

**Q&A  
PROPOSED PROGRAM AND BUDGET 2018/19  
(and other PBC documents)**

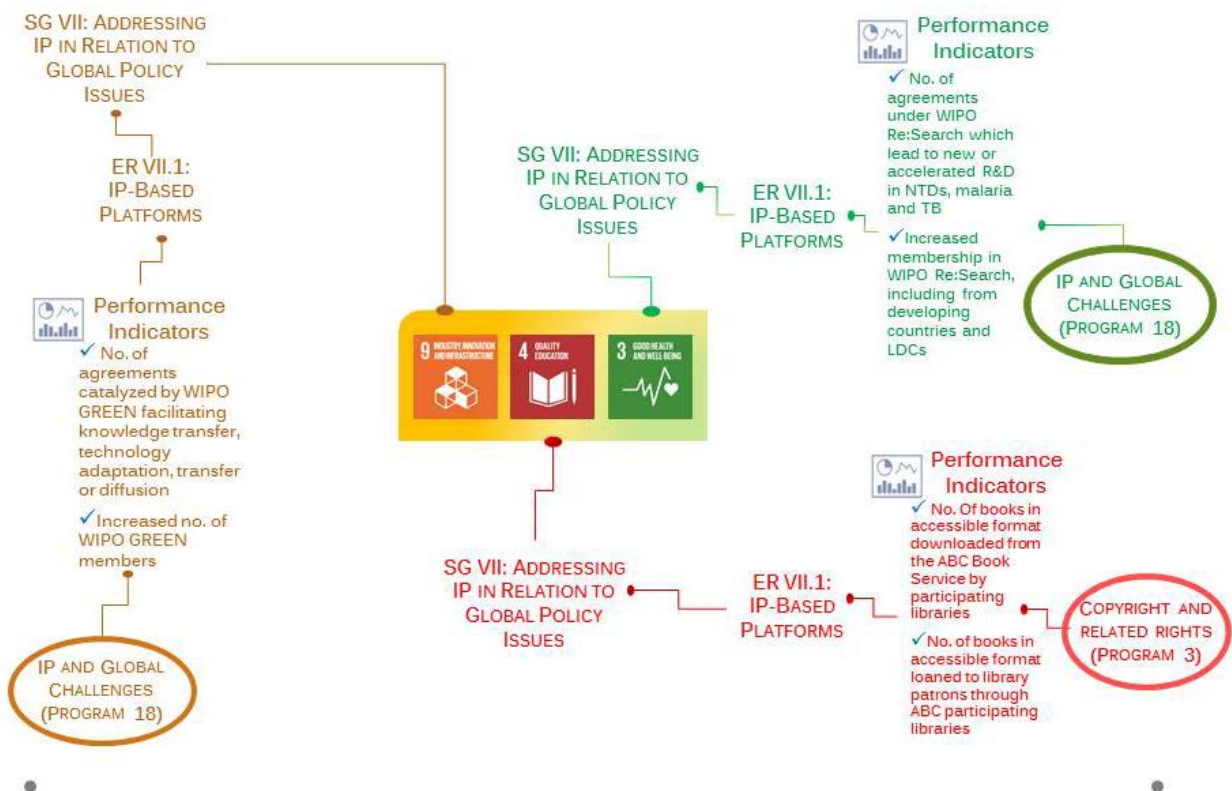
**FINANCIAL AND RESULTS OVERVIEW**

**Q1: How do WIPO Programs contribute to the SDGs?**

A1: WIPO's Programs are guided by WIPO's Strategic Goals and Results Framework. The Strategic Goals and the SDGs are intrinsically linked as reflected in document WO/PBC/26/3 in the Results Framework on page 11 of the English version. Each Program contributes through its performance indicators to one or more Expected Results and Strategic Goals and therefore to the respective SDGs. The relevant performance data are reported in the Program Performance Report by Program, Expected Result and Strategic Goal. Please refer to the example below for a graphical representation of Strategic Goal VII.

