

Program and Budget Committee

Twenty-Ninth Session
Geneva, May 6 to 10, 2019

PRELIMINARY OVERVIEW OF WIPO'S FINANCIAL AND PROGRAMMATIC PERFORMANCE IN 2018

prepared by the Secretariat

1. The current document provides a consolidated preliminary overview of WIPO's financial and programmatic performance in 2018. The financial end of 2018 figures, which are subject to audit, will be reported on formally at the thirtieth session of the Program and Budget Committee (PBC) in July 2019 as audited financial statements for 2018. The WIPO Performance Report (WPR) for 2018 will also be reported on formally at the thirtieth session of the PBC.
2. The document is intended to provide Member States with information on organizational performance in 2018 for consideration in the discussions on the Draft Proposed Program and Budget for the 2020/21 Biennium.

3. *The Program and Budget Committee is invited to take note of the contents of the present document (WO/PBC/29/INF/1).*

[Preliminary Overview of WIPO's Financial and Programmatic Performance in 2018 follows]

Preliminary Overview of WIPO's Financial and Programmatic Performance in 2018

Financial Performance 2018¹

1. Table 1 provides an overview of WIPO's preliminary results and financial parameters for the year ended December 31, 2018.

Table 1. Preliminary Results and Financial Parameters as at end 2018 (Unaudited)

(in millions of Swiss francs)

As at end December 2018

Key Financials	2018/19 Program & Budget	2018 Actuals	2018 Actuals compared to Program & Budget
INCOME			
Income on accrual basis			
Fees			
PCT	634.1	321.4	51%
Madrid	140.8	74.3	53%
Hague	11.3	4.9	43%
Lisbon ¹	0.0	0.0	78%
<i>Sub-total</i>	786.3	400.6	51%
Income on a modified accrual basis			
Contributions (unitary)	34.8	17.4	50%
Arbitration	3.1	1.8	58%
Publications	0.4	0.5	132%
Miscellaneous Income	4.8	(0.3)	-6%
<i>Sub-total</i>	43.1	19.4	45%
IPSAS adj. to Income on a modified accrual basis	0.3	0.1	33%
Total Income after IPSAS adjustments	829.6	420.1	50.6%
EXPENDITURE			
Personnel Expenditure	460.0	208.9	45%
Non-Personnel Expenditure	265.9	130.5	49%
Total Expenditure (budgetary basis)	725.9	339.4	47%
IPSAS adjustments to Expenditure	38.8	21.4	55%
Total Expenditure after IPSAS adjustments	764.6	360.8	47%
Investment gains/(losses)			
Investment gains/(losses) ²	0.0	(6.0)	
IPSAS adjustments to Investment gains/(losses)		(6.2)	
Total Investment gains/(losses) after IPSAS adjustments	0.0	(12.2)	
Operating Result	65.0	47.1	n/a
Miscellaneous revenue for projects financed from Reserves ³	-	0.0	n/a
Reserve expenditure			
Reserve expenditure	35.8 ⁴	7.9	22%
IPSAS adjustments to Reserve expd.	(27.3)	(3.3)	n/a
Reserve expenditure after IPSAS adjustments	8.5	4.6	n/a
Overall Result⁵	56.5	42.5	n/a
¹ Lisbon fee income (in thousands of Swiss francs)	40.0	31.0	
² Investment gains/(losses) (in thousands of Swiss francs)	46.0	(6,029.8)	
³ Miscellaneous revenue for projects financed from Reserves (in Swiss francs)		5,418.0	
⁴ Expenditure foreseen to be spent in 2018/19 (A/51/16, WO/PBC/15/17, WO/PBC/27/9 and WO/PBC/28/13).			
⁵ 2018 Overall Result excludes Special Accounts.			

¹ Figures in tables may not add up due to rounding

2. Table 2 presents figures on the levels of registration activities undertaken under the PCT, Madrid and the Hague Systems.

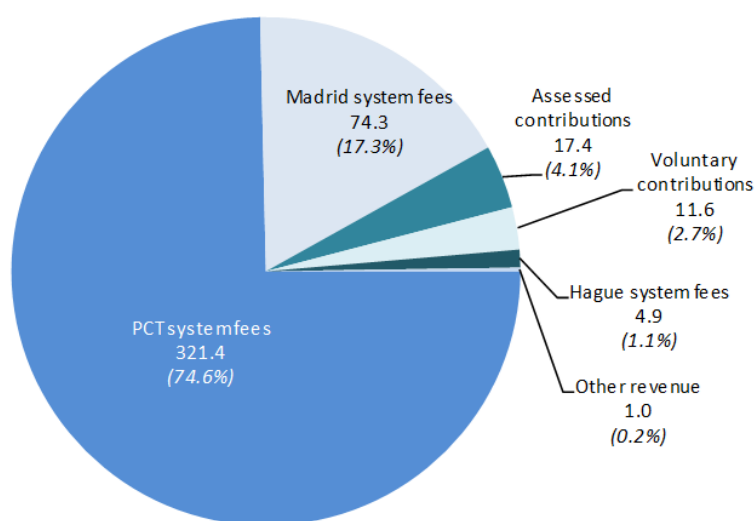
Table 2. Estimates vs. Actuals Demand for Services under the PCT, Madrid and the Hague Systems in 2018

