

# IOD GRC Opinion:

## Information and Communications Technology Department (ICTD) and Cloud Service Providers

Internal Oversight Division

IA-2025-06.C3

January 2026

This report has been redacted in  
line with Internal Oversight  
Division Report Publication  
Policy.



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# 1

## Executive Summary

As part of forming an annual opinion on WIPO's Governance, Risk Management and Internal Controls for the year ending December 31, 2025, the Internal Oversight Division (IOD) sought to understand the services provided by the Information and Communications Technology Department (ICTD) and Cloud Service Providers to WIPO.

### Engagement Conclusion

The services provided by ICTD and Cloud Service Providers have been understood by IOD and summarized in the following pages of this report.

**Understanding  
obtained**

# 2.1

## Background

As part of forming an annual opinion on WIPO's Governance, Risk Management, and Internal Controls for the year ending December 31, 2025, the Internal Oversight Division (IOD) sought to understand the services provided by **ICTD**, **CSP**, **UNICC**, and **SIAD** at WIPO.

**ICTD** and **CSP** are covered in this report. They serve as a critical enabler for WIPO operations, providing the infrastructure, tools, and systems that support communication, data management, decision-making, and process automation. WIPO Integrates IT into all its core functions enhancing efficiency, improving accuracy, and driving innovation across all WIPO sectors.

