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PROGRAM PERFORMANCE IN THE 1998-1999 BIENNIUM

Report prepared by the International Bureau

I. INTRODUCTION

1. This document (hereinafter referred to as the "Report") is the second performance report prepared by the International Bureau in the context of results-based programming and budgeting. The first report on program performance, issued on July 19, 1999, was a mid-biennium report on the progress of implementation of the program in 1998. This Report gives a definitive account of the results achieved in the full 1998-1999 biennium.

2. The process of evaluation of program performance leading to this Report took account of all the expected results and objectives of the 1998-1999 Program and Budget (document A/32/2) as approved by the WIPO Assemblies in March 1998, as well as the mandates conferred by the WIPO Assemblies in September 1998 for additional activities to be implemented under existing budgetary limits (documents WO/GA/23/2 and WO/GA/23/7). Those additional activities were in the areas of intellectual property and global electronic commerce, biological diversity and biotechnology, protection of folklore, conversion of PCT pamphlets into character coded formats, use of working languages, and the promotion of the PCT and Madrid Systems in developing countries and countries with economies in transition.

3. The 1998-1999 results-based program and budget was based on linkages and relationships among the objectives, expected results, activities and input resources established

for each main program and sub-program. That logical framework also guided the evaluation of program performance, focussing in particular on the extent to which the program objectives were met in light of the actual results, while bearing in mind the “expected” results.

4. This Report assesses the attainment of the program objectives established at the beginning of the biennium on the basis of an analysis of the main results achieved. Annex I contains, for each sub-program of Main Programs 02 to 18, a separate tabulation of the main results and selected performance indicators that demonstrate qualitatively and, whenever feasible, quantitatively the achievement of those results¹. The assessment of the attainment of the objectives has taken into account the evolution of the program implementation arrangements, the policy environment, and other factors affecting program execution since the Program and Budget was approved at the end of March 1998. As the Director General led the Organization in new directions, WIPO found itself in a transitional period characterized by many administrative challenges requiring flexibility, adaptability and resiliency. While in some instances the main results achieved differ from those initially expected, this Report will nonetheless demonstrate that on the whole the objectives of the 1998-1999 Program and Budget have been fully satisfied.

5. Just as WIPO has been a pioneer in the introduction of results-based programming and budgeting in the United Nations System, its reporting on biennial program performance is also a pioneering endeavor. As in any new undertaking, much has been learned with experience, but much remains to be learned. If the lessons of the program performance evaluation are to feed as effectively as possible into WIPO’s planning cycle, program performance reporting must meet the need of the Member States and other constituencies to draw lessons from program implementation for the purpose of program planning. In the preparation of this Report, the International Bureau considered and benefited from the suggestions about the content and format of the report on 1998 made by delegations during the meeting of the Program and Budget Committee in April 1999, and the 34th series of meetings of the Assemblies of the Member States held in September of that same year. As WIPO brings its first results-based program and budget cycle to a close with this Report, the International Bureau would welcome further comments or suggestions from the Member States about how to further develop and improve the evaluation and reporting of program performance.

II. HIGHLIGHTS OF PROGRAM PERFORMANCE IN THE 1998-1999 BIENNIUM

6. The 1998-1999 biennium marked an important turning point in the long history of WIPO. It was a period of major change and renewal that profoundly affected the Organization’s objectives, programs, and organizational structure as WIPO prepared itself to meet the challenges of the new millennium. Foremost among the many initiatives of the Director General shortly after his appointment were the vigorous revitalization of the Organization through reform of its administrative policies and management practices, intensive introduction of information technology, and strengthening of its human resource base and its oversight mechanisms. At the same time, the Director General reinforced the operations of the three main sectors of the Organization consisting of the programs on international registration of intellectual property titles, technical cooperation with Member

¹ Annex II provides a glossary for the acronyms used in this Report and its Annex I.

States, and intellectual property treaty-making and normative development. He also expanded the program into new areas, such as traditional knowledge, human rights and electronic commerce. By the close of the biennium, concrete achievements had been made in these and other important areas.

7. The biennium performance of the Organization was highlighted by several important accomplishments that were achieved in the process of transformation of WIPO into a modern Member-driven international organization. The effect of some of these results on intellectual property activities worldwide was immediately apparent. Others were strategic in that they opened new opportunities and showed the way forward for WIPO's work in the new millennium. Among the most significant ones are the following:

- Guided by the vision of the Director General, a dynamic and responsive policy-making machinery with a strategic corporate outlook has been established, based on an expanded environment for broader and more forward-looking policy consultation and consensus building. This involved the creation of the Standing Committees on patents (SCP), trademarks, industrial designs and geographical indications (SCT), copyright and related rights (SCCR) and information technologies (SCIT), the consolidation of the institutional framework for discussion of international cooperation in the Permanent Committee on Cooperation for Development related to Intellectual Property (PCIPD), and the integration of the Budget and Premises Committees into a new Program and Budget Committee. The Policy Advisory Commission (PAC) and the Industry Advisory Commission (IAC) were also established, as were new senior managerial fora, notably the Policy Development Group (PDG), special task-oriented working groups, interim policy oversight committees (POCs), and the weekly Professional Information Meetings (PRIM).
- Within the United Nations framework, WIPO's relations with various elements of the UN family of organizations have been strengthened, and broader consultation and cooperation have been initiated on many fronts.
- WIPO transformed itself into an information technology (IT)-driven organization in a very short period of time. Substantial investment was made in modern IT systems and procedures for almost all areas of the Organization's operations, especially communication (including e-mail and the Internet), international registration of intellectual property titles, documentation and high-speed publication, reproduction and document distribution, and a variety of on-line services. Internet technology has become the backbone of WIPO's interactive information delivery systems and its value has been amply demonstrated through the WIPO Internet website, the WIPO Worldwide Academy Distance Learning Program, the WIPO Intranet services, WIPO on-line arbitration services, the WIPO Domain Name Process, and the ongoing automation of the PCT (the IMPACT Project) and the Madrid Systems.
- The adoption of the WIPO Digital Agenda established clear directions for the Organization's ground-breaking work in the area of intellectual property and electronic commerce. The 10-point plan of action under the Digital Agenda, together with the progress achieved in the establishment of an electronic network among the Member States and the International Bureau through the WIPONET project, consolidated the policy thrusts of the Organization in digital technology and intellectual property.

- WIPO's program of cooperation for development was remarkably successful in fulfilling its mission of assisting national, sub-regional and regional intellectual property administrations in developing and least-developed countries and in countries with economies in transition to deal more effectively with intellectual property promotion, administration and use for their social and economic benefit. In the framework of this program, WIPO's legal-technical assistance to Member States, carried out in cooperation with the World Trade Organization (WTO) and the World Customs Organization (WCO), continued to stand out for its support to Member States in the implementation of the TRIPS Agreement. WIPO's strategy of delivering legal-technical assistance in a "package" with other technical assistance activities through tailor-made Nationally-Focused Action Plans (NFAPs) was successfully developed, tested and widely implemented. Innovation in program design and implementation guaranteeing greater benefits from WIPO's technical and legal assistance became the hallmark of the Cooperation for Development Program of WIPO.
- The WIPO Worldwide Academy and its modern approach towards human resources development became well-established and widely appreciated. The Academy's new intellectual property Distance Learning Program has been well-accepted, not least of all for the global reach that it offers in the realm of intellectual property training and promotion.
- The results of WIPO's program of progressive development of international intellectual property law demonstrated the Organization's innovative capacities to lay the legal and political groundwork for dealing with emerging global questions in the fields of patents, trademarks, industrial designs, copyright, broadcasting rights, folklore and other intellectual property issues. Among its achievements, this ongoing process led to the adoption of the Joint Recommendation Concerning Provisions on the Protection of Well-Known Marks, the decision to hold a Diplomatic Conference for the adoption of the Patent Law Treaty in 2000, and the successful promotion of ratification of the "Internet Treaties" (the WIPO Copyright Treaty (WCT) and the WIPO Performances and Phonograms Treaty (WPPT)) towards a possible entry into force of both in the 2000-2001 biennium.
- WIPO's international registration systems continued to show vigorous growth and wider global acceptance. Accessions to the Patent Cooperation Treaty (PCT) increased significantly, particularly among the developing countries. The number of international applications under the PCT continued to show a strong upward trend during the biennium, while PCT fees continued to decrease. The Madrid System experienced a strong increase in membership of the Madrid Union. Moreover, its capacity to attract international applications under the Agreement and Protocol was amply demonstrated by the substantial rise in applications during the biennium notwithstanding that the use of the European Community Trade Mark System during the same period exceeded all expectations. The adoption by a Diplomatic Conference of the Geneva Act of the Hague Agreement Concerning the International Registration of Industrial Designs and its signature by certain countries that are currently not members of the Hague Union promise to significantly revitalize the international system for the protection of industrial designs.
- WIPO's program of global communications and public diplomacy excelled in its mission of telling the story of intellectual property and WIPO in a clear, colorful and interesting way, by using to the fullest extent the tools provided by modern technology. The 11

Internet sites established under the program recorded an exponential growth in the number of hits² from 3.3 million in 1998 to 29 million in 1999 - an average of around 80,000 hits per day. In 1999, some 60,000 pages of information were made available through WIPO's main site. In addition, close cooperation and contact with the Geneva-based and international media led to more and better reporting on intellectual property issues and WIPO's work, thereby promising greater understanding of the role of both the Organization and intellectual property in general. The accomplishments under this program emphasized the dynamic and forward-looking image of WIPO as an international organization for the future.

The results of the 1998-1999 program clearly show that the Director General, with the support of the Member States, has strategically transformed WIPO into a modern, business-based and result-oriented organization that is ready to meet the challenges of the new millennium. The overall performance of the program was better than expected, notwithstanding the special challenges associated with the launching of new program content, transition to higher-level program objectives and the necessary organizational and governance reforms that characterized the 1998-1999 biennium.

III. OVERVIEW OF THE PERFORMANCE OF THE PROGRAM IN THE 1998-1999 BIENNIUM

The Organizational Restructuring Process and Its Effects

8. The changes in the organization of the International Bureau were motivated by the need to strengthen the internal management structure and to put in place a system of policy-making more responsive to rapid global developments affecting intellectual property. Constitutional reform, including the establishment of WIPO Standing Committees and a Working Group on Constitutional Reform, was launched in recognition of the importance of strengthening the consensus-building mechanisms of the WIPO Assemblies of Member States and of streamlining the participatory processes to enhance the Member-driven character of the Organization. These measures promise to give the International Bureau greater latitude and flexibility to deal with emerging global intellectual property issues in the most appropriate ways.

9. WIPO also pursued numerous simultaneous changes to organizational procedures and management practices in the International Bureau to support new initiatives, overcome institutional inertias and make the best use of staff and other resources. Re-organization of the International Bureau put to maximum use all available financial and human resources

² In this report, public access to the various WIPO Internet websites has been measured in some cases in numbers of user sessions (i.e., sub-programs 06.1 and 08.1) and in others in numbers of hits (i.e., sub-programs 03.3A, 03.3B, 05.1, 05.4 and 12.2). In Internet-based applications such as the distance-learning facilities of the WIPO Worldwide Academy and the Collection of Laws for Electronic Access (CLEA), it is possible to obtain an accurate determination of the number of user sessions (also referred to as visits). In other areas, as is the case with most websites with unrestricted public access, it has been the practice to measure the number of hits. The number of hits is used to measure computer access to websites, but is not equal to the number of user sessions. A visit to a single page on a website can generate multiple hits, and the numbers of hits per page visited depends on the configuration of the web page. Indications of the number of hits are nonetheless valuable information when used comparatively over time, because they indicate trends in access to a particular website.

behind the program's implementation. These efforts resulted in both short-term gains and longer-lasting benefits, notably the following: new internal working procedures and better communication; the creation of a new and modern management structure and the appointment of two Deputy Directors General in July 1998; expanded staff development opportunities; tighter coordination of policy formulation through the establishment of a senior management forum in the Policy Development Group (PDG) and other fora such as the Policy Implementation Meeting (PIM), intensive internal managerial and professional consultations, the weekly Professional Information Meeting (PRIM), internal Policy Oversight Committees (POCs), and *ad-hoc* task forces and working groups with specific time-defined tasks.

10. Reforms within the International Bureau were also implemented to support key initiatives such as the automation of the Office of the PCT (the IMPACT Project); development of the Global Information Network (WIPONET); construction of the WIPO Information Center; the launch of a joint initiative between WIPO and WTO on technical assistance to developing countries in respect of the TRIPS Agreement; more forceful promotion and implementation of the Madrid Agreement and Protocol and the two new copyright treaties (WCT and WPPT); enhanced cooperation with UPOV; vigorous research on emerging intellectual property questions in areas such as trademarks and Internet domain names, traditional knowledge, folklore, biodiversity, and the economic and social dimensions of intellectual property; the implementation of new oversight mechanisms; the upgrading of the WIPO-wide network services; and the acquisition of new premises.

11. Short-term gaps in staffing or in specific expertise emerged when staff were re-assigned or re-distributed. Although this tended to disrupt or delay program implementation during brief periods, especially in the first half of the biennium, program managers made effective use of short-term consultants and temporary staff to overcome these difficulties. At the end of the biennium, it was clear that the processes of reorganization and reform had strengthened the overall performance of the Organization and improved its capacity to meet the challenges of the future.

*Performance of the New Results-Based Planning and Budgeting System
and Program Performance Evaluation*

12. The transition to the results-based planning and budgeting system went better than expected. The new planning and budgeting system, which necessitated organization-wide changes in the way activities were planned, approved and carried out was implemented in record time, thereby enabling the 1998-1999 Program and Budget to be approved by March 1998. By September of the following year, the Program and Budget for 2000-2001 was approved by the Member States, reinforcing WIPO's transformation into a result-oriented organization. Main Programs 02 and 04 jointly provided the impetus for integrating the newly-established planning and budgeting system into the Organization's management culture, in accordance with the Director General's intention to decentralize management tasks to program managers. This was reinforced by the strengthening of oversight functions, including the program performance evaluation, which has enhanced transparency to Member States. The application of activity-based budget control within the International Bureau improved monitoring of the implementation of the program and budget and helped reduce unnecessary administrative processes.

13. The new performance evaluation system was designed as the essential feedback mechanism in the programming cycle, and as an instrument to monitor and evaluate progress

of implementation more closely. The most significant achievement in this respect is the emergence of a new organizational ethos of accountability and management for results. The Program and Budget for 2000-2001 further illustrates the successful transition to a results-based planning and budgeting process in the greater clarity of its sub-program objectives, more realistic expected results, improved performance indicators and the independent program performance evaluation mechanism for the analysis and reporting of achievement of results and objectives. As the results of performance evaluation are fed back into the planning cycle, it will be possible to continue to sharpen objectives, define expected results more clearly, refine indicators and deliver a better program.

The Strategic and Prospective Main Programs

14. Main Programs 02 (Strategic Planning and Policy Development), 04 (Internal Oversight and Productivity), 09 (Development of Industrial Property Law), 10 (Development of Copyright and Neighboring Rights), 11 (Global Intellectual Property Issues) and certain parts of Main Programs 03 (Legal and Organization Affairs) and 05 (Global Communications and Public Diplomacy) provided the operational policies that were essential for program implementation and the evolution of new and strategic directions. They dealt with many new internal and external policy questions, ranging over the protection of folklore and traditional knowledge, the substantive development of legal and political frameworks for treaty-making in respect of patents, trademarks and industrial designs, strategic planning in a result-based framework, the development of oversight mechanisms including performance evaluation, management of the Internet in relation to protection of trademarks, and the application of information technology in the public communications of WIPO. The International Bureau mobilized scarce special skills and expertise to meet these new responsibilities. Notwithstanding the substantive and administrative challenges encountered in dealing with them, program performance exceeded expectations in many instances.

15. Main Programs 02 and 04 adopted new planning, budgeting and policy formulation initiatives, introduced internal and external coordination mechanisms, and developed or strengthened oversight functions. Critical forward-looking review and analysis of pre-existing policies and procedures, the formulation of results-based program planning and budgeting approaches, and the establishment of the groundwork for strategic decision-making by the Director General were undertaken in the framework of these main programs.

16. Working under Main Program 02, the Office of Strategic Planning and Policy Development (OSPPD) continued to provide essential front-office support to the Executive Office of the Director General and to facilitate decision-making in the framework of Main Program 01 (Constituent Organs of the Member States and Office of the Director General). It serviced the meetings of the Assemblies of the Member States of WIPO, and at the same time facilitated external and internal coordination, re-structured the International Bureau, and improved relations with other international organizations. The WIPO Coordination Office in New York was considerably strengthened to enhance WIPO's ability to work with the United Nations agencies in New York and with other international organizations there and elsewhere, and to follow developments related to, or having significant impact on, the field of intellectual property. In Geneva, OSPPD worked closely with the Sector of Cooperation for Development and the Division for Cooperation with Certain Countries in Europe and Asia to strengthen WIPO's relationship with the World Trade Organization (WTO) in respect of the implementation of the TRIPS Agreement in developing countries and certain countries in Europe and Asia. The Office also established the capacity within WIPO to conduct ongoing

analysis of the social and economic dimensions of intellectual property through WIPO-sponsored research and forecasting activities.

17. The implementation of Main Program 02 was considerably strengthened when a Protocol, Travel and Mission Support Unit was created in 1998. It was later reorganized as two units, a Protocol Unit and a Travel Unit. The Protocol Unit's accomplishments included assuring the smooth functioning of the protocol aspects of major events held at WIPO headquarters, ranging from the first meeting of the Policy Advisory Commission to the International Conference on Electronic Commerce. The Unit also successfully organized the main functions hosted by the Director General and oversaw all protocol aspects of calls on the Director General, as well as of his overseas visits. The performance of the Protocol Unit was of utmost importance to the good image of the Organization as the Director General received the visit of many high-ranking representatives of governments and other personalities during the biennium.

18. Because of the rapid expansion of the WIPO program, there was a significant increase in official travel during the biennium by staff as well as Member State representatives attending WIPO meetings. The Travel Unit processed some 5,400 travel authorizations for travel of all kinds and succeeded in generating substantial savings of nearly one million Swiss francs in ticket costs through the adoption of a number of cost-saving measures.

19. In administering Main Program 04, the Office of the Controller focused on advancing the newly-established results-based budgeting system and integrating it with the main management processes of WIPO. The Office's main accomplishments included the improved presentation of the Program and Budget for 2000-2001 through the introduction of performance indicators and the adoption of Activity-Based Control (ABC) consisting of a new budget allotment system, workplans and budget monitoring and control measures built into the WIPO financial system. Other efforts included the elaboration for consideration by Member States of proposals for a new policy for financial surpluses and reserves and for streamlining and consolidating the budget process. In addition to improving the financial management of the Organization, the Office of the Controller continued to discharge its financial control function that is central to the work of WIPO. This task involved the review by the Controller, in liaison with the Office of the Director General and the Office of Strategic Planning and Policy Development, of some 7,000 financial transactions for certification as commitments.

20. Under Main Program 03, the Office of Legal and Organization Affairs significantly improved the Organization's ability to respond to the rapid changes brought about by new developments in information technology and electronic commerce. Through the WIPO Internet Domain Name Process and the convening of the first International Conference on Electronic Commerce and Intellectual Property, the Organization demonstrated that it could define the critical issues, provide guidance and recommendations, and respond in a timely manner to changes in the intellectual property environment. In a similar vein, the WIPO Arbitration and Mediation Center undertook the implementation of the dispute resolution recommendations of the WIPO Domain Name Process and started to receive cases filed online under the new procedures for settling domain name disputes. The Office of Legal and Organization Affairs also supported the Industry Advisory Commission (IAC), in which a cross-regional group of representatives of the private sector discussed important intellectual property issues and possible responses to them by the Organization. (For additional information about Main Program 03, see also paragraphs 44-46, below.)

21. Under Main Program 05, the Office of Global Communications and Public Diplomacy (OGCPD) built upon early achievements in expanding the Organization's presence on the Internet, in increasing the regularity of WIPO's contacts with the Geneva-based and international media, non-governmental organizations (NGOs) and inter-governmental organizations (IGOs), and in developing information products to help promote the new WIPO corporate identity. The results achieved under this Main Program described in Annex I show many broad-based contributions to the multi-faceted objectives of the Organization, as OGCPD took frequent advantage of opportunities to expand the Program's impact in support of the Director General's vision of de-mystifying intellectual property and promoting its beneficial uses. (For additional information about Main Program 05, see also paragraphs 47-49, below.)

22. Early in the biennium, the Office of Global Communications and Public Diplomacy embraced, as the key means of communicating to a worldwide audience, the use of Internet technology. The statistics on WIPO website use (see Annex I) show that this strategic choice successfully enabled the Organization to establish its presence on the World Wide Web. In doing this, it made available through the Internet some 60,000 pages of information on WIPO's main website and arranged for the real-time worldwide netcasting of some of the important WIPO meetings held in Geneva. The Organization continued to look to the future, and the main WIPO site was completely overhauled to better project the dynamic, innovative and forward-looking image of the Organization. Preparatory work was carried out to introduce Arabic on the sites in early 2000 and thereby further increase global accessibility to WIPO. Within the International Bureau, the WIPO Intranet service was successfully launched and was quickly and widely accepted as an important component of the internal communication system.

23. Main Programs 09, 10 and 11 were deliberately designed to be flexible and broad in scope to enable the Organization to follow closely important international developments in intellectual property and related fields. As such, most of the activities carried out under these programs were prospective, often of longer gestation. Perhaps more than other Main Programs they responded to the external economic, social and political environment, and depended on the sovereign acts of Member States, such as accession to treaties or the taking of decisions in the framework of the WIPO Standing Committees.

24. Activities carried out by the Industrial Property Law Division under Main Program 09 were very fruitful. The most significant results were the decision to hold a Diplomatic Conference for the adoption of the Patent Law Treaty in May-June 2000 and the adoption by the WIPO Assemblies in September 1999 of the Joint Recommendation Concerning Provisions on the Protection of Well-Known Marks. Another significant result in connection with industrial property was the preparation of important groundwork for future progressive development, in particular in connection with both trademark licenses and the use of trademarks on the Internet. In the field of geographical indications, a valuable study was initiated on the conflicts between geographical indications and trademarks.

25. Under Main Program 10, the most significant result achieved was the successful promotion of the two "Internet" treaties, namely the WIPO Copyright Treaty (WCT) and the WIPO Performances and Phonograms Treaty (WPPT). The increased number of ratifications and implementation activities in respect of both treaties at the national level were such that there is good reason to expect the two treaties to enter into force during the 2000-2001 biennium. The Copyright Law Division also supported Member States in their efforts in the progressive development of international law on copyright and related rights, including on the

subject of the implications of digital technology for copyright and related rights. The International Bureau offered full and active support to the political process and progress was achieved in certain areas, but more time will be needed in order to attain fully the objectives set forth in Main Program 10.

26. In respect of Main Program 11, the successful completion of a series of investigations of intellectual property issues related to the protection of traditional knowledge, innovations and culture was an important ground-breaking achievement. This pioneering and global study was the first of its kind. A detailed and comprehensive report on it that is scheduled to be published in mid-2000 promises to serve as a basic empirical reference work on the subjects of legal protection of traditional knowledge under existing intellectual property regimes and benefit-sharing from the use of traditional knowledge. Another significant result under Main Program 11 was the progress made in identifying needs for the protection of expressions of folklore on the basis of three expert missions and four regional consultation meetings held in the African, Asian and Pacific, Arab, and Latin American and Caribbean regions. This led to better policy formulation on the role of WIPO and the Member States in this regard. In the areas of biotechnology and biological diversity, WIPO promoted greater awareness in the intellectual property and environmental communities of the relevance of intellectual property to the implementation of the Convention on Biological Diversity (CBD) and other multilateral environmental agreements. The WIPO Working Group on Biotechnology was established as a new policy forum to study key policy issues and explore appropriate responses.

27. In addition to its work on Main Programs 09, 10, and 11, the Sector for the Progressive Development of International Intellectual Property Law also actively supported the implementation of other main programs, notably Main Programs 06 and 07 in respect of activities related to technical assistance and cooperation with developing countries and certain countries in Europe and Asia.

