



# Impact of Infrastructure Modernization and Selection of Appropriate Technical Solutions to Enhance IPO Business Services

*Evaluating and deciding on the appropriate technology  
according to the needs and capacity of an IPO*

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# Structure of Presentation

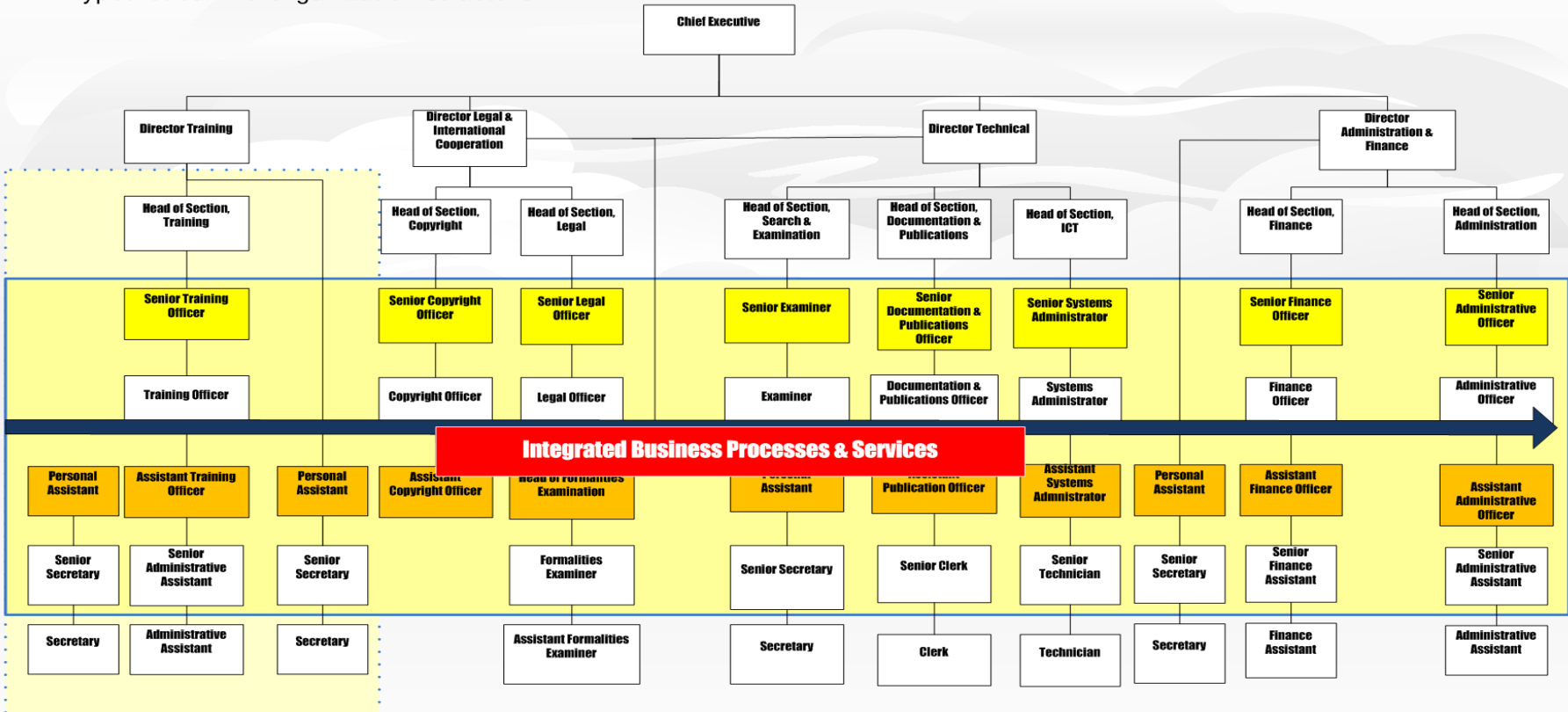
- Background of IPO Business Services
- International Best Practices in Business Services Modernization
- Impact of ICT on IP Administration & Information Dissemination
- Needs and Capacity of an IPO – Evaluation of Appropriate Technology
  - IPO Vision
  - IPO Strategy
  - IP – ICT Strategy
  - Pillars of Infrastructure Modernization & Selection of Appropriate Technologies