### ACRONYMS

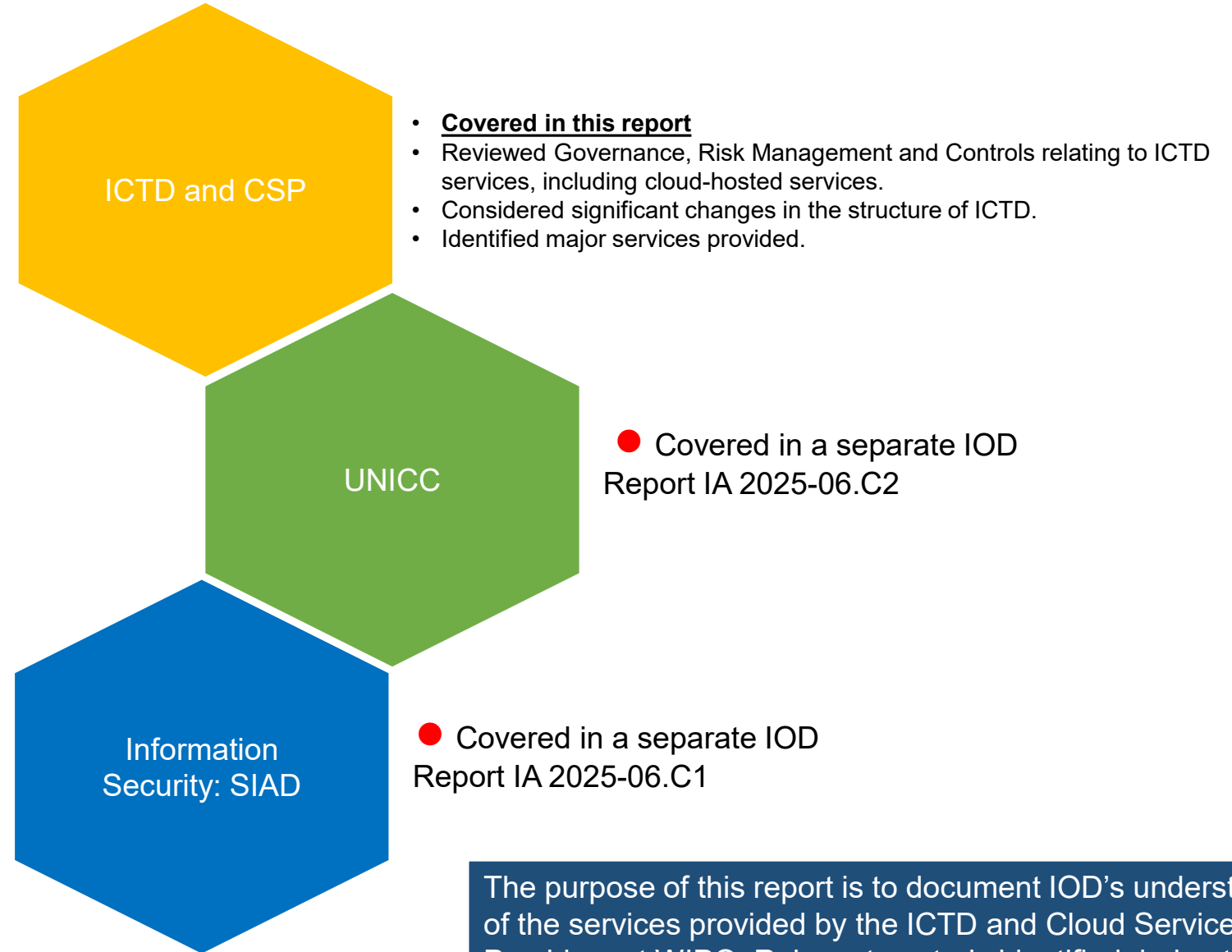
**CSP** – Cloud Service Providers

**ICTD** – Information and Communication Technology Department

**UNICC** – United Nations International Computing Centre

**SIAD** - Security and Information Assurance Division

## What is covered in this report



The purpose of this report is to document IOD's understanding of the services provided by the ICTD and Cloud Service Providers at WIPO. Relevant controls identified during the engagement were tested as part of **Key Controls Testing** throughout Q3 – Q4 2025.

# 2.2

## ICTD Background

### OVERVIEW

- The Information and Communications Technology Department (ICTD) is part of the Administration, Finance and Management Sector (AFMS).
- ICTD is led by a Chief Information Officer (CIO).
- Cloud-hosted services are provided by various Cloud Service Providers (CSPs), mainly [\[Redacted\]](#).
- Reorganization and consolidation of ICTD commenced in 2022.
- In 2025, significant changes were communicated through the following Information Circulars:
  - IC/22/2025 in June 2025
    - ([Link: IC-22-2025-E](#))
  - IC/1/2025
    - ([Link: IC/1/2025](#)).

### ICTD STRATEGIC CONTRIBUTIONS

- ICTD is a WIPO primary enabler for delivery of quality services and projects to its users:
- ICTD ensures a digitally enabled, secure and sustainable operating environment and services.
- Through its strategy, ICTD contributes to all four strategic pillars through its services which support business processes across WIPO.
- The main ICTD objectives for the 2024-25 biennium were: digital transformation; and phased consolidation of ICT services.
- Key elements of ITCD's objectives:
  - Stronger alignment of ICT with business strategy and needs.
  - Streamlining of operations.
  - Technical and functional convergence.
  - Cloud First Policy.
  - Support for critical ICT capabilities.
  - Stronger risk management.

### RESPONSIBILITIES OF ICTD DIVISIONS

- ICTD has 4 Divisions ([Link: ICTD Organogram](#)).
- Detailed responsibilities of each Division are indicated in Annex 4 ([\[Redacted\]](#)), while a summary is presented below:
  - **Architecture and Technology Division:**
    - Provides ICT infrastructure services to enable business units perform their work.
    - Provides ICT management services to all users.
    - Maintains hardware, including conference technologies and audio-visual equipment.
  - **Enterprise Solutions Division**
    - Develops / acquires, supports and maintains enterprise solutions.
  - **Business Applications Division**
    - Supports business systems and projects.
  - **Applications Incubator Division**
    - Introduces new concepts and solutions.

# 3

## Objectives, Scope, Methodology

### Objectives

Obtaining an understanding of the services provided by the Information and Communication Technology Department (ICTD) and Cloud Service Providers at WIPO.

### Scope

Operations in 2025  
(previous periods reviewed for historical insights)

### Methodology

- Interviews with relevant stakeholders
- Review and analyses of documents
- Walkthroughs



International Professional Practices Framework® (IPPF)

# 4.1

## Overview of ICTD Governance, Risk Management and Controls

### ACRONYMS

- ADG – Assistant Director General
- AFMS - Administration Finance and Management Sector
- DG – Director General
- ICTD – Information and Communications Technology Department
- I&T – Information and Technology
- IT - Information Technology

### DEFINITIONS

- **Governance** - The combination of processes and structures implemented by a Board to inform, direct, manage, and monitor the activities of the organization toward the achievement of its objectives. (Source: [Global Internal Audit Standards](#))
- **Risk Management** – A process to identify, assess, manage, and control potential events or situations to provide reasonable assurance regarding the achievement of the organization's objectives. (Source: [Global Internal Audit Standards](#))
- **Control** - Any action taken by management, the board, and other parties to manage risk and increase the likelihood that established objectives and goals will be achieved. (Source: [Global Internal Audit Standards](#))
- **COBIT** (Control Objectives for Information and Related Technologies) - IT governance and management framework.
- **COSO** (Committee of Sponsoring Organisations of the Treadway Commission) - an international internal control framework.
- **ISO/IEC 38500** (Governance of IT for the organization).