Registration Systems	2018/19 Budgeted Estimates	As at end December 2018	
		2018 Actuals ¹	2018 Actuals compared to Budgeted Estimates
PCT System			
IAs Filed	510,800	253,200	50%
Madrid System			
Applications	114,600	60,400	53%
Registrations	110,400	59,200	54%
Renewals	68,190	32,692	48%
<i>Sub-total Registrations & Renewals</i>	<i>178,590</i>	<i>91,892</i>	<i>51%</i>
Hague System			
Applications	13,910	5,420	39%
Registrations	11,767	5,131	44%
Renewals	6,950	3,500	50%
<i>Sub-total Registrations & Renewals</i>	<i>18,717</i>	<i>8,631</i>	<i>46%</i>

¹2018 Actuals as per the January 2019 Forecast by the Chief Economist.

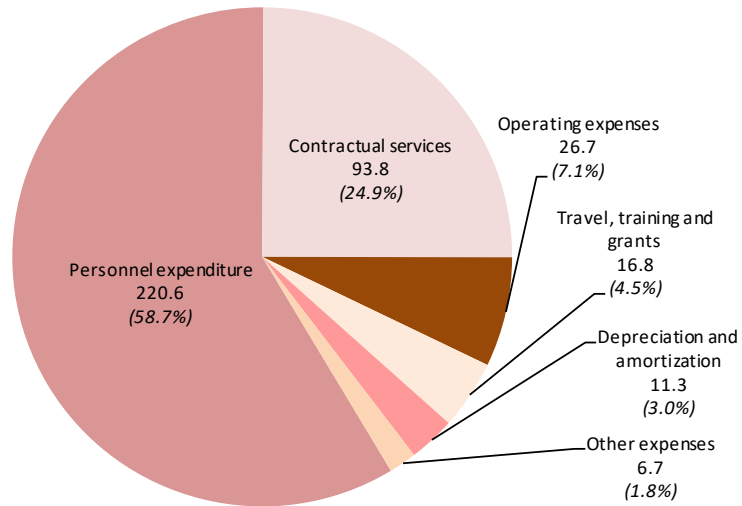
3. Chart 1 provides information on the breakdown of WIPO's income on an IPSAS basis in 2018.

Chart 1: 2018 Income by Type
(in millions of Swiss francs)

