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WIPO

WORLD INTELLECTUAL PROPERTY ORGANIZATION
GENEVA

STANDINGCOMMITTEEO NINFORMATIONTECHNO LOGIES

PLENARY
SeventhSession
Geneva,June10to14,2002

ANOVERVIEWOFW IPO'SINFORMATIONAN DCOMMUNICATION TECHNOLOGY(ICT)STR ATEGICPLANNINGPROC ESS

DocumentpreparedbytheSecretariat

INTRODUCTION

1.   AtthefirstsessionoftheInformationTechnologyProjectsWorkingGroup(ITPWG) heldinSeptember2001,theS ecretariatgaveanoverviewofWIPO'sinformationtechnology projectsdemonstratinghow,whentakentogether,theyareintendedtoformastrategic, holistice -businesssolutionformanystakeholdersintheglobalintellectualproperty(IP) community.As aresultofthispresentationtheSecretariatwas requestedtoproduceahigh - levelstrategicdocumentforconsiderationbythenextmeetingoftheSCITPlenary(see documentSCIT/ITPWG/1/13,paragraph23).

2.   Thisdocumentsetsoutthee lementsofthestrategicplanningprocessthatiscurrently underwayintheInformationandCommunicationTechnology(ICT)ProgramofWIPO.Itis theintentionoftheSecretariatthatthisprocesswillculminateintheproductionofanew StrategicPlanf ortheICTProgramthatwillbepresentedtotheSCITforconsiderationata futuredate.

WIPO'SINFORMATIONANDCOMMUNICATIONTECHNOLOGYPROGRAMINA
GLOBALCONTEXT

3.   TheexplosioninInternetuseandtheassociatedtechnologieshastr   ansformedbusiness
processesandthewaypeopleinteract,exchangeinformationandstayinformed.   Indeed,
informationtechnologiesaretodaythedrivingforceofcommunicationsandbusiness
operationstheworldoverandWIPOisbasingitsICTstrategicpl   anningontheopportunities
nowaffordedinthisenvironment.

4.   Intandemwiththeseunprecedenteddevelopments,IntellectualProperty(IP)issues
havecometotheforefrontofpolicyconsiderationsasastrategicallyimportanttoolfor
economic,culturalandsocialdevelopment.   Intoday'sinformation -drivenglobaleconomy,
theIPsystemisakeyelementinharnessingthevalueofknowledgeandinformation,in
safeguardingitsintegrityandinprovidingincentivestopromoteinnovationandcrea   tivity.
WIPOiscommittedtoenhancinguseoftheglobalIPsystemthroughtheprovisionof
technicalexpertiseandassistanceinareasoflegaladvice,infrastructuredevelopment,
capacitybuildingandtraining.

5.   Increasingly,economictrend sindicatethatanation'ssocio   -economichealth,itsability
togeneratewealthandprotectitsculturalheritagedependsonitsaccesstoanduseoftheIP
system. ThroughitsprogramsWIPOisworkingtoassistits179MemberStatesintheir
effortsto strengthenandmodernizetheirnationalIPsystemsthroughbetteruseofICT.   The
informationrevolutionpresentscountriesaroundtheworldwithanopportunitytotake
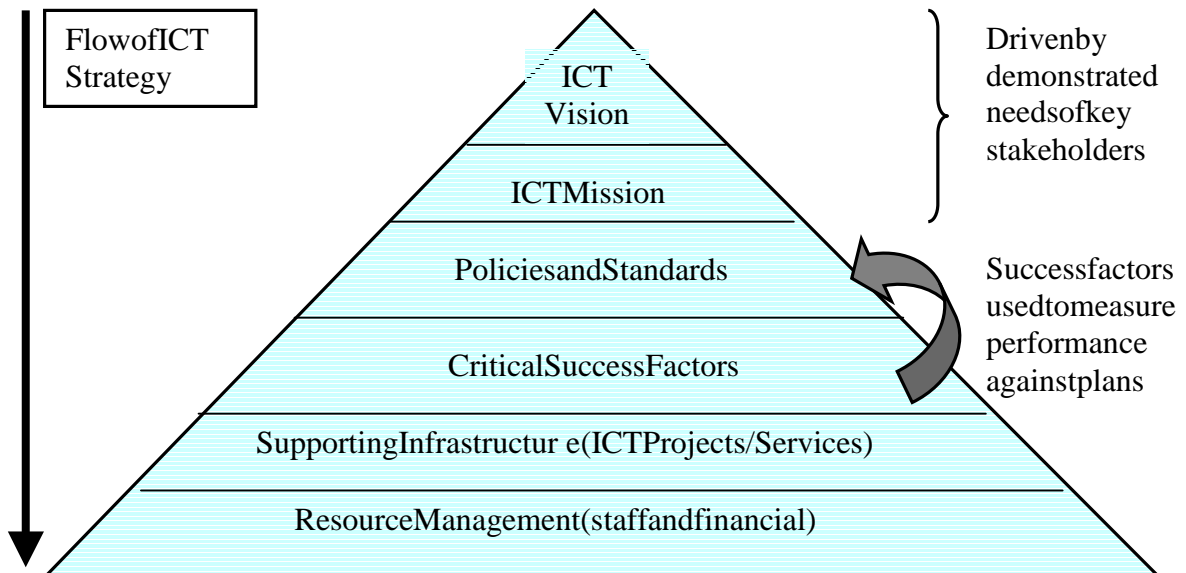advantageoftechnologicalchangeandtoacceleratedevelopment.

