OVERSIGHT ACTIVITIES AT A GLANCE

<table>
<thead>
<tr>
<th>Highlights of 2020</th>
<th>Some Activities for 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018/2019 WPR Validation</td>
<td>Cybersecurity</td>
</tr>
<tr>
<td>Regional Bureau for Africa</td>
<td>Crisis Management</td>
</tr>
<tr>
<td>Lisbon System</td>
<td>Results Based Management</td>
</tr>
<tr>
<td>Absence Management</td>
<td>Data Analytics</td>
</tr>
<tr>
<td>Assurance Mapping</td>
<td>WIPO Re:search</td>
</tr>
</tbody>
</table>

IOD HUMAN AND FINANCIAL RESOURCES IN 2020

![Gender Mix at 31.12.2020](image)

- Male
- Female

- 2 recruitments in progress

Positions at 31.12.2020

<table>
<thead>
<tr>
<th>Position</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director</td>
<td>1</td>
</tr>
<tr>
<td>Professionals</td>
<td>7</td>
</tr>
<tr>
<td>General Services</td>
<td>2</td>
</tr>
<tr>
<td>Vacancies</td>
<td>2</td>
</tr>
</tbody>
</table>

Total budget Utilization 2020

- 101% (Budget 2,1 M$fr.)
- 38% (Budget 358 KSfr.)

AUDIT AND EVALUATION ACTIVITIES OF 2020

- **Planned Engagements 2020**
  - Evaluations: 6
  - Audits: 6

- **Status of Work at December 31, 2020**
  - Evaluation: 5 (Ongoing), 1 (Reported), 3 (From 2019 Reported in 2020), 2 (Moved to 2021)
  - Audit: 1 (Ongoing), 1 (Reported), 1 (From 2019 Reported in 2020), 2 (Moved to 2021)

INVESTIGATION ACTIVITIES OF 2020

- **2020 Case Management**
  - Pending cases at year end
  - Closed cases during the year
  - Opened case during the year
  - Caseload carried forward from previous year
WIPO OPEN RECOMMENDATIONS STATUS AT DECEMBER 31, 2020

1 Includes recommendations from External Auditors

Open recommendations at January 1, 2020: 117
Recommendations added: 52
Recommendations closed: 66
Open Recommendations at December 31, 2020: 103

Reports issued between January - December 2020

Customer Satisfaction – Cumulative Average December 31, 2020

Overdue Recommendations as a Percentage of Total Open Recommendations - By Program at 31.12.2020

---

1 Includes recommendations from External Auditors