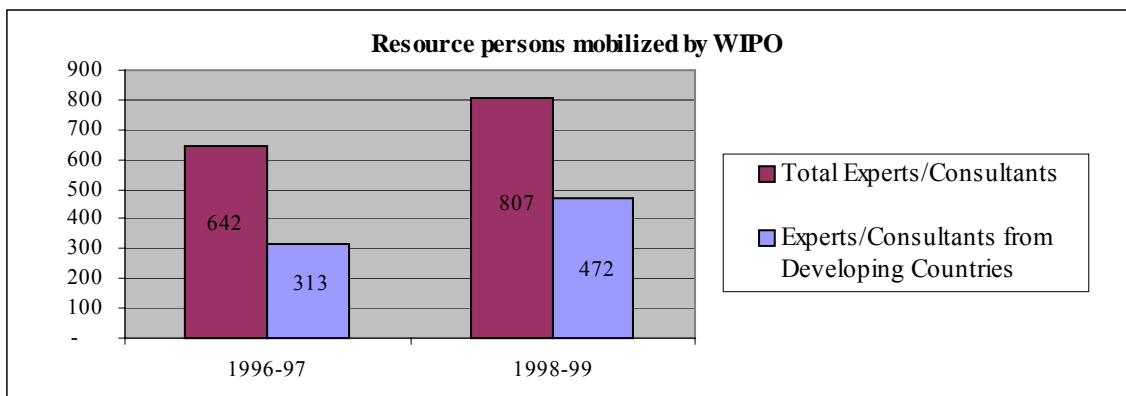
*Cooperation for Development and Implementation of the TRIPS Agreement, and the
WIPO Worldwide Academy*

28. The development of human resources, legislative assistance, institution-building, awareness-raising and smoother implementation of the TRIPS Agreement in developing and least developed countries, and in certain countries in Europe and Asia, were the key results for WIPO under Main Programs 06 (Cooperation with Developing Countries) and 07 (Cooperation with Certain Countries in Europe and Asia) in 1998-1999.

29. In administering Main Program 06, the Sector of Cooperation for Development exceeded many of the outputs and expected results set at the beginning of the biennium by maximizing every possible opportunity to respond to increasing interest in cooperation activities from developing and least developed countries. The information in Annex I indicates that the WIPO program for cooperation in the African, Arab, Asian and the Pacific, and Latin American and Caribbean regions responded to wide-ranging regional and country needs. It also confirms the rising level of interest in, and the urgency of, modernizing intellectual property systems as countries and regions deal with the rapid development of global commerce and the increase in knowledge-based and intellectual property-related investments. Eighty-one Nationally-Focused Action Plans (NFAPs) were in various stages of implementation during the biennium. Most of these NFAPs included legal-technical assistance directed at helping countries prepare for the implementation of the TRIPS Agreement by January 1, 2000. Feedback received from Member States indicated that

NFAPs were effective in supporting national efforts at modernizing intellectual property systems and strengthening operational and human resources capacities in the legislative, administrative and enforcement areas.

30. In the biennium, under Main Program 06, WIPO implemented activities that benefited some 125 developing countries and reached more than 10,000 men and women. Clearly, the dissemination of information concerning the economic and social aspects of intellectual property reached an enlarged number of users and rights owners and other individuals that are in one way or another in a position to influence and encourage the more effective use of intellectual property for development. The graphical illustration below provides statistical information on expertise that was mobilized for those activities.



31. As described in the Report on Program Performance for 1998, three organizational units were created in the Cooperation for Development Sector of the International Bureau, namely the Least Developed Countries (LDC) Unit, the Division for Infrastructure, Services and Innovation Promotion, and the Copyright Collective Management Division. As shown in Annex I, the efforts of these new organizational units contributed significantly to meeting special needs and requirements of the Least Developed Countries and of individuals and institutions in the fields of the collective management of copyright and the promotion of innovation and commercialization of inventions. In terms of policy development, they provided a clientele-specific focus in relation to the Organization's strategic actions necessary to promote capacity-building and the realization of the potential of the intellectual property system in economic, technological and social development.

32. As for Main Program 08, the accomplishments presented in Annex I show conclusively that the WIPO Worldwide Academy and Human Resources Development Division largely attained the objectives established in the 1998-1999 biennium for this Main Program. The most significant result was the launching of the innovative Distance Learning Program. This landmark achievement brought to fruition the vision of the Director General, first enunciated in his inaugural speech, that distance need no longer be a barrier to education. The initial offering of the Distance Learning Program on the Internet consisted of a nine-module course "Introduction to Intellectual Property", in English, French and Spanish, for which some 481 students registered. Evaluation of the course showed that 62 percent of students found the course to be very satisfactory, while the remaining 38 percent considered it satisfactory. The English website alone recorded over one million hits resulting from 17,530 user sessions.

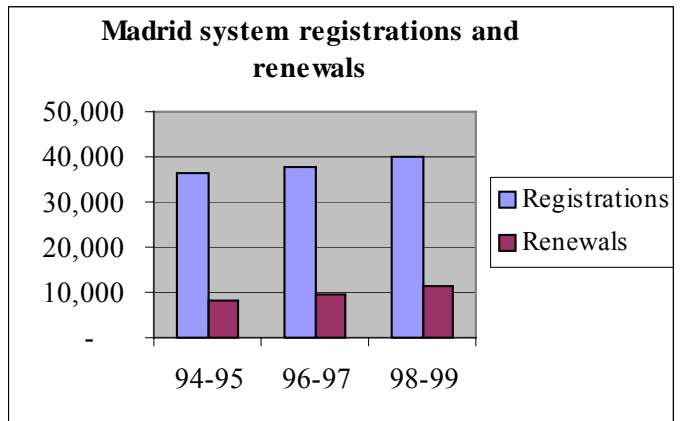
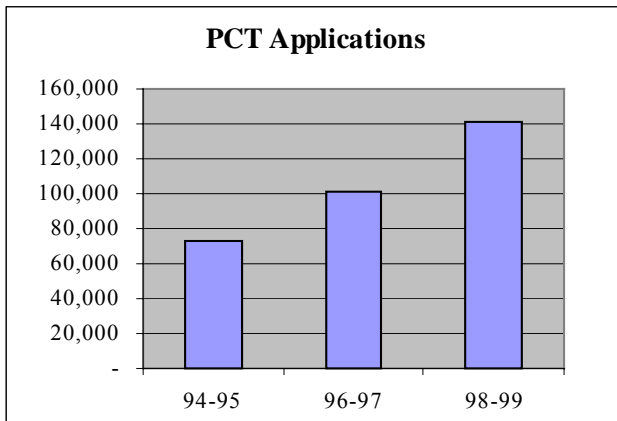
33. The implementation of Main Program 07 (Cooperation with Certain Countries in Europe and Asia) progressed well and on schedule. The promotion of adherence to WIPO treaties and the enhancement of related international cooperation largely met expectations

with the deposit by the countries concerned of 56 instruments of accession or ratification for the various WIPO-administered treaties. The successful delivery of assistance for the implementation of the TRIPS Agreement was also a key result area for the 1998-1999 biennium. The Division for Cooperation with Certain Countries in Europe and Asia provided legal advice to 19 countries in support of their efforts to ensure compliance of their national laws with the relevant international standards, including the TRIPS Agreement. It also gave considerable attention to the promotion of enforcement of intellectual property rights in the countries covered by this Main Program. Some 450 enforcement officials were trained on various aspects of enforcement, including special requirements related to border measures.

34. In addition to addressing the pressing issue of meeting the requirements of the TRIPS Agreement, the Division for Cooperation with Certain Countries in Europe and Asia also continued to work on meeting the long-term need to enhance the skills of managers and staff of intellectual property offices as a key aspect of the modernization of intellectual property administration. Country projects were also implemented that focussed on strengthening three organizations for collective management of copyright and related rights. Under Main Program 07, considerable progress was made in the promotion of the use of intellectual property in countries with economies in transition. Awareness seminars were attended by some 1,160 participants from 20 countries. The presentation and discussion of a wide range of topics in these seminars enabled participants to gain basic knowledge of intellectual property principles, recognize their value, and better understand their role in economic, technological and social development.

Performance of the Global Intellectual Property Protection Systems

35. Main Programs 13 (Patent Cooperation Treaty (PCT) System), 14 (Madrid System for the International Registration of Marks) and 15 (Hague System for the International Deposit of Industrial Designs) refer to the global protection systems administered by WIPO, which constitute the mainstays and economic foundations of the Organization. The global protection systems continued to gain international importance and expand their user base worldwide during the 1998-1999 biennium. Main Programs 13, 14 and 15 were managed very well in response to the increases in the numbers of international applications, as shown in the charts below referring to the PCT and Madrid Systems. The rate of increase continued to be particularly steep for the PCT. All three international registration services of WIPO continued to enjoy a high level of confidence of the owners and users of industrial property titles. Moreover, their performances demonstrated the capability of the International Bureau to respond to the surging internationalization of the demand for intellectual property titles that was observed during the biennium. The global protection systems continued to perform a central role for WIPO in terms of their revenue-making performance. The revenues collected under these three Main Programs amounted to approximately 174 million Swiss francs in 1998 and 186 million Swiss francs in 1999, or 83.3 percent and 84.7 percent, respectively, of total annual income of the Organization.



36. International applications under the PCT reached an all-time high of 141,000 during the biennium, which was some 18,000 more than the budgeted figure of 123,000, or an increase of 38.7 percent compared to the 1996-1997 biennium. Despite the increased workload, all international applications were processed on time and within the initial budget allocation. The strength of the System was further consolidated during the biennium with the accession of 12 new Contracting States to the PCT, of which 11 were developing countries. This greater appreciation of the PCT in developing countries was also reflected in the increased percentage of applications originating from them – 986 out of 67,007 applications in 1998 (or 1.5 percent) and 1,745 out of 74,023 applications in 1999 (or 2.4 percent).

37. In order to develop the capacity to handle ever-increasing numbers of international filings, the IMPACT (Information Management for the PCT) Project was launched to enhance the productivity and efficiency in processing applications. In addition, the PCT EASY electronic filing software for filing international applications was implemented in January 1999 in the seven PCT publication languages. Over the year, some 13 percent of all international applications were filed with PCT EASY, increasing to some 20 percent in December 1999.

38. The Madrid System showed considerable progress in achieving one of its main objectives, namely expanding the geographical scope of the international trademark registration system and thereby making the system more attractive and useful to trademark owners. During the biennium, 18 States became bound by the Madrid Protocol, three of which also acceded to the Madrid Agreement, bringing the total membership of the Madrid Union to 64 and the total number of Contracting States for the Madrid Protocol to 43. The accession by Japan was particularly significant in this respect.

39. Since the Madrid System has been traditionally used mainly by trademark owners in the European Union, it was believed by many that the coming into operation of the Community Trade Mark System in 1996 would cause a pronounced fall in the number of international registrations. Although the use of the Community system exceeded all expectations, the Madrid System continued to progress significantly, thus demonstrating the high level of confidence that it enjoys from its users. However, the number of international applications under the Agreement and the Protocol did fall short of expectations, as the figure for 1999 of 20,072 applications was only 5.3 percent higher than the 1997 figure.

40. The Madrid System broke new ground in December 1998 with the commencement of electronic filing of international applications by the Swiss Federal Institute of Intellectual

Property. Applications from Switzerland which account for approximately 10 percent of all applications are now filed electronically. In addition, a new system for document scanning and electronic file management known as IMAPS was put in place to replace the 10-year old MINOS system for the electronic archiving of the Madrid files.

41. Main Program 15 established a landmark when the new Act of the Hague Agreement Concerning International Registration of Industrial Designs was adopted at a Diplomatic Conference in Geneva in July 1999. By the end of 1999, 26 countries had signed the new Act, including the United States of America, the United Kingdom and several Scandinavian countries which are not currently member of the Hague Union. It is expected that the Geneva Act of the Hague Agreement will not only revitalize the international system for the protection of industrial designs, but also offer users from business and industry more practical and cost-effective protection.

42. Other important results of Main Program 15 are described in Annex I. They include the development of the DMAPS computer system for the administration of industrial design deposits on the same platform as the International Trademark Register and publication on CD-ROM of the *International Designs Bulletin*. That CD-ROM publication enabled substantial savings in publication costs, which were passed on to users through a 20-percent reduction in publication fees.

The Service-Oriented Main Programs

43. Main Programs 03 (Legal and Organizational Affairs), 05 (Global Communications and Public Diplomacy), 17 (Administrative Support Services) and 16 (Human Resources Management) provided the framework for a variety of internal and external services. Their supporting role was essential for the formulation of new policies and the initiation of administrative modernization that substantially contributed, directly and indirectly, to the implementation of the program for the 1998-1999 biennium. As shown in Annex I, the accomplishments under these Main Programs were substantial, and their implementation was remarkably good. Moreover, the services provided were delivered smoothly and in a timely manner even while the demand for them generally increased during the period under review.

44. In implementing Main Program 03, the Office of Legal and Organization Affairs advanced the interests of the Organization on a number of fronts. These included the enhancement of transparency and accountability through the new Contracts Review Facility, the efficient performance of depository functions (some 154 instruments of ratification or accession to WIPO-administered treaties were processed) and the management of the innovative WIPO Internet Domain Name Process to address in an expedited manner the pressing intellectual property issues raised by the use of domain names in electronic commerce.

45. Of particular importance was the legal advice provided in support of the Director General's initiative to streamline the governance and constitutional structures of the Organization, including through the establishment of Standing Committees, in support of several significant infrastructure building projects for the Organization, such as the purchase of the "Steiner Lot" and the purchase and renovation of the World Meteorological Organization (WMO) building, and in support of the bidding process, evaluation and negotiations for the PCT automation (IMPACT) and WIPONET projects.

46. The implementation of Main Program 03 was considerably facilitated by the creation in 1998 of two new units within the Office of Legal and Organization Affairs. These were the Non-Governmental and Enterprise Affairs Division, which took charge of supporting the Industry Advisory Commission (IAC) and administering the new Contracts Review Facility, and the Electronic Commerce Section, which managed the WIPO Internet Domain Name Process and provided support to other units in WIPO addressing the relationship between electronic commerce and intellectual property. (For additional information about Main Program 03, see also paragraph 20, above.)

47. Under Main Program 05, the expansion of traditional links with news media and closer cooperation with the Geneva-based and international journalists led to significantly increased reporting on WIPO's activities and intellectual property issues (see Annex I). Some 1,600 articles on WIPO were identified, and a marked increase in reporting by the media in developing countries was observed. Contacts with NGOs and IGOs were similarly expanded through some 100 briefings for the benefit of approximately 1,700 individuals representing various interest groups, intellectual property and trade professionals, parliamentarians, students at all levels and trainees from developing countries. At the WIPO headquarters in Geneva, two successful exhibitions entitled "At Home with Inventions" and "Women Invent" drew over 12,000 visitors and significantly promoted a better appreciation of the connection between intellectual property and everyday life. WIPO's co-sponsorship of Geneva's largest cultural event, the *Festival de la Bâtie*, and the exhibition of numerous art works in the WIPO building enhanced WIPO's profile in the Geneva international community, brought wide media coverage to the Organization, and promoted discussion of intellectual property issues.

48. The Office of Global Communications and Public Diplomacy also successfully reinforced the corporate image of WIPO through the introduction of a wide range of novel information products and the revitalization of many existing products. These products included the new WIPO Magazine, the Annual Report, a series of leaflets explaining basic intellectual property topics such as patents, trademarks and copyright, posters, summaries of WIPO-administered treaties, directories of national intellectual property offices, a new General Information Brochure, and 69 other specialized products. They were produced in a variety of formats, including CD-ROMs, leaflets, brochures, catalogs, mouse pads, folders and binders. In addition, a modern system for managing sales, distribution and inventory of these products was established that earned over 10.1 million Swiss francs. An electronic bookshop ("e-bookshop") was also launched and quickly attracted wide attention from clientele groups.

49. The WIPO Library substantially enlarged both its collection and its worldwide network of links with research centers and academic institutions. It also made its catalogue available over the Internet, thereby improving public access to WIPO's unique collection. (For additional information about Main Program 05, see also paragraphs 21-22, above.)

50. In administering Main Program 17, the Administrative Support Services Sector continued to provide high quality and efficient services to Member States, to users of WIPO's market sector-oriented services, to the public at large, and to the staff of the International Bureau.

51. Under Sub-program 17.1, Financial Operations, sound financial management was strictly observed in activities covering the accurate receipt of all income, the payment of all expenditures, and the careful maintenance of all accounts. The accounts for the 1996-97 biennium were all closed accurately for WIPO, UPOV, UNDP projects, funds-in-trust, and

the WIPO (Closed) Pension Fund. The accounts were audited and certified by the External Auditor. The Financial Management Report was produced in a more user-friendly format. Distributions of the 1997 and 1998 Madrid supplementary and complementary fees and the Hague State fees were processed on time, as were the monthly distributions of the individual fees related to the Madrid Protocol, which increased considerably, with 9.3 million Swiss francs distributed in 1998 and 19.5 million Swiss francs distributed in 1999.

52. As concerns investment services and management of funds under Sub-program 17.2, discussions with banks, experts and United Nations agencies were held in connection with the establishment of the Investment Advisory Committee and the development of WIPO's investment strategy. Although all available funds were fully invested, the total investment income of 20.1 million Swiss francs was below the budgeted 23 million Swiss francs. That lower return is nonetheless significant when it is noted that actual interest rates (which went down to 2³/₈ percent) were much lower than the 4 percent expected at the time the budget was prepared.

53. The Language Service, under Sub-program 17.3, had a busy biennium with the translation into one or several languages of some 137 laws, regulations, model laws or draft laws received from, or prepared for, 51 countries. As usual, a large number of documents for meetings and lecture materials for seminars and training courses were translated, revised or edited. The high quality and timely delivery of translations were maintained. The efficiency of the translation process was enhanced by the introduction of interactive glossaries accessible from each translator's desk, the systematic use of terminology resources available on the Internet and the use, on a trial basis, of a paperless procedure. Both in the Language Services and the Office of the PCT, activities were undertaken to explore and evaluate existing technologies and tools for machine translation, computer-assisted translation, voice recognition, computerized terminology databases and computer-assisted reference and documentation search.

54. Sub-program 17.4, Conference and Operational Services, was administered by three services: the Conference, Communications and Records Management Division, the Publications Production Service, and the Procurements and Contracts Service.

55. The Conference, Communications and Records Management Division carried out logistical and servicing arrangements and met interpretation needs for conferences and meetings, ensured the distribution of documents and the receipt, classification and distribution of mail, dispatched outgoing mail, and provided telecommunications and transportation services. There was a 70% increase in interpreter workdays from 1998 (1,927 interpreter workdays) to 1999 (3,267 interpreter workdays), reflecting, on the one hand, the requirements of the Diplomatic Conference for the adoption of a new Act of the Hague Agreement Concerning the International Deposit of Industrial Designs and, on the other hand, the use of more languages at meetings and the provision of more hours of interpretation for meetings.

56. Considerable savings in mailing costs were obtained by taking advantage of competition in the mail delivery services sector, resulting in 19% lower costs per kilogram of mail sent in comparison with 1997. This resulted in a saving of some 2 million Swiss francs for the 864,000 kg of mail sent during the biennium. In connection with telecommunications, the deregulation of the Swiss telecommunications market also enabled WIPO to obtain very substantial discounts for usage charges. The evolution in that market was continually monitored with the view to negotiation of evermore-optimal conditions for telecommunications services.

57. The most significant accomplishment of Main Program 17 had to do with the Publications Production Service. In this area, the biennium performance was marked by substantial productivity gains and reduced staffing requirements, obtained mainly through the effective application of information technology in a number of areas. Waivers permitting communication on request of PCT pamphlets and the dispatch of PCT pamphlets in electronic form (CD-ROM or magnetic tape) substantially reduced the volume of printing. In particular, the reduction in the average number of copies printed of each PCT pamphlet from 45 in 1997 to 38 in 1998 and to 30 in 1999 resulted in a decrease in printing volume of some 60 million pages compared to what would have otherwise been printed. Even with that reduced volume, there was a significant workload involving 197 million face prints, which was produced more efficiently than in the past with a consequent reduction of eight staff in 1998. A reduction of 2.12 million Swiss francs for machine rental was negotiated. A further significant improvement was achieved in 1999 with the development of an information technology system for printing PCT pamphlets in the desired order for each destination, which resulted in a further reduction of seven staff. As a reflection of the importance that WIPO attaches to careful change management and its commitment to staff welfare, almost all of the 15 staff members no longer needed in the Publications Production Service were successfully redeployed elsewhere in WIPO.

58. The Procurement and Contract Service established improved practices and procedures which slashed administrative costs, permitted substantial savings on many purchases, increased the number of companies invited to bid on WIPO contracts sixfold, and enlarged the supplier base to cover forty countries, including numerous developing countries and countries in transition.

59. Under Main Program 16 (Human Resources Management), outstanding results were achieved in three areas, namely better balance in staffing, improvement of staff welfare, and enhancement of staff development.

60. As shown in Annex I, a much wider geographical distribution of staff was achieved by the International Bureau under the recruitment initiatives of the Human Resources Management Division (HRMD) during the biennium. Fifteen new countries were added to the list of those already represented in the staff, bringing the total to 82 countries. During the biennium, six women were promoted to Director Level, bringing the total number of female Directors to seven.

61. A number of strategic improvements were made concerning staff welfare. They resulted in better working conditions, stronger retention of highly-qualified staff members and better overall staff motivation. The Staff Regulations and Rules were revised to strengthen the implementation of all resolutions of the United Nations General Assembly on Common System matters. Several office instructions were issued covering new topics, such as compassionate leave, paternity leave, a lump sum payment option for home leave and more flexible policy concerning the accumulation and transfer of annual leave entitlements. The WIPO Medical and Accident Insurance Management Committee created in 1998 continued to pursue significant modernization of staff insurance schemes, including expansion of professional accident insurance, freezing of premiums and expansion of coverage of staff medical insurance, increase in capitalization of non-professional accident insurance, expanded coverage of medical insurance for short-term employees, and a new life insurance plan to take effect from January 1, 2000. The WIPO Medical Unit, created in 1998, handled some 6,000 consultations and interventions covering staff members and dependants, retirees and

delegates. In addition, it implemented ergonomic and stress management measures and made special arrangements for clinical, laboratory and pharmacy services.

62. During the biennium, HRMD successfully introduced an ambitious program of continuing skills development. Some 87 percent of staff participated in training activities. Ninety percent of staff received the training requested by them. A training strategy on management, information technology and communications skills development, together with training guidelines, encouraged active and wide participation. In the area of information technology, some 900 staff members attended courses organized in-house.

Global Information Network and Intellectual Property Information Services

63. Under Main Program 12 (Global Information Network and Intellectual Property Information Services), the information technology service of WIPO pursued the Director General's vision of making WIPO an information-technology-driven organization. The establishment of the Standing Committee on Information Technologies (SCIT) was a key accomplishment under this Main Program. The SCIT provided the policy forum essential for guiding the development of the WIPONET and other information technology development initiatives to support the provision of intellectual property information services and the revision and development of new WIPO Standards.

64. The establishment of the WIPONET progressed considerably with the definition of the technical inventory of the information infrastructure of intellectual property offices worldwide, the conception of the initial network architecture, the issuance of the Request for Proposal (RFP) to solicit proposals from potential contractors, and the successful piloting of the WIPONET concept in the African region. Following the receipt and analysis of technical and cost proposals from bidders, and with the approval of the SCIT, the initial network architecture for phase I of WIPONET was revised to incorporate cost-reduction measures and take advantage of developments in the Internet.

65. In respect of the provision of intellectual property information services, the most significant result was the launching of the Intellectual Property Digital Libraries (IPDL). The IPDL was established on the WIPO website starting with patents (PCT Gazette) and trademarks (Madrid Express). Other databases were added over the course of the biennium. The hits on the PCT site averaged some 20,000 per day, and by the end of the biennium had surpassed 6.5 million hits since the IPDL was introduced in April 1998. Similarly, the hits on the Madrid Express site reached some 200,000 since its establishment in April 1999. The elaboration of standards concerning biotechnology and the revision of nine WIPO standards were the key accomplishments in the facilitation of the exchange of intellectual property information. In addition, 34 WIPO Standards for information exchange and four major surveys were published on the WIPO website. The Russian translation of the WIPO Standards was made available for the first time. Work also continued on the ongoing revision of the International Classification Systems (International Patent Classification (IPC), Nice, Vienna and Locarno Classifications) to facilitate and promote their use.

