



Internal Oversight Division

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Audit Report

Management of Third Party Events Organized/Hosted by WIPO

September 29, 2017

Note: Parts of the original report have been withheld due to security, sensitivity and the confidential nature of certain issues that are raised.

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LIST OF ACRONYMS

AB	Arpad Bogsch
CGSD	Conference and General Services Division
CS	Conference Section
DPPF	Department of Program Planning and Finance
EPM	Enterprise Performance Management
IIA	Institute of Internal Auditors
IOD	Internal Oversight Division
ITTD	Information Technology Technical Division
OI	Office Instruction
PEMS	Protocol and Events Management Section
PID	Premises Infrastructure Division
SSCS	Safety and Security Coordination Service
UN	United Nations
WCH	WIPO Conference Hall
WIPO	World Intellectual Property Organization

EXECUTIVE SUMMARY

1. The World Intellectual Property Organization (WIPO) has yet to establish a strategy and comprehensive policy for organizing and hosting events for Third Parties at WIPO that outline goals and objectives, and means to achieve them, as well as setting roles, and related responsibilities and accountability.
2. Guidelines established in 2012 for managing events for external users are no longer up-to-date. Likewise, the policy that outlines modalities for renting WIPO rooms by Third Parties, finalized in December 2014, also needs to be revised and aligned with current processes and practices. Furthermore, roles and responsibilities on certain aspects of organizing/hosting events for Third Parties need to be further clarified and aligned with the Director General's request for a single point of reference in the management of events at WIPO, including Third Parties events.
3. An overarching policy on organizing/hosting for Third Parties at WIPO, built on existing policies, instructions, and internal memoranda, and supported by procedures and updated guidelines, would help remediate the above conditions.
4. Aligning human resource needs with, roles and responsibilities, increased demand from Third Parties, and resource gaps identified by units involved in organizing and hosting events for Third Parties, would further support effective delivery and maintain WIPO's reputation.
5. Possible integration in the PeopleSoft™ workflow, of various manual processes such as billing would enhance efficiency through automation, and help capture and report on relevant cost information; thereby enhancing the overall effective and efficient organization/hosting of Third Parties events at WIPO.
6. There is currently no effective mechanism to compile data for reporting on personnel and non-personnel costs of organizing/hosting events for Third Parties that would help assess sustainability and impact on WIPO resources. In an effort to determine the cost of, and setting fees for organizing/hosting events for Third Parties at WIPO, an exercise conducted in end 2014, estimated daily cost figures and subsequent fees charged for WIPO conference and meeting rooms. However, these figures would need to be reviewed and updated, taking into consideration the evolution of this activity, and related processes and practices.
7. Furthermore, these fees which were set in order to implement some form of cost recovery mechanism need to be consistently and regularly applied. For instance, rental fees have been charged in only three instances, out of ten rental events in 2016; thus generating additional costs from subsidizing events for Third Parties. Further, non-rental events for Third Parties, which represent 85 per cent of all third party events at WIPO, are free-of-charge.
8. WIPO would also benefit from assessing costs and setting fees for Third Parties events held in certain open spaces which are most often used to organize/host events for Third Parties. This would help further enhance visibility on costs incurred and provide more complete and relevant information for assessing sustainability of this activity.
9. Finally, the result of the survey carried out as part of this audit supports some of the above comments (i.e. tracking and reporting on costs incurred in organizing/hosting events for Third Parties), and further provide the opportunity for WIPO to adopt certain good practices such as, systematically establishing contracts/agreement or letter of exchange with Third Parties (including non-rentals) in order to better clarify expectations, roles and responsibilities, as well as protect the Organizations' assets and reputation.