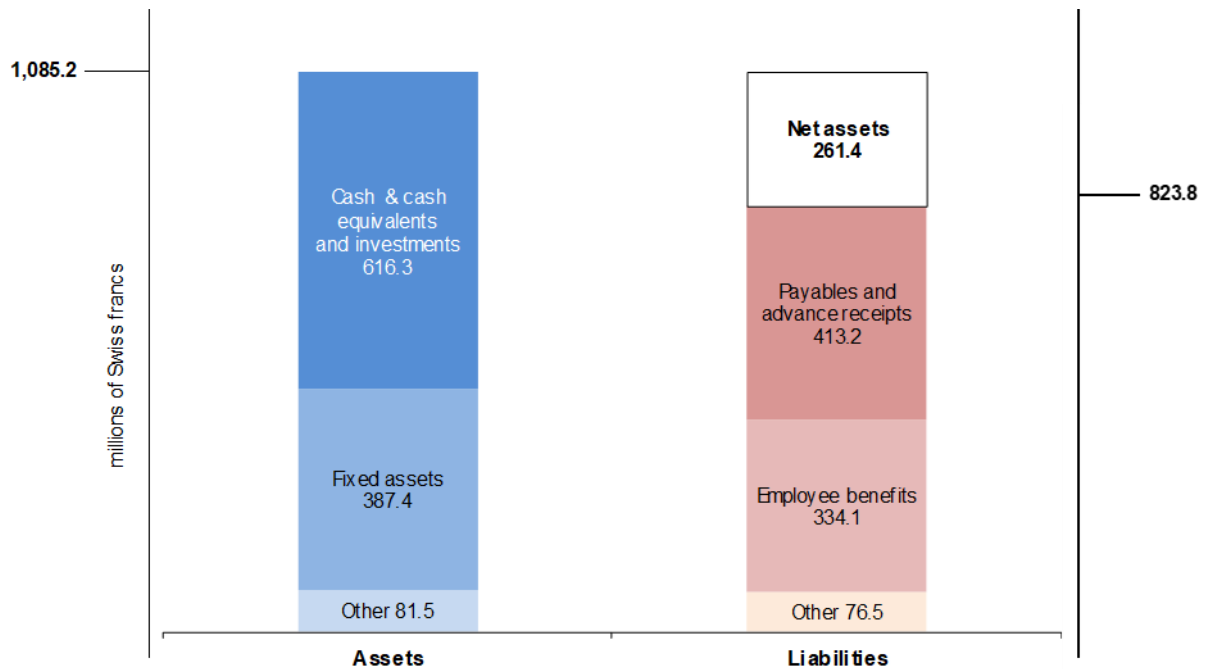


4. Chart 2 provides information on the breakdown of expenditure on an IPSAS basis by type in 2018.

Chart 2: 2018 Expenditure by Type
(in millions of Swiss francs)



5. Chart 3 provides information on the total assets, total liabilities and net assets (Reserves) of the Organization at the end of 2018.



6. Table 3 presents budget utilization figures by Program for 2018.

Table 3. Budget vs. Expenditure by Program in 2018 (Unaudited)

(in thousands of Swiss francs)

		As at end December 2018			
Programs	2018/19 Approved Budget	2018/19 Budget after Transfers ¹	2018 Expenditure ²	Budget Utilization ³	
1	Patent Law	4,965	5,358	2,603	52%
2	Trademarks, Industrial Designs and Geographical Indications	4,925	4,647	2,268	46%
3	Copyright and Related Rights	16,680	16,599	7,509	45%
4	Traditional Knowledge, Traditional Cultural Expressions and Genetic Resources	7,057	6,869	3,306	47%
5	The PCT System	213,107	209,370	97,515	46%
6	Madrid System	58,839	57,308	27,574	47%
7	WIPO Arbitration and Mediation Center	11,322	11,269	5,269	47%
8	Development Agenda Coordination	3,455	3,658	1,497	43%
9	Africa, Arab, Asia and the Pacific, Latin America and the Caribbean Countries, Least Developed Countries	30,785	29,046	13,835	45%
10	Transition and Developed Countries	8,679	8,528	3,498	40%
11	The WIPO Academy	13,614	12,881	6,242	46%
12	International Classifications and Standards	7,215	7,201	3,091	43%
13	Global Databases	8,840	10,569	4,385	50%
14	Services for Access to Information and Knowledge	7,850	8,024	4,032	51%
15	Business Solutions for IP Offices	14,574	14,495	6,382	44%
16	Economics and Statistics	6,918	7,294	3,330	48%
17	Building Respect for IP	4,102	4,582	2,191	53%
18	IP and Global Challenges	5,648	5,052	2,106	37%
19	Communications	16,412	16,090	7,485	46%
20	External Relations, Partnerships and External Offices	13,255	14,278	6,430	49%
21	Executive Management	20,047	23,518	11,280	56%
22	Program and Resource Management	38,203	38,485	17,051	45%
23	Human Resources Management and Development	24,630	25,719	16,042	65%
24	General Support Services	38,634	38,847	18,674	48%
25	Information and Communication Technology	52,088	52,251	23,879	46%
26	Internal Oversight	5,550	5,072	2,341	42%
27	Conference and Language Services	39,136	36,212	17,053	44%
28	Information Assurance, Safety and Security	23,104	22,722	10,143	44%
30	SMEs and Entrepreneurship Support	6,326	6,380	2,861	45%
31	The Hague System	11,193	15,414	8,905	80%
32	Lisbon System	1,347	1,339	659	49%
	Unallocated	7,357	6,778	-	
TOTAL		725,857	725,857	339,436	47%

¹2018/19 Budget after Transfers reflects the adjusted budgets of Programs as at February 1, 2019, following transfers during the biennium in line with Financial Regulation 5.5.

²2018 Expenditure refers to actual expenditure pre-IPSAS adjustments.

³Budget Utilization reflects 2018 expenditure as compared to the Approved Budget 2018/19.

7. Table 4 provides the 2018 preliminary results by Union (Contribution-financed Union, PCT Union, Hague Union and Lisbon Union).

Table 4. 2018 Results by Union (Unaudited)

	As at end December 2018					
	Unions					
(in thousands of Swiss francs)	CF	PCT	Madrid	Hague	Lisbon	Total
Income	17,610	321,002	75,675	5,347	405	420,039
IPSAS adjustments to Income	(23)	96	41	(13)	(13)	88
Income after IPSAS adjustments	17,587	321,098	75,717	5,334	392	420,127
Expenditure (Budgetary)	16,308	242,515	64,913	14,600	1,101	339,436
IPSAS adjustments to Expenditure	1,025	15,298	4,071	907	68	21,369
Expenditure after IPSAS adjustments	17,332	257,813	68,983	15,507	1,169	360,805
Investment gains/(losses)	(1,019)	(10,048)	5,036	-	-	(6,030)
IPSAS adjustments to Investment gains/(losses)	-	-	(6,210)	-	-	(6,210)
Investment gains/(losses) after IPSAS adjustments	(1,019)	(10,048)	(1,174)	-	-	(12,240)
Operating Result	(764)	53,238	5,560	(10,174)	(778)	47,082
Miscellaneous revenue for projects financed from Reserves	1	1	1	1	1	5
Reserve Expenditure	100	7,275	467	-	-	7,842
IPSAS adjustments to Reserve Expenditure	(6)	(3,215)	(20)	-	-	(3,241)
Reserve Expenditure after IPSAS adjustments	94	4,061	447	-	-	4,602
Overall Result	(857)	49,178	5,113	(10,172)	(776)	42,486