THEICTVISION

6.   WithintheglobalIPcontext   ,WIPOhassecuredavisionforitsICTprogramthatseeks
toprovideglobalaccesstoinformationandservicesinanintegrated,secureandflexible
environmentandreducetheknowledgegapthatexistsbetweendevel   opedanddeveloping
countries. Inimplementingthisvisionanumberofchallengeswillneedtobeaddressed,for
example,thefactthatmostIPbusinessprocessescontinuetorelyheavilyonpaperandthat
patentapplicationsthemselvesaregrowinginsiz   eandcomplexity(e.g.,withtheintroduction
ofthepatentingofsequencelistings).   Also,consumersexpectvalue -addeddata,whichoften
requiresacostlyandtime -consumingconversionprocesswhentheinitialinformationisonly
inpaperform.

7.   InmeetingthechallengesmentionedaboveitisimportantthattheSecretariatisableto
analyzeitsownoperatingenvironmentandtorecognizewhereexactlytheICTProgrammay
ormaynothavearoletoplay.Theidentificationofstrengthsandwe   aknesseswillprovide
opportunitiestoleverageandoptimizeexistingresources   and,inthecaseofthelatter,to
mitigaterisksthroughchannelssuchasoutsourcingorallianceswithotherlike   -minded
bodies.Acloserenvironmentalanalysis,suchastha   tshownintheAnnextothisdocument,
alsosuggestsstrategiesthattheICTProgrammaypursuetoachieveitslong   -termobjectives
andgoalsaswellasprovidinganimportantunderpinningforothermanagementactivities
e.g., resourceplanning.

THEICT MISSION

8.   HavingdefinedthestrategicvisionfortheICTProgramthenextstepistotranslateit intoaworkablemission.TheWIPODigitalAgendawasestablishedinlate1997to implementtechnologywhichwillprimarilychangethewaypeopl   eandofficeswork.   Itisno longerenoughsimplytoautomateexistingworkflowsbutisnownecessarytotailorbusiness processesandproceduressoastomaximizeexisting,andemerging,technological opportunities. InmoreconcretetermsWIPOisbuildi   nganICTcapacitythatwillfocuson thebusinessneedsandrequirementsoftheIPcommunity;capitalizeonInternet   -based technologiesandopenstandards;andrecognizetheimportanceofsysteminter   -operability andelectronicdataexchangebetweenMem   berStatesandusersoftheIPsystem.

9.   Withthisinmind,WIPOhasdevelopedanICTStrategicModel(shownbelow)that seekstocascadeitsvisionandmissiondownthroughanumberofstrategiclevelsand addressesahierarchyofstakeholders   .ItisalsoenvisagedthattheuseofsuchaModelwill allowforasystematicandlogicalapproachtotheeventualestablishmentofawell   -founded andworkableStrategicPlanfortheICTProgramasawhole.