# Background of IPO Business Services

- Traditionally, government services have been designed from a provider's viewpoint
- To suit the needs of the organization rather than those of the users of the services
- Infrastructure modernization and selection of appropriate technical solutions necessitates a fundamental shift in perspective

# Background of IPO Business Services – Classic Hierarchical vs. Matrix Structures

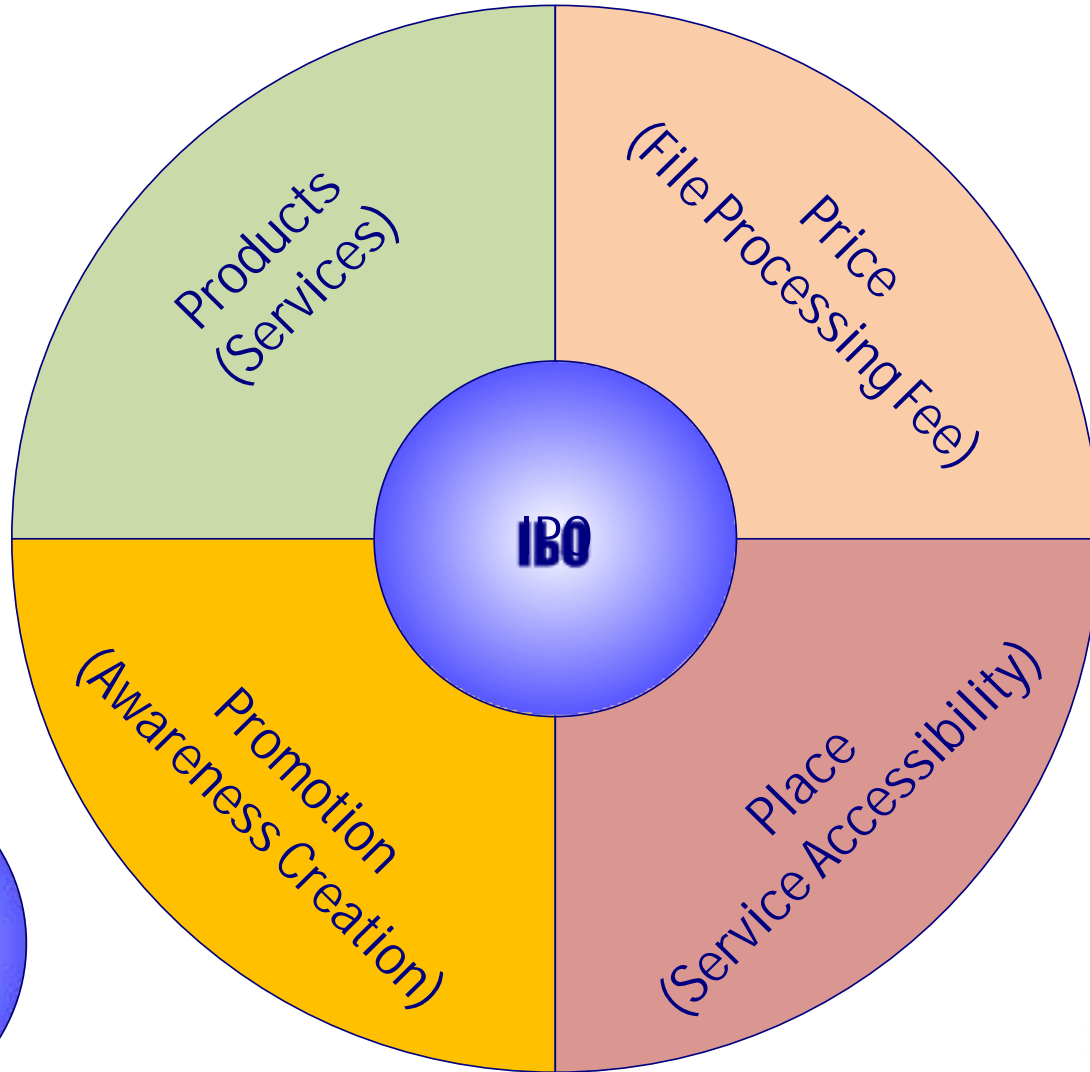
Hypothetical IPO Organization Structure



# International Best Practices in Business Services Modernization

- Client needs at the centre of the system's design and technical solution selection
- Government services delivered as a single process, irrespective of functional departments involved (removing functional boundaries)

# International Best Practices in Business Services Modernization – market focus



# Impact of ICT on IP Administration and Information Dissemination

- Forward-facing i.e. designed for external customers
  - Instant receipt with application number & date of filing
  - Convenience of service
  - Data integrity
- Inward-facing i.e. aimed at enhancing IPO efficiency & effectiveness
  - Immediate check for completeness & correctness using internal business logic
  - Increased efficiency through task distribution
  - Increased security over paper/fax filings
  - Reduced work for formalities officers

# Needs and Capacity of an IPO – Evaluation of Appropriate Technology

- IPO Vision
- IPO Strategy
- IP – ICT Strategy
- Pillars of Infrastructure Modernization & Selection of Appropriate Technologies