Note: The methodology for the allocation of income and expenditure by Union is described in Annex III of the Program and Budget 2018/19.

8. Table 5 provides an outlook for the 2018/19 biennium taking into account the financial results for the year ended December 31, 2018.

Table 5. Current Financial Outlook for 2018/19

	2018/19 Approved Budget	2018/19 Outlook			Outlook as % of Budget
		2018 Actuals (Unaudited)	2019 Forecast ¹	Total	
1. Income	829.3	420.0	434.9	855.0	103%
2. IPSAS adjust to Income	0.3	0.1	0.1	0.2	83%
3. Expenditure (budgetary)	725.9	339.4	366.4	705.8	97%
4. IPSAS adjust to expenditure	(38.8)	(21.4)	(19.4)	(40.8)	105%
5. Investment gains/(losses)	0.0	(12.2)	0.0	(12.2)	
6. Operating Result	65.0	47.1	49.3	96.4	
7. Miscellaneous revenue for projects financed from Reserves ²		0.0	-	0.0	
8. Reserve expenditure		7.9	17.2	25.1	
9. IPSAS adjustments to Reserve expd.		(3.3)	(7.1)	(10.4)	
10. Overall Result		42.5	39.2	81.7	

¹ 2019 forecast: (i) Income fee estimates for the PCT, Madrid and the Hague Systems as per the January 2019 Forecast by the Chief Economist. All other income for the second year of the biennium is estimated based on the annual budgets reflected in Annex VI of the Program and Budget 2018/19; (ii) Expenditure for the second year of the biennium is estimated based on the annual budgets reflected in Annex VI of the Program and Budget 2018/19; (iii) IPSAS adjustments to regular budget are estimated based on Table 1 of the Program and Budget 2018/19; (iv) Reserve expenditure reflects the 2019 forecasted expenditure on approved Capital Master Plan projects; (v) IPSAS adjustments to Reserve expenditure has been reported based on 2018 Actuals; and (vi) Investment gains/(losses) are estimated based on Table 2 of the Program and Budget 2018/19.

² Miscellaneous revenue for projects financed from Reserves amounts to 5,418 Swiss francs in 2018.