66. In the framework of Main Program 12, the International Bureau also actively participated in the Management Committee for the UN International Computing Center (ICC) throughout the biennium and in the Information Systems Users' Group of the Geneva Diplomatic Community. Under the aegis of the Users' Group, WIPO in close cooperation with the International Telecommunication Union (ITU), provided workstations and personal

computers to permanent missions of developing countries in Geneva, and actively participated in and contributed to the development of the Geneva Diplomatic Community Network (GDCNET).

67. As concerns the internal network services and information systems of the International Bureau, a large number of important projects were completed resulting in a fully modernized office network with complete services and user support available from a help desk service. Emphasis was placed on providing all staff with the computer hardware, software and training necessary to take the fullest advantage of information technology. The internal network office system (NOS) was continuously available for 99 percent of the time (at server level) over 250 days a year for 12 hours per day. Very satisfactory results were attained in the delivery of information systems, notably the Finance Operations System (FINAUT), the Personnel Administration and Payroll System (SIGAGIP), the Budget Expenditure Tracking System (BETS) and the Cooperation for Development Information System (CODIS). A great deal of effort was placed on ensuring the integrity of these information systems and, in this regard, their compliance with requirements for the Year 2000 (Y2K) transition was successfully ensured.

Premises

68. Following the approval by the General Assembly of a number of premises proposals to address WIPO's requirements for working places, conference facilities and parking spaces to the year 2008, a series of preparatory and initial activities were implemented under Main Program 18 (Premises). The principal accomplishment under this Main Program was the elaboration of a clear policy and program of action for expansion of the WIPO premises based on the foreseeable growth in the staff and activities of the Organization. This will pave the way for better planning and projection of staff deployment and facilities management in support of program implementation for the foreseeable future. The commencement of the rehabilitation of the World Meteorological Organization's former headquarters building and the holding of the international competition for the design of the new WIPO building to be constructed on the "Steiner" lot were also among the key results of this Main Program. By February 1999, over 800 architects from 62 countries had expressed interest in the competition. Of these, 186 applicants followed through by submitting profiles and were the basis for the selection of 28 finalists. An international jury, appointed in June 1999 and made up of fifteen permanent members and three substitutes supported by a team of technical experts was responsible for ensuring that the selection process was undertaken in a highly professional, objective and transparent manner according to pre-defined standards. The jury established the competition procedures during organizational meetings held in June and September 1999, to enable the winning design for the new WIPO building to be selected in early 2000.

IV. CONCLUSION

69. Judging by the key results achieved in the implementation of the program in 1998 and 1999, it is clear that the declared objectives in the 1998-1999 Program and Budget have been on the whole fully satisfied notwithstanding the transitional conditions prevalent in WIPO during the period under review. In many areas, performance, and results actually exceeded expectations. The positive impact of the successful implementation of the program and the high level of interest and support that it has generated are echoed in the continuing feedback

from WIPO's target groups around the world at the national, sub-regional and regional levels and from the diplomatic community. The biennium's accomplishments have established a solid foundation for greater efforts and better results in the next biennium. This overall successful outcome aptly demonstrates that under the strong and dynamic leadership of the Director General, his vision of progress based on collective global promotion of intellectual property through cooperation among States and other stakeholders is a reality.

70. The Assemblies of the Member States of WIPO are invited to review and approve the contents of this document.

[Annexes I and II follow]

ANNEX I

MAIN RESULTS ACHIEVED AND
CORRESPONDING SELECTED PERFORMANCE INDICATORS

Main Program 02 – Strategic Planning and Policy Development	
Sub-Program 02.1 – Development of Strategy and Policies	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Creation of a structured policy development process for WIPO resulting in increased coordination and integration of strategic objectives and activities between main functional areas of WIPO.	<p>- <i>Policy development mechanisms:</i> Establishment of a wide-ranging system of internal mechanisms for strategic planning, policy development, program coordination, policy implementation and information sharing in which the integration of input from Member States and other constituencies, independent advisory bodies and International Bureau staff is ensured.</p> <p>- <i>Frequency and nature of meetings of the established mechanisms:</i> There were some 40 meetings of the Policy Development Group (PDG), some 60 meetings of 10 Policy Oversight Committees (POCs), 8 retreats on selected issues, 3 meetings of the Policy Implementation Group (PIM), over 40 meetings of 11 task forces and a number of working groups, a Steering Committee on Information Technology, as well as a weekly Professional Information Meeting (PRIM). These fora were supported by increased use of electronic communications for in-house coordination and information sharing.</p>
Enriched technical and policy dialogue with WIPO's constituencies and partners.	<p>- <i>Consultation processes:</i> Participation in on-going dialogue with Regional Groups, representatives of Member States and other policy-makers.</p>
Regular reporting to Member States on key trends and needs in the field of intellectual property.	<p>- <i>Contributions of the Advisory Commissions:</i> Participation of international statesmen and other public figures and prominent personalities in the Policy Advisory Commission (PAC). Contribution and recommendations were made by the PAC meeting in April 1999 and its Task Force, which met in July 1999. A report was provided to the Assembly of Member States 1999. (See also the contribution made by the Industry Advisory Commission (IAC) under program 03.)</p>
Consensus approval of programs and adoption of policies by the sessions of the Assemblies of the Member States in 1998 and 1999.	<p>- <i>Results of meetings of the WIPO Assemblies:</i> Agendas, policy proposals and the necessary background information and documentation for the scheduled sessions of the Assemblies of the Member States: 3 sessions of the Assemblies of Member States serviced and attended, respectively, by over 428 delegates of 134 Member States, 16 intergovernmental organizations (IGOs) and 19 non-governmental organizations (NGOs) in March 1998; 465 delegates of 141 Member States, 18 IGOs and 9 NGOs in September 1998 and by 531 delegates of 149 Member States, 30 IGOs and 18 NGOs in September 1999. Decisions and other actions of the Assembly, including approval of the Program and Budget 2000-2001 (document A/34/2).</p>

<p>Formulation of a long-term strategic framework for the Organization.</p>	<p>- <i>Long-term planning:</i> Endorsement of the “Vision and Strategic Direction of WIPO” (document A/34/3) by the Assembly of the Member States in 1999.</p>
<p>Sub-Program 02.2 – External Relations</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Greater recognition and understanding of WIPO in the diplomatic community and in other multilateral centers.</p>	<p>- <i>Transparency with respect to the policy-making process:</i> Appreciation expressed by delegates for the transparency with respect to the policy-making process of WIPO and, in particular, for the initiative to undertake informal consultations for the preparation of the Program and Budget 2000-2001 and briefing meetings with the Regional Groups. Increased participation of WIPO representatives in relevant fora.</p>
<p>Effective staff support for the Director General and WIPO in connection with external relations.</p>	<p>- <i>Nature and extent of support activities:</i> Background research and briefing materials produced on policy issues for members of the diplomatic community, visitors to WIPO from the UN and UN specialized agencies, and meetings abroad addressed by the Director General. Coordinated some 40 significant events that were related to external relations and were covered by WIPO press releases and updates on the WIPO Web site bearing on external relations.</p>
<p>Smooth functioning of the protocol aspects of all major events held at WIPO headquarters in Geneva and of official calls on the Director General, as well as of coordination of the protocol aspects of the Director General’s official travel.</p>	<p>- <i>Protocol arrangements for official visitors to WIPO in Geneva:</i> Coordinated protocol procedures for the visit to WIPO Geneva of 8 heads of state or government, several former heads of state or government, some 40 ministers and 140 ambassadors, and many other visitors.</p> <p>- <i>Protocol arrangements during official missions abroad of the Director General:</i> Coordinated protocol during the visits of the Director General to Austria, Bulgaria, China, Denmark, India, Israel, Japan, Norway, Republic of Moldova, Russian Federation, Slovakia, Spain, United States of America and Zimbabwe.</p> <p>- <i>Protocol arrangements during important events at the WIPO headquarters:</i> Managed protocol during such events as the meetings of the WIPO Assemblies, the Policy Advisory Commission, the Industry Advisory Commission, the Electronic Commerce Conference, the Round Tables on Intellectual Property and Traditional Knowledge and on Intellectual Property for Least Developed Countries (LDCs), the Festival de la Bâtie, the exhibition of the Fonds Cantonal, and the exhibition “At Home with Inventions.”</p>
<p>Timely processing of all travel orders, and simplification of procedures for faster processing of travel authorizations.</p>	<p>- <i>Travel authorizations processed:</i> 5,400 travel authorizations were processed, representing some 10,000 official work days and approximately 17.5 million Swiss francs of travel costs alone.</p> <p>- <i>Use of IT in travel processing:</i> Preliminary investigation undertaken of an electronic travel authorization form to ensure better control and faster payments and delivery of tickets.</p>

Substantial cost-savings in travel.	- <i>Actual cost savings</i> : Ticket cost savings amounted to 630,000 Swiss francs. WIPO also earned some 345,000 Swiss francs in payments from a number of airlines.
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Sub-Program 02.3 – Cooperation with the World Trade Organization (WTO)

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Enhanced cooperation between WIPO and WTO on all levels of the two secretariats. A closer partnership through WIPO's reinforced and accelerated support to developing countries required to apply the TRIPS Agreement obligations from January 1, 2000 onwards, least-developed countries and certain countries in Europe and Asia.	- <i>Number and nature of joint activities with WTO</i> : Meeting of the Directors General of WIPO and WTO on two occasions for enhanced cooperation. The Joint Initiative was launched in July 1998 to provide legal-technical assistance to developing countries in the framework of WIPO-WTO Cooperation Agreement. Two joint symposia, 3 regional joint workshops, 1 regional joint symposium and 2 joint national seminars took place (see also Programs 06.1 and 07). Joint press releases were issued and joint press conferences held. WIPO participated in the WTO Seattle Ministerial Conference, 8 General Council sessions, 9 TRIPS Council meetings, and in numerous meetings of various WTO bodies such as the Committees on Trade and Environment and Trade and Development, the Sub-Committee on LDCs, accession working groups and Geneva Week. WIPO sent experts to WTO training courses and seminars.

Sub-Program 02.4 – Cooperation with the United Nations and Interagency Affairs

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Greater range of partnerships and closer coordination with the concerned elements of the UN system.	- <i>Number and nature of coordination activities</i> : Participation in 4 meetings of the Administrative Committee on Coordination (ACC) and in 1 session of UNCTAD. Participation with the ITU in the establishment of the Geneva Diplomatic Community Network GDCNET through provision of technical expertise and computer hardware and software support. Initiatives were taken to correlate intellectual property development programs and activities between WIPO and other international organizations, such as the ITU, WCO, UNESCO, UNCTAD, ECOSOC and UNEP. During 1998-1999 biennium, WIPO representatives participated actively in inter-agency meetings, sessions, conferences and workshops arranged within the United Nations Common System institutions involving, inter alia, the Consultative Committee on Administrative Questions (Personnel and General Administrative Questions) (CCAQ(PER)), the International Civil Service Commission (ICSC), the ICSC Advisory Committee on Post Adjustment Questions (ACPAQ), the Consultative Committee on Programme and Operational Questions (CCPOQ), the Consultative Committee on Administrative Questions (Finance and Budgetary Questions) (CCAQ(FB)), the Joint United Nations Information Committee (JUNIC) and the Information Systems Coordinating Committee (ISCC).

<p>Higher profile of WIPO in the UN system and the public sector, and better understanding of the intellectual property system and the role of WIPO.</p>	<p><i>- Program of training, targeted briefings and information dissemination:</i> In 1999, WIPO, in cooperation with the UN Institute for Research and Training (UNITAR), conducted two day-and-a-half-long training programs for diplomatic representatives to the UN and select UN Secretariat staff on intellectual property and WIPO's work. This WIPO-UNITAR training course is now regularly scheduled twice each year. The WIPO Coordination Office in New York also provided numerous targeted briefings to both governmental and private sector representatives from several countries, in New York and in Washington, DC, as well as numerous informal briefings for UN Secretariat staff, diplomats and public visitors to the Office. It participated in several information fairs, such as the Inventors' Expo in Orlando, Florida, and it fielded a growing volume of written and oral inquiries from members of the public. The Office was featured at the February 1999 meeting of the International Intellectual Property Society (IIPS). The Office established a university lecture series involving George Washington University Law School, George Mason University School of Law and Georgetown University School of Business in the Washington, DC area, and it is expanding the series to include universities in the New York area.</p>
<p>Closer liaison between WIPO headquarters and UN headquarters on policy and operation issues.</p>	<p><i>- Monitoring of UN activities of interest to WIPO:</i> The Coordination Office represented WIPO in numerous interagency meetings among the UN agencies in New York, supported WIPO's active participation in the ACC, reported regularly on UN meetings and developments to WIPO Headquarters and provided related background materials and briefing papers.</p> <p><i>- Exchange of information:</i> WIPO press releases were distributed to the diplomatic community and press corps in New York through the UN Department of Public Information throughout the year, and news of interest to WIPO was regularly forwarded to WIPO headquarters.</p>
<p>Sub-Program 02.5 – Cooperation with the International Union for the Protection of New Varieties of Plants (UPOV)</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Increased understanding among Member States and within the intellectual property community and the International Bureau of plant variety protection and greater cooperation between WIPO and UPOV on matters of common interest.</p>	<p><i>- Number and nature of cooperative activities with UPOV:</i> Coordination with UPOV on 4 meetings of the WTO TRIPS Council, 1 meeting at the World Bank concerning UPOV and actions concerning UPOV involving the UN Department for Economic and Social Affairs and UNEP; participation in the 4th Conference of the Parties to the Convention on Biodiversity and a meeting of the South Center sponsored by the South Center Pilot Project on WTO and the Institute for Agriculture and Trade Policy. One joint symposium (WIPO-UPOV-WTO) was offered in February 1999 and 3 regional training courses on intellectual property rights and plant variety protection were offered in March and May 1999. Two comprehensive briefings were provided to WIPO officials on UPOV activities, including in relation to the TRIPS Agreement provision on protection of plant varieties.</p>

Sub-Program 02.6 – Economic Forecast and Research	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
A better understanding of the possible impact of economic downturns in particular regions of the world on the use of WIPO registration systems.	- <i>Completed research:</i> An examination of the possible impact of the financial turmoil in the emerging markets, particularly the Asian financial crisis, on PCT filings was completed.
Developed the institutional capacity necessary for economic forecast and research.	<p>- <i>New organizational unit:</i> In 1998, WIPO established the Economic Analysis, Forecast and Research Division.</p> <p>- <i>Establishment of a research network:</i> Created a large geographically diverse network of over 100 individual economists, research institutions and universities having expertise in various disciplines within the fields of knowledge economics and cultural economics. An increased number of research proposals seeking support were received. Increased interest by institutions from all over the world for joint/team implementation of research projects. Increased requests from Member States for research to be undertaken. Cost sharing offers were received from governments.</p> <p>- <i>Research studies commissioned:</i> Commissioned 8 research studies to lay the groundwork for other more specific research. A monograph on the economic aspects of the protection of intellectual property rights (IPRs) for developing countries was completed and prepared for publication in mid-2000. Research projects were commissioned on the scale of IPRs effectiveness in national systems, biotechnology, parallel importation, a time series analysis of patenting, the music industry in the Caribbean, and small and medium-sized enterprises (SMEs) and their use of IPRs. Discussions were undertaken with a view to commissioning other research projects.</p> <p>- <i>Development of a database for publications on the economics of IPRs:</i> Development was undertaken of an Internet-accessible searchable automated database of existing research publications in the area of the economics of IPRs.</p>
WIPO program of practice-oriented instruction for the acquisition, commercialization and use of intellectual property rights.	- <i>New instructional activities:</i> A workshop was offered on the commercialization of research results, Brasilia, Brazil, December 1999. Curricula were developed for workshops on the development of negotiation skills for acquisition of intellectual property licenses. The development of additional practice-oriented instructional activities was started.
Program 02 total expenditure in 1998-1999: SFr 10,155,000	

Main Program 03 – Legal and Organization Affairs	
Sub-Program 03.1 – Legal and Constitutional Matters	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>Significant progress towards constitutional reform and streamlining of the governance structure of the Organization.</p>	<ul style="list-style-type: none"> - <i>Rules for appointment of Directors General:</i> Establishment of the Working Group on Policies and Practices for the Nomination and Appointment of Directors General, which met twice before submitting its Report to the Assemblies of Member States. An amendment to Article 9(3) of the WIPO Convention was unanimously adopted. - <i>Constitutional reform:</i> Establishment of WIPO Standing Committees. Establishment of a Working Group on Constitutional Reform, which is scheduled to meet twice in 2000 and report to the Assemblies of Member States.
<p>Efficient performance of significant depositary functions in relation to the multilateral conventions and agreements administered by WIPO.</p>	<ul style="list-style-type: none"> - <i>Depositary services:</i> Received and processed 154 instruments of ratification or accession, issued 195 notifications of treaty actions (adherences, declarations, special territories), prepared 206 certified copies of treaties, 113 model instruments of accession and 43 notes on the advantages of accession to WIPO-administered treaties. - <i>Requests:</i> Dealt with more than 600 internal and external requests for information concerning contracting parties and provisions of WIPO-administered treaties. - <i>Official texts:</i> Monitored the legal aspects of the establishment of 9 official texts of WIPO-administered treaties. - <i>Treaty database:</i> Initiated an Internet-accessible database containing up-to-date information on adherence to WIPO-administered treaties and membership of WIPO's main organs and committees.
<p>Quality and timely advice and assistance to Member States, the International Bureau and other entities on a wide range of legal and technical issues relating to the work of the Organization.</p>	<ul style="list-style-type: none"> - <i>Procedures:</i> Numerous internal and external requests dealt with constitutional, administrative and procedural questions relating to meetings of the Member States, committees and Diplomatic Conferences (Geneva Act of the Hague Agreement, and preparatory work for the Patent Law Treaty). - <i>Staff matters and privileges and immunities:</i> Inter alia, 6 cases on alimony and family support, 5 on domestic help, 20 on taxation, 10 on jurisdiction of Swiss courts and 5 on adoption. - <i>Authorizations:</i> Dealt with 71 authorizations and provided legal advice to staff members, UN Legal Counsels and private and public entities on the use of WIPO material, the logo, name and acronym. - <i>Headquarters Agreement:</i> Research, legal analyses and opinions drafted in relation to over 70 requests for assistance and advice on the interpretation and application of the Organization's Headquarters Agreement.

<p>New institutional mechanisms, procedures and processes in the Organization.</p>	<p>- <i>Policies and Guidelines:</i> Electronic mail policy and guidelines were finalized and issued in April 1999. Development of draft internal guidelines on receipt and donation of gifts by staff members.</p> <p>- <i>Staff grievances:</i> Potential staff conflicts were solved and prevented through negotiation and legal advice without resort to formal appeal mechanisms. Only 1 case was appealed to the WIPO Internal Appeal Board.</p>
<p>Sub-Program 03.2 – Contracts Review Facility</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Enhanced accountability of the Organization.</p>	<p>- <i>Contracting procedures for PCT automation and WIPONET:</i> Integration of legal advice and support into processes of bidding, preparation for evaluation and evaluation itself. Development and implementation of a code of ethics for the PCT evaluation process, which was also subsequently used for the WIPONET evaluation process.</p> <p>- <i>Extension of headquarters premises:</i> Custom-design of rules governing conduct of the international architectural jury and competition rules to ensure the interests of Organization in extension project were enhanced and protected.</p>
<p>Greater legal security and appropriateness of the Organization's contracts and other commercial relations.</p>	<p>- <i>Regularized contract review:</i> The services of the Contract Review Facility were regularized so as to make them directly available and relevant to all Divisions and Offices in the International Bureau. During 1998, the services of the Facility were used for the review of 40 contracts, and in 1999 for 57 contracts from 11 units for a total value in excess of 55 million Swiss francs. The purpose of the reviews undertaken was not only immediate protection, but also to minimize possible claims which might be made in course of commercial dealings. Groundwork was completed for Contract Review Guidelines.</p>
<p>Protection of the interests of the Organization in the context of major commercial transactions on commercially favorable terms.</p>	<p>- <i>Acquisition and renovation of the WMO Building:</i> Legal support for the purchase of WMO Building (valued at 34 million Swiss francs). Secured substantial reduction in taxes from the Canton of Geneva based on immunities of international Organizations and involving interventions with Swiss authorities. Secured a decision from the Cantonal authorities of invalidity of an appeal against the grant of construction permits for the WMO renovation, allowing work to proceed without interruption.</p> <p>- <i>Chambésy Building lease:</i> Legal support for completion of the lease of the Chambésy Building (valued at 10.5 million Swiss francs), including registration of the lease to enhance protection of WIPO's interests.</p> <p>- <i>PCT automation:</i> Signature of the contract to start work on the analysis and design stage.</p> <p>- <i>Contract management:</i> Successful acquisition of the "Steiner Lot", involving discussions with the Steiner Company, Swiss authorities and other parties.</p>

Resolved commercial disputes.	- <i>Claims management</i> : Succeeded in obtaining the withdrawal of a claim by a contractor for US \$ 70,000 relating to alleged additional work for the WIPONET and the withdrawal of a claim by a travel service provider.
Improved legal framework to support new initiatives of the Organization in the area of information technology (IT), and particularly the Internet.	- <i>Sound legal bases for IT initiatives</i> : Websites: The groundwork was completed for a general WIPO website policy, a privacy policy for WIPO websites, and a hosting policy for the WIPO website; preparation and adoption of a new Disclaimer for the WIPO website. Netcasting: Provision of legal advice concerning development of WIPO's policy on netcasting, including on intellectual property questions. Year 2000: Provision of legal support for the Organization's Y2K strategy and Task Force.
Broader and deeper relations between the non-governmental sector and the International Bureau.	- <i>Participation by NGOs in WIPO activities</i> : A total of 18 NGO requests for observer status with WIPO were reviewed and submitted to the Assemblies of the Member States for their advice on whether to grant the NGOs permanent observer status. Their approval brought the total number of NGOs having such status to over 140. Participation by NGOs in formal meetings of WIPO increased the understanding of the application of intellectual property to the needs and concerns of their members. In addition, increased meetings between NGOs and representatives of the International Bureau led to greater participation by NGOs and their members in WIPO activities. This, in turn, led to more relevant and focussed activities by WIPO. - <i>IAC activities</i> : The Industry Advisory Commission (IAC) evolved into an effective advisory body for the Director General. The IAC met twice in 1999 and provided thoughtful and focussed advice to improve the relevance of the activities of WIPO.
Sub-Program 03.3¹	
A. WIPO Arbitration and Mediation Center	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Market acceptance of WIPO-administered procedures.	- <i>Caseload</i> : The first cases were administered under the WIPO Mediation Rules, under the WIPO Arbitration Rules and under the Internet Corporation for Assigned Names and Numbers (ICANN) Rules for Uniform Domain Name Dispute Resolution Policy. - <i>Use of WIPO procedures and precedents</i> : Daily information requests and interaction with interested parties regarding use of WIPO clauses in licensing and other intellectual property contracts. Establishment of special WIPO procedures in several industry-specific dispute-resolution schemes, including in the textile design sector and for Internet service providers.

¹ At the meetings of the Assemblies of the Member States in September 1998, the WIPO General Assembly agreed to a more coordinated approach to electronic commerce within WIPO, which resulted in the establishment of the Electronic Commerce Section under the Office of Legal and Organization Affairs within the parameters of the existing Program and Budget 1998-1999. For the biennium 2000-2001, the Electronic Commerce Section falls under Sub-Program 03.4.