### Infotech Board:

- Chaired by the DG or designate.
- Serves as senior decision-making body on I&T (and security), sets strategy and approves policies.

### Infotech Steering Committee

- Reports to the Infotech Board.
- Oversees implementation of I&T (and information assurance).
- ADG for the AFMS Sector determines Committee composition.

### Infotech Framework

- Established by the Infotech Board.
- Comprises all I&T (and information assurance) policies, procedures, standards, and methodologies.

### Chief Information Officer (CIO)

- Coordinates I&T matters.
- Serves as Secretariat to Infotech Board and Infotech Steering Committee.
- Implements and complies with I&T elements of Infotech Framework.

- WIPO Risk Management Policy applies to ICTD.
- ICTD complies with WIPO's Risk Management Framework.
- Identified ICTD risks as of the end of 2025 (Details in [Annex 2 \[Redacted\]](#))



- Business users participate in new systems development in framing requirements and testing.
- ICTD solicits user service management satisfaction data upon closure of service tickets and through periodic satisfaction surveys.

- Internal controls are based on the COSO framework .
- Current documented ICTD Key Control: *Planning, documenting, and managing changes of IT systems, services and/or infrastructure is undertaken to minimize disruption. Active management of system lifecycle covering the management of patches and updates to applications, systems, and networks.*

### Observation:

ICTD structures its internal controls around the COSO framework which WIPO adopted for all its functions. However, while COSO is a broad framework for all functions, it may not be optimal for ICTD. ICTD may consider supplementing the existing framework with a specific IT governance and/or management framework. Examples include the COBIT, ISO/IEC 38500 and Calder-Moir Frameworks (for reference, the United Nations International Computing Centre uses COBIT).

# 4.2

## ICT Reorganisation and Consolidation

- Major changes to the organization of Information and Communications Technology Department (ICTD) functions were announced in 2025 through two Information Circulars :
  - [Information Circular IC/1/2025](#) (January 6, 2025).
  - [Information Circular IC-22-2025-E](#) (June 20, 2025)
- See the [next slide](#) for updated Information and Communications Technology Department Organogram.

### ACRONYMS

- AIMS – Administrative Integrated Management System
- ICT – Information and Communications Technology
- IP – Internet Protocol
- IS – Information Systems
- PCT – Patents and Cooperation Treaty

### ICT REORGANISATION STRATEGY

#### Federated Model:

- At the inception of the ICT Reorganisation Strategy in 2022, ICT functions were embedded in six out of eight Sectors:
  - Administration, Finance and Management
  - Brands and Designs
  - Copyright and Creative Industries
  - Infrastructure and Platforms
  - Patents and Technology
  - Regional and National Development

#### Scope of reorganization

- ICT Divisions supporting the Global IP Systems within the Brands and Designs and Patents and Technology Sectors
- Enterprise Solutions Division

#### Rationale for reorganisation:

- Increased ICT costs.
- High level of effort to drive ICT strategies.
- Existence of silos and incoherence.

#### Anticipated Benefits:

- Better coherence in ICT architecture and systems.
- Delivery of ICT projects and services in a cost effective and sustainable manner.
- Better oversight and utilization of leading-edge technical skills.
- Faster adoption of best practices.

### Timelines of ICT Consolidation Project (Phase I - Centralisation)

[Redacted]



**IC/1/2025**

#### Discontinued:

- PCT IS Division
- Madrid IS Division
- AIMS Enterprise Performance Management Team
- Cloud Applications Team
- Revenue Management Team

#### New Divisions

- Business Applications Division
- Application Incubator Division

#### New Sections

- Madrid Platform Development (under Business Applications Division)
- Data Management and Governance

#### Sections Moved to Business Applications Division:

- Madrid Systems Support and Operations (formerly Business Application Architecture Section)
- Solutions Design and Delivery Section - includes support for Hague System

- 5 PCT IS Sections:
  - Management Support
  - Operations and Support
  - Internal Systems Development
  - External Systems Development
  - Control, Quality and Procedures.