**HOW ARE WIPO'S RESULT FRAMEWORK AND PROGRAMS CONNECTED TO THE SDGs?**

EXAMPLE: SG VII - ADDRESSING IP IN RELATION TO GLOBAL POLICY ISSUES



**Q2: How does the proposed Program and Budget 2018/19 reflect the ICSC decision on the Post Adjustment Multiplier (PAM) in Geneva?**

The Director General, in his opening remarks to the 26<sup>th</sup> session of the PBC, stated:

“As you are aware the Geneva-based agencies have undertaken a collective exercise of due diligence with respect to the decision of the ICSC, assessing the question of the application of that decision. That exercise of due diligence is something that is mandated in our understanding by the jurisprudence of the ILO tribunal, that counsels that executive heads should not blindly apply the decisions of the ICSC but have a duty of due diligence to ensure that the decision is taken upon correct grounds. As I said, a collective exercise has been undertaken by all of the agencies and a submission has been made by all of the Geneva-based agencies to the ICSC, which meets in Vienna this week and will be considering this item most likely on Thursday and Friday. Now the collective review that has been undertaken has revealed what we believe to be a number of significant flaws in both the methodology and the application of the methodology as well as data collection, which underlies the ICSC decision. So we are waiting to see whether the meeting of the ICSC, and we have, of course, been in constant dialogue with the ICSC about these matters, confirms its decision, modifies its decision or does what has been suggested to them, redo their survey and apply the methodology in what we would believe to be a correct manner. Now some of you are asking what the impact of the decision that will be made by the ICSC would be. Since there is a certain amount of uncertainty in respect of that decision because of what we believe, after an extremely thorough exercise, are significant methodological flaws, what we would suggest is to give you the amount of the proposed expenditure that would be in question and that amount is 183 million Swiss francs which represents the salary amount of the P, D and E categories of staff who would be affected by the decision. Thereafter you can apply 7.7% or 5% or 2% to 183 million Swiss francs and you will have the result of what the impact of a decision or any modification of that decision would be.”

**STRATEGIC GOAL I: BALANCED EVOLUTION OF THE INTERNATIONAL NORMATIVE FRAMEWORK FOR IP**

**Q1: Can you provide additional information in relation to the cost of the Standing Committees?**

- i. The total budget of the Standing Committees in 2018/19 as well as the average budget per session is reflected in the table below:

Program	No. of Sessions	Standing Committee	2018/19 Budget (CHF)	2018/19 Av. budget per session (CHF)
Program 1	3	Standing Committee on the Law of Patents (SCP)	623,000	207,667
Program 2	3	Standing Committee on the Law of Trademarks, Industrial Designs and Geographical Indications (SCT)	485,000	161,667
Program 3	4	Standing Committee on Copyright and Related Rights (SCCR)	1,140,000	285,000
Program 4	4	Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore (IGC)	1,002,000	250,500

- ii. The cost for a one hour extension of a session beyond normal hours is 11,000 CHF for interpretation (same cost for 1 hour up to 3 hours) and approximately 2,500 Swiss francs per hour for other conference related services (audio-visual, IT, security and conference services).

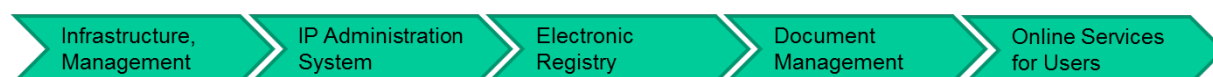
- iii. The cost of a one day inter-sessional meeting (based on the actual cost of such a meeting in the context of the SCCR which includes financing of participants, interpretation and other conference costs) is approximately 40,000 Swiss francs.

## STRATEGIC GOAL IV: COORDINATION AND DEVELOPMENT OF GLOBAL IP INFRASTRUCTURE

### Q1: Can you explain the detailed evaluation framework behind the composite indicator “Average Service Level of IP Offices assisted (ranging from 1 to 5)” in Program 15?

A1: A matrix consisting of five categories is used for assessing “Average Service Level of IP Offices” (see below). Each of the five categories includes 20 check points for the WIPO Secretariat to use and grade the usage of IPAS. Each IPO’s “score” is graded from 1 to 5 (from basic to most advanced) for a given year. Scores of some 80 IPOs using WIPO software are summed up to calculate an average Service Level of IP Offices assisted in a given year.