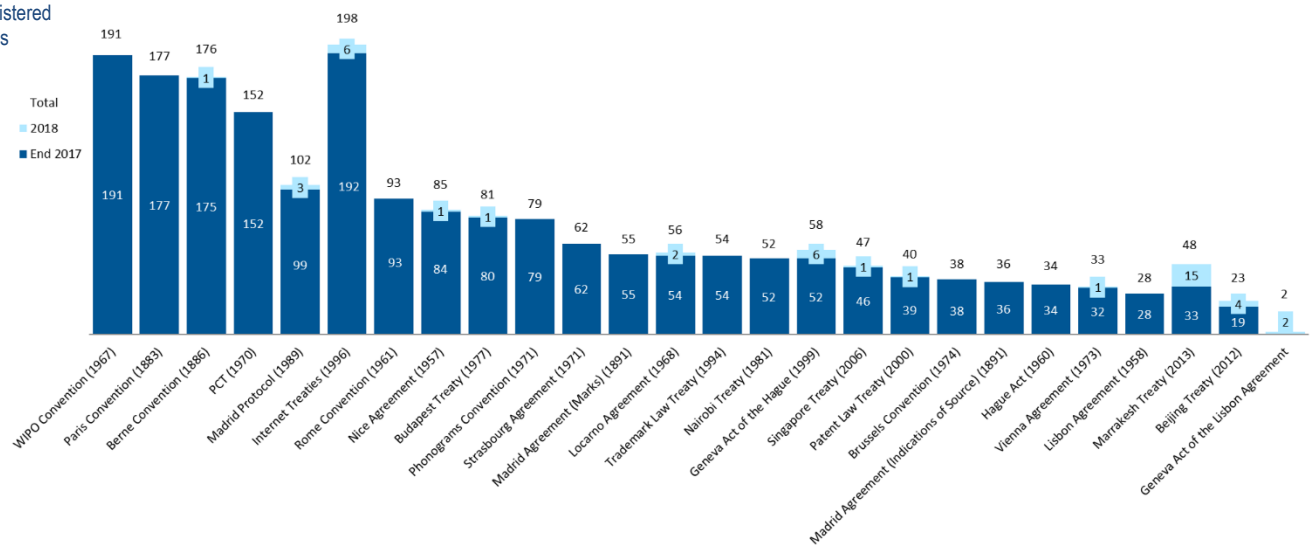
Programmatic Performance 2018

Development of a Balanced International Normative Framework for IP



A record year with 44 ratifications/ accessions to WIPO-administered treaties

- With a total of 44² accessions or ratifications to WIPO's 26 administered treaties, 2018 was a record year for WIPO, reaching the highest level of accession in 10 years.
- Of particular note, the Marrakesh Treaty saw an additional 15 accessions, including the European Union (EU), which greatly expanded the geographical coverage. By the end of the year, there were 48 Contracting Parties to the Treaty, covering 75 countries.



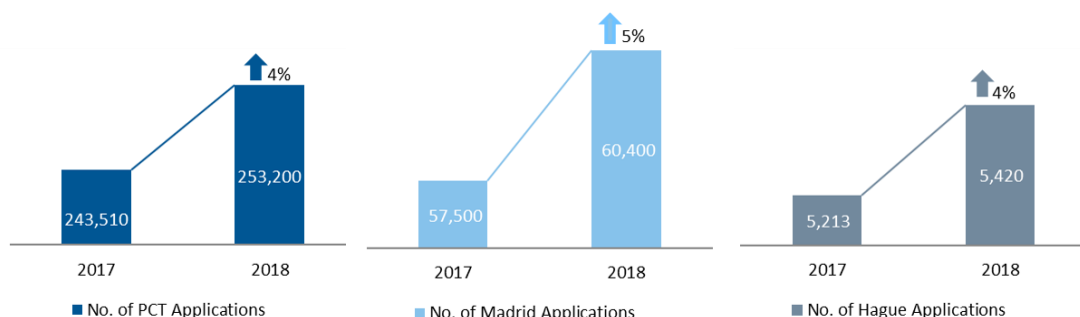
Note: The total number of ratifications to the Internet treaties amounted to 198 at the end of the biennium, of which 99 to the WCT and 99 to the WPPT.

Global IP Services



Another record year in the use of WIPO's IP services

- The year 2018 represented another record-setting year for WIPO's international registration systems, demonstrating strong growth for the ninth consecutive year³. In particular, the number of PCT applications surpassed a record-breaking quarter of a million mark, with a 4 per cent growth rate as compared to 2017. The Madrid System saw a 5 per cent growth rate; while the number of applications filed under the Hague System grew by 4 per cent.

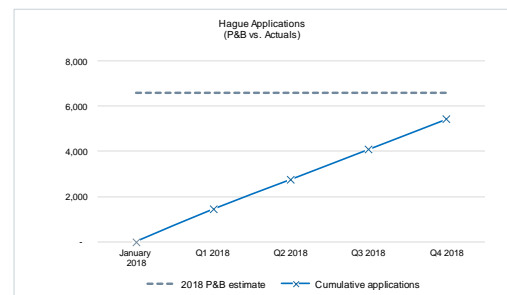
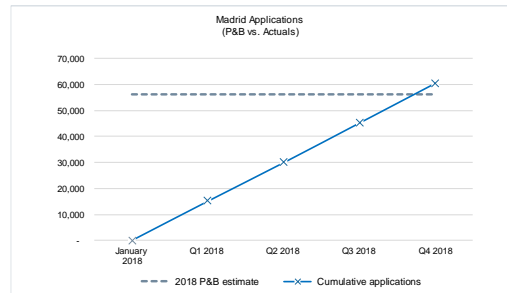
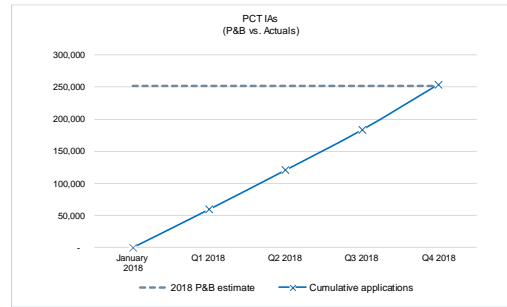


- As compared to the estimated demand for services under the PCT, Madrid and the Hague Systems in the Program and Budget 2018/19, by the end of 2018:

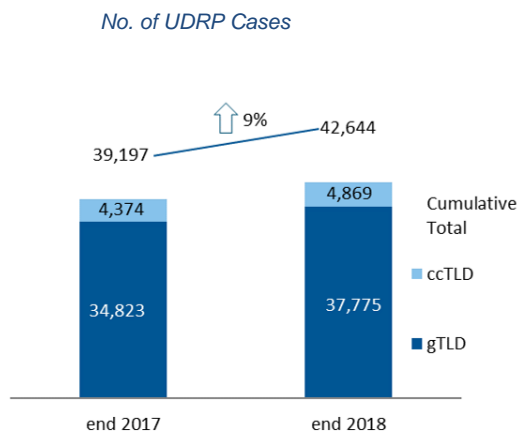
² The data for the Singapore Treaty, the Madrid Protocol and the Geneva Act of the Hague Agreement reflect the date of entry into force as opposed to the date of deposit of instrument.