**IC/22/2025**

#### Renamings:

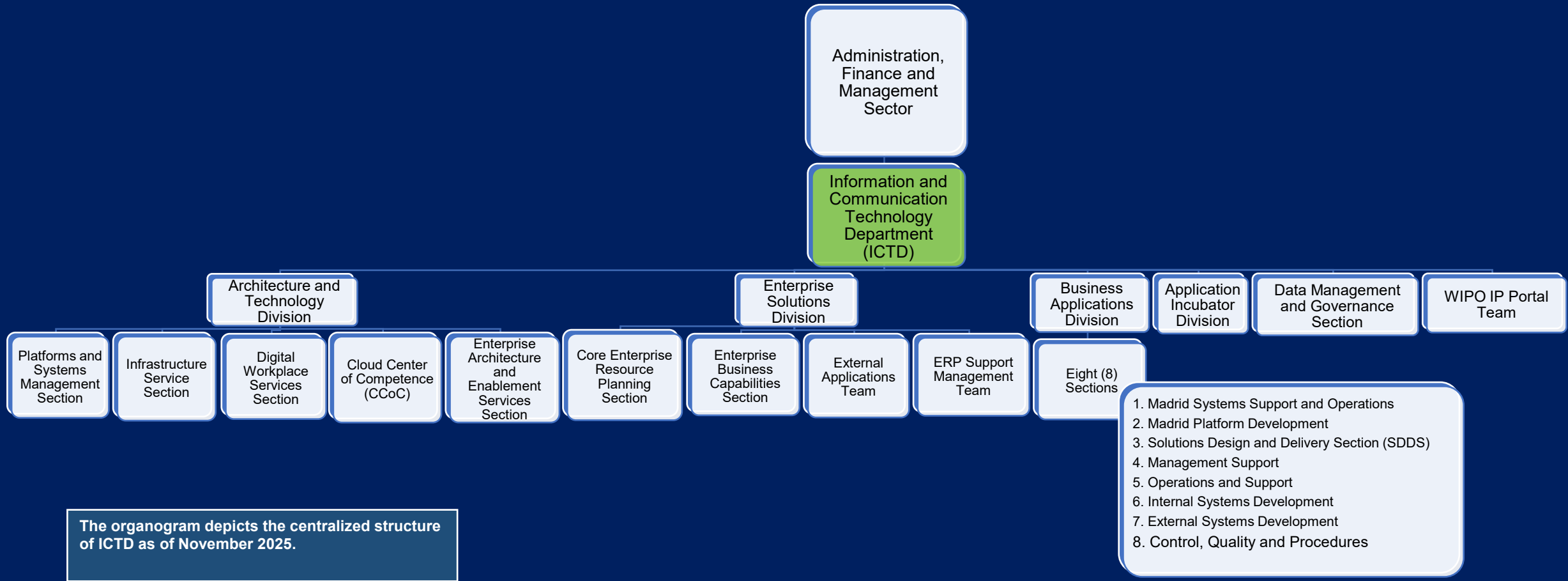
- IT Technical Division renamed **Architecture and Technology Division**
- Desktop Management Section renamed **Digital Workplace Services Section**
- Systems Management and Integration Section renamed **Platforms and Systems Management Section**
- Cloud Management Unit renamed **Cloud Center of Competence (CCoC)**

#### New Section

- A new section, **Enterprise Architecture and Enablement Services Section**, established under the Architecture and Technology Division.

# 4.3

## ICTD Organogram



The organogram depicts the centralized structure of ICTD as of November 2025.

This Organogram reflects changes in the internal organization of ICTD, including Information Circulars [IC-22-2025](#) and [IC/1/2025](#), dated 20 June 2025 and 6 January 2025 respectively.