## IP Office Service Delivery



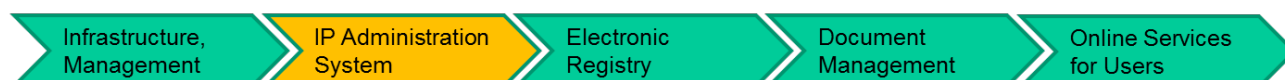
Establish a good foundation with the right staff, structures, budget and IT equipment	Use the IP Admin System to standardise workflows, respect legal requirements, record data and automate office functions	The IP Admin system should be the authoritative source of all information, replacing paper registers and used for all official communications and records	Paper dossiers are replaced with digitized documents, scanned and indexed on receipt	Applicants can interact with the office online and the public can search and access all relevant information online
<b>Benefits:</b>				
Reliability of systems	Standardization of work practices and conformity to legislation	Quality and efficiency of service	Quality and efficiency of service	More responsive to applicants, better outreach better information for all stakeholders

## Category I – Infrastructure and Management



Goal	IP Office	WIPO Support
Office has managed IT infrastructure	Modern equipment, regular upgrades Purpose-designed computer room Policies and procedures for backups, security, etc	Recommendations, specifications and advice
Appropriate human and financial resources are available	Dedicated IT staff, represented on senior management. Updated staff profiles. Appropriate skills. Dedicated IT budget.	Recommendations, proposed staff profiles

## Category II – IP Administration System



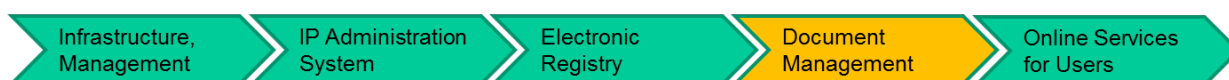
Goal	IP Office	WIPO Support
An IP Administration system is used to record data about IP applications and to perform some functions, such as printing certificates.	Management of IP administration system.	Assessment of existing systems, recommendations and advice.
The office has WIPO IPAS operational, or an equivalent system.	Definition of workflows. Data quality improvement. Staff to support system.	Provision of IPAS software and implementation services. Assistance with workflow design, document template design. Assistance with data migration and quality improvement.

## Category III – Electronic Registry



Goal	IP Office	WIPO Support
The IP administration system supports the main business processes (formalities, examination, publication, registration, opposition).	Standardize business processes. Ensure all users are trained to use the system. Implement IPAS for all IP rights.	Review of business processes and workflow design. Training to IT and end-users.
Official documents, certificates and journal produced by IP Admin System	Enforce use of the system and discontinue ad-hoc processes outside the system.	Design workflows and templates, train staff.
All backfile data is captured and the administration system supports search and examination	Provide resources to capture backfile data or to support out-sourced project.	Possible out-sourcing of data capture projects.
Registration and other legal actions are recorded electronically	Ensure quality and accuracy of data in IPAS. Enforce use of the system and discontinue ad-hoc processes. Discontinue use of paper registers.	Design workflows and train staff.

## Category IV – Document Management



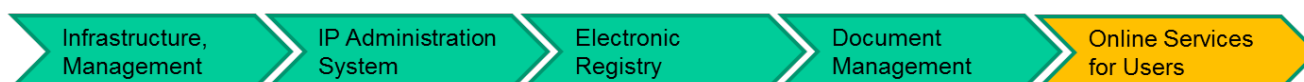
Goal	IP Office	WIPO Support
Incoming (frontfile) documents are digitized	Create scanning and data capture unit. Ensure equipment is available. Modify business processes.	Provision of WIPO Scan and EDMS software. Training of staff.
Backfile documents are digitized	Provide management support and logistical support to digitization projects.	Provision of WIPO Scan and EDMS. Training of staff. Possible out-sourcing of digitization projects.
Document management system provides appropriate tools for authenticity and integrity (full electronic dossier)	Policy decision to move to fully-electronic documents. Paper records are no longer the authentic record.	IPAS and EDMS provide functions for fully electronic creation and archiving of documents.
Signature requirements are met digitally where necessary	Review legal framework and policies on digital signature. Decision to implement digital signatures.	IPAS and EDMS provide electronic signature functions.

## Category V – Online Services



Goal	IP Office	WIPO Support
Office Web Site is online and managed by the office	Assign responsible staff with appropriate skill profiles. Ensure equipment is provided and security is in place.	Recommendations, specifications and advice. Possible out-sourcing support.
Official publication (journal/gazette) on-line	Review work flows. Policy decision.	IPAS supports generation of Gazette in digital format. WIPO Publish includes a Gazette function for a fully online, searchable Gazette.
On-line databases are fully searchable (including full-text search)	Assign responsible staff with appropriate skill profiles. Ensure equipment is provided and security is in place.	WIPO Publish provides fully searchable online databases for all IP rights.