	<p>- <i>Interest in the WIPO neutrals database:</i> Regular referrals (to parties in dispute) of specialized arbitrators and mediators from the Center's database of WIPO neutrals; database expanded by about 120 persons for a total of 850 persons from 68 countries.</p> <p>- <i>Public interest:</i> The Center's domain name dispute-resolution activity received extensive publicity. Presentations by the Center's staff at various conferences.</p>
<p>Facilitation of intellectual property alternative dispute resolution (ADR) through the establishment of a state-of-the-art on-line case facility, representing a major advancement of the time- and cost-efficiency of ADR options for the intellectual property community.</p>	<p>- <i>Facility development:</i> Developed an on-line database application for the filing and administration of cases using the web site of the Center. Testing completed successfully; system ready for tailoring to specific rules and external licensing. Center received numerous expressions of interest.</p> <p>- <i>Caseload:</i> Internet domain name cases begun to be accepted and administered using the Center's website and e-mail facility.</p>
<p>Improved party access to ADR information and services for intellectual property contracts and disputes.</p>	<p>- <i>Use of the Center's website:</i> Visits increased from less than 5,000 hits in January 1998 to 82,000 in December 1999. A complete re-design and expansion of the Center's website was done to provide trilingual access to information offered by the Center, including on-line registration.</p> <p>- <i>Documentation and new publication:</i> Regular public dissemination of information documents on dispute resolution and publication of the proceedings of WIPO-organized Biennial Conference of the International Federation of Commercial Arbitration Institutions (IFCAI).</p> <p>- <i>Training:</i> 280 legal professionals attended five WIPO mediation, three WIPO arbitration and five WIPO on-line dispute-resolution training programs and one external program.</p>
<p>Enhanced awareness of and services for ADR in developing countries, and better mutual intellectual property - ADR services through links with other arbitration institutions.</p>	<p>- <i>Institutional arrangements:</i> Conclusion of cooperation agreements with 11 other arbitration institutions, including in developing countries.</p> <p>- <i>Training and promotional activities:</i> Conducted an external arbitration workshop pursuant to a cooperation agreement. Participation of numerous lawyers from developing countries in Center training programs. Contributed to 11 conferences in developing countries.</p>

B. Intellectual Property and Electronic Commerce

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>Promoted and advanced the balanced protection of intellectual property on the Internet, in particular with respect to the new issues that have arisen as a result of the increasing registrations of Internet domain names.</p>	<p>- <i>WIPO Internet Domain Name Process (IDNP):</i> Developed and conducted an international process with the widest possible participation from the public and private sectors to address Internet domain names and related intellectual property and dispute resolution issues. Established a website for the WIPO IDNP to disseminate information and receive comments regarding the WIPO requests for comments (RFCs), the regional consultations and the Interim Report of the Domain Name Process. The website received an average of 82,000 hits per month after it was established in July 1998.</p>

	<p>- <i>Final Report</i>: Published the IDNP Final Report, "The Management of Internet Names and Addresses: Intellectual Property Issues," on April 30, 1999. It received widespread approval from WIPO's Member States at the September 1999 General Assemblies.</p> <p>- <i>Follow-up to Final Report</i>: ICANN adopted and implemented many of the recommendations in the Final Report, including (i) best practices for the registration of domain names, such as the requirement for registrants to provide accurate contact details; and (ii) the Uniform Dispute Resolution Policy (UDRP) and accompanying Rules, which were implemented by ICANN on December 1, 1999 for the generic top-level domains (GTLDs) ".com", ".org" and ".net". ICANN, through its constituent bodies, continues to work on the other recommendations in the Final Report, including protection for famous and well-known marks, and an approach for considering the addition of new top-level domains that takes into account intellectual property considerations.</p>
<p>Successfully brought together a large gathering of the representatives of WIPO's Member States and the private sector at WIPO's First International Conference on Electronic Commerce and Intellectual Property.</p>	<p>- <i>Participation</i>: WIPO's International Conference on Electronic Commerce and Intellectual Property in September 1999 was attended by more than 700 persons including representatives of WIPO's Member States, intergovernmental organizations and members of the private sector. The Conference was followed by an equal number of persons via a live netcast over the Internet. WIPO's Member States at their General Assemblies in September 1999 expressed their support and appreciation for the International Conference and several delegations indicated their interest in having a second conference on this subject in several years. A CD-ROM of the Conference materials, including audio presentations and speakers' papers, was produced and has been made available to Conference participants and other interested parties.</p>
<p>Announcement of a new series of guidelines and goals for WIPO to advance the protection of intellectual property in the new digital environment.</p>	<p>- <i>The Digital Agenda</i>: In September 1999, the WIPO General Assembly approved the WIPO Digital Agenda, which the Director General announced at the International Conference on Electronic Commerce and Intellectual Property.</p>
<p>Deeper understanding and broader participation in the discussion of appropriate responses to the challenges to intellectual property exploitation and protection raised by electronic commerce.</p>	<p>- <i>Regional consultations</i>: Organized and managed 6 regional consultations on electronic commerce and intellectual property during 1999 in Montego Bay, Jamaica (June 8-9), Kuala Lumpur, Malaysia (June 22-23), Rabat, Morocco (July 13-14), Mombasa, Kenya (July 29-30), Buenos Aires, Argentina (August 2-3), and St. Petersburg, Russian Federation (December 14-15). These consultations were attended by numerous representatives of WIPO's Member States as well as persons from the private sector.</p>
<p>Increased exposure of the concepts and importance of intellectual property protection for electronic commerce, and strengthened WIPO's ability to provide service in this area.</p>	<p>- <i>WIPO Electronic Commerce Website</i>: Developed and implemented WIPO's website on electronic commerce and intellectual property (http://ecommerce.wipo.int). During 1999, the WIPO Electronic Commerce Website experienced a rapidly increasing number of visits from international users, making it one of the Organization's most highly utilized sites: the number of hits rose from 7,000 in January to 265,000 in December.</p>

	- <i>New publication</i> : Published the first “WIPO Ecommerce Update”, a quarterly publication providing information about WIPO’s activities and events in relation to electronic commerce, in November 1999.
Provision of quality and timely advice on matters concerning electronic commerce and intellectual property to WIPO’s Member States, to members of the general public and staff of the International Bureau.	- <i>New organizational unit</i> : The Electronic Commerce Section was established to manage the Domain Name Process and other matters pertaining to electronic commerce. It responded to numerous internal and external inquiries, via letters, e-mail and phone, regarding information and issues involving electronic commerce and intellectual property and WIPO’s activities in this area.
Program 03 total expenditure in 1998-1999: SFr 8,943,000	
Main Program 04 – Internal Oversight And Productivity	
Sub-Program 04.1 – Financial Control and Audit²	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Greater efficiency and cost-effectiveness of operations through accountability of program managers and achievement of program objectives pursuant to the program and budget.	- <i>Policy implementation – strengthening internal financial controls</i> : Review of expenditure proposals relative to the approved program and budget and workplans, and periodic reporting of progress to senior management. - <i>Program & Budget delivery</i> : Rate of delivery (actual expenditure) reached more than 98 percent of the approved budget as of the end of 1999.
Major cost savings through systematic monitoring of the costs of proposed programs.	- <i>Control of all financial transactions</i> : Reductions in proposed expenditures estimated at an average of 10 percent during the biennium through systematic review and close control of financial commitments in the certification process.
The financial administration of WIPO continues to be in strict compliance with the WIPO Financial Regulations and Rules.	- <i>Extent of compliance with WIPO Financial Regulations and Rules</i> : Strict and thorough review of some 7,000 proposals per year for expenditure in accordance with the WIPO Financial Regulations and Rules. Discussion and consultation with External Auditors undertaken on ensuring compliance with the WIPO Financial Regulations and Rules.

² In order to strengthen the audit function and ensure its independence, it was decided in late 1999 to shift responsibility for audit to the new Division of Oversight and Program Evaluation, reporting to the Director General. As a result, the Office of Internal Oversight and Productivity was renamed Office of the Controller.

<p>The inventories of equipment and furniture are fully computerized and maintained up-to-date.</p>	<p>- <i>Operational support mechanisms for internal financial controls:</i> Fully computerized systems for maintaining inventories of equipment and furniture established through Sub-program 17.4c .</p>
<p>Sub-Program 04.2 – Program Planning and Budget</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Improved transparency of the program and budget in every aspect of the planning, formulation, implementation and development of the Organization's policies and activities, thereby facilitating decision-making by Member States.</p>	<p>- <i>Improved transparency:</i> Presentation of the program and budget for 2000-2001 for WIPO further improved, in particular, through the addition and elaboration of performance indicators in the program and budget documents.</p> <p>- <i>New policy actions:</i> Policy actions on surplus and reserves submitted to the Program and Budget Committee in 1998 & 1999. As per guidance from Member States, a comprehensive policy actions was proposed to rationalize budget and finance arrangements, streamline the budget process, integrate presentation and approval of the regular budget and projects, and introduce four-year financial planning. Detailed proposals to the Program and Budget Committee and WIPO Assemblies are likely to be made in 2000.</p>
<p>An improved program and budget structure with greater correspondence with the organizational structure and with clear lines of responsibility, enabling accountability of program managers for the efficient delivery of programs and sub-programs by objectives, and the evaluation of achieved results and actual utilization of program resources.</p>	<p>- <i>Extent of result-based planning and budgeting:</i> Development of the first result-based program and budget in 1998, and preparation of corresponding annual work plans for 1998 and 1999; preparation of the program and budget for 2000-2001 and its approval by the Member States in 1999; improved format of the budget document and introduction of better-defined program objectives, expected results and performance indicators towards full implementation of result-based planning and budgeting concepts; and preparation for the introduction in 2000 of activity-based control, made possible through the development of a program allotment system and a computer application to maintain an inventory of approved activities.</p>
<p>Sub-Program 04.3 – Evaluation and Productivity</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>An operational monitoring and evaluation system.</p>	<p>- <i>Establishment of evaluation process and procedures:</i> A new monitoring and evaluation unit was established in May 1998. The first Program Performance Report of the Director General was prepared and widely distributed in April 1999, and unanimously accepted by the Member States in September 1999.</p> <p>- <i>Control of staff growth:</i> Deployment of Human Resources kept within approved program-budgets. In coordination with Main Programs 12, 16 and 17, a new personnel payroll system (SIGAGIP) was established.</p>

<p>Increased productivity and optimal use of resources, based on performance and productivity standards, resulting in major cost savings and containment of staff growth.</p>	<p>- <i>Special study</i>: Study on performance standards completed; policy and administrative issues on proposed adoption and use of suitable performance and productivity standards and indicators identified and recommendations made.</p>
<p>Improved quality and efficiency of services.</p>	<p>- <i>Special study</i>: Continuing International Bureau-wide study on planning, budgeting and implementation practices and procedures from the point of view of streamlining management procedures, systems and working methods so as to enhance productivity and quality of services.</p>
<p>Program 04 total expenditure in 1998-1999: SFr 3,391,000</p>	
<p style="text-align: center;">Main Program 05 – Global Communications and Public Diplomacy</p>	
<p style="text-align: center;">Sub-Program 05.1 – Communications on the Internet and Intranet</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Internet adopted in WIPO as a major means of communicating to a worldwide audience in numbers unreachable by conventional means. This reflected WIPO's high technology orientation and extensive use of digital communications, supported its policies on official document publication and distribution to Member States and observer organizations, and projected WIPO's new corporate image as a dynamic, innovative and forward-looking organization.</p>	<p>- <i>Number of WIPO websites, number of pages published on the websites and range of information made available about WIPO and its activities</i>: A total of 11 websites were created in 1998-1999. The main website was given a new look and feel in August 1998, with improved accessibility and continuous updating. Preparatory work was completed to introduce Arabic on the website in early 2000. The total number of pages published on the main website was 50,000 in 1998 and more than 60,000 in 1999. They contain a wide range of useful information and images. Eight WIPO meetings in Geneva were netcast during the biennium, 5 of which were in 1999 and for which some 40,000 hits were made to the website. A virtual visit of the WIPO Information Center was created on the main website. Documents for 62 WIPO meetings in Geneva were made available on the Internet in 1998-1999.</p>
<p>Enhanced visibility of WIPO and of the role of intellectual property in international development among the public worldwide and in particular in Geneva, principally via the WIPO websites on the Internet.</p>	<p>- <i>Number of file requests/visits to the websites</i>: The number of hits on the WIPO websites increased by more than eight times from about 3.3 million in 1998 to around 29 million in 1999. The hits on the main Website alone was some 17 million, with an average visit session of 8¼ minutes in 1999.</p>
<p>Improved accessibility of information within the International Bureau, and greater sharing of relevant information by the WIPO staff.</p>	<p>- <i>Number of WIPO internal organizational home pages and range of information available on the Intranet site</i>: Twenty-one new home pages were added on the WIPO Intranet, reaching a total of 37 home pages as at the end of 1999. The Intranet site contains, in addition to useful administrative information, a mirror image of the main website and access to the Internet for nearly all WIPO staff.</p> <p>- <i>Number of staff trained in use of the Intranet and Internet</i>: Over 250 staff members were trained on use of the Intranet and the Internet.</p>

Sub-Program 05.2 – Media Relations and Public Affairs	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>Greater transparency, visibility and accuracy of information concerning WIPO and intellectual property issues, not only in the international media but also in the national media of Member States. The significant results achieved were:</p> <p>(1) Close cooperation and contact with the Geneva-based and international media.</p> <p>(2) Objective, positive and wide-coverage reporting in the media on WIPO's work and on specific intellectual property issues.</p> <p>(3) WIPO provided a good level of support in respect of the specific information needs of the media based in Geneva and a satisfactory level of support in the capitals of Member States for more mainstream coverage in radio and TV programs.</p>	<p>- <i>Number of press interviews and media conferences arranged, and of articles or reports relating to WIPO and its activities appearing in the international and national press:</i> 159 press releases (in English, French and Spanish) issued; database established by WIPO for prompt electronic dispatch of all press releases to journalists; a total of approximately 200 interviews with journalists undertaken in Geneva in the biennium at the rate of 2 to 3 a week; regular briefings to journalists arranged during key WIPO events; 83 press conferences on specific events and detailed briefings organized by WIPO for Geneva-based journalists in 1998-1999.</p> <p>- <i>International reporting on intellectual property issues and WIPO:</i> 1,600 articles on or mentioning WIPO and its activities tracked in the international press; marked increase in the amount of reporting by the media in developing countries.</p> <p>- <i>Extent of special press information needs met by the International Bureau:</i> One seminar organized for 20 journalists from the developing regions. One roundtable hosted by WIPO on intellectual property public outreach by public affairs specialists.</p>
<p>Enhanced communication with NGOs, civil society and intergovernmental organizations (IGOs), and closer active partnership in public outreach between WIPO and NGOs, including two presentations to the WIPO Industry Advisory Commission and regular mailing of information.</p>	<p>- <i>Number and type of briefings to visitors to WIPO:</i> Briefings to 100 groups totaling some 1,700 individuals. The visitors included intellectual property and trade professionals, trainees, parliamentarians, students (post-graduate, undergraduate and grade school students).</p> <p>- <i>Contact with NGOs:</i> All WIPO observer NGOs receive WIPO press releases, monthly magazines and annual reports. Discussion began with some NGOs for joint public outreach activities.</p> <p>- <i>Contributions to directories:</i> 75 entries on WIPO provided to the publishers of a wide range of international yearbooks and directories.</p> <p>- <i>Circulation of WIPO Magazine:</i> Some 8,000 copies in English, French and Spanish circulated worldwide.</p> <p>- <i>WIPO initiatives in interagency cooperation:</i> Regular attendance of Inter-Agency Group meetings, regular contributions to Joint United Nations Information Committee (JUNIC) Information Exchange Bulletin and attendance at JUNIC meetings.</p>

<p>Speedy and responsive service to handle inquiries received directly in Geneva, and creation of an information center to receive visitors at WIPO headquarters. Significant results achieved were:</p> <p>(1) Efficient public information services.</p> <p>(2) More direct contact between WIPO and the public.</p> <p>(3) Stronger links with the local community of Geneva and its vicinity and with visiting members of the public and other groups.</p>	<p>- <i>Prompt response to requests for information:</i> Some 8,250 information requests handled via telephone, e-mail and correspondence.</p> <p>- <i>Establishment of the WIPO Information Center:</i> Following the inauguration of the Center in September 1998, two successful exhibitions were held, namely "Women Invent" and "At Home with Invention", which drew 12,000 visitors and resulted in WIPO souvenir sales for 54,000 Swiss francs. The two exhibitions explained intellectual property with common objects in daily life.</p> <p>- <i>Other exhibitions and active participation in Geneva community activities:</i> Art exhibitions on mezzanine: 22 exhibitions, with an estimated 500 visitors per exhibit for a total of 11,000. Fonds Cantonal d'Art et Decoration: long-term loan of art works from the Geneva government. Co-sponsorship of Geneva's largest cultural festival: Festival de la Bâtie with wide media coverage. Special program about WIPO's sponsorship on local television with an audience of about 20,000. Printed information on WIPO reached some 65,000 paying public participants in the festival.</p>
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Sub-Program 05.3 – Public Information Products

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>Creation of a new corporate image for WIPO as a dynamic, innovative, forward-looking and effective organization.</p>	<p>- <i>Number and range of new-look information products and the diversity of subjects covered:</i> The new corporate image was embodied in a wide range of new information products and the repackaging of many existing general and specialized information products generated throughout the Organization, through advice and assistance provided in the realization of such products. Some 145 new and 27 revised or updated public information products, including the WIPO Magazine, the WIPO Annual Report, leaflets explaining patents, trademarks, and other areas of intellectual property, posters, summaries of WIPO-administered treaties, the directories of national copyright and industrial property offices, and the General Information brochure; an additional 69 specialized products were prepared on subjects from electronic commerce to distance learning</p> <p>- in a wide range of formats, including conference programs, reports (covers and internal layout), CD-ROMs, leaflets, brochures, catalogs, mouse-pads, folders, binders, notepads, banners, panels, and posters.</p>
<p>Support to Member States' programs on public outreach in the field of intellectual property.</p>	<p>- <i>Information materials and advisory services provided:</i> Provision of WIPO general information products and distribution to government authorities of the Model Plan of Action for Public Outreach in Developing Countries. Discussions started with some developing countries for inclusion of this model plan in their Nationally Focused Action Plan (NFAP).</p>

<p>A coherent, business-based publication strategy, trimming costs and increasing sales and revenue, and providing a faster service to subscribers and clients.</p>	<p>- <i>Publication and sales system performance</i>: Fully updated computerized system allowing quicker and more accurate processing of sales orders and inventory control, and distribution of staff responsibilities streamlined during the biennium. 107,000 publications sold for almost 10.1 million Swiss francs. 250,000 publications given away for free. Three publication inventory exercises carried out. Constant control of information product inventory of about 280,000 items.</p> <p>- <i>Extent of contacts and collaboration with other agencies for development of marketing strategies</i>: Participation in 15 fairs and seminars enabling the promotion of WIPO's publications and information products; establishment and implementation of guidelines for setting product prices; review of sales agreements with agents, and formulation of a preliminary business-based sales strategy.</p>
<p>Successful launch of the WIPO E-bookshop in English in November 1999 (intended to become the main sales outlet for WIPO publications). Preparatory work started on French and Spanish E-bookshops for launching in early 2000.</p>	<p>- <i>WIPO E-Bookshop sales</i>: 13,000 Swiss francs in first month of operations.</p>

Sub-Program 05.4 – Research Services, WIPO Library and Archives

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>A larger more diverse library collection of publications related to intellectual property more accessible to WIPO staff and researchers worldwide.</p>	<p>- <i>Number, range and forms of materials available in the WIPO Library</i>: 5,200 new items including books, journals, serials, videos and CD-ROMs in the fields of industrial property and copyright, as well as in new areas of interest such as economics, biotechnology, electronic commerce, intellectual property portfolio management, traditional and indigenous knowledge, human rights, domain names, cyber issues and management. 40 new headings were added to the Library catalogue. The revised classification system was made available on the Internet in English, French, Spanish.</p> <p>- <i>Internet accessibility of the WIPO collection</i>: The inclusion of the Library on the WIPO website and the integration of the WIPO Library holdings into the United Nations Shared Cataloguing and Public Access System website facilitated on-line consultation of the catalogue by researchers worldwide. 170,700 website hits. 3,060 incoming e-mails requesting information. 800 external visitors. Initiation of a project to include the WIPO catalogue data with the Intellectual Property Digital Library by early 2000.</p>
<p>Better links with research centers and academic institutions worldwide interested in intellectual property issues.</p>	<p>- <i>Number of links</i>: Links were established with 22 research centers and academic institutions worldwide, which allows an exchange of reference material and information and offers access to hundreds of other reliable intellectual property sources. The library provided tailor-made research services to users in-house and worldwide. The demand for research services increased throughout the year as more of the library information became available online. The information provided included 993 bibliographies.</p>

<p>Guidelines were developed for an integrated records and archive management program.</p>	<p>- <i>Study undertaken:</i> Consultancy study completed, including interviewing staff throughout the organization and developing recommendations.</p>
<p>Program 05 total expenditure in 1998–1999: SFr 12,993,000</p>	
<p>Main Program 06 – Cooperation with Developing Countries</p>	
<p>Sub-Program 06.1 – Modernization of the Intellectual Property System and Implementation of the TRIPS Agreement</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Substantial progress towards stronger national capacity of developing countries to comply with the legal obligations under the TRIPS Agreement through:</p> <p>a) improved national intellectual property legislation aimed at ensuring conformity with the TRIPS Agreement and other international standards;</p>	<p>- <i>Number of draft laws on intellectual property provided to developing countries:</i> 103 (39 in 1998) draft laws (on copyright and related rights, and on industrial property matters including one or more of the following: patents, trademarks, industrial designs, topographies of integrated circuits, geographical indications, and protection against acts of unfair competition) prepared upon request from 56 (21 in 1998) developing countries.</p> <p>- <i>Number of comments on compatibility of existing or draft legislation with TRIPS Agreement and with other international standards provided to developing countries:</i> 62 (48 in 1998) developing countries were provided, upon request, with comments in 113 cases on compatibility of existing or draft legislation with provisions of the TRIPS Agreement and other relevant international standards.</p> <p>- <i>Discussions with relevant authorities and organizations:</i> Discussions were undertaken with authorities and organizations from 66 (29 in 1998) developing countries for the provision of clarifications and advice on legislation and on other intellectual property legal matters through missions of WIPO officials or consultants or through consultations at WIPO in Geneva.</p>
<p>b) significant improvement in the dissemination of, and access to, information on intellectual property legislation, in particular, those brought into conformity with the TRIPS Agreement.</p>	<p>- <i>Number of bibliographic entries integrated in the CLEA (Collection of Laws for Electronic Access) database:</i> 2,087 (1,638 documents in English, French and Spanish).</p> <p>- <i>Number of legislative texts published in the CLEA database:</i> 853 laws (1,155 documents representing over 15,000 printed pages of texts). The bibliographic entries and legislative texts were published “on line” first on the Intranet and subsequently on the Internet (since September 1999).</p> <p>- <i>Number of legislative texts published on paper in the WIPO publication “Intellectual Property Laws and Treaties”:</i> 141 intellectual property legislative texts published in paper form in English and 126 in French in the fields of Industrial Property and Copyright.</p>

	<p>- <i>Number of external inquiries serviced by WIPO:</i> Replies to 1,180 requests for information on intellectual property legislation were provided.</p> <p>- <i>Rate of access to CLEA database via the WIPO website:</i> From September 15 to December 31, 1999, the total number of user's sessions was 12,428.</p>
<p>Modern and efficient national intellectual property infrastructures, and consequently more effective administration, management and protection of intellectual property rights in a greater number of developing countries.</p>	<p>- <i>Number of Nationally-Focussed Action Plans (NFAPs) formulated, under implementation or completed during the biennium, for the modernization of intellectual property offices through automation, streamlining and simplification of procedures and skills building through human resources development and training:</i> A total of 81 NFAPs, of which 12 were completed and 69 under implementation: of these 25 in the African region and 1 for ARIPO, 5 in the Arab countries, 13 in the Asian region and 13 in the Latin American and Caribbean region.</p> <p>- <i>Number of national, subregional and regional training courses, seminars or workshops organized by WIPO for capacity building in the intellectual property field and total number of participants:</i> 55 meetings with a total of 4,744 participants.</p> <p>- <i>Number of study visits for on-the-job training:</i> 72 study visits and 116 officials trained.</p> <p>- <i>Number of advisory expert and staff missions on administration, modernization and automation of intellectual property infrastructures:</i> 134 expert missions and 73 staff missions.</p> <p>- <i>Number of offices that were provided with information technology equipment and information material:</i> 44 intellectual property offices provided with computer hardware and 26 with information materials, software or publications.</p> <p>- <i>Number of staff missions, expert missions and study visits on enforcement and related matters:</i> 12 expert missions, 40 staff missions and 17 study visits involving the judiciary, law enforcement agencies, customs offices and legal practitioners.</p>
<p>More active support to the role of the intellectual property system in national development in the context of the new global economy.</p>	<p>- <i>Number of national seminars on various intellectual property topics and number of participants:</i> 34 seminars with a total of 2,658 participants. Topics addressed included advice on legal, technical and administrative issues in developing countries, legislative questions, intellectual property office organization and management, streamlining and computerization of administrative procedures for the granting of intellectual property titles, classification, search and examination, collective management of copyright and related rights, promotion of innovation, patent documentation and use of technological information based on patent documentation, and enforcement of intellectual property rights.</p>

Sub-Program 06.2 – Development and Promotion of Industrial and Social Uses of Intellectual Property	
Main Results Achieved	<u>Selected Performance Indicators</u>
Stronger and better-equipped organizations and an improved knowledge base on intellectual property at the national level.	<ul style="list-style-type: none"> - <i>Number of training courses, seminars or workshops organized to improve intellectual property knowledge among traditional users and target groups, and number of participants:</i> 98 national, regional or sub-regional meetings attended by some 8,580 participants. - <i>Number of study visits and fellowships for specific target groups for on-the-job training:</i> 27 study visits and 10 fellowships awarded, benefiting a total of 73 participants. - <i>Number of advisory expert or staff missions on improving the knowledge base and capacity-building for user organizations:</i> 91 staff missions and 35 expert missions.
Progress in cultivating better appreciation and understanding of the relevance and benefits of collective management of copyright and related rights by copyright users.	<ul style="list-style-type: none"> - <i>Special focus on copyright collective management:</i> The new organizational unit created in 1998 in the International Bureau to promote the collective management of copyright and related rights in developing countries was upgraded to a Division in 1999. Contacts with Member States and concerned NGOs were developed, and strategies at the national, subregional and regional levels were formulated. - <i>Advisory missions on the subject of copyright collective management:</i> 10 advisory missions to Santa Lucia, Haiti, Jamaica, Brazil, Costa Rica, China, Lebanon, Trinidad and Tobago. Target groups reached: government policy and decision-makers and parliamentarians, magistrates, lawyers, users (radio, television, etc.), individual right owners, universities and the public at large. - <i>Regionally Focused Action Plan (RFAP) in the Caribbean Region:</i> Development of a subregional project to assist 14 countries members of CARICOM in establishing a regional system for collective management of copyright. (See also Sub-program. 11.1.) In the framework of this RFAP, the installation of computer equipment for authors' societies in Barbados, Jamaica, Grenada, Santa Lucia and Trinidad and Tobago was initiated.
Greater sharing of experience and expertise on valorization of the commercial or market value of inventions and other creations protected by intellectual property rights.	<ul style="list-style-type: none"> - <i>Special focus on promotion of innovation and assistance to inventors:</i> The International Bureau's organizational unit to promote intellectual property infrastructure services and innovation was upgraded to a Division in 1999. - <i>Regional and national-level activities organized for inventors and creators to enhance knowledge of intellectual property, the Patent Cooperation Treaty, commercialization of inventions and the importance of innovation structures:</i> 1 regional seminar in Syria (220 participants) and 1 in the Ivory Coast (130 participants), 1 national seminar in San Salvador (100 participants), 2 in Cuba (140 participants), 1 in Trinidad and Tobago (40 participants) and 1 in Bridgetown (60 participants). (See also Sub-program 8.4).

