

Committee on WIPO Standards (CWS)

Fourteenth Session
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IMPLEMENTATION OF INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) RECOMMENDATIONS FOR OFFICES

Document prepared by the ICT Strategy Task Force Co-Leaders

SUMMARY

1. The ICT Strategy Task Force presents the outcomes of Workshop on ICT Recommendations for IP Offices held on September 1, 2026, on the implementation of the 10 Information and Communication Technology (ICT) Recommendations (the Recommendations), with a focus on Recommendation 10. This document also proposes steps for assessing the digital maturity of IP offices.

BACKGROUND

2. At its twelfth session held in 2024, the CWS adopted the set of 10 Recommendations and the adopted Recommendations were published on the WIPO website at:
<https://www.wipo.int/en/web/cws/ict-recommendations>.

3. The ICT Strategy Task Force operates under the CWS with a mandate to facilitate the implementation of the Recommendations by IP offices and the International Bureau, and to evaluate and update the Recommendations as needed to maintain their relevance. During its discussions in 2026, the Task Force considered the development of ICT maturity index and key performance indicators, based on the Recommendations and incorporating relevant elements of industry models, to help IP offices assess their implementation status for the Recommendations. For further details on the work of the Task Force, refer to document CWS/14/16.

4. In 2025, the Task Force conducted a survey to assess the implementation and prioritization of the Recommendations, identify opportunities for knowledge sharing, and gather

views on their continued relevance. The results were presented at the thirteenth session of the CWS (see document CWS/13/26).

5. The survey indicated that the Recommendations remained fit for purpose. Recommendation 10 emerged as a priority for future knowledge sharing. Recommendation 1 was also identified as an important but challenging area, although respondents expressed less interest in further exchanges on its implementation.

6. Recommendation 10 states:

“IP offices should ensure that the adoption of use cases of emerging and rapidly evolving technologies (such as Blockchain and Artificial Intelligence) will be based on assessments of project risks, including with respect to relevant organizational policies and regulations, as well as potential implications of such solutions in business operations.”

7. At its thirteenth session, the CWS approved a proposal for the Secretariat to conduct a workshop on the implementation of 10 Recommendations focusing on Recommendation 10. It also approved the further evaluation of means to maintain the relevance of the full set of Recommendations and to define key performance indicators (KPIs) (see paragraphs 197 and 198 of document CWS/13/33).

8. At the same session, the CWS noted that the WIPO ICT Leadership Dialogue (WILD) was launched in April 2025, which is an annual, voluntary forum for executive leaders and Chief Information Officers of IP offices to exchange experiences and collaborate on ICT-related challenges affecting IP administration.

FACILITATION OF IMPLEMENTATION OF ICT RECOMMENDATIONS

9. The Workshop on ICT Recommendations for IP Offices was held on September 1, 2026 to facilitate the exchange of experiences concerning the implementation of 10 Recommendations, in particular Recommendation 10. It brought together 77 participants representing 47 IP offices or Organizations.

ICT Maturity Index

10. Based on the updated work plan approved at the thirteenth session of the CWS, the Task Force drafted key performance indicators (KPIs) to assess progress in implementing the actions corresponding to the Recommendations. These were initially structured as 16 self-assessment questions, with responses translated into maturity scores to indicate an Office's progress and identify opportunities for development and cooperation. The exercise was intended as a voluntary self-assessment and would not be used by the International Bureau to rank IP offices.

11. The ICT Strategy Task Force noted that the Chief Information Officer (CIO) Network under the WILD has been working on a Digital Maturity Index (DMI) for IP offices, which is much more comprehensive than its ICT Maturity Index.

12. At the Workshop held in September 2026, which was chaired by the Task Force Co-Leaders, the WILD Secretariat presented the draft DMI for feedback in anticipation of the proposed transition of responsibility for its further development to the CIO Network.

13. The draft DMI consists of five pillars: (1) Digital Strategy, Governance and Security; (2) Digital Infrastructure and Systems; (3) Digital IP Services; (4) Data, AI and Emerging Technologies; and (5) Standardization and Interoperability. Each pillar comprises several elements assessed through questions with predefined response options. Responses are scored, weighted and combined to provide a self-assessed indication of an IP office's maturity for each pillar.

14. As described in document CWS/14/16, the ICT Strategy Task Force proposes that responsibility for the further development of the ICT Maturity Index transition to the WILD CIO Network.

Workshop on ICT Recommendations for IP Offices

15. The Workshop particularly facilitated the exchange of experiences on the implementation of Recommendation 10 with presentations by the China National Intellectual Property Administration (CNIPA) and the United Kingdom Intellectual Property Office (UK IPO) on their experiences with the adoption and use of Artificial Intelligence (AI).

16. UKIPO shared its experience in implementing and governing AI, including its approach to responsible adoption and the establishment of two complementary teams. The AI Adoption Unit is responsible for strategy, coordination and capability development, while the AI Centre of Excellence focuses on use cases, solutions and delivery. UKIPO also shared its experience with Copilot and discussed emerging challenges associated with agentic AI.

17. CNIPA presented its use of Large Language Models (LLMs), AI agents and other AI-based technologies in the administration of patents, utility models and industrial designs. Examples included AI-supported case allocation, enhancements to patent and design search tools using LLMs and computer vision, and AI assistants for staff development and training in scientific and legal fields.

18. The discussion highlighted opportunities for further exchange and collaboration among IP offices on AI adoption and governance. Participants sought further information from UKIPO on its use of Copilot, including licensing arrangements, the creation and sharing of AI agents, and access to sensitive information. Questions to CNIPA addressed the business areas supported by its AI case allocation assistant and potential further developments of its intelligent search system. CNIPA expressed its willingness to share its practical experience in developing AI-based legal assistance and other AI tools, and to collaborate with other IP offices in these areas. IP Australia also shared information on its application of AI across the trademark and patent life cycles, including search, classification, examination workflow and inventory management, and the processing of patent specifications.

PROPOSALS FOR FURTHER ACTIONS

19. The Task Force noted that the WILD CIO Network plans to present a proposal for the DMI to the third session of WILD to be held in 2027. The Task Force proposes that the CWS encourage its Members to participate in the assessment of their digital maturity using the DMI once it is available.

20. *The CWS is invited to*

(a) note the information provided in the present document; and

(b) encourage its Members to participate in the assessment of their digital maturity using the DMI once it is available, as referred to in paragraph 19 of the present document.

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