## Category V – Online Services



Goal	IP Office	WIPO Support
On-line application filing	Review legal framework and policies for online transactions. Review online payment options. Policy decision to implement.	WIPO File provides online filing functionality, and may be integrated with national payment systems. WIPO specifications and advice.
On-line portfolio management and e-communication with applicants	Review legal framework and policies for online transactions. Review online payment options. Policy decision to implement.	WIPO File enables users to see application status and to implement all transactions online.
On-line file access to applicants and 3rd parties	Policy decision to allow file access. Review fee structure.	WIPO Publish includes functions to make electronic dossier available online.
Integrate with regional and international IP systems (Madrid, PCT, Hague, ARIPO)	Policy decision.	IPAS Madrid Module. IPAS PCT Module. ARIPO Member State Module. WIPO Publish.
Data exchange with regional and international databases	Policy decision.	WIPO Publish includes data sharing.



### Service Level Indicators 2014 to 2016 (1 to 5)

Category I - Infrastructure & Man	<i>Weighting</i>	<b>1</b>
Category II - IP Administration Sy	<i>Weighting</i>	<b>1</b>
Category III - Electronic Registry	<i>Weighting</i>	<b>1</b>
Category IV - Electronic Documer	<i>Weighting</i>	<b>1</b>
Category V - On-line Services	<i>Weighting</i>	<b>1</b>
* This table indicates only the region of IPOs.		
The Secretariat is ready to share with any interested Member State more specific data of the IPO concerned.		

Region of IPO*	Score 2014	Score 2015	Score 2016
AFRICA	4.0	4.0	4.9
AFRICA	3.5	3.5	3.4
AFRICA	2.3	2.3	2.9
AFRICA	2.3	2.3	2.3
AFRICA	3.5	3.5	2.5
AFRICA	3.6	3.6	3.7
AFRICA	2.0	2.0	2.0
AFRICA	2.8	2.8	3.4
AFRICA	2.4	2.4	2.1
AFRICA	3.3	3.3	3.3
AFRICA	3.5	3.5	2.3
AFRICA	3.5	3.5	2.7
AFRICA	2.4	2.4	2.4
AFRICA	3.5	3.5	4.2
AFRICA	3.5	3.5	4.0
AFRICA	2.0	2.0	2.0
AFRICA	3.5	3.5	3.5
AFRICA	3.5	3.5	2.4
AFRICA	3.5	3.5	2.9
AFRICA	2.4	2.4	2.4
AFRICA	3.5	3.5	3.1
AFRICA	2.4	2.4	3.3

Region of IPO*	Score 2014	Score 2015	Score 2016
ARAB	3.8	3.8	4.0
ARAB	2.8	2.8	3.7
ARAB	2.3	2.3	2.5
ARAB	3.4	3.4	4.0
ARAB	2.9	2.9	3.3
ARAB	3.2	3.2	3.9
ARAB	1.8	1.8	2.8
ARAB	3.1	3.1	3.1
ARAB	1.9	1.9	1.9
ARAB	1.9	1.9	1.9
ARAB	4.1	4.1	4.1
ARAB	2.9	2.9	3.7
ARAB	1.0	1.0	1.0
ARAB	3.0	3.0	3.0
ARAB	2.8	2.8	2.8
ARAB	2.1	2.1	2.1
ARAB	2.0	2.0	2.0
ARAB	2.9	2.9	3.3
ARAB	3.1	3.1	3.1
ARAB	3.3	3.3	3.3
ARAB	2.7	2.7	2.7

Region of IPO*	Score 2014	Score 2015	Score 2016
CCEA	3.1	3.1	3.3
CCEA	3.1	3.1	3.2
CCEA	2.3	2.3	3.0
CCEA	4.3	4.3	4.5
CCEA	2.7	2.7	3.4
CCEA	3.7	3.7	3.7

