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An Introduction to the IT Services Division At WIPO



ITPWG: September 3-7, 2001




IT Services Division
Presentation Overview

Introduction to ITSD and it's responsibilities


ITSD Statistics

ITSD Challenges



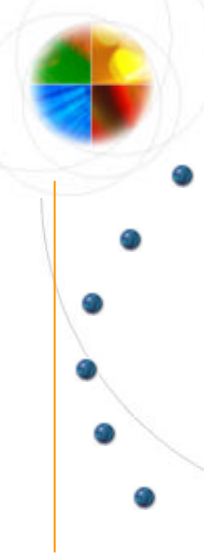
IT Services Division
Introduction and Responsibilities

- **ITSD is responsible for -**
- **All Operational IT systems including;**
- CASPIA, CASPRO & SPIDI (OPCT)
- FINAUT & BETS (Finance/Controller)
- SIGAGIP & HR ACCESS (HRMD)
- MAPS, DMAPS & IMAPS (IRD)



IT Services Division
Introduction

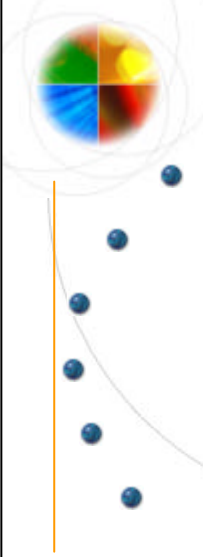
- **Operational systems to be replaced as follows;**
- **IMPACT (2002)**
- **AIMS (2003)**
- **AIMS PHASE II (2003+)**
- **MAPS Redevelopment (2003+)**



IT Services Division
Introduction

Operational systems of the future also include;

- IBIS**
- PCT E-FILING**
- WIPONET**
- CLAIMS**




IT Services Division
Introduction

ITSD is also responsible for -

All operational IT Infrastructure including;


- Office automation servers**
- Applications servers (including the mainframe)**
- Internet servers**
- Intranet servers**



IT Services Division
Introduction

Operational IT Infrastructure also includes;


- Local area networks
- Firewalls
- Database and system administration



IT Services Division
Introduction


In addition, ITSD is responsible for -

- IT Procurement
- IT Training
- Help Desk
- Information Security Policy implementation
- Standards and Documentation WG



IT Services Division
Staff Numbers

● Office of the Head of the Division	5
● Applications Development and Support Section	41
● IT Infrastructure Section	5
● Network Services	9
● Systems and Database Administration	5
● Internet Services	6
● Helpdesk and Training	9
● Standards and Documentation	6
	76



IT Services Division
Statistics, 6 months ended June 2001

● Workstations Connected to Network	1600 +
● Internet Hits	60m
● Intranet Hits	5.9m
● Emails Sent	427k
● Emails Received	592k
● Total Number of Servers	50
● Helpdesk Calls Received	6,700
● Training Courses	171



IT Services Division
Challenges Ahead

- **To establish appropriate procedures for the commissioning of new operational systems**
 - Such procedures will ensure that the new operational systems are
 - Supportable in terms of staff and non-staff resource consumption
 - Documented to an agreed level
- **To ensure that the commissioning process follows 'best practice' methodologies, and adheres to industry accepted Quality Assurance processes**



IT Services Division
Challenges Ahead

- **Commissioning Task Forces have already been established for**
 - IBIS**
 - IPDL**
- **The commissioning process will be confirmed by external QA consultants**



IT Services Division

Thank you