English Language
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CWS/13/26

ORIGINAL: English

DATE: September 8, 2025

**Committee on WIPO Standards (CWS)**

**Thirteenth Session**

**Geneva, November 10 to 14, 2025**

IMPLEMENTATION OF RECOMMENDATIONS ON INFORMATION AND COMMUNICATION TECHNOLOGIES (ict) FOR OFFICES

*Document prepared by the ICT Strategy Task Force Co-Leaders*

## SUMMARY

The ICT Strategy Task Force presents the outcomes of a survey conducted on the degree of implementation of the 10 Recommendations on information and communication technologies (ICT) for intellectual property (IP) offices adopted at the twelfth session of the CWS last year. Guided by these outcomes, the Task Force proposes its next steps under Task No. 58.

## INTRODUCTION

At its sixth session in 2018, the CWS noted the “40 Recommendations” prepared at the Meeting of Intellectual Property Offices on ICT Strategies and Artificial Intelligence (AI) for IP Administration, which the International Bureau convened to support the exchange of views and experiences in ICT and business management for effective IPO administration. The CWS noted the analysis of 40 Recommendations by the Secretariat and their relevancy to the activities of the CWS with three groups of Recommendations (see paragraphs 17 to 27 of document CWS/6/34).

Considering the relevancy to the CWS, the results of the two surveys conducted firstly by the Task Force and secondly by Members of the CWS (see document CWS/11/21), and other opportunities for improvement of the original 40 Recommendations, the ICT Strategy Task Force presented a new set of 10 Recommendations on ICT and IP administration with corresponding Actions at the eleventh session of the CWS (see Annex of document CWS/11/18).

At its eleventh session, the CWS requested the Secretariat to issue a circular inviting its Members to comment on the 10 newly proposed Recommendations. The CWS also requested the ICT Strategy Task Force to report the results of responses to this circular at its twelfth session (see paragraphs 158 and 159 document CWS/11/28).

Considering the substantive feedback received in response to the circular as well as the feedback at the eleventh session of the CWS, the Task Force prepared a final proposal for a set of 10 Recommendations on ICT and IP administration at the twelfth session of the CWS (see Annex of document CWS/12/22).

One delegation noted that Task No. 58 could be proposed to be closed by the Task Force at the next session if the Recommendations are generic enough to not require an update in the future. Another delegation indicated that Recommendations 2, 8 and 9 seem duplicative and suggested that the Task Force consider simplifying these to minimize the total number of Recommendations in the near future (see paragraph 62 of document CWS/12/29).

The other delegation proposed to amend the first Recommendation to state, “strive to optimize” rather than “optimize”. The Secretariat preferred that the Recommendations were not updated at this stage. The delegation agreed to withdraw its request (see paragraph 134 of document CWS/12/29).

At its twelfth session, the CWS adopted the proposed set of 10 Recommendations as presented in document CWS/12/22 and requested that the Secretariat present the set of adopted Recommendations at the WIPO General Assembly in 2025. The CWS encouraged its Members and the Observers to implement the set of Recommendations and share their plan or experience in implementing those Recommendations at the next session of the CWS. (See paragraphs 136 to 138 of document CWS/12/29.)

The CWS approved the revised description of the Task No. 58, which reads: “*Facilitate the implementation of the ICT related Recommendations by IP offices and the International Bureau; and evaluate and update these Recommendations as needed to maintain their relevance.*” (See paragraph 63 of document CWS/12/29).

The Secretariat presented the 10 Recommendations as a part of the report of the CWS (see document WO/GA/58/9). The WIPO General Assembly took note of the “Report on the Committee on WIPO Standards”, which includes ICT Recommendations for IP offices.

The Task Force prepared a survey to improve visibility on the current uptake and prioritization of the Recommendations, and to provide an opportunity to receive further suggestions for updating the Recommendations. The outcomes of the survey are discussed below.

## IMPLEMENTATION OF ICT RECOMMENDATIONS

Survey Results

The member Offices of all 13 CWS Task Forces were invited to participate in the survey from May 2 to July 7, 2025. Twenty-one IP offices took part in the survey - Offices from the following Member States: Australia (AU), Brazil (BR), Canada (CA), China (CN), Croatia (HR), Finland (FI), Gambia (GM), Germany (DE), Ireland (IE), Israel (IL), Japan (JP), Kyrgyzstan (KG), Norway (NO), Paraguay (PY), Peru (PE), Poland (PL), Russian Federation (RU), Spain (ES) and United States of America (US); and the following regional Offices: European Patent Office (EP) and European Union Intellectual Property Office (EM). The summary of the survey responses is reproduced as the Annex to the present document.