POLICIESANDSTANDARDS

10.   TheestablishmentofICTpoliciesisanimportantelementtoensurethattheinvestments thatarebeingmadeinWIPO'sICTcapacityaredonebasedonagreedcriteria.Anumberof suchpolicieswillneedtobeconsideredincluding*interalia*   ,intheareasof:

(a)   Systemsintegration :toenabletheprovisionofanICTinfrastructurewhereby dataandinformationcanbeexchangedwithoutadditionalinvestment.Asafirststep,WIPO willdeveloppoliciesthatfocusonselectingpreferredhardware,s   oftwareandnetwork platformswiththeobjectiveofavoidingaproliferationofdifferenttechnologies;and

(b)   Security:thesecurityofWIPO'sICTinfrastructureandtheassociateddataisof theutmostimportance.TheimplementationofWIPO'ssecurityp   olicyforICTwillcontinue toremainapriority.

11.   ThepolicesandstandardsdevelopedbytheICTProgramwillbebasedonthe principlesoutlinedinthevisionstatementinparagraphs6and7aboveandwillbedynamicin naturebasedonthep   erformanceandeffectivenessoftheProgramovertime.
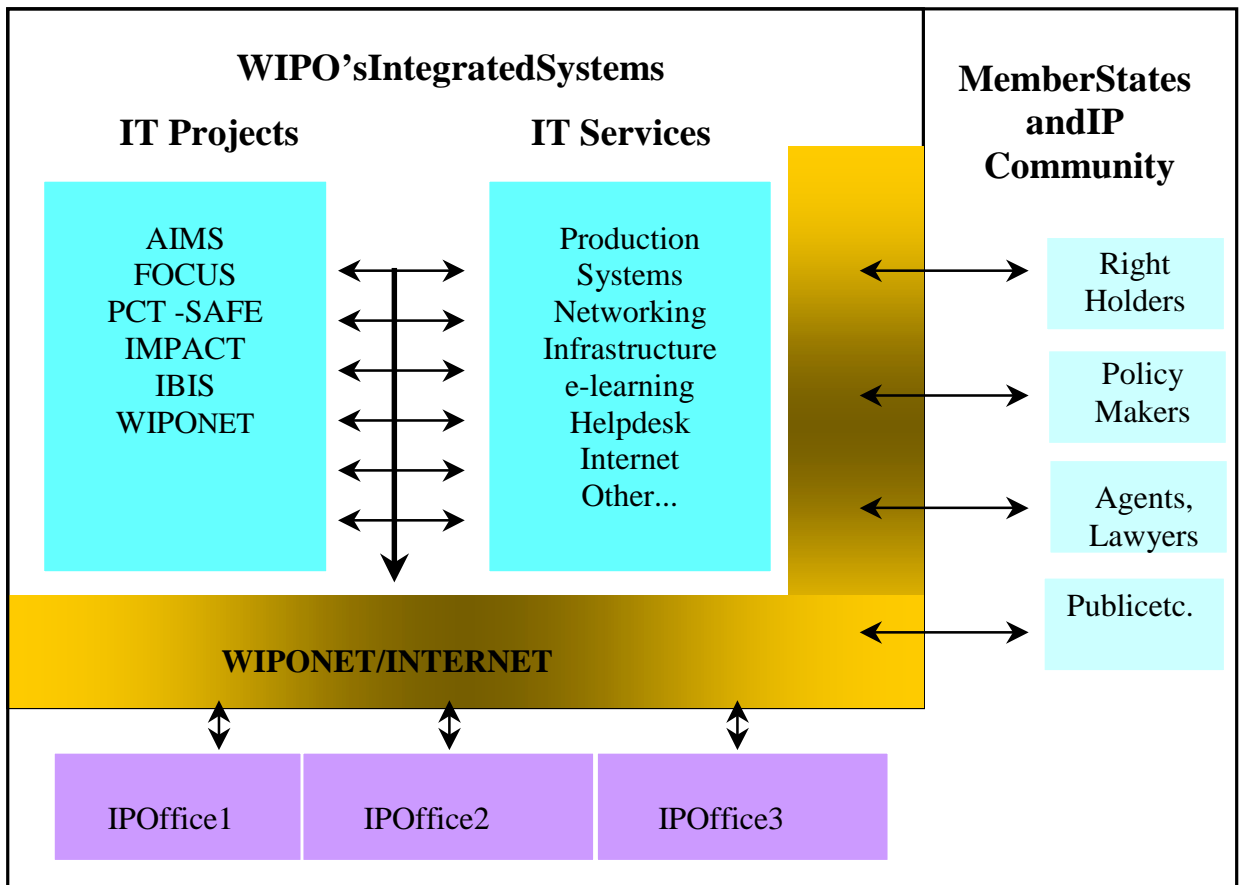

