

THE INFORMATION TECHNOLOGY INFRASTRUCTURE

IN WIPO

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The IT infrastructure in WIPO

Table of Contents

- IT infrastructure strategies
- IT challenges in 1998
- The IT Department activities and program in 1998-1999

Information Technology Department

OVERALL OBJECTIVE

to be the **Center of Excellence** for the provision of

quality services
technical expertise

in Information technologies and systems

for WIPO and its partners and clients

The driving forces behind the IT Dpt's work

- To increase the value of current investments in Information Systems and Technology
- To make its core competencies available to WIPO and its partners and clients
- To lead the way toward the implementation of the WIPO Global IP Network

IT Infrastructure

- On-going

- operations
- modifications
- augmentation
- replacement
- maintenance

Of

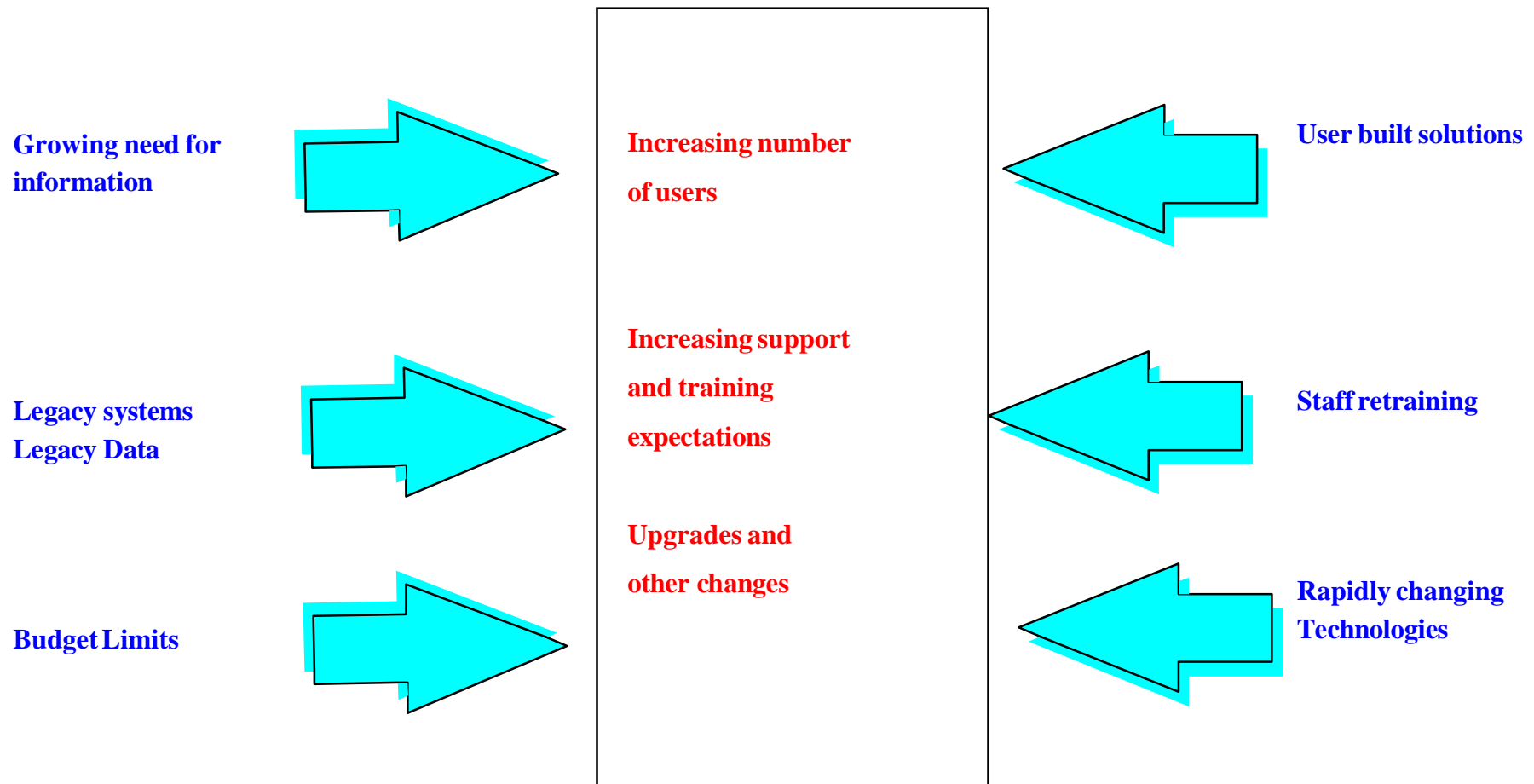
computer and

communication equipment

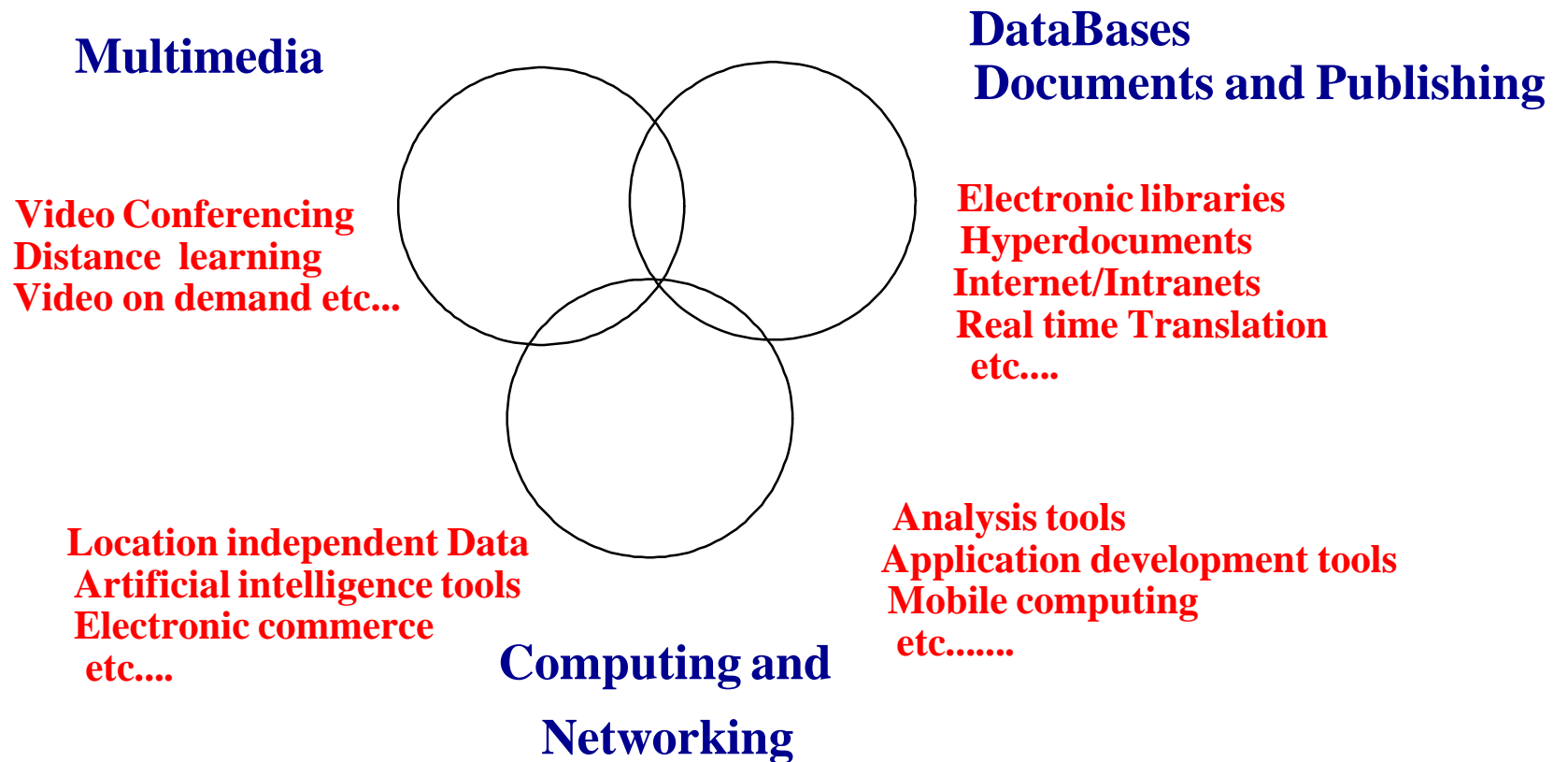
network facilities

system and data base software

Pressures on the IT Dpt

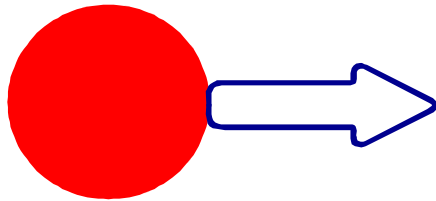


Where is I.T. going?



Complexity

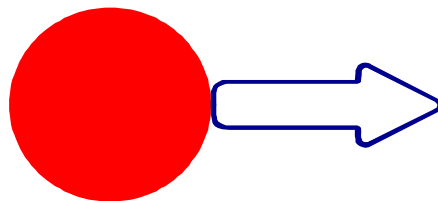
**Systems
design**



Specifications and associated estimates
Selection of design approach and tools
Design, test and documentation
Management of design process

Complexity is one of the barriers to Quality

**Infrastructure
and technology**



Multiple technologies
24 hours operations
Security and integrity
Management of changes

Infrastructure implementation

- based on standard open environments
- continued migration to client/server architecture
- implement automated system and network management operations
- implement a comprehensive end-user computing environment:

