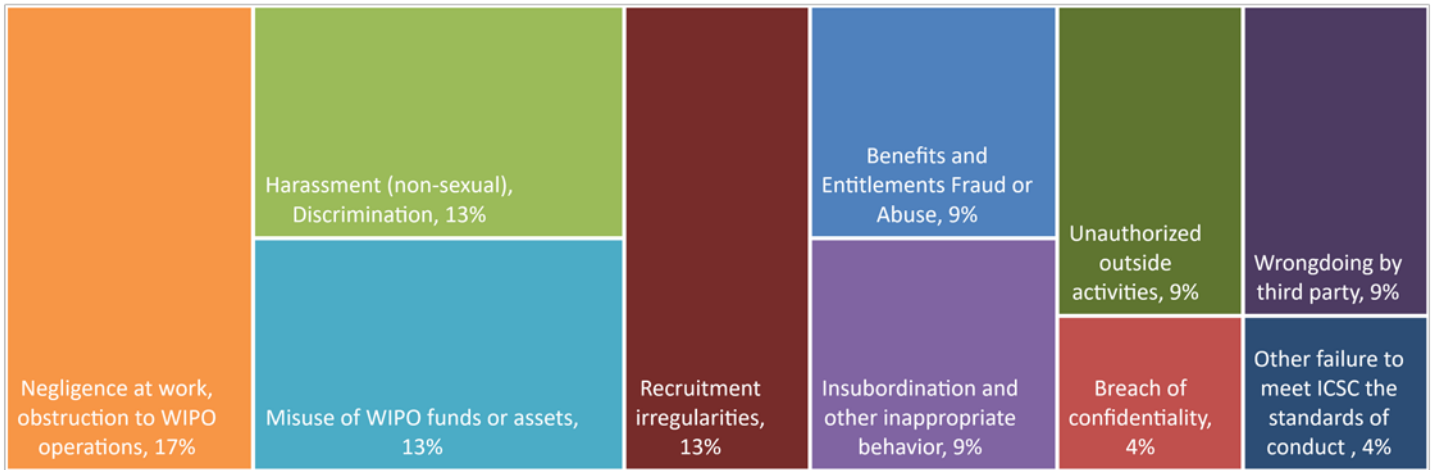
Status of Work at December 31, 2019



### INVESTIGATIONS ACTIVITIES OF 2019



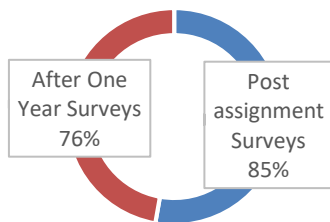
### Cases Opened in 2019



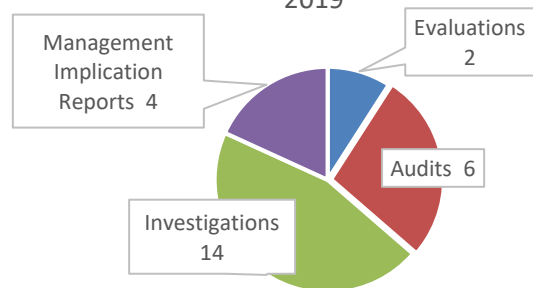
### WIPO OPEN RECOMMENDATIONS STATUS AT DECEMBER 31, 2019

Open recommendations at January 1, 2019	<b>176</b>
Recommendations added	<b>55</b>
Recommendations closed	<b>114</b>
Open Recommendations at December 31, 2019	<b>117</b>

Customer Satisfaction – Cumulative Average  
December 31, 2019



Reports issued between January - December  
2019



### Overdue Recommendations as a Percentage of Total Open Recommendations - by Program