³ Source: The January 2019 Forecast of the Chief Economist

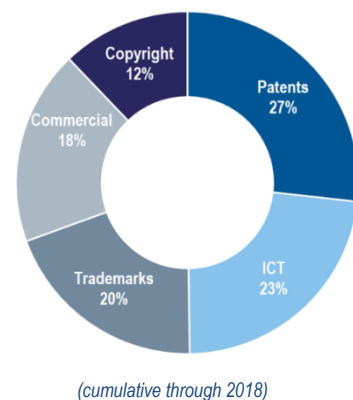
- The number of international applications (IAs) filed with the PCT was in line with the estimate, with filings showing significant growth from China, the Republic of Korea and Japan.
- The number of applications under the Madrid System was 9 per cent above its estimate, primarily driven by strong growth in filings from China, Japan, the Republic of Korea, the United States of America and the United Kingdom. The number of registrations surpassed the estimate by 11 per cent. Registration backlogs continued to decrease by 65 per cent during the fourth quarter, reaching a record-breaking low during the past two years, totaling 1,029 at the end of 2018.
- The number of applications under the Hague System was 19 per cent below the estimate at the end of 2018. This was primarily driven by the delayed accession of China and a slowdown in applications received from the Republic of Korea and the European Union.



- The Geneva Act of the Lisbon Agreement saw the first two Contracting Parties to the agreement in 2018 when Cambodia and Côte d'Ivoire deposited their instruments of accession in March and September respectively⁴.
- The WIPO Arbitration and Mediation Center (WIPO Center) received a record number of domain name filings in 2018 (3,447). WIPO UDRP-based cases involved parties from 109 countries and were administered in 19 different languages. Since the WIPO Center administered its first UDRP case in 1999, total WIPO case filings surpassed the 42,500 mark in 2018, encompassing over 78,500 domain names.
- In addition to domain name cases, the WIPO Center, in 2018, received a total of 60 mediation and arbitration cases – a 15 per cent increase over 2017 and the highest number of cases ever in a given year – and 95 requests for *bons offices*, both covering a wide range of IP disputes.



WIPO Center ADR⁵ Disputes Subject Matter



⁴ The effective date of deposit of the instruments of accession is determined by Article 28(3) of the Geneva Act of the Lisbon Agreement.

⁵ Alternative Dispute Resolution

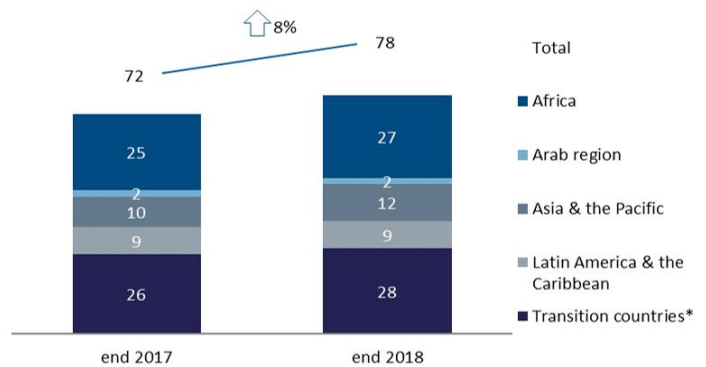
- In 2018, the WIPO Center began new collaborations with 15 national IP and Copyright Offices for the promotion of Alternative Dispute Resolution (ADR) options and their possible combination with these institutions' existing services. The WIPO Center now engages with some 39 IP authorities around the world.



The Inventor Assistance Program (IAP) – an 87% growth rate

Facilitating the Use of IP for Development

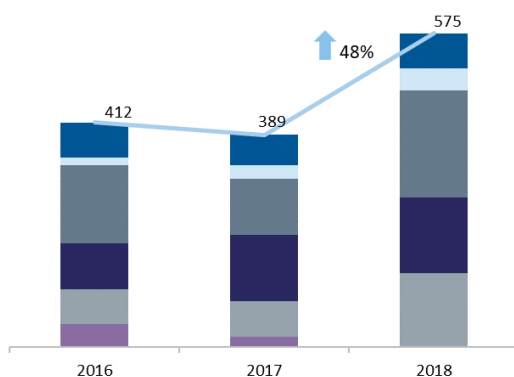
- An additional six national IP strategies/development plans were adopted in 2018, for a cumulative total of 78 countries overall, of which 23 are LDCs. This represented an 8 per cent increase as compared to the end of 2017. The adoption of national IP strategies provides the basis for a comprehensive approach to empowering developing and transition countries and LDCs to harness IP for enhancing national innovation potential.