<p>Wider dissemination and use of industrial property information by traditional users and new target groups.</p>	<ul style="list-style-type: none"> - <i>Use of the WIPO free-of-charge state-of-the-art search service:</i> 1,743 state-of-the-art searches (726 in 1998) provided to developing countries or institutions in them. - <i>Use of the WIPO patent documents copy service:</i> 9,238 copies of patent documents (3,634 in 1998) supplied by WIPO upon request to developing countries. - <i>Number of International Cooperation on Search and Examination of Inventions (ICSEI) reports:</i> 383 ICSEI reports (66 in 1998) provided to requestors in developing countries.
<p>Sub-Program 06.3 – Strengthening Cooperation Among Member States and with Other Organizations</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Further improvement in the coordination of international cooperation for development in relation to intellectual property and related fields, and greater involvement of NGOs and IGOs therein.</p>	<ul style="list-style-type: none"> - <i>Creation of a new Permanent Committee on Cooperation for Development Related to Intellectual Property (PCIPD):</i> The former Permanent Committees for Development Cooperation relating to Industrial Property (PC/IP) and to Copyright (PC/CR), were merged into a single body called Permanent Committee on Cooperation for Development Related to Intellectual Property. This new body is now the main WIPO forum for planning and evaluating cooperation for development activities in the field of intellectual property. The first session of the new PCIPD was held in Geneva in May 1999 and attended by 107 delegates.
<p>Progress in establishing common or harmonized policies to streamline administrative procedures for acquiring, maintaining, filing and granting intellectual property rights.</p>	<ul style="list-style-type: none"> - <i>Number of international forums organized and number of participants:</i> 25 meetings organized and attended by some 714 officials (policy-makers, legislators, heads of office, etc.) at the regional (12) and subregional (13) levels. - <i>Number of advisory missions on streamlining procedures among Member States:</i> 20 (by WIPO staff) and 7 (by experts). - <i>Institution-building support provided to sub-regional organizations for common administration of intellectual property:</i> 35 institution-building advisory missions sent to intellectual property regional and sub-regional organizations in developing countries, including the African Regional Industrial Property Organization (ARIPO), the African Regional Intellectual Property Organization (OAPI), the African Regional Center for Technology (ARCT), and the Gulf Cooperation Council (GCC). Cooperation was also intensified with members of regional and sub-regional groups, such as the countries of the Andean community and Mercosur, the Association of South East Asian Nations (ASEAN), Bangladesh, India, Myanmar, Sri Lanka, Thailand Economic Cooperation (BIMSTEC), the Caribbean Community (CARICOM), the League of Arab States (LAS), the Organization of African Unity (OAU), the South Asian Association for Regional Cooperation (SAARC), the South African Development Community (SADC), and the Permanent Secretariat of the General Treaty on Central American Economic Integration (SIECA).

<p>Greater awareness in Least Developed Countries (LDCs) of intellectual property issues in economic, social and cultural development, and progress towards fostering intellectual property national capacity building, including compliance with the TRIPS Agreement, in LDCs.</p>	<p>- <i>Special focus on LDCs in relation to intellectual property development:</i> Establishment of a new Least Developed Countries Unit in 1998 in the International Bureau.</p> <p>- <i>Initiatives taken in 1999 concerning intellectual property development in LDCs:</i> Organization of a High Level Interregional Round Table on Intellectual Property for LDCs, Geneva, September 1999.</p> <p>- <i>Elaboration of intellectual property issues in relation to LDCs:</i> Preparation for the first session of the PCIPD and participation in the first inter-agency meeting for the preparation of the UN Conference on the LDCs (to be held in May 2001), and in four subregional seminars in Banjul (Gambia), Vientiane (Lao People's Democratic Republic), Ouagadougou (Burkina Faso) and Maputo (Mozambique). Material on intellectual property in relation with LDCs was produced by the Unit and made available to participants and other interested parties.</p>
<p>Increased membership of developing countries in the global protection systems administered by WIPO.</p>	<p>- <i>Number of developing countries that have joined the PCT, Madrid Agreement and the Madrid Protocol during the biennium:</i> 11 developing countries acceded to the PCT, 4 to the Madrid Agreement, and 6 to the Madrid Protocol.</p>
<p>Program 06 total expenditure in 1998–1999: SFr 46,348,000</p>	
<p>Main Program 07 – Cooperation with Certain Countries in Europe and Asia</p>	
<p>Sub-Program 07.1 – Modernization of the Intellectual Property System and Implementation of the TRIPS Agreement</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Greater adherence to WIPO-administered treaties.</p>	<p>- <i>Deposit of instruments of accession to, or ratification of, WIPO-administered treaties and enhanced international cooperation:</i> During the biennium, 22 countries in the region covered deposited 56 instruments of accession to, or ratification of, the following treaties: Berne Convention (4); Madrid Protocol (7); Nice Agreement (3); Rome Convention (2); Locarno Agreement (4); PCT (2); Lisbon Agreement (1); Phonograms Convention (3); Strasbourg Agreement (4); Vienna Agreement (2); Budapest Treaty (5); Nairobi Treaty (2); Treaty on the International Registration of Audiovisual Works (1); Trademark Law Treaty (7); WIPO Copyright Treaty (5); and WIPO Performances and Phonograms Treaty (4). For comparison, there were 36 accessions to WIPO-administered treaties in the 1996-1997 biennium.</p>
<p>Enhanced international cooperation with Member States and regional organizations.</p>	<p>- <i>Cooperative activities:</i> Participation in 2 working group meetings and 3 sessions of the Eurasian Patent Organization, 2 sessions of the Interstate Council for the Protection of Industrial Property, and the signing of a Memorandum of Cooperation between WIPO and the Secretariat of the Council of the Interparliamentary Assembly of the CIS Member States. Organization of a roving Seminar on the procedures related to the Eurasian Patent Convention.</p>

<p>Greater conformity of the national legislation of the countries concerned with the WIPO-administered treaties and the TRIPS Agreement.</p>	<p>- <i>Legislative advice requested on compatibility with WIPO-administered treaties and the TRIPS Agreement:</i> Comments on draft intellectual property legislation provided to 19 countries. Consultations on intellectual property legislation, the implementation of WIPO-administered treaties and the TRIPS Agreement, as well as on other legal matters were undertaken with officials from 17 countries through missions or visits to WIPO. Two seminars on the TRIPS Agreement were offered for a total of 163 participants from 2 countries and 1 informal regional consultation meeting on the TRIPS Agreement was organized for 33 participants from 5 countries.</p>
<p>Stronger and more efficient institutions for the administration and enforcement of intellectual property.</p>	<p>- <i>Number of officials trained in the administration and enforcement of intellectual property rights:</i> 452 officials from 12 countries in 3 regional and 2 national seminars on enforcement of intellectual property rights; 300 officials from 19 countries in 1 regional meeting and 4 subregional seminars, 1 national seminar and 3 workshops on copyright and related rights; 74 participants from 8 countries in a regional symposium on the global information infrastructure and intellectual property; 65 participants from 23 countries in 1 regional symposium on the development of management of intellectual property offices; 190 participants from 27 countries in 2 regional meetings on the Internet, electronic commerce and intellectual property; 60 officials in 1 national seminar on computer programs and databases.</p> <p>- <i>Number of institutional development projects implemented:</i> One country project was implemented addressing the strengthening of the operational capacity of an industrial property office.</p>
<p>Greater availability of appropriate administration of copyright and related rights.</p>	<p>- <i>Number of country projects implemented to strengthen copyright protection:</i> Three country projects were implemented on the modernization of collective rights management systems.</p>

Sub-Program 07.2 – Development and Promotion of the Use of Intellectual Property

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>Further improvement of the capacity for commercialization of intellectual property rights. Enhanced awareness and improved knowledge and skills in the use of the intellectual property system for market competitiveness, economic, technological and social development.</p>	<p>- <i>Trained personnel in the government and market sectors on the economic and social uses of intellectual property:</i> 1160 participants from 20 countries were trained on various subjects (including commercialization and licensing of industrial property, use of modern patent information services, new developments in international protection of copyright and related rights, biotechnological inventions, and teaching of intellectual property law) and practical applications of intellectual property in 11 (10 national and 1 regional) seminars.</p>

Program 07 total expenditure in 1998-1999: SFr 3,951,000

Main Program 08 – Human Resources Development and the WIPO Worldwide Academy	
Sub-Program 08.1 – Information Technology-Based Training, Teaching and Advisory Services	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Conclusion of cooperation agreements on institutional networking and joint Distance Learning Diploma Programs.	- <i>Nature of cooperation agreements concluded and consolidation of institutional networking:</i> The institutional networking started in 1998 was strengthened and consolidated during the biennium, resulting in the conclusion of cooperation agreements with selected universities. These agreements involved either the creation of joint diploma courses or the launch of joint programs for the participation of university students in WIPO Academy distance learning courses and the inclusion of such courses as part of regular academic curricula. Networking was further encouraged by members of the International Association for the Advancement of Teaching and Research in Intellectual Property (ATRIP) recommending the participation of their universities in the Academy distance learning program and resulting in the creation of a network of distance learning tutors.
Greatly expanded visibility and recognition of the Distance Learning Program among Member States, as well as a network of contacts among distance learning experts worldwide.	- <i>Degree of awareness of Member States:</i> Expanded awareness of the Academy's services through the production and distribution to Member States of a range of information products (Academy Information Brochure, Catalogue of Courses, Distance Learning Information Leaflet, and the Academy Review, in English, French and Spanish). - <i>Establishment of a distance learning network:</i> Contacts among distance learning experts were expanded through participation in a major International Conference, "Online Educa – Berlin", and publication of the Academy's instructional design models in the Conference Book of Abstracts.
New target groups reached by training and orientation distance learning courses.	- <i>New user groups reached:</i> With the launch of the first distance learning course "Introduction to Intellectual Property" (DL-101), in English, French and Spanish, a total of 481 participants from different sectors (university, intellectual property offices, private sector - in particular lawyers and managers) were reached in 90 countries in all regions. The number of tutors involved was 11. The number of users of distance learning courses within the above target groups is expected to increase following the adoption of the distance learning curriculum involving development of 5 additional advanced courses (to be delivered in 2001).

<p>Establishment of systematic measures of effectiveness of training.</p>	<p>- <i>Measures of effectiveness established as follows:</i> Qualitative evaluation of distance learning products and consolidated overall distance learning development strategy. Two guidebooks were used as pedagogical instruments for measuring accuracy and impact of course development and delivery, i.e. “Distance Learning Tutors’ Guidebook” and “Distance Learning Authors’ Guidebook”. The distance learning Internet platform and applications were continuously updated. Appropriate software for further course adaptation was tested and selected. Following the worldwide launch of the first introductory course, DL-101, and based on continuing evaluation, recommendations, advice, and proposals for curricula development were received from ATRIP members. Outlines for the design of new courses to be included in the Academy curriculum for 2000-01 were developed.</p> <p>- <i>Statistics on the course DL-101 in English to check the satisfaction rate on course delivery :</i> Very satisfied: 62% Satisfied: 38% Unsatisfied: 0%</p> <p>- <i>Statistics on the distance learning English Internet server (for the English course only) to check access rate:</i> Number of hits: 1,017,091 Number of user sessions: 17,530 % of successful hits by users: 98.92% % of errors experienced by users: 1.08 %</p>
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Sub-Program 08.2 – Inter-regional Training Courses, Fellowships and Internships

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>Enhanced cooperation on coordination and planning of interregional training activities with other partner institutions, such as the European Patent Office, the Benelux Trademarks Office and national intellectual property offices.</p>	<p>- <i>Number and nature of training activities undertaken in cooperation with national and regional institutions:</i> A total of 81 interregional courses, seminars and practical training sessions, involving 862 sponsored participants, were conducted in cooperation with national intellectual property offices in Algiers, Berne, Budapest, Cairo, Casablanca, Geneva, Helsinki, Hull, Jerusalem, Lisbon, Ljubljana, London, Madrid, Munich, Paris, Prague, Pretoria, Sofia, Strasbourg, Stockholm, Taastrup, The Hague, Vienna, Washington, D.C. and Zurich.</p>
<p>Closer links with the academic community through increased fellowship arrangements and internships</p>	<p>- <i>Fellowship arrangements:</i> 40 long-term fellowships for master-level training were granted in cooperation with the following universities: University of Buenos Aires, Argentina (1), Cairo University, Egypt (1), the Centre for International Industrial Property Studies (CEIPI), France (4), University of Montpellier, France (1), University of Nantes, France (2), Max Plack Institute, Germany (1), University of Tokyo and Japanese Patent Office, Japan (4), University of Alicante, Spain (3), Swiss Federal Institute of Technology, Zurich, Switzerland (2), Gulf Institute for International Law, United Arab Emirates (5), Franklin Pierce Law Center, United States of America (9), George Washington University, United States of America (6) and University of Los Andes, Venezuela (1).</p>

	<p>- <i>Training of trainers:</i> Emphasis was laid on the training of trainers who are teaching or intend to teach at the university level in developing countries</p> <p>- <i>Internship arrangements:</i> A Summer Internship Program was developed and implemented: 34 internships were granted to candidates from all regions for a six-week training at WIPO headquarters.</p>
<p>More specialized intellectual property training opportunities at the inter-regional level.</p>	<p>- <i>Number of specialized intellectual property training courses organized at the interregional level:</i> Four interregional Advanced Training Courses on the Legal, Administrative and Economic Aspects of Industrial Property, for 89 officials with managerial responsibilities, in English and French with the French National Institute of Industrial Property (INPI) and CEIPI in Strasbourg, and in Spanish with the Spanish Patent and Trademark Office (OEPM) in Madrid. Four interregional Training Courses on the Legal and Administrative Aspects of Trademarks for 58 officials with managerial responsibilities for trademark operations, in English and French with the Benelux Trademark Office (BBM) in The Hague and Geneva. Thirteen courses on the Usefulness of Technical Information Contained in Patent Documents and the Use of New Technologies (Internet, CD-ROMs, on-line databases, etc.) for 166 technical staff in charge of documentation and information services of intellectual property offices, in English and French: 11 with the European Patent Organisation (EPO) in Vienna, The Hague and Geneva, and 2 with the Swedish Patent and Trademark Office in Stockholm. Four interregional Specialized Training Courses on Streamlining Patent Search and Examination Procedures for 74 patent examiners: 2 in English with the EPO in Munich and Geneva, and 2 in Spanish organized, respectively, with the EPO and OEPM in Madrid, and with the EPO, OEPM and the Mexican Institute of Industrial Property Office (IMPI) in Mexico.</p>

Sub-Program 08.3 – Fora on Intellectual Property for Policy Advisors

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>Enhanced national capacity to analyze and implement new policy directions for intellectual property and economic development, and related policy directions</p>	<p>- <i>Number of general Academy sessions organized, including a special session on intellectual property and development:</i> Five general Academy sessions in Geneva addressed to senior government officials involved in formulating intellectual property policies: 1 Arab session with 14 participants from 13 countries; 2 English sessions with 29 participants from 25 countries and CARICOM, OAU, OECS and SADC; 1 French session with 15 participants from 15 countries; 1 Spanish session with 14 participants from 14 countries; and a session on the role of intellectual property in social, economic, cultural and technological development in Beijing and Shanghai for 15 participants from 13 countries and some local participants.</p> <p>- <i>Organization of activities specially designed for women leaders:</i> First regional workshop on Leadership for Women Administering Intellectual Property in Akajuela, Costa Rica (November 1999) in Spanish for 16 participants from 16 Latin American countries; 1 regional Seminar on Intellectual Property and Women in Latin America, in San José (December 1999), in Spanish for 16 participants from 16 countries and some local participants.</p>

	<p>- <i>Number of special Academy sessions organized for special target groups:</i> Two sessions in English for 57 diplomats from 50 permanent missions in New York; 2 sessions in English and French for 35 diplomats from 29 permanent missions in Geneva.</p> <p>- <i>Organization of special sessions on topical issues:</i> 2 special sessions on the enforcement of intellectual property rights in Washington, DC, in English, for 27 participants from 25 countries; 1 session for CIS countries on the implementation of the TRIPS Agreement, in St. Petersburg for 25 participants from 12 countries.</p> <p>- <i>Training especially designed for intellectual property professors:</i> Intensive post-graduate course on copyright law tailored for university professors in Spanish at the University of Los Andés, Merida, Venezuela, for 9 law professors from 9 Latin American countries.</p>
Sub-Program 08.4 – General Orientation and Learning Conferences	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Promotion of innovative activity in WIPO Member States.	<p>- <i>WIPO Gold Medal Award Program:</i> 55 medals awarded to inventors and promoters from 29 countries, of which 18 were developing countries, in recognition of their creativity and the promotion of innovation and intellectual property at the national and international levels.</p> <p>- <i>WIPO Trophy for Innovative Activities:</i> 2 companies awarded the trophy at the 4th Afro-Arab Trade Fair in Dakar in 1999.</p> <p>- <i>OAU-WIPO Invention Award for Outstanding African Inventors:</i> 2 inventors, 1 from Egypt and 1 from Mauritius, received the award in Algiers, Algeria in 1999</p>
Improved knowledge base in emerging areas of intellectual property (details reported under Sub-program 06.2).	(Performance Indicators reported under Sub-program 06.2)
Program 08 total expenditure in 1998-1999: SFr 13,222,000	
Main Program 09 – Development of Industrial Property Law	
Sub-Program 09.1 - Law of Patents	
<u>Main results Achieved</u>	<u>Selected Performance Indicators</u>
Finalization of the draft Patent Law Treaty (PLT).	<p>- <i>Basic Proposals:</i> Agreement of the Standing Committee on the Law of Patents (SCP) on the texts of the “Basic Proposal for the Patent Law Treaty” and the “Basic Proposal for the Regulations under the Patent Law Treaty” for discussion at the Diplomatic Conference for the Adoption of the Patent Law Treaty (see SCP/3/11 of September 14, 1999).</p>

<p>Preparation of the Diplomatic Conference for the Adoption of the Patent Law Treaty.</p>	<p>- <i>Decision of WIPO Assemblies (September 22, 1999)</i>: Confirmation of the decision by the Preparatory Meeting for the Diplomatic Conference for the Adoption of the Patent Law Treaty, April 15-16, 1999, to hold a Diplomatic Conference for the adoption of the PLT (see A/34/16, paras. 164-169). The Basic Proposals for the Patent Law Treaty and Regulations were mailed to Member States and posted on the WIPO website in November 1999.</p>
<p>Study of the impact of disclosure of information on the Internet on patentability.</p>	<p>- <i>Decision of SCP</i>: Decision to discuss the disclosure of technical information on the Internet in the SCP after the Diplomatic Conference on the PLT (see paragraph 276, of the Report of the Standing Committee on the Law of Patents, Second Session, Geneva, April 12-23, 1999, SCP/2/13 of April 23, 1999.)</p>
<p>Better understanding of issues relating to intellectual property and outer space activities.</p>	<p>- <i>Advisory activities and information gathering</i>: Staff missions to the seminar on International Organizations and Space Law, Perugia, May 1999 and to the Third United Nations Conference on the Exploration and Peaceful Uses of Outer Space (UNISPACE III), Vienna, July 1999.</p> <p>- <i>Outcome of the UNISPACE III Conference</i>: The Conference's report recommended that intellectual property issues concerning outer space activities be addressed by the appropriate UN agency, WIPO.</p>
<p>Increase in accessions to industrial property treaties.</p>	<p>- <i>Promotional activities</i>: Staff missions, advice on 16 national laws and numerous meetings with national delegates.</p> <p>- <i>Accessions</i>: 13 new accessions to the Paris Convention and 6 new accessions to the Budapest Treaty.</p>
<p>Effective administration of the Budapest Treaty.</p>	<p>- <i>Administrative activities</i>: Preparation of notifications, notes, list of international depositary authorities, updating and publication on the Internet of the "Guide to the Deposit of Microorganisms under the Budapest Treaty"; advice to governments; organization of seminars and participation in several meetings to promote the Treaty. A study was started on the deposit in a data bank of DNA sequence listings and on the revision of the Budapest Treaty.</p>

Sub-Program 09.2 Law of Trademarks, Industrial Designs and Geographical Indications

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>Greater protection of well-known marks.</p>	<p>- <i>Progressive normative development</i>: Adoption of a Joint Recommendation Concerning Provisions on the Protection of Well-Known Marks by the Assembly of the Paris Union for the Protection of Industrial Property and the General Assembly of WIPO at the thirty-fourth series of meetings of the Assemblies of the Member States of WIPO, September 20 to 29, 1999, (see paras. 170-183, A/34/16 of September 29, 1999).</p>

