

Program and Budget Committee

Twenty-First Session
Geneva, September 9 to 13, 2013

PROGRESS REPORT ON THE INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) CAPITAL INVESTMENT PROJECT

prepared by the Secretariat

BACKGROUND

1. At its Forty-Ninth session (September 26 to October 5, 2011) the Assemblies of Member States of WIPO approved the Capital Investment Proposal for Funding of Certain Information and Communication Technology (ICT) Activities (WO/PBC/18/13).
2. The activities include:
 - ICT related facilities for the New Conference Hall (NCH);
 - Replacement of obsolete Nortel Meridian telephone exchange; and
 - Replacement of the desktop computers.

ICT RELATED FACILITIES FOR THE NEW CONFERENCE HALL

3. ICT related preparatory work for NCH has primarily focused on technology selection, procurement and contract negotiations. Due to the revised schedule of the construction work following the amicable separation agreement with the previous general contractor, progress has been slow and the utilization of the allocated funds has been low. The main tangible achievement so far has been the selection of a suitable solution for the deployment of high density wireless (WiFi) services in and around the NCH, designed to sustain up to 2000 concurrent connections.

4. This activity is expected to continue, together with the rest of the NCH project.

REPLACEMENT OF THE OBSOLETE NORTEL MERIDIAN TELEPHONE EXCHANGE

5. The deployment of the new system was completed by the end of 2012, in line with the original plans, and all legacy equipment has been dismantled during the first quarter of 2013. There were no changes in the project scope, and the quality of the deployment was validated through extensive acceptance testing. The implementation of the system has achieved all of its main business objectives:

- Eliminating operational risks related to the use of obsolete technologies and the need to support redundant, parallel solutions;
- Enhancing service availability through the introduction of system replication and the distribution of key system components between different WIPO building locations;
- Introducing new functionalities in order to make internal communications more effective, such as voice and video communications and the integration of telephony services with the computer environment (generally referred to as Unified Communications services);
- Comprehensive training of staff for the effective use of the new technologies.

6. Additionally, the following residual benefits will be realized in the future:

- Extending the new solution to WIPO External Offices through the development of a branch office package, which has already been implemented for the Tokyo and Singapore Offices, to cost effectively improve the voice and video communication capabilities among WIPO offices;
- Effective use of diverse communications tools such as Presence Management, Instant Messaging, and access to phone services such as Voice Mail and Missed Calls via computers or Smartphones to enhance staff's ability in keeping in contact even when they are away from the offices;
- Extending some of the new telephony functions to mobile devices.

REPLACEMENT OF THE DESKTOP COMPUTERS

7. Technical preparations were largely completed in 2012. The actual replacement of the desktop workstation platform has started in early 2013 with migration to Windows 7 and Office 2010. As part of this activity, obsolete desktop computers will also be replaced. Deployment is progressing well and is expected to be completed by the end of 2013.

SUMMARY

8. The planned activities have either been completed or well progressed. Although expenditures for each individual activity may not exactly match budget allocations, it is foreseen at this stage that the activities as a whole are not expected to exceed the total budget allocations. The utilization of budget allocation for each individual activity shall be reported in 2014 when all activities have been completed.

9. The Program and Budget Committee is invited to recommend to the Assemblies of the Member States of WIPO to take note of the contents of this document.

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