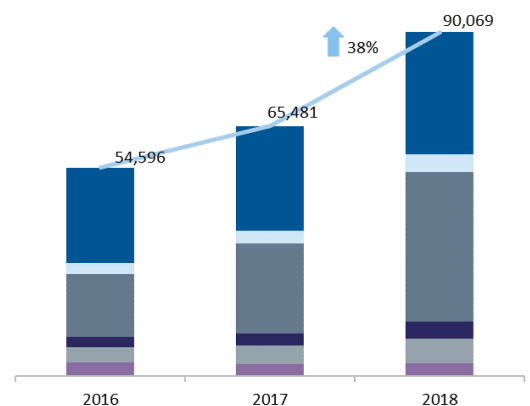
* The data for Transition countries reflects national IP strategies and national strategies for socio-economic and scientific research development.

- The project on Appropriate Technology (AT)⁶ was mainstreamed in 2018. By the end of the year, an additional six ATs had been commercialized in LDCs (two in Ethiopia, two in Rwanda, and two in Tanzania), for a cumulative total of nine ATs commercialized in five LDCs.
- In its second year of operation, the Inventor Assistance Program (IAP), a joint initiative with the World Economic Forum, became fully operational in the last two countries to have joined the IAP (Ecuador and South Africa). The network's pro bono patent attorneys assisted 15 additional inventors in 2018, an 87 per cent growth rate over 2017, for a cumulative total of 45 inventors having benefitted from the Program. In addition, the IAP accepted its 100th legal counsel volunteer in 2018.
- The Distance Learning (DL) Program continued to show strong growth, with a 38 per cent increase over 2017. The total number of participants in DL courses exceeded 90,000 in 2018 alone, as compared to 120,000 for the whole of 2016/17. The WIPO Summer School (WSS) Program saw a 48 per cent growth rate in 2018 over 2017, with all WIPO regions showing an increase in the number of participants.

Geographical Distribution of Participants in WSS Courses



Geographical Distribution of Participants in DL Courses



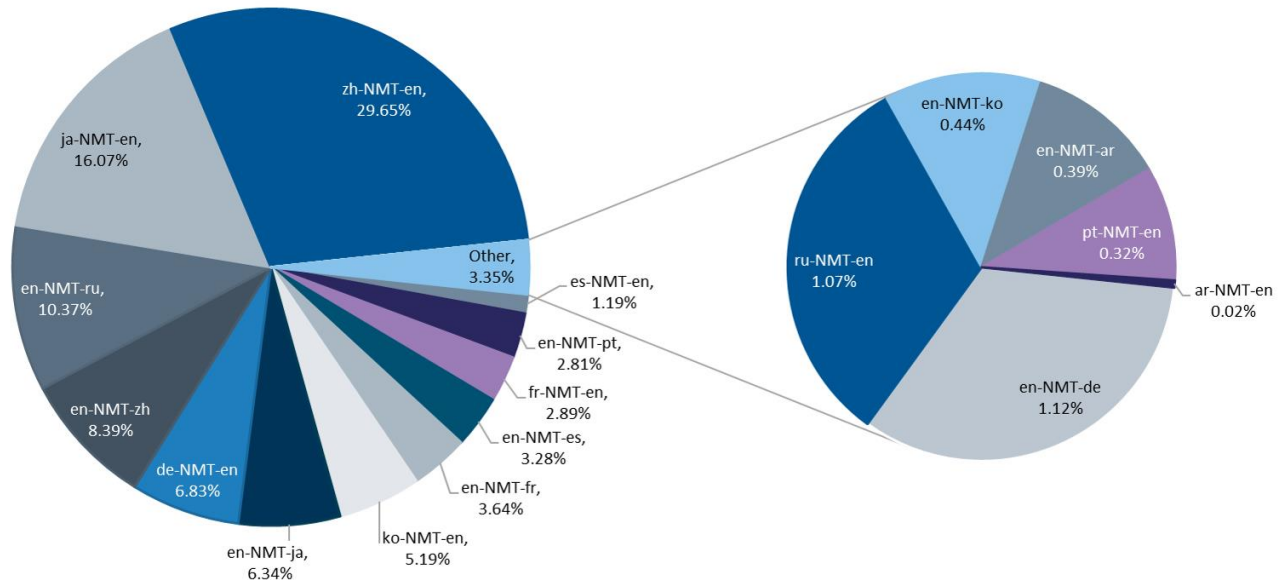
⁶ Capacity-Building in the Use of Appropriate Technology Specific Technical and Scientific Information as a Solution for Identified Development Challenges–Phase II