# IPO Vision and Strategy

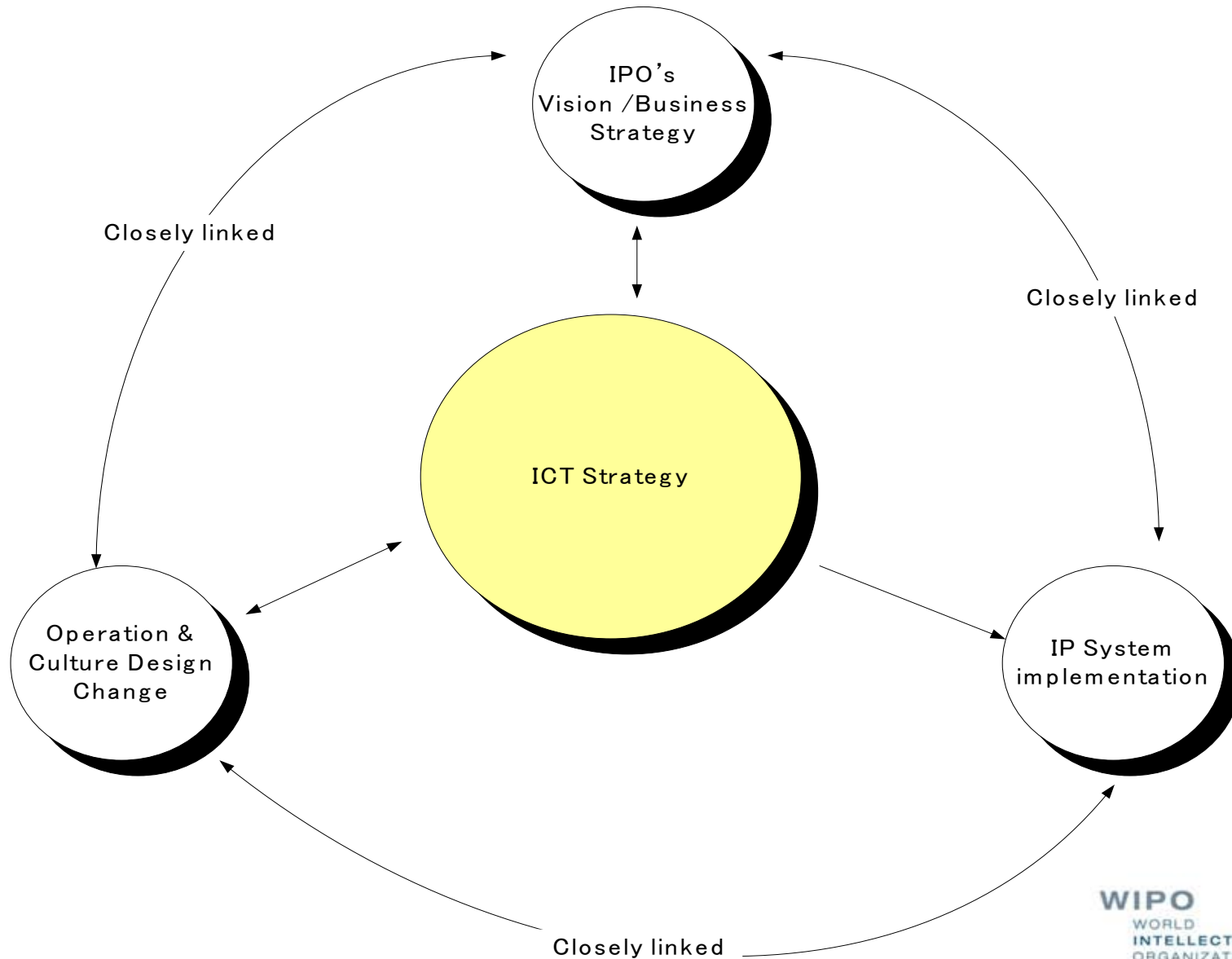
## ■ Example

*“To offer better services to the citizens and business communities”*