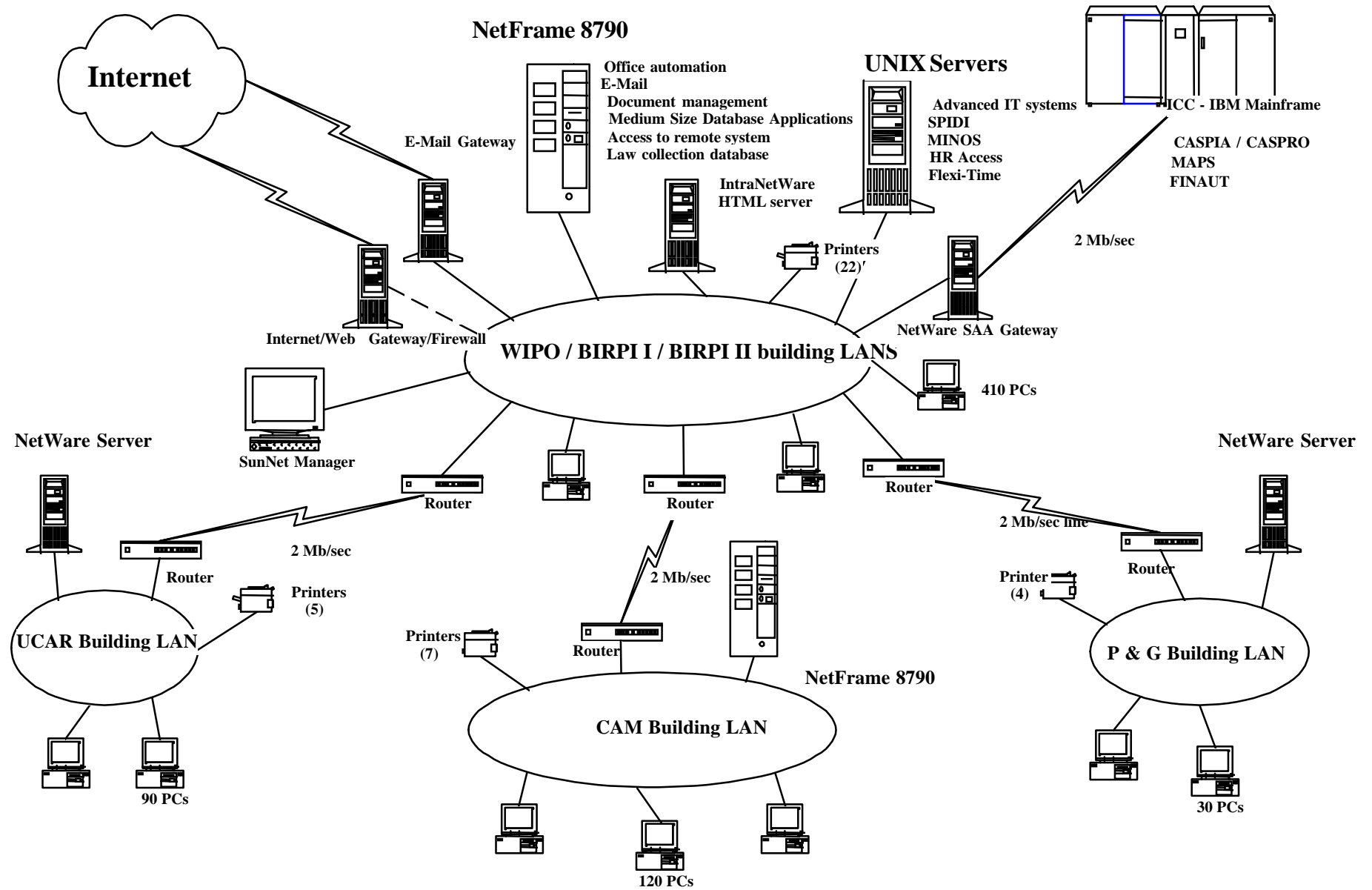
responsive help-desk

highly capable desktop workstation

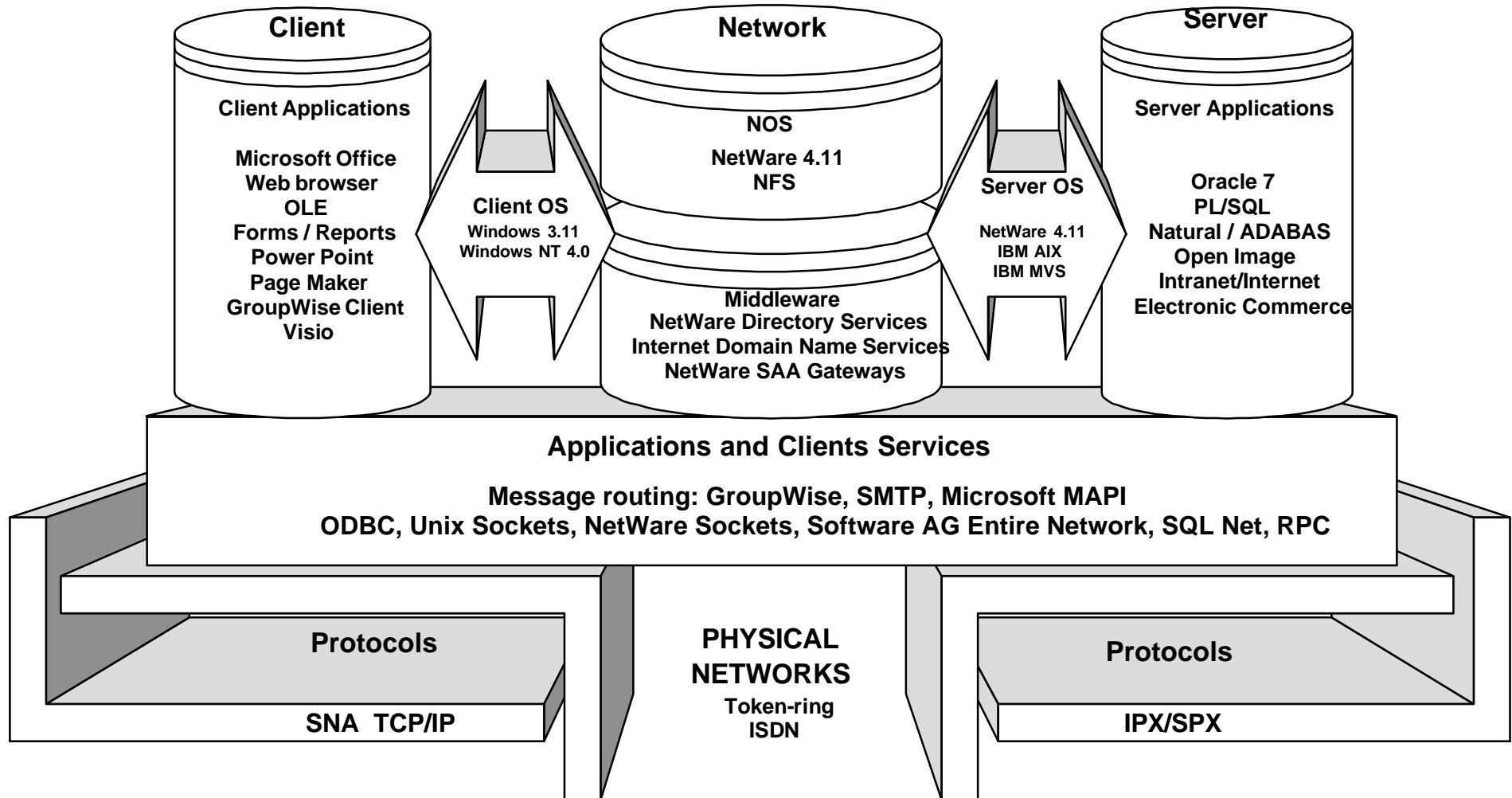
remote diagnosis and repair

reliable network services

INTERNATIONAL BUREAU'S INFORMATION TECHNOLOGY ARCHITECTURE



WIPO CLIENT/SERVER INFRASTRUCTURE



Network Services Section

Network Operations

- Maintain, develop the basic network infrastructure
 - cabling, hubs and routers
- Internet accesses, WIPO Web Sites
- UNIX servers administration: AMC Web, SIGAGIP, Oracle Development, etc...
- Telecommunications links
- Interfaces with Global **IP Network**

Network Services Section

ICC operations

- End Migration to MVS/ESA Operating System by 6/98, OS/390 by 9/98
- Disaster Recovery Test and Procedures
- Decentralized access to Jobs scheduling/outputs
- Integration ICC systems with UNIX based systems:
Entire Network/Broker
- Data Base Administration tasks: on-going
- Use of ICC Telecomm. Facilities: EPO, Trade Marks data exchange

Network Services Section

NetWare Operations

- Operate/Maintain/upgrade 15 IntraNetware servers and 800 PCs
- Improve Back-up services
- Continuous operations: redundant servers
- GroupWise Web Access Server for the Mobile users
- Migrate PC clients to Windows NT 4.0 then 5.0
- New services: video conferencing, remote learning, telephone access

Network Services Section

User Support/Help Desk

- MS Office migration to Office 98
- GroupWise client for Windows NT:
 - workflow
 - calendaring-scheduling
 - document management
 - electronic forms circulation: leave request, TA, etc.....
- Central HelpDesk organization with first level support in-units: Office Technology coordinators
- Support Pagemaker, CD QuickShare