<p>Better understanding of issues related to the use of trademarks on the Internet.</p>	<p>- <i>Studies prepared for the Standing Committee on the Law of Trademarks, Industrial Designs and Geographical Indications (SCT):</i> “Study Concerning the Use of Trademarks on the Internet” and “Summary of the Study Concerning the Use of Trademarks on the Internet, and Possible Principles for Discussion” (SCT/2/9 and SCT/2/10 of April 8, 1999); “Use of Trademarks on the Internet: Summary of Responses to Questionnaire” (SCT/3/2 of October 20, 1999) and “Use of Trademarks on the Internet: Issues Paper” (SCT/3/4 of October 7, 1999).</p>
<p>Progress towards greater harmonization of rules concerning trademark licensing.</p>	<p>- <i>Discussion in SCT:</i> Discussion of Draft Provisions on Trademark Licenses (SCT/3/5) at the third session of the SCT.</p>
<p>Better access for national trademark administrations to information on World Health Organization (WHO) Nonproprietary Names for Pharmaceutical Products.</p>	<p>- <i>Information gathering:</i> Survey among WIPO/Paris Convention members on existing trademark office practice concerning registration of trademarks conflicting with International Nonproprietary Names for Pharmaceutical Substances (INNs) (SCT/3/7).</p> <p>- <i>Interagency cooperation:</i> Decision by the SCT to continue consultations with the WHO on a technical level in order to make available information on INNs in an electronic format to offices of SCT members interested in receiving such information.</p>
<p>Progress towards the establishment of guiding principles on topical issues concerning geographical indications, such as conflicts between trademarks and geographical indications.</p>	<p>- <i>Work in progress:</i> Decision by the SCT that the International Bureau should prepare a study on possible solutions for conflicts between trademarks and geographical indications and between homonymous geographical indications.</p> <p>- <i>Public discussion:</i> A symposium on the International Protection of Geographical Indications was held in South Africa and attended by 100 participants from 50 States. The records of the 1997 Symposium on Geographical Indications (Eger, Hungary) were published.</p>
<p>Effective administration of Article 6ter of the Paris Convention.</p>	<p>- <i>Notifications:</i> 22 notifications carried out (8 countries and 14 intergovernmental organizations). 2nd edition of CD-ROM published and distributed to Member States.</p>
<p>Better protection of trademarks, industrial designs and geographical indications.</p>	<p>- <i>Promotional activities:</i> Informal regional consultations, staff missions, advice on national laws and numerous meetings with national delegates.</p> <p>- <i>Accessions:</i> Fourteen accessions to the Trademark Law Treaty.</p> <p>- <i>Application of Joint Recommendation:</i> Implementation by at least one Member State of provisions contained in the Joint Recommendation Concerning Provisions on the Protection of Well-Known Marks. Adoption by the APEC Member States of a recommendation endorsing the Joint Recommendation.</p>

Sub-Program 09.3 – Protection of Intellectual Property Rights in Global Electronic Commerce	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Advance preparation for Member State discussion of emerging issues related to the enforcement of industrial property rights.	- <i>Preparatory activities for the first meeting of the Advisory Committee on Enforcement of Industrial Property Rights</i> ³ : Background research on legal developments and case law on the protection of industrial property and the applicability of current intellectual property laws to personal and extra-territorial jurisdiction. Close monitoring of ongoing developments in the WTO and other international organizations pertaining to the general area of enforcement of industrial property rights.
Improved legal framework for the protection of industrial property in certain countries in Europe and Asia.	- <i>Advisory services</i> : Comments were provided on the draft industrial property laws of 16 Member States and consultations were held in connection with draft laws of 4.
Provision of quality and timely information and advice on industrial property law to Member States, the public and staff of the International Bureau.	- <i>Enquiries answered</i> : Elaboration of replies to 300 letters and e-mails from inventors, researchers, companies and students. - <i>Public outreach activities</i> : Presentation of papers at regional seminars, meetings, the World Intellectual Property Organization-Centre for International Industrial Property Studies (WIPO-CEIPI) Training Course and attendance at ATRIP and International Association for the Protection of Industrial Property (AIPPI) meetings.
Program 09 total expenditure in 1998-1999: SFr 8,133,000	
Main Program 10 – Development of Copyright and Related Rights	
Sub-Program 10.1 – Implementation of the WIPO Copyright Treaty (WCT) and the WIPO Performances and Phonograms Treaty (WPPT)	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Progress in the adherence to the WIPO Copyright Treaty and the WIPO Performances and Phonograms Treaty.	- <i>Deposits of instruments of accession to the treaties and concrete steps taken by governments to implement the treaties in national legislation</i> : Twelve countries ratified the WCT and eleven the WPPT. Concrete implementation preparations are under way in a number of additional countries.
Governments, legislators and the judiciary of WIPO Member States have a better understanding of the measures necessary for the implementation of the WCT and WPPT.	- <i>Promotional activities</i> : Nine regional and sub-regional meetings, 8 national meetings and 18 governmental consultations and advisory missions were carried out in order to promote and discuss the treaties. A workshop, for which three studies were commissioned, was organized in Geneva on implementation issues of the WCT and the WPPT. The treaties were also promoted through some 30 staff missions to conferences, meetings and other activities organized by non-governmental organizations.

³ This body was previously called the Advisory Committee on Protection of Industrial Property Rights in Global Electronic Commerce.

Sub-Program 10.2 – Protection of Audiovisual Performances	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Significant progress in the clarification of issues and divergences related to the adoption of an international instrument on audiovisual performances.	- <i>Activities undertaken and results reached:</i> The Standing Committee on Copyright and Related Rights (SCCR) recommended the convening of a preparatory committee and an extraordinary session of the WIPO Assembly to decide on a diplomatic conference, in connection with its session in April 2000.
Sub-Program 10.3 – Protection of Databases	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Progress in the work concerning intellectual property in databases, mainly through the clarification of governments' positions.	- <i>Intensity of consultative discussions at WIPO and in the framework of regional consultations and consultative missions:</i> At the request of the SCCR, a study was initiated on the economic impact of the protection of databases on developing countries, with special emphasis on the impact on least developed countries. The protection of databases was discussed at Regional Consultations, at the second and third sessions of the SCCR, at 6 regional roundtables, at 1 sub-regional seminar, and during several staff missions. This issue needs further study.
Sub-Program 10.4 – Protection of the Rights of Broadcasting Organizations	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Advancement in the progressive development of protection of the rights of broadcasting organizations and of distributors of cable-originated programs.	- <i>Intensity of consultative discussions:</i> Issues were clarified and preliminary positions were reached at 3 sessions of the SCCR, at 2 Regional Consultation meetings, as well as at regional roundtables. Support for the consultative process was given at sub-regional and national meetings and in connection with staff missions.
Sub-Program 10.5 – Copyright, Related Rights and Digital Technology	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Creation of a forum to discuss issues raised by digital technology, and particularly by global networks, such as the Internet, in respect of the protection, exercise and collective management of copyright and related rights.	- <i>New forum:</i> The Advisory Committee on Management of Copyright and Related Rights in Global Information Networks (ACMC) ⁴ was created in 1998 and met twice.

⁴ The Committee has since been renamed the Advisory Committee on Management and Enforcement of Copyright and Related Rights.

<p>Availability of up-to-date information, both for the WIPO Member States and for interested groups, concerning the issues raised by digital technology and particularly by global networks, such as the Internet, in respect of the protection, exercise and collective management of copyright and related rights.</p>	<p>- <i>Information and analysis provided in preparation for possible consultative discussions on progressive development of protection in the area of the impact of digital technology on copyright and related rights, in particular concerning network-based exercise and management of rights:</i> A large amount of up-to-date information about the numerous management systems being developed and implemented by the private sector, and the problems to be addressed notably as regards the coordination of these initiatives, was presented at two sessions of the APMC. Additional information and clarifications were provided at national and sub-regional meetings and in a wide variety of staff missions. (See also the next result below.)</p> <p>- <i>New studies:</i> Two studies were prepared on electronic rights management and two on service provider liability. All of these studies were posted on the Internet.</p>
<p>Progress in outlining options for solving the private international law problems emerging in respect of transmission of works and objects of related rights through global digital networks, such as the Internet.</p>	<p>- <i>Support for analysis of issues:</i> Based on two studies by external experts, a meeting of the Group of Consultants on the Private International Law Aspects of the Protection of Works and Objects of Related Rights Transmitted through Global Digital Networks analyzed and reported on emerging private international law issues. The studies were posted on the Internet.</p>
<p>Program 10 total expenditure in 1998-1999: SFr 5,596,000</p>	
<p style="text-align: center;">Main Program 11 – Global Intellectual Property Issues⁵</p>	
<p>Sub-Program 11.1 – Intellectual Property Rights for New Beneficiaries</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Greater awareness among Member States, the intellectual property (IP) community (including national IP offices), and the International Bureau of the intellectual property needs and expectations of holders of traditional knowledge, innovations and culture.</p> <p>The introduction of indigenous people and local communities to the intellectual property system.</p>	<p>- <i>WIPO Fact-Finding Process on intellectual property needs and expectations of new beneficiaries:</i> Conducted nine fact-finding missions to the South Pacific, Africa, South Asia, North and South America, Central America, the Caribbean and the Arab Region on the protection of intellectual property rights of holders of traditional knowledge, innovations and culture. Interim reports on the missions were published and also posted on the Internet. The final report of the Fact-Finding Process was prepared for publication for comment in mid 2000.</p> <p>- <i>Information gathering and dissemination:</i> Participation in several conferences, workshops and consultations on intellectual property and traditional knowledge, innovations and culture, including the international conference on “Diversity as a Resource”, Rome, March 1998; the national workshop on Indigenous Knowledge Systems, Mafikeng, South Africa, September 1998; the international conference on Trade-Related Aspects of Intellectual Property Rights and the Convention on Biological Diversity, Nairobi, February 1999; and the UNESCO workshop on “Cultural Challenges of the International Decade of the World’s Indigenous People”, Paris, October 1999.</p>

⁵ Note: This Main Program initially included a sub-program 11.4 entitled “Intellectual Property Rights Beyond Territoriality”. The substantive objectives, activities, outputs and expected results of that sub-program were subsumed under sub-program 03.3 B (administered by the Office of Legal and Organization Affairs) and dealt with there as they pertain to electronic commerce.

<p>Greater understanding and exchange of views among policy makers and traditional knowledge holders, including indigenous people, on the use of intellectual property to protect traditional knowledge, innovations and culture.</p>	<p>- <i>Facilitation of dialogue, information gathering and dissemination:</i> Organization of the roundtables on Intellectual Property and Indigenous People (July, 1998) and on Intellectual Property and Traditional Knowledge (November, 1999), and subsequent publication of papers from these meetings.</p>
<p>Increased awareness among Member States, the IP community (including national IP offices), the human rights community, academia, the International Bureau and the general public of the relationship between intellectual property rights and human rights.</p>	<p>- <i>Knowledge building activities:</i> Publication and dissemination of a groundbreaking compilation of studies on selected topics concerning the relationship between intellectual property and human rights following the WIPO/Office of the UN High Commissioner for Human Rights panel discussion on that subject in November 1998. Over 750 copies of this publicly available document have been disseminated. The relationship between human rights and intellectual property is a keystone of the "Vision and Strategic Direction of WIPO" presented by the Director General to the 1999 Assemblies (A/34/3).</p>
<p>Greater awareness among Member States (particularly of the Caribbean Region) and collecting societies of the benefits of regional systems for the collective management of copyright.</p>	<p>- <i>Feasibility study:</i> Reports of fact-finding missions to Barbados, St. Lucia, Antigua, Dominica, St. Vincent and the Grenadines, and the Bahamas, and of technical missions to IMRO in Dublin, PRS and MCPS in London, and SUISA in Zurich. Publication and presentation of the study on the feasibility of establishing a Caribbean regional collective management system at the Ministerial Meeting on Intellectual Property for the Caribbean held at Montego Bay in June 1999.</p> <p>- <i>Joint WIPO/Member State activities:</i> Establishment of the Regional Committee on Collective Management and Related Rights for the Caribbean and preparation of a business plan for collective management for Caribbean countries following the feasibility study. The implementation of the study's recommendations has been undertaken by the Development for Cooperation Bureau for Latin America and the Caribbean and the Copyright Collective Management Division.</p>

Sub-Program 11.2 – Biological Diversity and Biotechnology

<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Greater awareness among Member States, the IP community (including national IP offices), the International Bureau and the general public of the relevance of intellectual property for the implementation of the Convention on Biological Diversity (CBD), and better-informed discussion of intellectual property issues in bodies dealing with the CBD.</p>	<p>- <i>Advisory activities and information gathering:</i> Provision of intellectual property advice and information on related aspects of the CBD in several fora. Monitoring of the Biosafety Working Group, Montreal, February 1998, the FAO Technical Working Group on Animal Genetic Resources, Rome, September 1998, the meeting on Patentability of Biotechnological Inventions (organized by the European Parliament), Brussels, October 1998, the fourth Conference of the Parties to the Convention on Biological Diversity (COP IV), Bratislava, May 1998, and sessions of the WTO Committee on Trade and Environment, in Geneva.</p> <p>- <i>New deliberative forum:</i> The WIPO Working Group on Biotechnology was established to identify key issues for WIPO's work in this area. A work program on biotechnology was developed and undertaken.</p>

<p>Greater awareness among Member States, the IP community (including national IP offices), and the International Bureau of the role of intellectual property in the implementation of Multilateral Environmental Agreements (MEAs).</p>	<p>- <i>Study on IP and MEAs</i>: Completion of a study on the role of intellectual property in implementing MEAs to be published during the course of the 2000-2001 biennium.</p>
<p>Greater understanding of Member States, the IP community (including national IP offices), and the International Bureau of the role of intellectual property in benefit-sharing from the use of traditional knowledge.</p>	<p>- <i>Case studies</i>: Completion of three case-study projects in Nigeria, Mali and India carried out jointly with the United Nations Environment Programme (UNEP) on the role of intellectual property rights in benefit-sharing arising from the use of biological resources and associated traditional knowledge. The studies will be published in 2000.</p>
<p>Sub-Program 11.3 – Protection of Expressions of Folklore</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Progress in identifying and clarifying needs for new and adapted forms of protection for expressions of folklore, and in clarifying potential roles of WIPO and its Member States in this regard.</p>	<p>- <i>Information gathering</i>: Expert missions to Los Angeles, Tunis and Cairo on a pilot project to utilize the existing intellectual property system for the sustainable use and commercialization of folklore. Participation in the UNESCO Conference on Cultural Policies for Development, Stockholm and in the meeting on Multimedia Access to Euro-Mediterranean Cultural Heritage, Cairo.</p> <p>- <i>Governmental consultations</i>: Organization of 4 regional consultation meetings on the protection of expressions of folklore for countries of the Asia-Pacific, African, Latin American and Caribbean, and the Arab regions in cooperation with UNESCO. Publication of the recommendations and resolutions of these consultations.</p>
<p>Program 11 total expenditure in 1998-1999: SFr 3,273,000</p>	
<p>Main Program 12 – Global Information Network and Intellectual Property Information Services</p>	
<p>Sub-Program 12.1 – Establishment and Operation of a Global Information Network</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p><i>Progress towards the establishment of the Global Information Network of WIPO (WIPONET)</i></p>	<p>- <i>Establishment of a technical inventory concerning the information infrastructure of intellectual property offices</i>: Intellectual property offices in all the WIPO Member States were surveyed via a WIPO questionnaire.</p> <p>- <i>Establishment of the network architecture for WIPONET and issuance of the RFP</i>: Following the initial definition of the network requirements, a network design was prepared and a Request for Proposal (RFP) issued.</p>

	<p>- <i>Pilot projects:</i> Two pilot projects (one at the African Regional Industrial Property Organization (ARIPO) in Harare and one at the Organisation Africaine de la Propriété Intellectuelle (OAPI) in Yaoundé) were completed to assess the technical and functional requirements of the Global Information Network. The pilot projects have enabled these offices to benefit from WIPONET basic services, which include Internet browsing, email, discussion groups and data exchange. The websites of the two organizations have been hosted at WIPO Headquarters under the central web hosting facility established for the WIPONET project. A pilot project was completed on a high performance intellectual property data exchange test bed through a dedicated line connection between the International Bureau and the Trilateral Secured Virtual Private Network (TSVPN).</p> <p>- <i>Establishment of the domain name:</i> A domain name reflecting WIPONET was registered. This domain name is used for all Member State websites using the WIPONET central web hosting facility (e.g., www.aripo.wipo.net & www.oapi.wipo.net).</p> <p>- <i>Establishment of a short-list of WIPONET vendors:</i> Evaluation was completed of the bids submitted by 5 different vendor consortia and establishment of a short list of 2 vendors was established.</p> <p>- <i>Rescoping of the network architecture:</i> In light of the technical and cost proposals received from bidders for the WIPONET contract, and with the approval of the Standing Committee on Information Technology (SCIT), the network architecture for phase I of WIPONET was revised to incorporate cost-reduction measures and certain practical aspects of network operations.</p>
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Sub-Program 12.2 – Provision of Intellectual Property Information Services

Sub-Program 12.2 – Provision of Intellectual Property Information Services

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>Establishment of the Intellectual Property Digital Library (IPDL) to enhance access to intellectual property information.</p>	<p>- <i>Number of data sets made available at the WIPO IPDL on WIPO's website:</i> Four operational IPDL database services were established and supported during the biennium covering the areas of patents (PCT Gazette), trademarks (Madrid Express), industrial designs (Hague) and patent-associated reference data (JOPAL).</p> <p>- <i>Rate of use of IPDL services:</i> Hits on the PCT website surpassed 6.5 million since the service was introduced in April 1998 with an average of 20,000 hits per day. The average number of hits for the Madrid Express service reached about 200,000 since the service was introduced in April 1999.</p> <p>- <i>IPDL database content:</i> The searchable PCT database now contains more than 175,000 PCT applications (abstracts and drawings) and facilities include automatic links to the EPO's esp@cenet to provide users with access to the full text of PCT applications in image format.</p> <p>- <i>Help Desk for IPDL users:</i> An e-mail based help desk established to support the use of the IPDL services has dealt with some 700 user-information requests since April 1998.</p>

<p>Progress towards the adoption of WIPO Standards to facilitate the exchange of intellectual property information in electronic format.</p>	<p>- <i>Number of WIPO Standards elaborated, revised, translated, published or adopted:</i> The elaboration of one major standard concerning biotechnology and the revision of 9 WIPO Standards were completed. In December 1999, an Action Plan for the elaboration of a Standard for electronic –filing of PCT international applications was adopted. Some 34 WIPO Standards and four major surveys were published on the website to enhance the access to WIPO Standards. The translation into Russian of WIPO Standards was made available for the first time (700 pages). More than 2500 updated pages (altogether) of the “WIPO Handbook on Industrial Property Information and Documentation”, the authoritative source of information for WIPO Standardization activities, were published in English, French, Russian and Spanish. The first regular issue of an electronic version of the “WIPO Handbook on Industrial Property Information and Documentation”, the WIPO Handbook on CD-ROM, was published in 1998.</p>
<p>Increased and more efficient use of international classifications.</p>	<p>- <i>International Classification systems revised or updated to facilitate and promote their use:</i> The International Patent Classification (IPC) and the Nice, Vienna and Locarno Classifications were updated as search tools for patent, trademark and industrial design data. Reform of the IPC was launched in 1999 in order to reconstruct the patent classification system for the new millennium, with emphasis on making the IPC more efficient under an electronic environment. A strategic plan for the reform of the IPC was prepared.</p> <p>- <i>Number of International Patent Classification revision projects completed:</i> In preparation for the seventh edition of the IPC, a total of 51 IPC revision projects were completed in 1998. Moreover, in 1999, the seventh edition of the IPC and related materials were published on paper, CD-ROM, and the WIPO website.</p> <p>- <i>Policy reviews undertaken concerning the International Classification Systems:</i> Three sessions of the IPC Committee of Experts, 3 sessions of the IPC Revision Working Group, 2 sessions of the IPC Reform Working Group and the IPC Advanced Seminar were held. In preparation of the seventh edition of the Industrial Designs Classification, one session of the Committee of Experts of the Locarno Union took place at the beginning of 1998. Three sessions of the Preparatory Working Group of the Committee of Experts of the Nice Union were held. Four recommendations concerning the classification of goods and services not yet appearing in the Nice Classification were established and sent out.</p> <p>- <i>Number and extent of electronic management systems developed to support the use of the International Classification Systems:</i> Electronic management systems including publication on CD-ROM and on the WIPO website (in addition to the usual paper publication) of the seventh edition of the Locarno Classification were established in late 1998. In 1999, a new version of the NIVILO:CLASS CD-ROM containing the latest editions of the Nice, Vienna and Locarno Classifications was published.</p>

<p>Progress towards increased automation of WIPO's business-critical applications.</p>	<p>- <i>Security issues addressed:</i> Evaluation of specific security requirements in the area of intellectual property information exchange was undertaken. The need for the preparation of a disaster recovery program was identified in the framework of the SCIT. A draft disaster recovery program will be presented to the SCIT in the 2000-2001 biennium.</p>
<p>Sub-Program 12.3 – Establishment of the Standing Committee on Information Technologies (SCIT)</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>The SCIT was created in support of the development of the WIPO Global Information Network, the development of new or revision of existing WIPO Standards, and the provision of intellectual property information services on electronic networks.</p>	<p>- <i>Number of agreements and important policy decisions by the SCIT:</i> Four Plenary sessions and 2 meetings of the Working Groups were held. The SCIT Special Rules of Procedure and the Work Program (some 40 tasks and projects) were adopted. The “Strategic IT Plan into the 21st Century” and revisions of several WIPO Standards on information dissemination were approved. The deployment of important initiatives contained in the Strategic Implementation Plan was considered, among them WIPONET and PCT IMPACT.</p> <p>- <i>Number of circulars and documents made available to intellectual property offices and to the global user community:</i> 80 documents were circulated via the SCIT e-mail contact list of 120 addresses; 240 e-mail replies received. Sixty-five circulars were posted on the SCIT area of WIPO's website. SCIT meeting documents, consisting of some 1,000 documents in English, French and Spanish, were prepared and posted.</p> <p>- <i>Initiatives taken related to the development of WIPO Standards:</i> In the framework of the SCIT, a number of new SCIT Task Forces embarked on the preparation of new WIPO Standards or the revision of existing standards.</p>
<p>The SCIT facilitated the application of modern information technology for enhancing intellectual property protection and enforcement, especially in WIPO activities supporting domestic infrastructure for intellectual property offices in developing countries and countries with economies in transition.</p>	<p>- <i>Actions taken to facilitate support to developing countries and countries with economies in transition:</i> During the biennium, financial assistance was provided to 72 representatives of developing countries and certain countries in Europe and Asia to participate in meetings of the SCIT. The International Bureau undertook efforts to organize, within meetings of the SCIT, exchanges of views with respect to such issues as electronic publication, dissemination of IP information, and changeover to new data carriers.</p>
<p>Sub-Program 12.4 – Internal Network Services</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Support for staff training and implementation of new learning tools in coordination with Sub-program 16.2</p>	<p>- <i>Nature and extent of training support provided:</i> 900 staff were trained in the tools available on the networked office system (NOS), including Windows NT 4.0. Training programs and support user guides on all standard user applications and GroupWise were updated or developed. Some 50 users were trained on Internet publishing.</p>