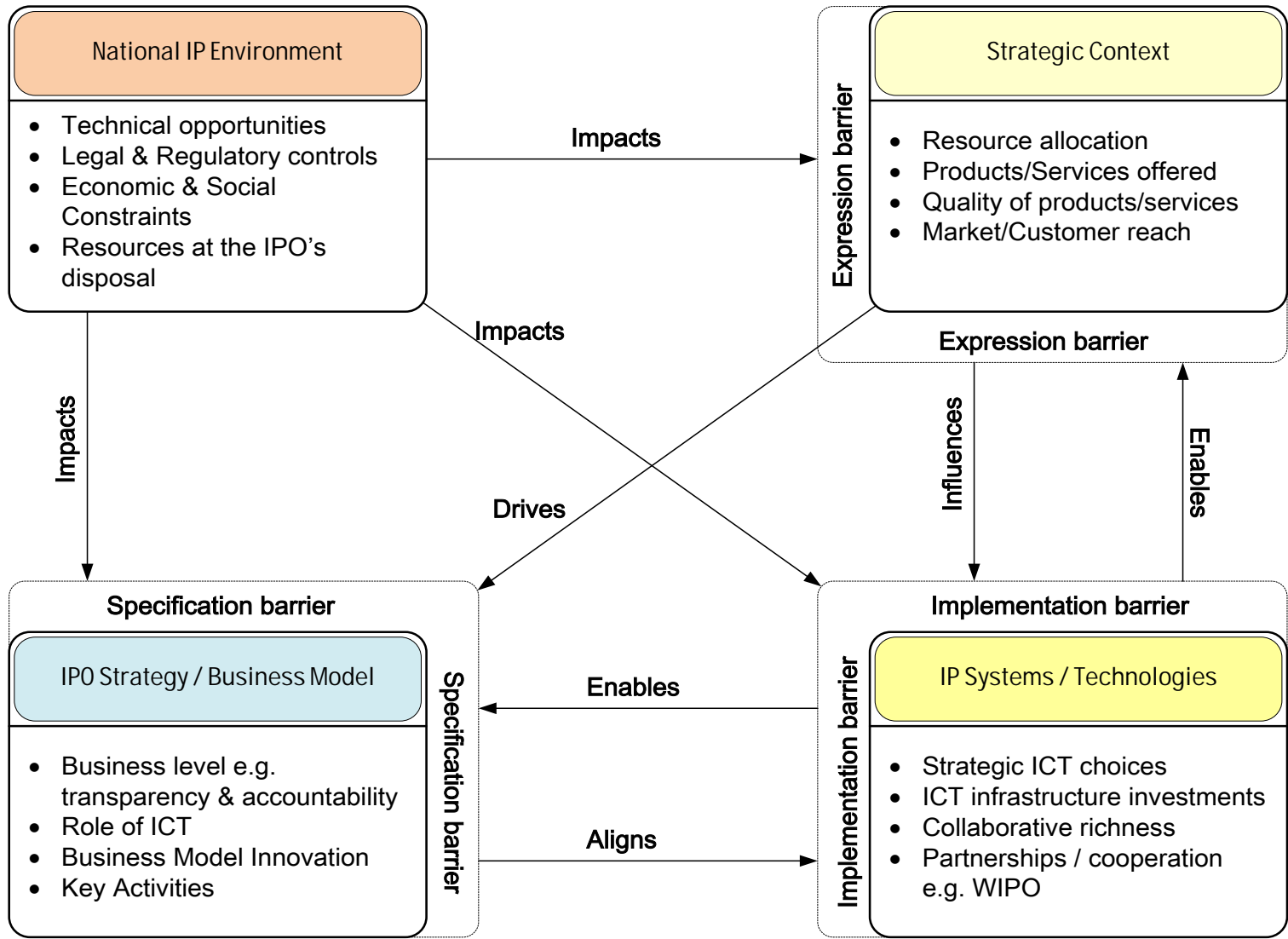
**Goal:** to deliver high-quality customer-centric and performance driven services to IPO customers.

