

Special Union for the International Deposit of Industrial Designs (Hague Union)

Assembly

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INFORMATION TECHNOLOGY MODERNIZATION PROGRAM (MADRID AND HAGUE INTERNATIONAL REGISTRATION SYSTEMS): PROGRESS REPORT

prepared by the International Bureau

INTRODUCTION

1. The purpose of this document is to outline progress on the Information Technology Modernization Program (hereafter referred to as “the Program”) since the last Hague Union Assembly in September 2010. The document also serves to update members of the Hague Union on any change to the overall approach to the completion of the Program, as well as to notify any change to the Program schedule.
2. Document H/A/29/1 contained the previous Program progress report.
3. It is recalled that the Program is to be undertaken in two phases: Phase I and Phase II. Phase I consists of sub-projects aimed at producing immediate positive results or to lay down the technical foundations for Phase II. Phase II is the actual technical migration from the current information technology legacy system, that supports both the Madrid and Hague international registration procedures, to a modern technology that is a service-oriented, open and integrated platform that will ensure the Madrid and Hague system stakeholders benefit from an industry standard technical platform, offering improved business operation flexibility and sustainability, as well as process optimization and economies of scale for the years to come.

4. It is also recalled that at its twenty-ninth session, the Hague Union Assembly approved the third quarter of 2012, as the revised schedule for the completion of Phase II, and noted a total project resource envelop of 11.731 million Swiss francs (3 million Swiss francs approved by the Hague Union and 8.731 million Swiss francs approved by the Madrid Union).

IMPLEMENTATION STATUS – PHASE I

5. A major achievement in the last quarter of 2010 was the launch of an electronic interface for renewals, which complements the electronic filing facility for international applications. Modifications to the entire procedure were undertaken, thus enabling its full integration into the International Bureau's internal processes. A new feature includes the sending of an electronic notification of the renewal. In 2011, so far, around 57 per cent of the total number of renewals has been received through the electronic interface.

6. Following its inception in January 2008, the electronic filing facility for international applications has proved to be very successful. It is now the main source of filing as around 81 per cent of the applications are currently filed through this facility. Due to the increase in Hague system filing activity and the growing number of electronically filed applications, it has been decided to review the initial electronic filing application to improve the user experience and to take advantage of newer technologies, such as JAVA/J2EE platform, which will facilitate the integration with the future modernized system.

7. Enhancements will include the implementation of new processing rules to avoid some irregularities, including the presentation of data fields that are specific to Contracting Parties (e.g. the name of creator) as well as the verification of the acceptability of a request for deferment of publication and the verification of the Locarno Classification. It will also include new features for saving and printing an acknowledgment of reception, for electronic payment by current account or credit card and the possibility to re-use data from a previous application by the means of a pre-populated application template. New automatic controls will also be implemented for checking the format and the size of the uploaded images.

8. In addition, some portfolio management functions will be implemented to allow for a better management of the electronic filing requests that will include a facility for receiving and responding to irregularity letters through the same electronic filing web interface. The development of the new version of the electronic filing facility started in early 2011 and is planned to be available for testing before the end of 2011.

9. A new dynamic web application has been developed to replace the current statistical supplement, which was available in PDF format. Instead of static tables of data, the new functionality enables users to dynamically prepare specified subsets of the statistical tables which may be downloaded to Excel as well as to prepare graphs for such subsets. This new tool includes monthly and annual statistics. It will be available on the Hague website in the second half of 2011.

10. Finally, as further described in document H/A/30/1, the International Bureau has started work towards a tightening of the publication cycle and the update of the web interface of the *International Designs Bulletin*.

11. The sub-projects making up Phase I of the IT Modernization Program have yielded numerous positive results, many of which are available to internal and external users of the International Bureau's systems. The conclusion of the IRPI Office Pilot (the Madrid System Electronic Filing Pilot Project (see document MM/A/44/4) will see the end of all activities under Phase I and all of which has been undertaken within the original Phase I resource envelope of 5.028 million Swiss francs.

BACKGROUND INFORMATION – PHASE II

12. It is recalled that the approved approach to the execution of Phase II is to identify, via an open international tender, a qualified and experienced external strategic information technology partner that would:

- undertake a technical assessment of the legacy systems and databases with the aim of converting them into a new service-oriented architecture (SOA);
- propose an appropriate technical architecture, taking into account the results of the SOA Proof of Concept and IRPI Office Pilot Project; and
- prepare a fixed price offer for the conversion of the legacy software and data structures to the proposed technical architecture, including the preparation of the necessary web services, SOA technologies, execution of subsequent system testing and establishment of systems performance benchmarks, together with an appropriate roll-out strategy as well as the provision of a go-live and post go-live system support strategy underpinned by a 12-month warranty period contract.