<p>Availability of up-to-date hardware, software tools and network facilities (including help desk services) for meeting various user needs in a secure environment.</p>	<ul style="list-style-type: none">- <i>Extent of upgrading, maintenance and support for hardware systems, software tools and network facilities:</i> Upgrading, maintenance and support for over 1000 personal computers (PCs) and printers. Some 20 PCs running Arabic/English NT with all standard WIPO applications were installed for certain WIPO offices. The needs of Chinese users were also met and fully integrated. 110 laptop PCs were deployed for staff going on mission with all necessary tools including Internet and e-mail connectivity through corporate subscriptions to AT&T Global accounts. 212 used PCs were donated to 55 diplomatic missions in Geneva. - <i>Migration to Windows NT 4.0 Workstation and MS Office 97:</i> All WIPO users (more than 1000) migrated by the end of 1999 to a powerful multi-tasking environment. New Windows NT clients were integrated into WIPO's Netware/NDS NOS. The Hague and E-Commerce Conferences were successfully held at the International Conference Center of Geneva (CICG) with the provision of NT PCs directly linked to the WIPO Network. - <i>Implementation of a formal "Help Desk" System:</i> A help desk was organized to provide a central point of contact and support from a single number and a unique e-mail address to all users from 8.30 a.m. to 18.00 p.m. each day. An Intranet Help Desk page was created and regularly updated. - <i>Availability of remote access to the internal e-mail system for staff on mission:</i> Remote access to GroupWise e-mail was made available via two GroupWise web access servers. The GroupWise servers and clients were upgraded to Version 5.5. A POP mail server was added for world wide e-mail access via Internet. - <i>Continuous improvement of the client environment on the NOS:</i> The installation and integration of software for over 100 English-based applications was done with the ZEN application launcher. Installation was completed of the roaming profiles, which enable connection from any building in WIPO. This was extended to Arabic software versions of the most used products (MS Word, etc.). Initial work was done for Chinese, Russian and Japanese software. - <i>Extent of coordination of WIPO information technology developments through participation in the Management Committee of the UN International Computing Centre (ICC) and continuous contact with ICC operations:</i> Four ICC Management Committee meetings and 6 Operations Review Group meetings as well as the Internet and Security Working Group were attended.
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<p>Availability of the Netware/NDS NOS 250 days a year, 12 hours a day, with an availability rate (at the server level) of 99 percent.</p>	<p>- <i>NOS availability and supporting developments:</i> Constant provision of quality services with good response times and over 99.5% server availability. Upgrading and addition of servers to maintain performance and development of the network infrastructure. Eighteen new Netware servers and a large high-level availability UNIX cluster for the PCT Electronic Gazette were installed. Continuous support of ICC Mainframe activities for Finance, PCT and trademark users was maintained through the installation of a new high-level availability gateway. Four UNIX web servers were added to fulfill user demands including support for the e-bookshop. Continuous support to the access to the Trilateral Network (TSVP). The physical network was constantly upgraded to support the growth in the number of users and bandwidth utilization, as well as the requirements of new buildings. A new network management system was installed. A pilot Ethernet 100 Mbps network was installed in the Chambésy building for the WIPO Worldwide Academy (WWA).</p>
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Sub-Program 12.5 – Internal Information Systems

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>Development and constant maintenance of Organization-wide information systems, including: the Financial Administration System (FINAUT), the Personnel Administration and Payroll System (SIGAGIP), the Budget Expenditure Tracking System (BETS) and the Cooperation for Development Information System (CODIS).</p>	<p>- <i>FINAUT development progress indicators:</i> Provision of continuous support and reduction of workload as a lead-up to FINAUT 2000 through systematic eradication of recurrent problems. A decisive planned effort was initiated to bring FINAUT into a state that will enable the introduction of an Enterprise Resource Planning (ERP) system to replace FINAUT. The project business case was completed for re-actualization during 2000/2001.</p> <p>- <i>Internal oversight applications development:</i> Continuous updating and maintenance of BETS. Interim solutions implemented in view of the limitations of FINAUT, which greatly limit the scope of BETS.</p> <p>- <i>Extent of assistance provided to the Finance Division for the reconciliation of the Madrid/Hague distributions of the 1995/1998 period:</i> Very good progress was made in the final enhancements to this module. The distribution of 1999 complementary fees is expected to prove the robustness of this new process.</p> <p>- <i>Credit card processing:</i> Upgrade of the interface between the publications system and FINAUT was completed.</p> <p>- <i>Data interchange systems:</i> Two data interchange solutions, with the EPO and the Swiss Federal Institute of Intellectual Property, have been implemented.</p> <p>- <i>Support to Cooperation for Development:</i> The functionality and user base of CODIS, the system which supports the activities of the Cooperation for Development Sector, was extended. The second part of the system was implemented from September 1, 1999. Data entry and reporting functions are now fully operational. The old Fellowship system developed in 1991 was decommissioned. The reporting environment is provided by a Business Objects product, which will evolve toward an Intranet interface. CODIS is now fully operational. The application was extended to the Innovation Promotion Section.</p>

	<p>- <i>SIGAGIP C/S for personnel administration and payroll:</i> The system was accepted in August 1998, following the database creation from August to October 1998. The first production payroll was in November 1999. The first completed payroll was established in April 1999. The system is now in full use by the Human Resources Management Division, the Finance Division and the Budget Section.</p> <p>- <i>Electronic Form Circulation and WorkFlow Pilot Project:</i> A working group on leave authorization procedures was established to examine electronic communication for the processing of leave requests. A pilot project was authorized at the end of 1999 and will take place in the first half of 2000.</p> <p>- <i>PCT legal issues database application:</i> A beta test version of the application employing a Visual Basic 6 / Access 97 environment has been implemented for all officers of the Patent Cooperation Treaty Legal Division.</p>
	<p>- <i>Operation and maintenance of the ICC Mainframe environment and database administration:</i> Continuous support to the ICC Mainframe environment was provided to ensure the integrity of the daily operation of WIPO's three main revenue earning/managing computer systems, namely CASPIA/CASPRO, MAPS/DMAPS and FINAUT.</p> <p>- <i>Day-to-day activities and service requests:</i> Information technology services were provided on a day-to-day basis to carry out tasks such as database change requests, batch schedule modifications, installation of new printers, remote access requests, new FTP requirements, database monitoring and maintenance, general systems support, rationalization of WIPO's ICC user connections, housekeeping, storage management, accounting and security administration.</p>
<p>Compliance with Year 2000 (Y2K) requirements by all information systems.</p>	<p>- <i>Y2K compliance of the following systems:</i></p> <p>WIPO Contributions System: The conversion of Windows 3.11 to the NT platform for the WIPO contributions system was completed. Invoices for year 2000 are already processed through converted system.</p> <p>Recruitment System: The former recruitment system (dating from 1993) was replaced by Y2K-compliant Human Resources (HR) Access, the follow-on product to SIGAGIP. The system is now in full use. The former system was decommissioned.</p> <p>Flexi-time System: A new server and upgraded Y2K compliant software were installed successfully in January 99. Clocking devices were upgraded to be Y2K compliant. A study was launched to integrate flexible hours into HR Access.</p> <p>- <i>Migration of the ICC Mainframe operating system:</i> Y2K compliance required the ICC to migrate from the old MVS/ESA operating system to the new, Y2K compliant, OS/390. This required a huge amount of work at both ICC and WIPO and was a complete success, without problems and implemented with full transparency to production users under extremely tight deadlines. This migration was a prerequisite to the Y2K full systems tests that took place in June and October 1999.</p>
<p>Program 12 total expenditure in 1998-1999: SFr 22,009,000</p>	

Main Program 13- Patent Cooperation Treaty (PCT) System	
Sub-Program 13.1 – Management and Operation of the PCT System	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Timely processing of international applications (IAs) and Demands under Chapter II.	- <i>Number of IAs, Demands, IPERs and CORs received and processed:</i> International applications received in 1998 and 1999 were 67,007 and 74,023 respectively, i.e. 141,030, or a 38.7% increase compared to 1996-1997 (101,713). Demands received under Chapter II in 1998 and 1999 were 48,193 and 53,284 respectively, i.e. 101,4777, or a 38.2% increase compared to 1996-1997 (73,428). International preliminary examination reports (IPERs) received in 1998 and 1999 were 42,981 and 48,193 respectively, i.e. 91,174, or a 38.9% increase compared to 1996-1997 (67,780). Communications on Request (CORs) received in 1998 and 1999 were 25,635 and 35,333 respectively (operational since 1998). Due to the increased workload and due to the reorganization of the Office of the PCT, the 3 Examination Sections accumulated some backlogs, which were absorbed through special efforts of the staff.
Increased productivity of PCT operations in the International Bureau.	- <i>Relative increases in the number of international applications and in the total number of PCT staff:</i> As noted above, the number of international applications received in 1998-1999 increased by 38.7% over 1996-1997. The number of PCT staff, including temporary personnel, increased by less than 26%. At the end of 1997, there were 307 PCT staff, whereas at the end of 1999 there were 386.
Significant use of electronic filing with PCT-EASY software.	- <i>Percentage of international applications filed using PCT-EASY:</i> 9,610 or approximately 13% of all IAs received in 1999 used EASY software. (See also sub-program 13.2.)
Timely dissemination of patent information.	- <i>Numbers of IA-related documents published:</i> Pamphlets published in 1998 and 1999 were 59,531 and 67,979 respectively (plus 9,313 and 10,955 republications respectively), i.e. 127,510, or a 37.8% increase compared to 1996-1997 (92,506). 52 issues of the PCT Gazette were published in paper and electronic form each year in 1998 and 1999 (plus 7 and 2 special issues for 1998 and 1999 respectively). A backlog in the republications in 1999 (due to an increase in the late arrival of search reports) was absorbed between March and mid-April 1999.
Timely processing of international applications received in the Receiving Office of the International Bureau (RO/IB).	- <i>Number of IAs received and processed:</i> In 1998 and 1999, the RO/IB received and processed 2,156 and 2,097 international applications respectively, i.e. 4,253, or a 36.4% increase compared to 1996-1997 (3,119).
Timely and accurate translation of abstracts and IPERs.	- <i>Numbers of abstracts and IPERs translated:</i> The numbers of abstracts translated in 1998 and 1999 were 76,040 and 84,830 respectively, i.e. 160,870, or a 39.1% increase compared to 1996-1997 (115,640). The numbers of IPERs translated in 1998 and 1999 were 10,004 and 11,029 respectively, i.e. 21,033, or a 109.4% increase compared to 1996-1997 (10,043).

<p>Progress towards more efficient and effective translation services through use of computer-assisted translation.</p>	<p>- <i>Automation and information technology tools:</i> Development of translation tools and computer assisted translation systems and initiation of the test phase of a terminology extraction project with the Xerox company and the Institut Dalle Molle pour les Études Sémantiques et Cognitives (ISSCO) in 1999.</p>
<p>Sub-Program 13.2 – Automation of the PCT System</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Completion of the tendering process for development of a new computer and document management system for the Office of the PCT.</p>	<p>- <i>Status of the PCT IMPACT Project:</i> Following the bidding process based on the March 1999 Request for Proposals, a consortium led by Xerox Professional Services U.K. was selected and a contract signed in November 1999. A core team of information technology experts was established in the International Bureau to oversee the development of the PCT automation system.</p>
<p>More effective use of electronic data exchange between the International Bureau and national offices.</p>	<p>- <i>Number of offices using electronic data exchange with the International Bureau:</i> PCT-related data was exchanged electronically with 18 national and regional intellectual property offices in 1998 and 19 in 1999.</p> <p>- <i>Amount of electronic data exchanged:</i> Since electronic data exchange was started in May 1998, 2.4 gigabytes were exchanged in 1998 and 4.9 gigabytes in 1999.</p>
<p>Significant use of PCT-EASY as a method of filing international applications.</p>	<p>- <i>Growth in the use of PCT-EASY:</i> The electronic filing software PCT-EASY was implemented on January 1, 1999. Over the year 1999, there was a steady growth in the use of PCT-EASY of approximately 2% per month. The December 1999 figure passed 20% of filings made with PCT-EASY on average, with the usage in some Contracting States having passed 50% of all PCT filings. At the end of the biennium, 54 Receiving Offices had accepted EASY filings (26 remain). (See also sub-program 13.1.)</p> <p>- <i>Promotional activities:</i> During the biennium, seventeen missions were undertaken to thirteen countries to promote PCT-EASY (six in 1998 and eleven in 1999).</p>
<p>Increased efficiency and utilization of internal information technology systems.</p>	<p>- <i>New systems deployed or upgraded:</i> A number of new system developments and upgrades were successfully completed. All systems were made Y2K compliant. Significant improvements were achieved in the performance of some systems. All solutions made maximum use of commercial off-the-shelf (COTS) packages. PCT pamphlets were scanned for the production of PCT Gazette in electronic form and for publication under the International Bureau's Intellectual Property Digital Libraries. The printing of PCT pamphlets was made more efficient through the introduction of software that enabled pamphlets to be printed in recipient-specific batches ready to be packed for mailing. (See also sub-programs 17.4a and b.)</p>

Sub-Program 13.3 – Legal Information and Development of the PCT System; Training and Promotion Services	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Increase in the number of international applications, PCT applicants and PCT Contracting States.	<ul style="list-style-type: none"> - <i>Number of new PCT Contracting States:</i> 12 instruments of accession were deposited in 1998-1999 compared to 11 deposited in 1996-1997. - <i>Greater number of international applications:</i> 141,030 in 1998-1999 compared to 101,713 in 1996-1997. (See above at sub-program 13.1.) - <i>Greater number of PCT applicants:</i> 189,000 in 1998-1999 (est. 99,000 for 1999) compared to 74,000 in 1997 (statistics for 1996 unavailable).
Improved legal framework and simplified, more economical means for obtaining patent protection worldwide via the PCT; filing and communication by electronic means.	<ul style="list-style-type: none"> - <i>Adoption of the necessary amendments to the PCT Regulations and Administrative Instructions:</i> Substantial improvements to the PCT legal framework provided additional benefits for applicants. In 1998, implementation was carried out for amendments to 49 Rules, including liberalized filing language requirements, access to files, correction of priority claims and new standard for sequence listings, all of which necessitated extensive modifications of the Administrative Instructions, Guidelines and Applicant's Guide. In 1999, adoption and implementation was done for reductions in PCT fees and amendment to Rule 4.10 to provide for claiming WTO priority. Significant progress was also made on PLT-related changes to the PCT Regulations and Administrative Instructions. - <i>Electronic filing:</i> Discussion at 1 session in 1998 and at 2 sessions in 1999 of the Ad Hoc Advisory Group; cooperation with Trilateral Offices in drafting a PCT e-filing Standard for electronic filing, processing, storage and records management; and issuance of the PCT Assembly document containing revised draft Administrative Instructions.
Greater reliance amongst developing countries on the PCT for the establishment, development and maintenance of national patent systems.	<ul style="list-style-type: none"> - <i>Number of new Contracting States that were developing countries:</i> 11 of 12 acceding States in 1998-1999 were developing countries compared to 8 of 11 in 1996-1997. - <i>Number of staff in Offices of developing countries trained on the PCT:</i> 99 staff from 39 developing countries were trained in 1998-1999 compared to 51 staff from 8 developing countries and 15 staff from the regional organization OAPI trained in 1996-1997. - <i>Extent of integration of the PCT into national and regional patent systems in developing countries:</i> Draft provisions for implementing the PCT were provided to 39 developing countries in 1998-1999 compared to 6 developing countries in 1997 (statistics for 1996 are unavailable).
Program 13 total expenditure in 1998-1999: SFr 101,141,000	

Main Program 14 – Madrid System for the International Registration of Marks	
Sub-Program 14.1 – Management and Operation of the Madrid System	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Over the biennium, the number of international registrations was 3.6% lower than expected. On the other hand, the number of renewals was 12% higher than expected.	- <i>Registration and other statistics:</i> International registrations: 40,092. Renewals: 11,501. Total registrations and renewals: 51,593. Subsequent designations: 11,858. Other changes: 79,745. Refusals and notifications subsequent to refusals: 128,481. Total number of transactions recorded in the International Register: 277,816. Extracts and related information: 20,493. Issues of Gazette published: 50, plus an annual compilation of the Gazette on CD-ROM and the annual statistical supplement.
Sub-Program 14.2 – Automation of the Madrid System	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
The increase in the number of countries receiving data electronically from the International Bureau rendered the international registration procedure faster, more secure and cost-effective.	- <i>Extent of use of electronic notification:</i> The number of countries receiving notifications electronically from the International Bureau increased from 4 (in 1997) to 7 (Denmark, Finland, Norway, Sweden, Switzerland, United Kingdom and the Benelux Trademark Office). Furthermore, since the beginning of 1999, Switzerland has been sending international applications and other communications electronically to the International Bureau.
New means of providing access by national offices and by the general public to the information contained in the International Register of Marks.	- <i>The “Madrid Express”:</i> The “Madrid Express” Intellectual Property Digital Library (IPDL) was set up and implemented. “Madrid Express” contains the data relating to international applications and subsequent designations received by the International Bureau, but not yet recorded in the International Register and relating to international registrations and subsequent designations recorded, but not yet published in the Gazette. As a result, users of the system may obtain information concerning any mark received by the International Bureau within three working days from its receipt. In addition, the WIPO Gazette of International Marks was issued on CD-ROM starting with No 1/1999, and both the text data and the images published in the Gazette are made available for downloading from WIPO’s FTP server.
Sub-Program 14.3 – Legal Information and Development of the Madrid System; Training and Promotion Services	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Better understanding and more effective use of the Madrid System by member countries and trademark owners.	- <i>Promotional activities:</i> The International Bureau held training activities to promote awareness and knowledge of the Madrid System in 39 countries. Five two-day seminars were organized for trademark attorneys and officials of national offices.

<p>Membership of the Madrid Union increased. Administrations were assisted to operate the system more efficiently.</p>	<p>- <i>Membership of the Madrid Union:</i> During 1998 and 1999, 18 States became bound to the Madrid Protocol; 3 of those States also became bound by the Madrid Agreement. The total number of Contracting Parties at the end of the biennium was 64. Officials of 12 new members of the Madrid Union participated in a one-week training course in the International Registrations Department. Furthermore, under the additional program activities approved by the Assemblies in September 1998, the International Bureau sponsored language courses (French or English) for officials of 5 national offices (Cuba, Kenya, Lesotho, Mozambique and Sierra Leone).</p>
<p>Initiation of a process of improvement of the procedures under the Madrid System.</p>	<p>- <i>Improved procedures:</i> In September 1999, the Assembly was presented and approved a change in the practice of the International Bureau regarding the recordal of priority claims for the purpose of improving the procedures under the Madrid System.</p>
<p>Program 14 total expenditure in 1998-1999: SFr 24,220,000</p>	
<p>Main Program 15 – Hague System for the International Deposit of Industrial Designs</p>	
<p>Sub-Program 15.1 – Management and Operation of the Hague System</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Over the biennium, the number of international deposits was 6.2% lower than expected. On the other hand, the number of renewals was 9.4% higher than expected.</p>	<p>- <i>Selected statistics on the use of the Hague System:</i> International deposits: 8,063. Renewals: 5,154. Total deposits and renewals: 13,217. Total number of designs contained in the deposits: 38,724. Changes: 2,364. Issues of the International Designs Bulletin: 24. Extracts and related information: 6,524. The cost of printing the “International Designs Bulletin” decreased from SFr 783,195 for the year 1998 to SFr 79,707 for the year 1999. As decided by the Assembly of the Hague Union in September 1998, the publication fees were reduced by 20% with effect from January 1999.</p>
<p>Sub-Program 15.2 – Automation of the Hague System</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>The international registration procedure was rendered more cost-effective, thereby allowing a reduction in the publication fee.</p>	<p>- <i>Extent of automation of the Hague System:</i> The computerization of the Industrial Design Registry (DMAPS) was completed at the end of 1998 and became fully operational in 1999. The Benelux Designs Office was the first Office to receive data concerning international deposits in electronic form. Regarding the reduction in publication costs, see above at Sub-program 15.1.</p>
<p>Better access by Offices and by the general public to data concerning industrial designs.</p>	<p>- <i>Use of CD-ROM documentation for the Hague System:</i> Since No. 1/1999 of the International Designs Bulletin, the bibliographic data and the reproductions contained in the international deposits registered under the 1960 Act are now furnished on CD-ROM.</p>

Sub-Program 15.3 – Legal Information and Development of the Hague System; Training and Promotion Services	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Adoption of a new Act of the Hague Agreement	- <i>Diplomatic Conference on the Hague System:</i> On July 2, 1999, the Geneva Act of the Hague Agreement Concerning the International Registration of Industrial Designs was adopted following a Diplomatic Conference (June 16 – July 6, 1999).
Better understanding and more effective use of the Hague System by industrial design owners and their representatives.	- <i>Promotional activities:</i> The International Bureau held training activities to promote awareness and knowledge of the Hague System in 8 countries. A one-day advisory meeting of users of the Hague System was organized and two seminars on the Hague System and the Geneva Act, respectively, were offered by the International Bureau and attended by over 100 participants each, including from countries outside the Hague System. An orientation meeting on the Hague System was organized before the Diplomatic Conference.
Enhanced capacity of Offices of countries participating in the Hague System to advise potential users on its operation.	- <i>Development of human resources to promote the use of the Hague System:</i> Several officials of member and non-member countries of the Hague Union participated in the meetings referred to above. Officials of 2 countries participated in a one-week training course in the International Registrations Department.
Program 15 total expenditure in 1998-1999: SFr 4,915,000	
Main Program 16 – Human Resources Management	
Sub-Program 16.1 – Staff Recruitment	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
A more effective and efficient recruitment process.	- <i>Improvements to the recruitment processes and practices:</i> The successful implementation of a new personnel management information system, Human Resources Access, in November 1999 provided the Human Resources Management Division (HMRD) with complete access to human resources information from the staff workstations and established a unique base for recruitment, employee development, career planning, organisation and post management, and other key personnel administration functions. The streamlining and implementation of processes and standards pertaining to advertising of posts, selection of Appointment Advisory Board (AAB) members, and interviewing and recruitment of prospective candidates were carried out.