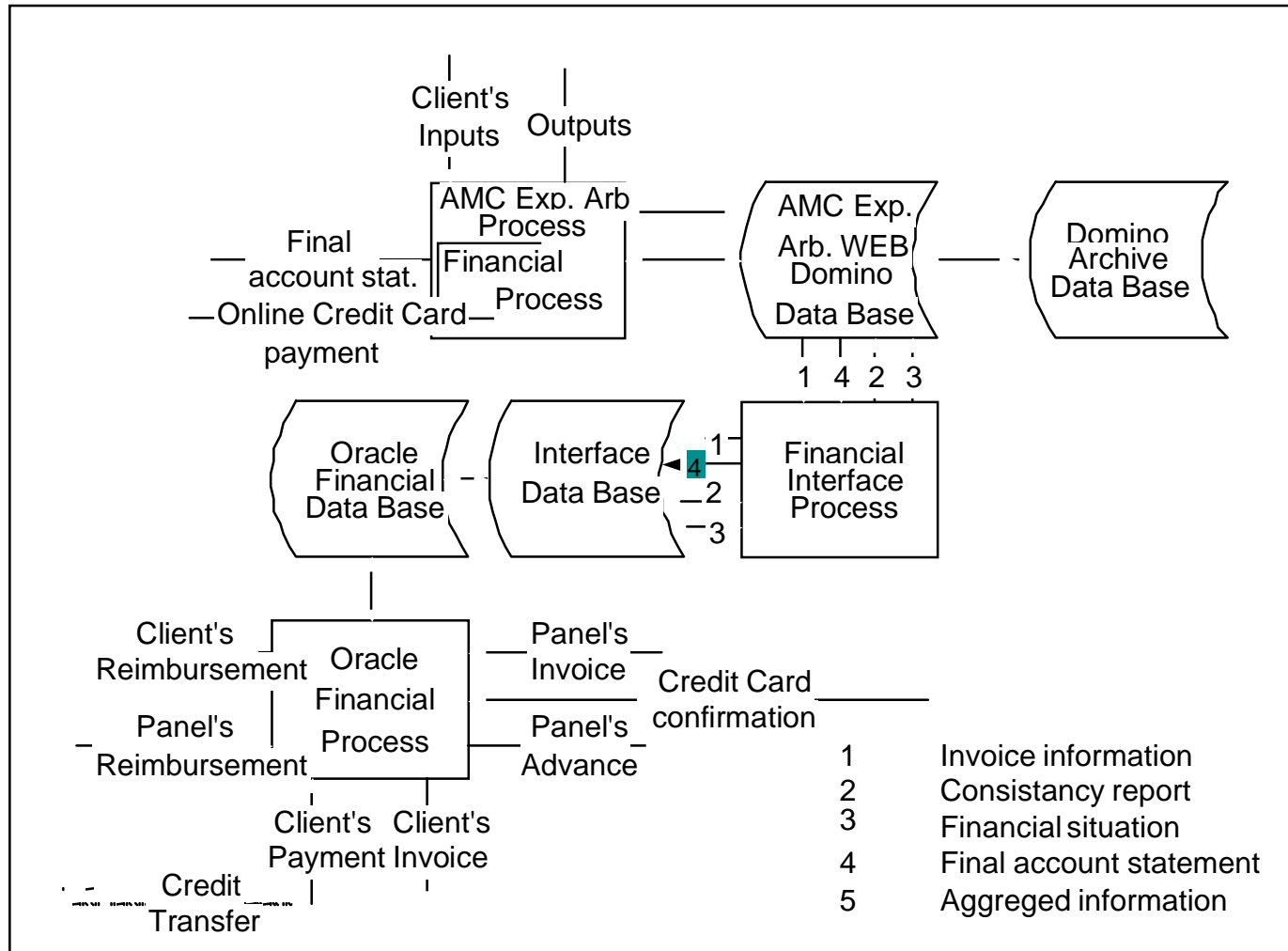
Management Information Systems Section

- Maintain/upgrade FINAUT on ICC
 - BETS
 - Year 2000
 - AMC system interface
 - Ind. Designs interface
- FINAUT 2000: new system based on Client/server architecture
 - system design to support the new Finances/Budget policy
 - system integration: vertical and horizontal
- Payroll-Personnel system: IBM HR Access
- CODIS: Cooperation for Development Information System