13. It should also be recalled that the long term operational support of the resultant technical environment will be modeled upon the successful approach currently in place for WIPO's existing finance system AIMS, that is, a contract will be signed with an external partner for the ongoing maintenance support and enhancement of the technical solution. Such a contract will be managed via work packages and administered by a team of internal resources possessing strong business knowledge, analytical skills, and well versed in PRINCE2 project management methodologies and risk management techniques. Moreover, in order to guarantee in-house sound technical knowledge of the newly developed application, the internal team will occasionally be responsible to perform minor enhancements of the system.

ACHIEVED RESULTS – PHASE II

14. During the period from July to September 2010, the IT Modernization Project Manager was identified. The Project Manager joined WIPO on December 1, 2010.

15. On September 13, 2010, an Expression of Interest (EOI) was launched in order to identify external partners interested in participating in the upcoming Request for Proposal (RFP) for the implementation of points 14 and 15, above. By October 8, 2010, (EOI due date), only four companies had replied.

16. In early December 2010, it was decided to re-issue the EOI in order to secure a higher number of responses. The second round of EOI was launched on December 15, 2010. By January 17, 2011, (new EOI due date), seven additional companies responded, bringing the overall pool of interested companies up to 11. This number was considered satisfactory in order to initiate the pre-selection activities.

17. During the period from the end of January to mid March 2011, the EOI responses were assessed by a team of five evaluators (including one external and independent evaluator for quality assurance purposes). Five companies qualified for the RFP process based upon six pre-established selection criteria.

18. On March 21, 2011, WIPO successfully launched a three-month period RFP, inviting the five pre-qualified companies to tender.

19. On June 21, 2011, four RFP responses were received. At the time of writing this document, the RFP responses are under assessment by a team of five evaluators (including one external and independent evaluator for quality assurance purposes) according to 35 pre-established selection criteria.

HIGH LEVEL PROJECT PLAN – PHASE II

20. Phase II of the Program was initiated as planned in the third quarter of 2010. Tasks from 1 to 8 of the High Level Project Plan presented in Figure 1, below, have already been completed; task 9 is in progress; tasks 10, 11 and 12 are planned to start in the future. The Program is now running according to the following revised draft schedule:

ID	Task Name	Start	Finish	% Complete	Q3 10		Q4 10			Q1 11			Q2 11			Q3 11			Q4 11			Q1 12			Q2 12			Q3 12			Q4 12			Q1 13			Q2 13		
					Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
1	Project Manager Selection Process	2010-07-01	2010-09-30	100%																																			
2	Publication of Expression of Interest (EOI) - First Round	2010-08-13	2010-10-08	100%																																			
3	Evaluation of EOI Responses - First Round	2010-10-09	2010-11-30	100%																																			
4	Project Manager at WIPO	2010-12-01	2010-12-01	100%																																			
5	Publication of EOI - Second Round	2010-12-15	2011-01-17	100%																																			
6	Evaluation of EOI Responses - Second Round	2011-01-18	2011-03-18	100%																																			
7	Publication of Request for Proposal (RFP)	2011-03-21	2011-06-20	100%																																			
8	RFP Due Date	2011-06-20	2011-06-20	100%																																			
9	Evaluation of RFP Responses	2011-06-21	2011-09-30	10%																																			
10	Contract Review Committee (CRC) Approval & Contract Negotiation	2011-10-01	2011-12-31	0%																																			
11	Project Execution	2012-01-16	2013-06-30	0%																																			
12	Go Live	2013-07-01	2013-07-01	0%																																			

Figure 1- Phase II High Level Project Plan

21. From the above timelines, it is clear that the focus of Phase II activity for the remainder of 2011 shall be upon the RFP process and the identification of the strategic partner, who is scheduled to commence work in early 2012 and complete the project by mid 2013.

22. It should be noted that, for the moment, it is not possible to present a more granular project plan. Such a plan will be the first deliverable, once the project is initiated with the strategic partner in January 2012.

23. The resource envelope approved by the forty-second session of the Assembly of the Madrid Union (8.731 million Swiss francs) and the twenty-eighth session of the Hague Assembly (3 million Swiss francs) have not been utilized, with the exception of the salaries and indemnities paid to the Project Manager, therefore, the resources remaining available for Phase II of the IT Modernization Program are largely unchanged.

24. *The Assembly of the Hague Union is invited:*

(i) to take note of the implementation of Phase I activities that are specific to the Hague Union, as described in this document; and

(ii) to take note of the progress and the revised schedule for the implementation of Phase II of the Program, with an expected completion date of mid 2013.

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