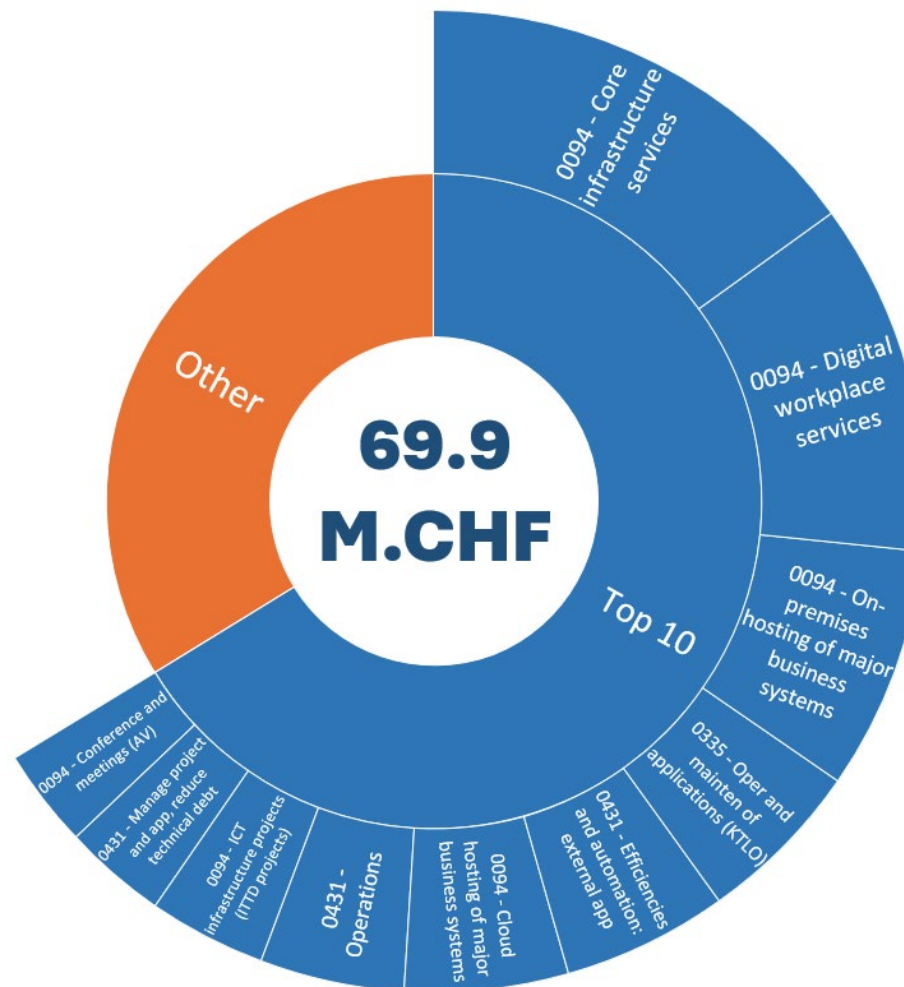
# 4.4

## Main ICTD Services (Based on 2025 budget)

### ACRONYMS

- AIMS – Administrative Integrated Management System
- IT – Information Technology
- ICT – Information and Communications Technology
- Top 10 budgeted 2025 ICTD activities (CHF 46 M) account for 66% of total budget of 4 divisions.
- Major ICTD services:
  - ICT infrastructure
  - Digital workplace services
  - Applications.
- Architecture and Technology Division makes up 51% of 2025 ICTD budget for 4 divisions.
- Costs for the new Application Incubator Division are subsumed within the general ICTD budget.
- ICTD costs include services from the United Nations International Computing Center (covered in a separate report, IA 2025-06.C2) as well as Cloud Service Providers.

Division	Budgeted Personnel Resources	Budgeted Non-Personnel Resources	Total Budget	
0094 Architecture and Technology Division	6,619,100	28,845,368	35,464,468	51%
0431 Business Applications Division	9,545,450	10,535,633	20,081,081	29%
0335 Enterprise Solutions Division	2,702,350	5,292,237	7,994,587	11%
0090 Information and Communication Technology Department	2,942,034	3,498,432	6,440,465	9%
<b>Grand Total</b>	<b>21,808,934</b>	<b>48,171,670</b>	<b>69,980,601</b>	



# 4.5

## Other ICTD areas that were reviewed for understanding



Allocation and use of non-personnel budget



Proposed organizational design implementation timeline



Cloud Services governance, management, and major Cloud Service providers



Risk Management and Internal Key Controls

# Acknowledgement

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Consolidated by: Solomon Simutowe, Senior Internal Auditor, IOD

Reviewed and approved by: Julie Nyang'aya, Director, IOD.