	<p>- <i>Numbers of employees recruited through revised procedures:</i> A total of 150 competitions were announced, 69 at the Professional level representing 59 posts filled and 81 at the General Service level representing 81 posts filled. Fifty-seven staff were appointed through direct recruitment. HRMD recruited and handled contract formalities for 84 consultants, 231 short-term employees, and 62 Special Service Agreement (SSA) holders. It received and processed approximately 7,300 spontaneous applications. At the end of the 1998/99 biennium, there were 302 short-term employees, consultants and SSA holders serving compared to 244 short-term employees, consultants and SSA holders serving at the end of the 1996/97 biennium.</p>
<p>A wider geographical distribution of staff.</p>	<p>- <i>Number of nationalities represented on WIPO staff:</i> At the end of December 1999, there were 82 different nationalities represented compared to 68 at the end of 1997. There were 15 countries newly represented at the end of the 1998-1999 biennium.</p>
<p>Greater female representation on WIPO staff, including in the professional and higher categories.</p>	<p>- <i>Number of female staff members and their position in the Organization:</i> At the end of 1999, 55% of the total WIPO staff were women, 15% at the Director level, 34% at the Professional level and 70% in the General Service category. Over and above this, there were 21 female consultants, 8 SSA holders and 139 short-term employees. During the 1998/99 biennium, 6 women were promoted to Director level, bringing the total number of female Directors to 7.</p>

Sub-Program 16.2 – Human Resources Development

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>A culture of continuing skills development has been introduced.</p>	<p>- <i>Staff participation in training activities:</i> In total, 87% of WIPO staff participated in a training activity. The time devoted to training was 2% of the total work time.</p> <p>- <i>Percentage of staff who received specific training they had requested:</i> 90 % of the requests received were accepted and appropriate training was provided. Seven staff members were provided financial support to carry on studies outside WIPO.</p> <p>- <i>Institutional developments:</i> A Training Strategy (focusing on management, information technology, and communication training) and Training Guidelines were published to define the objectives and the legal framework for training activities and to help WIPO staff to know better their rights and obligations regarding training. Information on training activities was available to all staff members through various channels (e.g., papers, Intranet, focal persons). A training catalogue was developed. Thirty focal persons were identified to be responsible for identifying training needs in their respective sectors. An Intranet site was designed to provide easy access to information on training activities. A Suggestion Appraisal Committee was created to review and reward, as appropriate, staff proposals for the improvement of working conditions within WIPO. Material was purchased for the establishment of a training room and a Self-Learning Center.</p>

<p>Staff have an improved awareness of the WIPO mandates, structure and activities.</p>	<p>- <i>Number of staff who attended an induction course during the biennium:</i> An induction program for newly appointed staff members was conducted on a monthly basis. New tools and approaches (e.g., sophisticated PowerPoint presentations, WIPO guest speakers and videos) were used for a better dissemination of information during the induction sessions. Approximately 60% of new staff attended the sessions.</p> <p>- <i>Staff attendance at specific lunchtime learning sessions about WIPO activities:</i> An average of 150 staff members attended two detailed sectoral briefings during lunchtime learning sessions.</p>
<p>WIPO staff members have improved their ability to use computers and information technology (IT).</p>	<p>- <i>Number of WIPO staff members who attended IT courses:</i> A total of 900 staff members attended IT training courses. The migration to Windows NT generated a large number of courses. The most widely offered courses were those on standard office applications, such as Word, Excel, PowerPoint, GroupWise and Netscape. Around 50 staff members received Internet or Intranet training. IT specialists attended advanced IT training courses, seminars and management conferences outside WIPO. A second in-house IT training room was equipped in 1999 to allow for more IT courses, and was used in particular for training on dedicated applications given by the software suppliers.</p>
<p>Staff competencies in relation to management, communications skills, WIPO working languages and specific technical fields have been significantly improved.</p>	<p>- <i>Participation of staff members in related training programs:</i> Courses were offered on management skills (mainly attended by managers or staff with supervisory responsibilities), team building and time management. Around 265 staff members, i.e. 75% of managers and staff with supervisory responsibilities, benefited from management training. Twenty-four staff members attended 4 courses on communication skills. The number of language courses offered increased from 6 to 8, as new language courses in German and Japanese were started in 1998. Specialized language courses were also implemented as of 1998. A total of 545 staff members attended a language course during the biennium. Seven Language Examination Boards for the Professional and General Service staff were organized. A broad range of other technical training was offered, upon request, depending on the needs of particular units and staff. In addition, 18 lunchtime learning sessions were held and an average of 100 people attended each one. In 1999, 2 staff members benefited from a staff exchange program and worked, respectively, for an intellectual property office and for a law firm abroad for 3 months, while WIPO received and trained 1 staff member from each of these two offices. In close cooperation with the Medical Unit, courses on first aid, anti-smoking and managing stress were organized.</p>
<p>Sub-Program 16.3 – Staff Administrative and Social Services</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>More effective administration of staff members' entitlements under the WIPO Staff Regulations and Rules.</p>	<p>- <i>Implementation of standards for entitlements and control of leave:</i> Entitlements, working hours and leave were processed for 684 staff members, 232 short-term employees and 40 consultants in 1998, and for 782 staff members, 332 short-term employees, consultants and SSA holders in 1999. This included briefing and settling in assistance for newly recruited staff, calculation and authorization of allowances and entitlements, ensuring monthly payroll, control and registration of different types of leave and working hours, and debriefing upon separation from service.</p>

	<p>- <i>Modernization and simplification of the payroll activities:</i> A new management information system for payroll and for administration and management of the insurance premiums was implemented effective as of January 1, 2000. The computerized Human Resources Management Information System (SIGAGIP) was inaugurated in November 1999.</p> <p>- <i>Updating of classification procedures:</i> The classification procedures in keeping with the ICSC master standards and the Geneva standards for General Services underwent further improvement during 1998-1999. Measures taken included a specialized training session for one staff member dealing with these subjects and the elimination of an important backlog of reclassification of posts. The Classification Committee and the Promotion Advisory Board (PAB) each held two sessions in 1998-1999.</p> <p>- <i>Administrative activities:</i> Activities included the efficient administration of all insurance and pension matters for a significantly increased number of staff members, retirees, employees and dependents; the administration of more than 900 participants in the United Nations Joint Staff Pension Fund (UNJSPF); the administration of the medical insurance covering 2000 insured persons at end of 1999 and the other insurance plans; and the administration of the WIPO (closed) Pension Fund (120 members). The correlation between WIPO Staff Regulations and Rules and the provisions of the various insurance schemes was improved through the work of the WIPO Medical and Accident Insurance Management Committee created in 1998.</p>
<p>Improvement of employment conditions under the WIPO Staff Regulations and Rules resulting in improved ability to attract and retain highly-qualified and motivated staff.</p>	<p>- <i>Introduction of amendments to the Staff Regulations and Rules and revised implementation procedures:</i> All resolutions of the United Nations General Assembly on Common System matters relating to the WIPO Staff Regulations and Rules were implemented fully in a timely manner. Several newly developed human resources management procedures were successfully developed and implemented during 1999. Office Instructions were issued on compassionate leave, paternity leave, a lump sum payment option for home leave, and increased flexibility in accruing and transferring annual holidays.</p> <p>- <i>New joint administration/staff oversight bodies:</i> The WIPO Medical and Accident Insurance Management Committee created in 1998 includes representatives from the administration, the staff and the retired staff. It made recommendations to the Director General concerning new proposals on insurance matters.</p> <p>- <i>Enhancement of insurance schemes:</i> Professional accident insurance was expanded from SFr 750,000 to SFr 1,000,000. The medical insurance-coverage was improved with premiums frozen, which represented a net annual saving for the Organization of SFr 360,000 in 1999. The capital of the non-professional accident insurance was increased from SFr 500,000 to SFr 1,000,000. The coverage for medical treatment for short-term employees was increased from SFr 5,000 to SFr 10,000 per case and the possibility to insure their spouses and children in the staff collective medical insurance was introduced. A new life insurance plan was introduced as from January 1, 2000.</p> <p>- <i>Enhanced professional service to the staff, retirees and their dependents:</i> HRMD staff was given additional training in order to enhance its team spirit and to provide a better service to WIPO staff members and retirees, and their dependents.</p>

	<p>- <i>Medical services:</i> Creation of a medical unit, which provided assistance to staff members, retirees and delegates through consultations and interventions (6000) and through the distribution of travelers' kits (200) to staff on mission. Ergonomics measures, stress management and an anti-smoking campaign were offered. Special arrangements with medical providers (clinic, pharmacy, laboratory, etc.) were implemented.</p> <p>- <i>Performance appraisal:</i> Due to other priorities, the implementation of a staff performance appraisal system planned for 1999 was deferred to 2000.</p>
WIPO staff are better informed about staff and personnel matters.	- <i>Mechanisms for easier access to information concerning staff and personnel matters:</i> HRMD's home page on the WIPO Intranet and Internet sites, which includes access to standard forms on staff and personnel matters, was established and maintained.
Program 16 total expenditure in 1998-1999: SFr 13,525,000	
Main Program 17 – Administrative Support Services	
Sub-Program 17.1 – Financial Operations	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
All financial operations conducted with accuracy, integrity and probity, in a timely manner.	<p>- <i>Accurate undertaking of all financial operations:</i> Satisfactory interim and final reports by auditors with clean audit certificates on all accounts.</p> <p>- <i>Timely undertaking of all financial operations:</i> Timely billing of Member State contributions; prompt recording of income regarding contributions, fees and other income; timely preparation of payroll each month; closing of monthly accounts within two weeks time (involving over 381,000 accounting pieces for the biennium for over 1000 accounts in 1998 and over 1,100 accounts in 1999).</p>
Satisfactory financial reporting provided to Member States and to Program Managers.	<p>- <i>Timely production of financial reports to Member States:</i> The new user-friendly format Financial Management Report and Audit Report were sent out in July 1998.</p> <p>- <i>Timely distribution to Member States of fees collected under the Madrid and Hague Systems:</i> Payment of 46.7 million Swiss francs for the biennium (22.7 million in 1998; 24 million in 1999) to Member States under the Madrid Agreement and the Hague Agreement, and timely monthly payments made to Member States under the Madrid Protocol totaling 28.8 million Swiss francs for the biennium (9.3 million in 1998 and 19.5 million in 1999).</p> <p>- <i>Timely production of financial information for program managers:</i> The Budget Expenditure Tracking System (BETS) was installed and made operational, giving program managers on-line information on expenditure, by main programs and sub-programs.</p>

<p>Greater efficiency of operations through improvements in information systems used by the Finance Division.</p>	<p>- <i>Successful development and implementation of improvements in finance information systems:</i> Improvement of the computer system was made for the PCT/Finance interface. A streamlined process was implemented for reimbursement of mission expenses. UNDP accounting was done on a new computer system. A new computer system was successfully implemented for interfacing with Industrial Designs, and a new computer system was successfully implemented for payroll.</p> <p>- <i>Improvements in finance information systems underway:</i> Planning progressed for FINAUT 2000. Work was undertaken on further improvements of the payroll system interface with the Human Resources Management Division.</p>
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Sub-Program 17.2 – Investment Services and Management of Funds

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>Maximum return on capital invested while safeguarding WIPO's financial resources.</p>	<p>- <i>Return obtained on invested funds:</i> All available funds were fully invested. In spite of even lower interest rates than had been budgeted, a 20.1 million Swiss francs investment return was obtained in 1998-1999, as compared to the 23 million Swiss francs target for the biennium.</p>
<p>Strengthened capability for the investment of WIPO's funds in order to obtain maximum return on capital through secure investments.</p>	<p>- <i>Investment Advisory Committee and investment strategy:</i> The Investment Advisory Committee was established. Extensive formal and informal consultations were undertaken with the main banks. The present investment strategy for highest returns with safeguarded capital involves placement with the Swiss Central Bank (Banque Nationale Suisse).</p>
<p>Advantageous conditions with banks concerning investments, rates of exchange and services offered.</p>	<p>- <i>Conditions obtained:</i> Special actions reduced bank charges and obtained the best exchange rates, resulting in savings of 444,000 Swiss francs.</p>
<p>Timely reporting of investment interest earnings (for 1998).</p>	<p>- <i>Reports:</i> The Annex of document A/34/6 and the Interim Financial Statement for 1998 (contained in document A/34/7).</p> <p>- <i>Positive feedback from delegates:</i> Positive feedback was received from delegates regarding document A/34/6.</p>

Sub-Program 17.3 – Language Services

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>High quality translation, editing and revisions of documents.</p>	<p>- <i>Output in documents:</i> 137 translations (67 in 1998 and 70 in 1999) of laws, regulations, model laws or draft laws received from, or prepared for, 51 countries were done into one or several languages. Documents for 87 meetings (50 in 1998 and 37 in 1999) as well as lectures for seminars or training courses organized by the International Bureau were translated, revised or edited.</p> <p>- <i>Output in translator days:</i> Arabic 1,200; Chinese 757; English 828; French 3,412; Russian 844; Spanish 2,508; Total 9,549.</p>

	- <i>User satisfaction:</i> There were no so signs of dissatisfaction from the end users as to the quality of the translated material.
Timely production of translations.	- <i>Client feedback:</i> All translations were produced within time limits agreed with those requesting them, so that the working groups, committees of experts and Assemblies received their documents in a timely manner.
Greater use of information technology in support of translation.	- <i>Successful implementation of information technology support systems:</i> A computerized terminology database system accessible from each translator's desk was introduced. All translators were trained in the use of the new computerized terminology database and a first batch of 11,000 entries was integrated into the system.
Sub-Program 17.4a – Conference, Communications and Records Management Services	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Well-serviced conferences and other meetings, including with interpretation, for Member State and other meetings.	- <i>Positive feedback from delegates and International Bureau staff:</i> Conference support services were provided for 116 meetings in Geneva (54 in 1998 and 62 in 1999); and for 367 official meetings held elsewhere (184 in 1998 and 183 in 1999). 1,141 interpreters were recruited (490 in 1998 and 651 in 1999) for a total of 5,194 interpreter workdays (1,927 in 1998 and 3,267 in 1999). 1,791 internal meetings were also serviced (700 in 1998 and 1,091 in 1999). Feedback from end users was most positive. No dissatisfaction was expressed except on occasion with respect to problems with the sound equipment, which needs to be replaced.
Meeting documents and circulars were distributed on time.	- <i>Timely and accurate distribution of documents and circulars:</i> 8,541 documents were distributed in the various languages (3,764 in 1998 and 4,777 in 1999). 1,448 official circulars and other formal notifications were mailed (753 in 1998 and 695 in 1999), and a total of 486,000 packages of documents were prepared for mailing (199,000 in 1998 and 287,000 in 1999). Preparation and dispatch was carried out promptly notwithstanding the substantial increase in volume.
Greater use was made of information technology in the distribution of documents, externally and in-house.	- <i>Successful use of information technology:</i> Most documents for Member States were made available on the Internet by the end of the biennium. The Intranet was used for disseminating much in-house material. - <i>Work in progress:</i> Measures were introduced to improve the processing and dispatch of meeting documents and to further improve the dissemination of information within the International Bureau through the Intranet.

<p>Overall charges for telecommunications usage remained at about the level of the previous biennium, despite greater usage, and further cost-saving measures were established.</p>	<p>- <i>Cost of telecommunications services:</i> Deregulation in the Swiss telecommunications market resulted in a rapidly changing price structure with falling prices and increased discounts for long-distance calls. Charges, in Swiss francs, for calls through the WIPO switchboard show a decline from 885,000 in 1997 to 878,000 in 1998 to 799,000 in 1999, despite greater usage.</p> <p>- <i>Cost allocation system developed:</i> A computer system for automatically allocating direct-dialed long distance telephone costs by program was developed and under test at the end of 1999.</p>
<p>Effective and efficient records management, mail and messenger-driver services were provided.</p>	<p>- <i>Timely and responsive operation of the records management system:</i> All incoming mail was processed within one day of receipt (52,000 items in 1998 and 61,000 in 1999).</p>
<p>Considerable savings in mailing costs achieved.</p>	<p>- <i>Cost of mail and other delivery services:</i> The costs were 19% lower per kg of mail sent compared with 1997; these savings amounted to some 2 million Swiss francs for the biennium. The volume of outgoing mail was slightly reduced (438,000 kg in 1998 and 426,000 kg in 1999) in spite of increased numbers of PCT pamphlets published, through having waivers permitting communication on request and through sending PCT pamphlets by media (CD-ROM, magnetic tape) other than paper.</p>

Sub-Program 17.4b – Publications Production Services

<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
<p>Timely and high quality printing of all documents and publications to service meetings and other needs.</p>	<p>- <i>Output:</i> All documents and publications were produced on time with high quality printing. In the biennium, some 197 million face prints were made. 125,477 PCT pamphlets were printed (55,056 in 1998 and 70,421 in 1999) as were 21,323 corrected versions of PCT pamphlets, each pamphlet being printed in an average of 34 copies.</p> <p>- <i>User satisfaction:</i> No dissatisfaction was expressed by end users.</p>
<p>Substantial reduction in printing costs, resulting from:</p> <p style="padding-left: 40px;">waivers permitting communication on request of PCT pamphlets, and sending PCT Pamphlets in electronic form (CD-ROM, magnetic tape);</p> <p style="padding-left: 40px;">the effective application of information technology, including the introduction of the latest scanning and laser printing equipment; and</p>	<p>- <i>Productivity gains and savings:</i></p> <p>Reducing the average number of copies printed of each PCT pamphlet from 45 in 1997 to 38 in 1998 and to 30 in 1999 resulted in a reduction of printing volume of some 60 million pages as compared to what would otherwise have had to be printed.</p> <p>There was a reduction of eight staff in 1998. Negotiations resulted in a reduction of 2.12 million Swiss francs for machine rentals.</p>

<p>the effective application of information technology to the task of printing PCT pamphlets in the desired order for each destination.</p>	<p>A further reduction of seven staff was achieved. Almost all of the staff whose services were no longer required in the printing plant were redeployed elsewhere in the Organization.</p> <p>- <i>Further improvements in printing operations underway:</i> A process was launched to develop systems for network printing, including a print-on-demand system with electronic archival for documents.</p>
<p>Improvement in relating costs of printing to program managers.</p>	<p>- <i>New measures:</i> A cost-allocation system for printed matter was developed in which unit costs for printed matter and usage costs of floor photocopiers were established and distributed to program managers for better assessment of cost effectiveness.</p>
<p>Sub-Program 17.4c – Procurement and Contract Services</p>	
<p><u>Main Results Achieved</u></p>	<p><u>Selected Performance Indicators</u></p>
<p>Lower procurement and administrative costs and more diversified suppliers obtained through improved procurement practices and procedures that are based on greater transparency and competitiveness, a broader supplier base, uniform policies and centralized purchasing.</p>	<p>- <i>Cost savings on standardized and consolidated procurement:</i> Greater use of global purchase orders resulting in savings of between 15 and 30% on many purchases.</p> <p>- <i>Administrative costs:</i> Administrative costs of procurement have been reduced by approximately 80%.</p> <p>- <i>Diversity of suppliers:</i> The number of companies invited to bid on WIPO procurement contracts increased sixfold over the biennium, and purchases were made worldwide from suppliers in 40 countries, including numerous Developing Countries and Countries in Transition. 998 potential suppliers are listed in the procurement database, a tenfold increase over the biennium.</p> <p>- <i>Transparency measures:</i> Active WIPO participation in and use of the United Nations Common Supply Database (UNCSPD) and the Inter-Agency Procurement Working Group of the United Nations Joint Purchase Service (INPWG). The WIPO website was also used to reach potential suppliers.</p> <p>- <i>Improved administrative procedures:</i> Adherence to uniform policies and procedures throughout the International Bureau. Large repetitive contracts covering cleaning, stationery, security and computers were let through tender. Closer control and monitoring of the procurement process was carried out, including through non-conformance reporting and supplier evaluation systems.</p>
<p>Establishment of a reliable computer-based assets control system.</p>	<p>- <i>Assets control measures:</i> All WIPO assets have been identified, located and inventoried. 95% of all assets have been bar-coded.</p>
<p>Program 17 total expenditure in 1998-1999: SFr 54,945,000</p>	

Main Program 18 – Premises	
Sub-Program 18.1 – Provision of Premises	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
Additional meeting facilities.	- <i>Work and actions completed:</i> Transformations to the mezzanine in the Arpad Bogsch Building and to the former library in order to create a state-of-the-art meeting room, equipped with interpretation facilities; provisional creation of three small meeting rooms without interpretation equipment; provision of an office for the President of the WIPO General Assembly; establishment of specifications for tendering for interpretation facilities in the meeting rooms not yet equipped.
Increase in premises (offices, parking places and storage rooms) to accommodate the growth in the staff and activities of the International Bureau.	- <i>Activities undertaken:</i> Rental of additional office space including a new building in Chambésy, and transformation and construction of new offices in that building; rental of additional parking spaces; rental of additional storage premises; management of the Union Carbide Building cafeteria; purchase of the Steiner lot and initiation of the international competition for the construction of a new building; purchase of the WMO building and commencement of renovation work; fitting out of a new Information Center (previously the Visitor Center) on the ground floor of the Bogsch Building.
Sub-Program 18.2 – Maintenance and Improvement of Premises	
<u>Main Results Achieved</u>	<u>Selected Performance Indicators</u>
More functional installations; improved building management; substantial energy savings.	- <i>Work and actions completed:</i> Installation of facilities for the new medical unit in the Bodenhausen Building and of small medical rooms in the other buildings; modernization of the lifts; work on the kitchens in the Bogsch Building; compliance and modernization of the fire detection system; installation of a security system and the modifications to the electrical installations in the Meyrin premises; extension of the fire detection installations at Collex II, Meyrin IV and IOM; installation of air conditioning in the computer premises; remote alarms in the CAM and Bodenhausen Buildings; fitting out of rented offices; new masterkeying for WIPO; installation of automatic doors between the loading bay and the first basement; audit by AME Switzerland of the exploitation-maintenance of the technical and air conditioning installations; conversion to digital regulation of the air conditioning installations; change of the control center for the technical installations; installation of a central control unit for emergency lighting.
More effective and appropriate security measures for delegates, staff and visitors and for WIPO's operations.	- <i>Measures adopted:</i> Creation in 1999 of a new security coordination unit; installation of a security system (access control management) in the Bogsch, Bodenhausen and P & G Buildings; installation of a building access control system; installation and use of an x-ray unit for luggage and mail.
Program 18 total expenditure in 1998-1999: SFr 34,764,000	

[Annex II follows]

ANNEX II

ACRONYMS USED IN THE PRESENT DOCUMENT

ACC	See UN/ACC, below
ACMC	Advisory Committee on Management and Enforcement of Copyright and Related Rights
APEC	Asian Pacific Economic Cooperation
ARCT	African Regional Centre for Technology
ARIPO	African Regional Industrial Property Organization
ASEAN	Association of South- East Asian Nations
ATRIP	International Association for the Advancement of Teaching and Research in Intellectual Property
BBM	Benelux Trademark Office
BETS	Budget Expenditure Tracking System
BIMSTEC	Bangladesh, India, Myanmar, Sri Lanka, Thailand Economic Cooperation
CARICOM	Caribbean Community
CASPIA	Computer-Assisted System for Processing International Applications
CASPRO	Computer-Assisted System for Processing International Applications as Receiving Office
CBD	Convention on Biological Diversity
CCAQ (FB)	See UN/CCAQ (FB), below
CCAQ (PER)	See UN/CCAQ (PER), below
CCPOQ	See UN/CCPOQ, below
CEIPI	Centre for International Industrial Property Studies (France)
CIS	Commonwealth of Independent States
CLEA	Collection of Laws for Electronic Access

CODIS	Cooperation for Development Information System
DMAPS	Design Madrid Agreement and Protocol System
ECOSOC	United Nations Economic and Social Council of the United Nations
EPO	European Patent Office
FAO	Food and Agriculture Organization
FINAUT	Financial Operations System
GCC	Gulf Cooperation Council
GTLDs	Generic top-level domains
IAC	WIPO Industry Advisory Commission
ICANN	Internet Corporation for Assigned Names and Numbers
ICC	See UN/ICC, below
ICSC	See UN/ICSC, below
ICSEI	International Cooperation on Search and Examination of Inventions
IFCAI	International Federation of Commercial Arbitration Institutions
IGO	Intergovernmental Organization
IIPS	International Intellectual Property Society
IMAPS	Image Madrid Agreement and Protocol System
IMPI	Mexican Institute of Industrial Property
INNs	International Nonproprietary Names for Pharmaceutical Substances
INPI	National Institute of Industrial Property (France)
INPWG	Inter-Agency Procurement Working Group of the United Nations Joint Purchase Service
IPC	International Patent Classification

IPDL	Intellectual Property Digital Library
IPRs	Intellectual Property Rights
IT	Information Ttechnology
ITU	International Telecommunications Union
JUNIC	Joint United Nations Information Committee
LAS	League of Arab States
LDCs	Least Developed Countries
NFAP	Nationally-Focused Action Plan
NGO	Non-Governmental Organization
NOS	Network Office System
OAPI	African Intellectual Property Organization
OAU	Organization of African Unity
OECS	Organization of Eastern Caribbean States
OEPM	Spanish Patent and Trademark Office
IOM	International Organization for Migrations
PAC	WIPO Policy Advisory Commission
PCIPD	Permanent Committee on Cooperation for Development Related to Intellectual Property
PCT	Patent Cooperation Treaty
PCT-EASY	PCT Electronic Application System
PCT-IMPACT	Information Management for the PCT
PDG	Policy Development Group
PIM	Policy Implementation Meeting
PLT	Patent Law Treaty
POCs	Policy Oversight Committees
PRIM	Professional Information Meeting

RFAP	Regionally-Focused Action Plan
SAARC	South Asian Association for Regional Cooperation
SADC	Southern African Development Community
SCCR	Standing Committee on Copyright and Related Rights
SCIT	Standing Committee on Information Technologies
SCP	Standing Committee on the Law of Patents
SCT	Standing Committee on the Law of Trademarks, Industrial Designs and Geographical Indications
SIECA	Permanent Secretariat of the General Treaty on Central American Economic Integration
SIGAGIP	Personnel Administration and Payroll System
SMEs	Small and medium-sized enterprises
TRIPS Agreement	Agreement on Trade-Related Aspects of Intellectual Property Rights
TSVPN	Trilateral Secured Virtual Private Network
UN/ACC	Administrative Committee on Co-ordination of the United Nations system
UN/ACPAQ	Advisory Committee on Post Adjustment Questions (to the UN/ICSC, see below)
UN/CCAQ (FB)	Consultative Committee on Administrative Questions (Financial and Budgetary Questions) of the United Nations system
UN/CCAQ (PER)	Consultative Committee on Administrative Questions (Personnel and General Administrative Questions) of the United Nations system
UN/CCPOQ	Consultative Committee on Programme and Operational Questions of the United Nations system
UN/ICC	United Nations International Computing Centre of the United Nations system
UN/ICSC	International Civil Service Commission of the United Nations system

UNCSPD	United Nations Common Supply Database
UNCTAD	United Nations Conference on Trade and Development
UNEP	United Nations Environment Programme
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNITAR	United Nations Institute for Training and Research and Training
UNJSPF	United Nations Joint Staff Pension Fund
UPOV	International Union for the Protection of the New Varieties of Plants
WCO	World Customs Organization
WCT	WIPO Copyright Treaty
WHO	World Health Organization
WIPONET	WIPO Global Information Network
WMO	World Meteorological Organization
WPPT	WIPO Performances and Phonograms Treaty
WTO	World Trade Organization
WWA	WIPO Worldwide Academy

[End of Annex II and of document]