CRITICALSUCCESSFACTORS

12.   Thedefinitionanduseofcriticalsuccessfactorswillprovideaframeworkforthe performancemeasurementoftheICTProgramagainsttheStrategicPlanand   willformthe basisofanongoingreviewandupdatingofthePlan.Successfactorsmaybedefinedina numberofareasandbebasedonbothquantitativeandqualitativetargets.Itisenvisagedthat theforthcomingICTStrategicPlanwillincludereferen   cestoanumberofspecificareas,such as:

(a)   Performancemeasurements: basedonpredefinedtargets,assetoutintheWIPO ProgramandBudget,criticalsuccessfactorsand,whereapplicable,benchmarkingwith comparableorganizations.

(b)   Thecomplementarity ofnewandexistingsystems: theobjectivesofsuchan approachbeingtheprovisionofintegratedinformationandservices,reductionsinthecostsof IPprotection,theencouragementofinnovationatthenationallevel,built   insystemflexibility ands calabilitytomeetemergingneeds,andtheclosingofthedigital/knowledgedivide.

13.   Asindicatedafundamentalrequirementwillbetheneedtodemonstratethefull utilizationofWIPO'sinformationtechnologyproductsandservicesinthedel   iveryof integratede -solutionsthatofferqualityservices.AnoverviewmodeloftheICTProgramis shownbelow:

SUPPORTINGINFRASTRUCTURE(ICTProjects/Services)

14.   WIPO nowhasaveryadvancedICTinfrastructure.TheICT   Program hastomaintain anddevelop WIPO'sbusinesssystemsthatrequireanextremelyhighlevelofavailability(on a24/7basisinsomecases),performanceandsecurity.Althought   heapplicationofaStrategic Planbasedonprinciplesofinteroperabilityandsystemflexibilityisexpectedtobringsome economiesofscale ,thedynamicnatureoftheglobalIPandtechnologyenvironmentmay requireanongoinginvestmenttoensurethat   theunderlyinginfrastructureisabletoperform attheexpectedlevelsinallrespects.However,anyinvestmentsinICTsystemsand infrastructurewillneedtobejustifiedinthecontextoftheStrategicPlanandbebasedon clearandjustifiedbusiness requirements.Theserequirementswillbeledbyindustrywhen existingtechnologiesarenolongersupportedandbyWIPOwhennewrequirementsemerge.

RESOURCEMANAGEMENT

15.   ThestaffofWIPO'sInformationTechnologyDivisionsareresponsibl   eforensuringthe development,supportandmaintenanceofWIPO'sICTinfrastructure.Itisexpectedthatas technologiesevolvetheskillsetsofstaffwillcontinuetobeupdated.Toenablethisobjective tobemetWIPOwillcontinuetoinvestinstaff   training.

16.   AshasbeenmentionedabovefinancialinvestmentsarelikelytoberequiredaswellAs budgetarysupporttotheongoingrunningofproductionsystems.TheSecretariatwill continuetoprovidetheappropriateProgramandBudgetin   formationtojustifyexpendituresin theICTProgramassetagainstaplatformofexpectedbenefits.

CONCLUSION

17.   Ashasbeennotedinthisdocument,theWIPOICTProgramexistsinanenvironment ofdynamicchangewheretheprovision,availab   ilityandstabilityofmissioncriticalsystemsis thehighestpriority.Tomeetthisobjective,WIPOiscommittedtobeingproactiveby keepingabreastofindustrystandards,trendsandemergingtechnologies.Throughitsown effortsandincollaboration withMemberStates,alleffortswillbemadetomanagerapid changesinsuchawaythatanynegativeimpactonthebusinessareasoftheOrganizationmay bemitigated.TheglobalnatureoftheOrganization'ssystemsrequiretheestablishmentofan environmentthatiswellmanagedandoneinwhichthedifferentusercommunitiescanhave fullconfidence.

18.   TheSCITPlenaryisinvitedto   note   the contentsofthisdocument.

[Annexfollows]