



Internal Oversight Division

Reference: IA 2016-07

Audit Report

Audit of WIPO Lex

September 26, 2016

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LIST OF ACRONYMS

ERM	Enterprise Risk Management
HRMD	Human Resources Management Department
IB	International Bureau
IP	Intellectual Property
IOD	Internal Oversight Division
OI	Office Instruction
UN	United Nations
WIPO	World Intellectual Property Organization
WTO	World Trade Organization

EXECUTIVE SUMMARY

1. IOD included an audit of WIPO Lex in its 2016 Oversight Plan based on discussions with the Global Infrastructure Sector and the Human Resources Management Department (HRMD) following a management change effected during March 2016.
2. While WIPO Lex remains a popular reference tool offered free-of-cost for public use, IOD observed that there are some serious concerns about the quality of data contained in the WIPO Lex database. These data errors, if left uncorrected, have the potential to impact WIPO's reputation as a provider of high quality IP reference tools. It is therefore imperative that management prioritize its attention on performing a systematic time-bound clean-up of the WIPO Lex database.
3. Additionally, management should also focus on the processes and systems for enhancing accuracy and timeliness of data entry. This includes adopting policies and standard operating procedures, identification and assessment of risks and putting in place a full-time quality control function.
4. Following the recent management change, human resource requirements of WIPO Lex Database need a thorough assessment based on the existing and future work plans. This could include, among others, the need for a full-time head for the WIPO Lex team as well as the use of flexible contractual arrangements, such as fellows.
5. While priority can be given to data quality issues in the short-term, longer term plans should be developed to find solutions to existing challenges. The development of a strategy for translation of WIPO Lex data into all WIPO official languages should be assessed in view of any future plans for expansion of WIPO Lex Database. For this, management should consider whether the existing technical platform on which WIPO Lex operates, is capable of supporting future expansion and meeting organizational needs.