

WIPO



SCIT/ITPWG/1/9

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WORLD INTELLECTUAL PROPERTY ORGANIZATION

GENEVA

STANDING COMMITTEE ON INFORMATION TECHNOLOGIES INFORMATION TECHNOLOGY PROJECTS WORKING GROUP

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IT SERVICES STATUS REPORT

Document prepared by the Secretariat

BACKGROUND

1. The IT Services Division is responsible for all operational IT systems and infrastructure at the World Intellectual Property Organization (WIPO). The Division is organized into two main sectors, namely:

(a) Infrastructure Support, including network services, Internet services, database and system services, helpdesk and training; and

(b) Application Support, including computer applications servicing the requirements of the Human Resources Management Division (SIGAGIP and HR Access), the Finance Division (FINAUT), as well as the global protection systems of the Hague system (DMAPS), the Madrid system (MAPS/IMAPS) and PCT system (CASPIA/CASPRO).

2. In addition to its operational responsibilities, the IT Services Division is also responsible for the FOCUS Project and a project to install Helpdesk software for use by IT Services Helpdesk, as well as the PCT Easy Helpdesk. Since some work in the context of the FOCUS Project is undertaken by the Infrastructure Support staff, it is also reflected in document SCIT/ITPWG/1/7.

OVERALL STATUS OF OPERATIONS

3. In the period January 2001 through to June 1, 2001, the following operational statistics were achieved:

Infrastructure Support:

- Total PCs supported on WIPO's network 1,500 plus
- Total office automation servers 50
- Network server availability 99.90 per cent
- Helpdesk calls received 6,700
- Training courses attended 171
- Intranet hits 5.9 million
- Internet hits 60 million
- Emails sent 427,000
- Emails received 592,100
- IT Procurement 850 items (hardware and software).

Applications Support:

- Mainframe database availability 99.73 per cent
- Mainframe modules modified 2,287.

SUMMARY OF PROGRESS IN 2001

4. In the period January 2001 through to June 1, 2001, the following progress was achieved:

Infrastructure Support:

- WIPONET Computer Rooms I and II delivered (FOCUS Project)
- Ongoing support and development of WIPO's internal network infrastructure
- Upgrade to Netware Version 5 of 35 servers
- Upgrade of Oracle Production databases to version 8.1.7 enabling the UTF8 character set
- Provision of technical support and advice to the IT Projects Division in respect of database and system administration
- WIPO web site in Arabic was made available
- Implementation of a Credit Card Payment Gateway infrastructure.

Applications:

- Installation of Credit Card Payment Gateway application interfaces (FINAUT/E-Bookshop/Publication System);
- Extensive modification of the PCT systems (CASPIA/CASPRO) enabling processing under the March 1 Rule changes;
- Modifications to PCT systems (CASPIA/CASPRO) in the context of the COR and Pilot phases of the IMPACT Project;
- Strategic review of the Madrid and Hague IT facilities (MAPS/DMAPS/IMAPS) by external consultants;
- Extension of the Madrid Express IPDL;

- Redevelopment of the ROMARIN CD-ROM publication;
- Review of automated letter production for Madrid and Hague application systems (MAPS/DMAPS);
- Transition of electronic Madrid notifications to XML from SGML;
- Security audit of Finance systems (FINAUT) by external auditors.

IMPROVEMENTS, CHANGES AND DEVELOPMENTS PLANNED FOR THE NEXT PERIOD

5. The IT Services Division, in conjunction with the IT Projects Division, will establish a detailed set of procedures for the reception of IT system components (hardware and software) developed by the IT Projects Division. Such procedures will ensure that the system components are delivered into a system support environment in a structured and controlled manner, ensuring that delivered systems are adequately tested and documented and that future system support activities are appropriately resourced.

Infrastructure Support:

- Commissioning of a High Speed Network (1GB) linking all WIPO Buildings (FOCUS Project)
- Implementation of the WIPO internal network upgrade (FOCUS Project);
- Commissioning an upgraded and expanded WIPO Computer Room;
- Intranet redesign including the integration of a search engine;
- Commissioning the Russian version of the WIPO web site;
- E-bookshop upgrade;
- Release of a Learning Management System for the WIPO Worldwide Academy (WWA);
- Commissioning of helpdesk software;
- Mainframe security rationalization project (RACF).

Application Support:

- Introduction of on-line accounting processes for the Arbitration and Mediation Center;
- Modified FINAUT accounting processes resulting from Madrid and Hague rule changes;
- Implementation of a PCT data archiving procedure (CASPIA);
- Modifications enabling the extension of the PCT publication number (CASPIA/SPIDI/PCT E Products);
- Further PCT system modifications (CASPIA) for COR and Pilot Team phases of IMPACT;
- Fax server implementation for Madrid and Hague (MAPS/DMAPS);
- Fully automated Extracts of the Register for the Madrid and Hague systems (MAPS/DMAPS);
- System modifications taking into account up coming Madrid and Hague rule changes (MAPS/DMAPS).

6. *The ITPWG is invited to comment upon and note the contents of this document.*

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