**Expectation:** Information & Communication Technologies will contribute to the enhancement of business services as well as transform into a competitive & innovative knowledge society.

# IPO Vision – Link to ICT Strategy



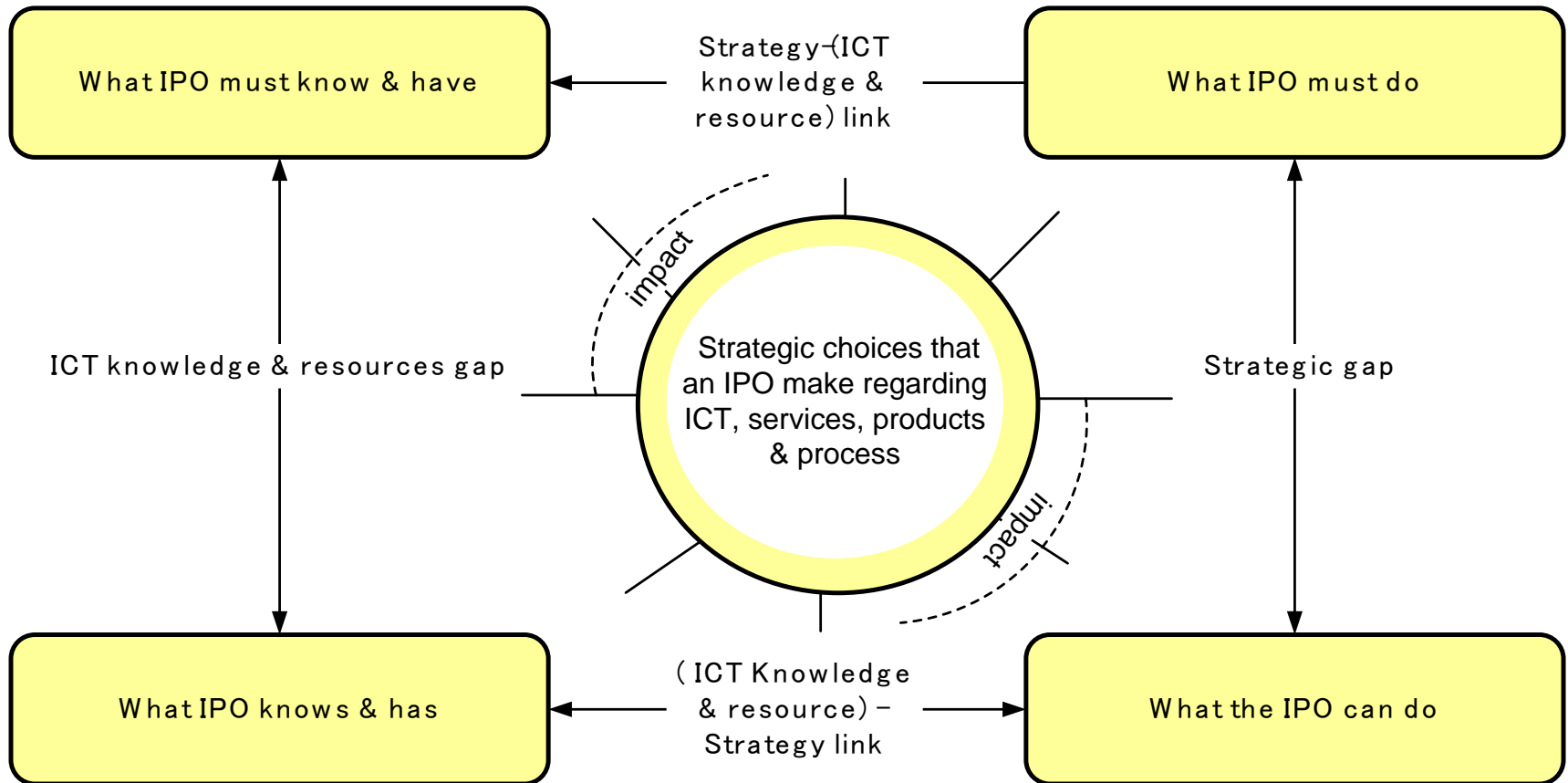
# IPO Strategy Formulation Process



# IP – ICT Strategy Formulation

- Legal framework
- Policies and procedures
- Structures to support its implementation
- Constraints/Challenges & Opportunities i.e. People, Financial Resources, Skills, Available Technologies etc.
- Available opportunities for partnerships & cooperation – sources of funding and other forms of support

# IP – ICT Strategy Formulation – Knowledge & Resource Gap Evaluation



# Pillars of infrastructure modernization and selection of appropriate technical solutions

- Institutional framework
- legal framework
- ICT infrastructure
- Business level

# Institutional Framework

- Effective departmental/functional-areas coordination
- Centralized, accountable modernization authorities
- Direct, regular access of modernization authorities to the leadership of the IPO

# Legal Framework

- Development of an effective legal framework for the digital environment
- Enforcement of the laws and regulations
- Regulations addressing online transactions
- Security regulations and establishing an enabling framework
- Public dissemination policies
- WIPO services on modernization of IP laws



# ICT Infrastructure

- ICT infrastructure is a prerequisite to IPO modernization
- Modernization best served by establishing a common technological direction that applies to all functional areas of the IPO
- Development of guiding principles: establishment of federated enterprise architecture
- Development of Standards
- Consideration of WIPO Standards on data structures, publications, & exchange
- Infrastructure & Information security

# ICT Infrastructure - Infrastructure & Information security

- Access
- Authenticity
- Confidentiality
- Integrity
- Non-repudiation
- Control
- Reliability
- Disaster recovery requirements

# Business Level

- Transform the way an IPO conduct business by becoming more customer-centric, more transparent and accountable
- Significant changes in the existing work practices of IPOs essential
- Capacity building
- Change management
- Project lifecycle management, communication and marketing

Thank You