CURRENT OVERSIGHT ACTIVITIES AT A GLANCE

<table>
<thead>
<tr>
<th>REF</th>
<th>Task</th>
<th>Phase</th>
</tr>
</thead>
<tbody>
<tr>
<td>EVAL 2016-03</td>
<td>Evaluation of WIPO’s External Communications and External Relations</td>
<td>Planning</td>
</tr>
<tr>
<td>EVAL 2016-05</td>
<td>Evaluation of Program 13 - Global Databases Service</td>
<td>Reporting</td>
</tr>
<tr>
<td>IA 2016-06</td>
<td>Review of WIPO’s Ethics Framework</td>
<td>Reporting</td>
</tr>
<tr>
<td>IA 2016-03</td>
<td>Audit of Compliance in Madrid Registry</td>
<td>Planning</td>
</tr>
</tbody>
</table>

IOD HUMAN AND FINANCIAL RESOURCES IN 2016

- Gender Mix: 50% Male, 50% Female
- Position Summary (12):
  - Director: 1
  - Professionals: 7
  - General Services: 1
  - Interns: 3
- Total Budget Utilization 2016:
  - Non-personnel Resources: 80%
  - Personnel Resources: 20%

AUDIT AND EVALUATION ACTIVITIES OF 2016

- Planned Engagements in 2016:
  - Evaluations (6): 5 (Carried forward from 2015), 1 (Ad hoc request)
  - Audits (8): 7 (Carried forward from 2015), 1 (Ad hoc request)

Status of Work at December 31, 2016

- Evaluations (4):
  - Completed: 1
  - Ongoing: 3
- Audits (4):
  - Cancelled: 1
  - Completed: 0
  - Ongoing: 3

INVESTIGATIONS ACTIVITIES OF 2016

- Category of Open Cases 2015 2016
  - Abuse of work time: 6 (19%) 1 (3%)
  - Benefits and Entitlements Fraud: 2 (6%) 2 (7%)
  - Harassment/Discrimination/Abuse of Authority: 8 (25%) 5 (17%)
  - Irregular HR practices: 2 (6%) 1 (3%)
  - Misuse of ICT resources: 1 (3%) 0 (0%)
  - Other fraudulent, corrupt or abusive practices: 6 (19%) 11 (37%)
  - Statements, pronouncements and activities incompatible with the obligations of an international civil servant: 1 (3%) 8 (27%)
  - Unauthorized communication of information: 3 (9%) 1 (3%)
  - Wrongdoing by candidate during recruitment selection process: 3 (9%) 1 (3%)
  - Total: 32 (100%) 30 (100%)
WIPO OPEN RECOMMENDATIONS STATUS AT DECEMBER 31, 2016

**QUICK STATS**

- Open recommendations at December 31, 2016 – **155** (High 84; Medium:71)
- Recommendations made in 2016 - **67**
- Recommendations closed in 2016 – **73**
- Reports issued in 2016:
  - Evaluations - 3
  - Audits - 6
  - Investigations – **15**
  - Management Implication Reports – **5**
- Customer Satisfaction – Cumulative Average Rate Received at December 31, 2016:
  
<table>
<thead>
<tr>
<th>Post assignment Surveys</th>
<th>After One Year Surveys</th>
</tr>
</thead>
<tbody>
<tr>
<td>85%</td>
<td>74%</td>
</tr>
</tbody>
</table>

**Recommendations by Source**

- IAO, 128 (82%)
- External Audit, 26 (17%)
- IAO, 1 (1%)

**Recommendations by Program and by Priority**

(155)

**Open Recommendation by Year Issued and by Priority**

- High (84)
- Medium (71)