In response to a question about their current level of implementation of each Recommendation, most respondents indicated full implementation or ongoing work towards implementation (making up 67–90%) against each of the 10 Recommendations, with fewer (0–19%) responses indicating Recommendations still being under consideration. All respondents indicated that Recommendation 4 was planned to be, or already was, implemented. One response indicated Recommendation 9 was not planned (5%).

Respondents were asked which Recommendations represented a current focus. Recommendation 1 received the highest response (67%), with Recommendations 5 and 10 receiving the next-highest (57%). Otherwise, the responses were spread fairly evenly between Recommendations 2–4 and 6–8 (24–43%), with Recommendation 9 receiving the lowest response rate (14%).

Respondents were asked which Recommendations were low priority for their office. Aside from Recommendation 9 (19%), no Recommendations received more than a single response (0–5%). Most offices (71%) indicated that none of the Recommendations were considered a low priority.

Regarding a question about which Recommendations posed big implementation challenges, Recommendations 1 and 10 (38%) received the highest response (comparable with an “N/A” response of 33%), Recommendation 9 the lowest (10%), and Recommendations 2-8 ranged from 14% to 24% in between.

Respondents were asked which of the 10 Recommendations would be of interest as a future discussion or presentation focus. Of the responses received to this question, a significant proportion indicated a preference for Recommendation 10 (48%), with the remaining Recommendations receiving a level of interest between 0% (Recommendation 6) and 19% (Recommendations 2, 3, 8 and 9).

Finally, offices were asked for any proposals to improve or update the Recommendations. Almost all respondents indicated the Recommendations required no changes at this stage.

Survey Analysis

Taking into account the substantial degree of current or planned implementation, the relatively small degree of non-adoption or low prioritization, and the general lack of suggestions for updating the Recommendations, the results of the survey clearly suggest that the Recommendations are currently fit for purpose. Different Offices are at varying stages of maturity, but the ongoing and completed work in the ICT and IP administration spaces to date is broadly consistent with the direction supported by the 10 Recommendations as they currently stand. The Task Force does not propose any changes to these at present.

The Task Force notes the relevant feedback received at the twelfth session of the CWS (paragraphs 62 and 134 of CWS/12/29 as incorporated above in paragraphs ‎0 and ‎0), as well as a suggestion by a survey respondent to evaluate whether it is appropriate to include a Software Development Lifecycle (SDLC) Policy as a requirement within any of the Recommendations. In view of the strong indication provided by the survey outcomes described in the previous paragraph, the Task Force does not consider it necessary to incorporate these changes at this time. Should greater interest in updating the Recommendations develop in future, these suggestions may be further considered at this time.

When considering the results for three questions in combination — namely, which Recommendations represent (i) a current focus, (ii) a big challenge, and (iii) a future discussion or presentation topic — Recommendation 10 emerges as a high priority for the Task Force, given it scored relatively highly for all three questions. Of note is also Recommendation 1, which is a strong area of focus and challenges, but did not attract much interest as a topic for future knowledge-sharing.

The Task Force is considering the full implications of the survey outcomes. Discussions particularly related to:

* how to productively approach the general overlap in subject matter between the WIPO ICT Leadership Dialogue (WILD) and this Task Force without duplicating effort or content;
* possible reasons for the low interest in future discussion or presentation under Recommendation 1; and
* the gap between the high-level policy wording of the Recommendations and associated Actions, and the significant time and effort involved in the actual implementation process.

In the interests of partially addressing the points above, the Task Force intends to discuss ideas for key performance indicators (KPIs) and the possibility of an associated ICT maturity matrix, aligned with the 10 Recommendations.

Proposals for Further Actions

The Task Force proposes to continue its work under Task No. 58 for one more year and to evaluate the need for Task No. 58 and the Task Force at the fourteenth session of the CWS next year.

The Task Force proposes to facilitate the implementation of the 10 ICT Recommendations by IP offices via presentations during Task Force meetings or a longer workshop event, with an initial focus on Recommendation 10 and an option of exploring other high priority or high interest Recommendations.

The Task Force proposes to further evaluate ways to maintain the relevance of the Recommendations, both while the Task Force remains active and once it is inactive. In doing so, the Task Force would also explore the concept of KPIs, mechanisms for receiving feedback on the Recommendations, and any existing proposals throughout the year.

*The CWS is invited to:*

1. *note the content of the present document and the summary of the survey responses presented in the Annex of this document; and*
2. *approve the proposals for further actions as referred to in paragraphs 23 to 25 above.*

[Annex follows]