Region of IPO*	Score 2014	Score 2015	Score 2016
LAC	1.8	1.8	1.9
LAC	3.3	3.3	3.5
LAC	2.5	2.5	2.7
LAC	1.5	1.5	1.8
LAC	5.0	5.0	5.0
LAC	5.0	5.0	5.0
LAC	3.4	3.4	n/a
LAC	4.4	4.4	4.4
LAC	3.4	3.4	3.7
LAC	3.1	3.1	4.3
LAC	1.6	1.6	2.7
LAC	2.6	2.6	2.8
LAC	2.4	2.4	n/a
LAC	2.1	2.1	2.0
LAC	2.9	2.9	2.4
LAC	n/a	n/a	2.5
LAC	2.3	2.3	2.3
LAC	2.6	2.6	2.8
LAC	5.0	5.0	5.0

Region of IPO*	Score 2014	Score 2015	Score 2016
ASPAC	2.5	2.5	2.7
ASPAC	3.1	3.1	2.5
ASPAC	2.3	2.3	3.8
ASPAC	1.4	1.4	3.7
ASPAC	3.6	3.6	4.3
ASPAC	2.6	2.6	3.7
ASPAC	n/a	n/a	4.1
ASPAC	2.5	2.5	2.3
ASPAC	3.5	3.5	3.8
ASPAC	4.6	4.6	4.6
ASPAC	3.8	3.8	4.2
ASPAC	1.1	1.1	2.6
ASPAC	2.6	2.6	3.1
ASPAC	1.1	1.1	2.6

**Q2: What is the breakdown of the proposed budget for Program 15 Business Solutions for IP Offices?**

A2: Please find below the breakdown of the proposed budget for Program 15 Business Solutions for IP Offices:

Business Area	Personnel 2018/19	Non-Personnel 2018/19	Total*
WIPO CASE and DAS	581	1,311	1,892
WIPO Connect Project and WIPOCOS Support	1,476	1,460	2,936
IPAS suite of applications**	6,043	3,702	9,746
<b>Total</b>	<b>8100</b>	<b>6,473</b>	<b>14,574</b>

\* The budgeted amounts are in thousands of Swiss francs and are estimations at the time of preparing the Program and Budget. The budget for each business area will be further refined by the Program Manager during the annual workplanning exercises.

\*\* The IPAS suite of applications includes the following systems that are available to IP offices: IPAS (IP Administration System), AIPMS (Arabic language IP Administration System), WIPO Scan (digitization), EDMS (document management), WIPO File (online filing), WIPO Publish (online search database).



## STRATEGIC GOAL VIII: A RESPONSIVE COMMUNICATIONS INTERFACE BETWEEN WIPO, ITS MEMBERS AND ALL STAKEHOLDERS

**Q1: Can you provide a breakdown of the budget and the proposed staffing for each of the External Offices in the Proposed Program and Budget 2018/19?**

A1: The breakdown of the budget and the proposed staffing for each of the External Offices in the proposed Program and Budget 2018/19 is reflected in the tables below:

**Financial Resources for External Offices (in Program 20) by Units**  
(in thousands of Swiss francs)

External Offices	2016/17 Approved Budget			2016/17 Budget after Transfers			2018/19 Proposed Budget			Difference from 2016/17 Approved Budget		Difference from 2016/17 Budget after Transfers	
	Personnel Resources	Non-Personnel Resources	Total	Personnel Resources	Non-Personnel Resources	Total	Personnel Resources	Non-Personnel Resources	Total	Amount	%	Amount	%
<b>1. Financial Resources*</b>													
0064 WIPO Coordination Office in New York	816	310	<b>1,126</b>	770	602	<b>1,371</b>	801	590	<b>1,391</b>	264	23.5%	19	1.4%
0065 WIPO Singapore Office (WSO)	1,785	478	<b>2,263</b>	1,725	478	<b>2,203</b>	1,850	478	<b>2,328</b>	65	2.9%	125	5.7%
0066 WIPO Japan Office (WJO)	872	200	<b>1,072</b>	872	187	<b>1,059</b>	839	200	<b>1,039</b>	(33)	-3.1%	(20)	-1.9%
0069 WIPO Brazil Office (WBO)	1,511	503	<b>2,014</b>	1,218	503	<b>1,721</b>	1,007	500	<b>1,507</b>	(507)	-25.2%	(214)	-12.4%
0133 WIPO Office in Russian Federation (WRO)	409	300	<b>709</b>	844	290	<b>1,134</b>	968	300	<b>1,268</b>	559	78.8%	133	11.8%
0134 WIPO Office in China (WOC)	1,076	300	<b>1,376</b>	1,388	341	<b>1,730</b>	1,426	300	<b>1,726</b>	351	25.5%	(3)	-0.2%
0136 WIPO Algeria Office	-	-	-	-	-	-	-	300	<b>300</b>	300	n/a	300	n/a
0137 WIPO Nigeria Office	-	-	-	-	-	-	-	300	<b>300</b>	300	n/a	300	n/a
<b>GRAND TOTAL, External Offices</b>	<b>6,469</b>	<b>2,092</b>	<b>8,561</b>	<b>6,817</b>	<b>2,402</b>	<b>9,218</b>	<b>6,890</b>	<b>2,968</b>	<b>9,859</b>	<b>1,298</b>	<b>15.2%</b>	<b>640</b>	<b>6.9%</b>