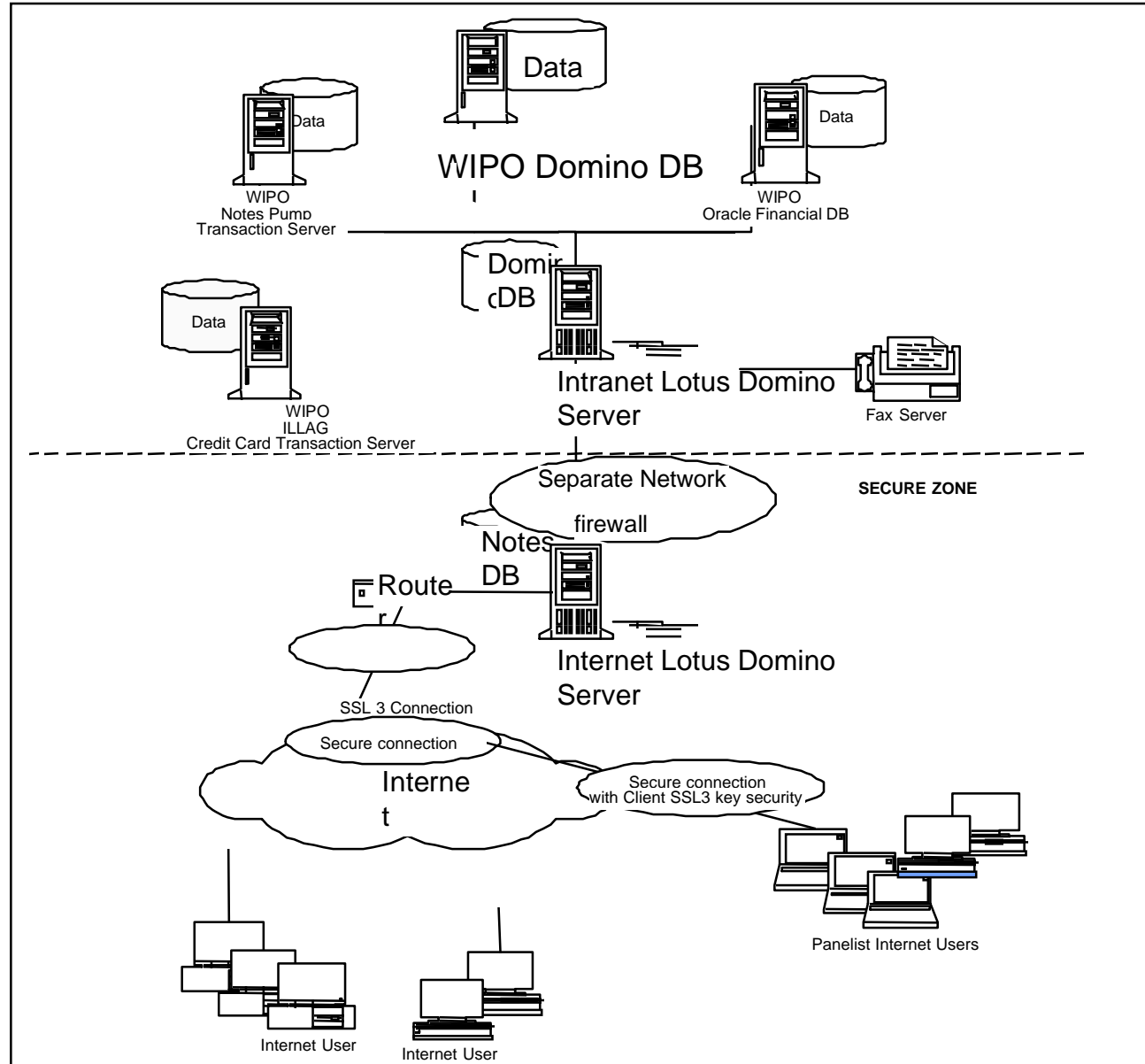
AMC Expedited Arbitration Project

-
- Functional Architecture
- Technical Architecture
- Modularity
- Expertise

Functional Architecture



Technical Architecture



Expertise

- Lotus Notes Development Tools
-
- Lotus Domino Web Server
-
- Oracle (Financials) DB
-
- Electronic payments: Credit Cards on-line

Conclusion

- Much has successfully changed in the IT department in the last 2 years:
 - NOS is now a reality: a global network for the Organization
 - GroupWise electronic mail: 30,000 Internet mails each month; 800 trained internal users; 25,000 internal mails per week
 - Internet Web site and Intranet: information delivered on time Urbi et Orbi
 - Initiation of client/server architecture based on the UNIX Oracle combination
 - Integration of ICC services with Netware and UNIX services
- During 1998-99 the IT Dpt will continue to focus on becoming the **Centre of Excellence** for the provision of IT services to WIPO and its partners/clients