# Proposed Recommendations on ICT and IP administration

| **Recommendations** | **Recommended Actions** | **Related 40 Rec.** |
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| Recommendation 1:  IP offices should have **ICT strategy,** either as a part of business strategic planning or independently, including measures to annually evaluate it. | 1. IP offices should develop an ICT Strategy in line with their business planning. 2. IP offices should share their ICT strategy with other Offices, where possible. 3. The International Bureau should provide a forum to discuss ICT Strategies, including their evaluation and updates, among IP offices. | Not applicable as this is new |
| Recommendation 2:  IP offices should ensure that IP data and documentation are available for publication and exchange with other IP offices in **machine-readable full text formats** following relevant WIPO Standards. | 1. IP offices should digitize paper-based or image-based IP documents into machine-readable full text formats, where possible structured data formats either in XML or JSON following relevant WIPO Standards. 2. IP offices are encouraged to support other IP offices’ digitization, including sharing their experience and digitization solutions. 3. IP offices should exchange, publish and disseminate IP data and documents in XML or JSON following relevant WIPO Standards. | R3, R4, R13, R14, R16, R17 and R32 |
| Recommendation 3: IP offices should ensure that **data governance framework** is in place taking into account organizational policies and related legal framework, and annually evaluated. | 1. IP offices should establish and maintain data governance framework which includes data governance strategy, data management policy, and data protection policies and guidelines. 2. IP offices should share their data governance framework or associated documents with other IP Offices, where possible 3. IP offices should share and disseminate data and documentation without any barriers and free-of-charge or at a marginal cost. | R22 and R29 |
| Recommendation 4: IP offices should optimize the current business models, legal frameworks and workflow processes to make them suitable for the **digital age** in collaboration with internal and external stakeholders at all stages. | 1. IP offices should identify business problems, and possible and best digital solutions to address them. 2. IP offices should ensure a general common understanding of digital transformation at the organizational level, including the possible and appropriate use of emerging technologies based on an appropriate determination of the business case and of the most suitable solutions. 3. IP offices should ensure that API and Cloud first policy is in place, considering relevant domestic regulations and business policy, for modernization, automation and optimization of business processes, including data exchange and dissemination. 4. IP offices should consider legal changes to support digital transformation, such as:    1. development of automated decision making frameworks    2. use of qualified electronic signature in IP administration. | R1, R2, R6, R36 and R39 |
| Recommendation 5: IP offices should make sure that the adoption of possible**blockchain and Artificial Intelligence (AI)** use cases will be based on assessments of project risks, including with respect to relevant organizational policies and regulations as well as potential implication of blockchain and AI-powered solutions in business operation. | 1. IP offices should explore and share the use cases of blockchain technology. 2. IP offices should explore and share the use cases of AI-powered tools and services, including massive, publicly-available generative AI capabilities as they mature, for functions including image searching, semantic text searching, image and text classifications, translation and customer support, 3. IP offices should consider ways in which the technology can be shared and made available to smaller IP offices to improve the quality and efficiency in business processes | R7, R12 and R15 |
| Recommendation 6: IP offices should be encouraged to cooperate in developing and using **common ICT reference architectures for IP, including solutions** a**nd platforms** to improve the quality and efficiency in business processes, and to share experience. | 1. IP offices should share their technology stacks in use within other IP offices, where possible, and the International Bureau should provide a forum and a platform for sharing as needed. | R10, R16, R21, R25, R28, R30, R31 and R34 |
| Recommendation 7: IP offices should contribute to **multilateral or international cooperative projects** concerning IP data, global IP information systems and services, IP data dissemination, and IP documentation | 1. IP offices should actively participate in the cooperative projects that the CWS approved or noted such as: 2. Global Identifier pilot; 3. Unified API catalog; and 4. Provision of patent authority files following WIPO Standard ST.37. 5. IP offices are encouraged to offer multilateral cooperative projects and participated in the projects which are offered by other IP offices. | R8, R9, R11, R19, R23, R24, R35 and R40 |
| Recommendation 8: IP offices should participate in developing**WIPO Standards** and implement them where possible. | 1. IP offices are encouraged to nominate their subject matter experts to the CWS Task Forces. 2. IP offices are encouraged to inform the International Bureau of their implementation status of WIPO Standards and to participate in the surveys of the CWS. | R20, R26, R27 and R33 |
| Recommendation 9: IP offices should ensure that **information security policy** is in place on the basis of best practices, and annually evaluated. | 1. IP offices should develop and maintain their information security policy. 2. IP offices are encouraged to share their information security policy and their experiences, including current challenges and solutions to address them. | R36 and R37 |
| Recommendation 10: IP offices should share experience and information on planning, managing, delivering and evaluating**ICT projects** | 1. IP offices should share experience relating to different ICT project delivery models, including: 2. Internally run; and 3. Provided by external service providers | Not applicable as this is new |

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