\*Host governments are providing office accommodation in China, Russia and Singapore. The office space in Tokyo is funded from a Japan FIT.

**Positions for External Offices (in Program 20) by Units**  
(in thousands of Swiss francs)

External Offices	2016/17 Approved Budget			2016/17 Budget after Transfers			2018/19 Proposed Budget			Difference from 2016/17 Approved Budget		Difference from 2016/17 Budget after Transfers	
	Regular positions	Temporary positions	Total positions	Regular positions	Temporary positions*	Total positions	Regular positions	Temporary positions	Total positions	Diff/Reg	Diff/Temp	Diff/Reg	Diff/Temp
<b>1. Positions*</b>													
0064 WIPO Coordination Office in New York	2	-	<b>2</b>	2	-	<b>2</b>	2	-	<b>2</b>	-	-	-	-
0065 WIPO Singapore Office (WSO)	4	-	<b>4</b>	4	-	<b>4</b>	4	-	<b>4</b>	-	-	-	-
0066 WIPO Japan Office (WJO)	2	-	<b>2</b>	2	-	<b>2</b>	2	-	<b>2</b>	-	-	-	-
0069 WIPO Brazil Office (WBO)	3	1	<b>4</b>	3	1	<b>4</b>	3	1	<b>4</b>	-	-	-	-
0133 WIPO Office in Russian Federation (WRO)	1	-	<b>1</b>	2	-	<b>2</b>	3	-	<b>3</b>	2	-	1	-
0134 WIPO Office in China (WOC)	2	1	<b>3</b>	4	1	<b>5</b>	4	1	<b>5</b>	2	-	-	-
0136 WIPO Algeria Office	-	-	-	-	-	-	-	-	-	-	-	-	-
0137 WIPO Nigeria Office	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>GRAND TOTAL, External Offices</b>	<b>14</b>	<b>2</b>	<b>16</b>	<b>17</b>	<b>2</b>	<b>19</b>	<b>18</b>	<b>2</b>	<b>20</b>	<b>4</b>	<b>-</b>	<b>1</b>	<b>-</b>

\*Excluding non-budgeted positions

**Q2: Can you provide a breakdown of the premises and maintenance costs for each of the External Offices in the Proposed Program and Budget 2018/19?**

A2: The breakdown of the premises and maintenance costs for each of the External Offices in the proposed Program and Budget 2018/19 is reflected in the table below:

2018/19 Proposed Budget	
External Offices	Premises and Maintenance
0064 WIPO Coordination Office in New York	510,000
0065 WIPO Singapore Office (WSO)*	126,000
0066 WIPO Japan Office (WJO)	Funded from the Japan FIT
0069 WIPO Brazil Office (WBO)	275,000
0133 WIPO Office in Russian Federation (WRO)	Provided for by the host government
0134 WIPO Office in China (WOC)*	10,000
0136 WIPO Algeria Office	60,000
0137 WIPO Nigeria Office	60,000

*\*Rental and maintenance of the office space is provided by the host government. The budget covers the cost of utilities, cleaning and renting or maintaining equipment.*

## ANNEXES AND APPENDICES

**Q1: Why is the allocation of income and expenditure by Unions in Annex III based on the current allocation methodology?**

A1: The PBC, at its 25<sup>th</sup> session, reviewed the methodology for the allocation of income and expenditure by Union based on a very comprehensive and in-depth analysis of the methodology requested by Member States and proposed alternatives. At that session, there was no conclusion on changing the methodology. Therefore the Secretariat is bound by the existing methodology. In Annex III, the Secretariat has endeavored to clarify the existing methodology in a more substantive manner with a view to enhance the transparency of the presentation of proposed Program and Budget documents.

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