Global IP Infrastructure

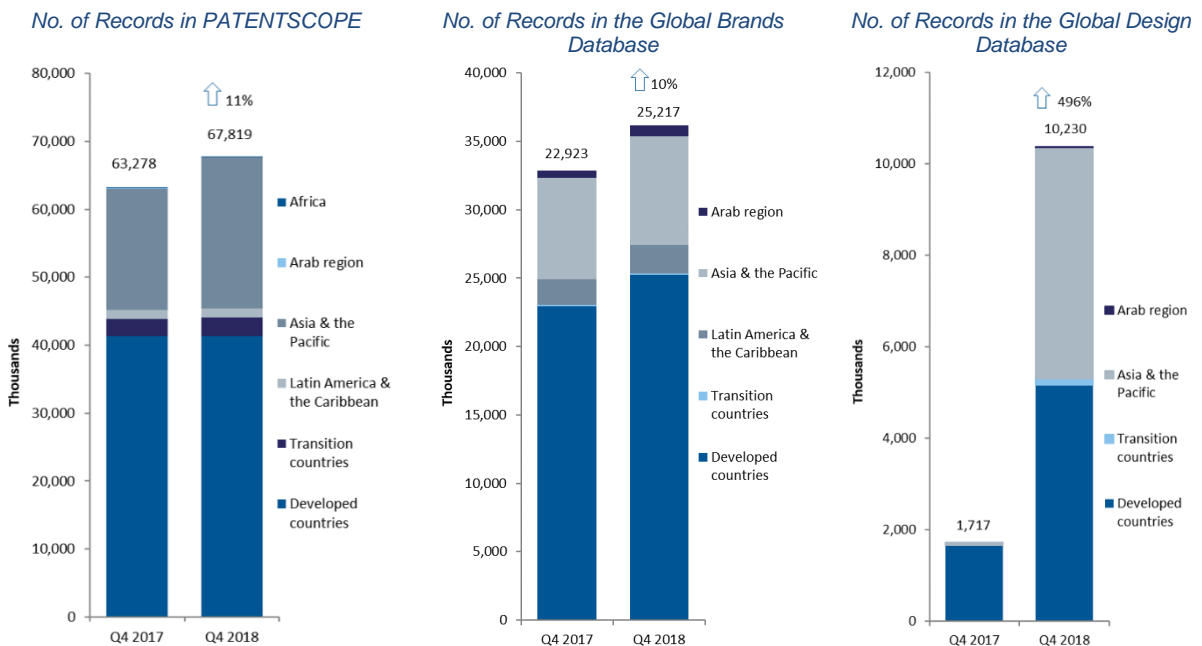


Cutting-edge Artificial Intelligence (AI) neural machine translation tool adopted by the first Member State

- WIPO Translate, the cutting-edge Artificial Intelligence (AI)-based neural machine translation tool for translating patent documents launched in 2016, was adopted by the first WIPO Member State in 2018. The tool, available in nine language pairs, out-performs other web-based products and provides innovators worldwide with high-quality translation services and more easily accessible information on patents and new technologies. Since its launch, the majority of usage in PATENTSCOPE was from Chinese to English. Some 10 UN organizations were also using WIPO Translate by the end of 2018.

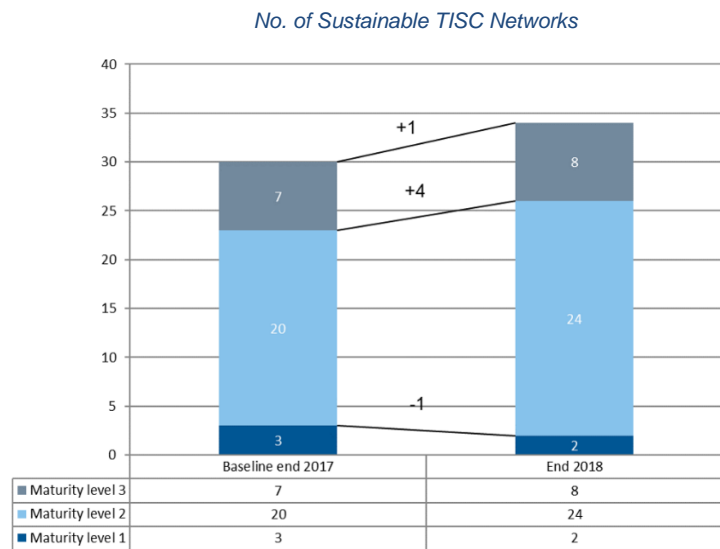


- The global databases showed overall strong growth in 2018 in the number of records. In particular, following its launch in 2015, the Global Design Database saw a 496 per cent increase in the number of records, from 1,717,418 records from two regions at the end of 2017 to 10,229,938 records from four regions by the end of 2018.

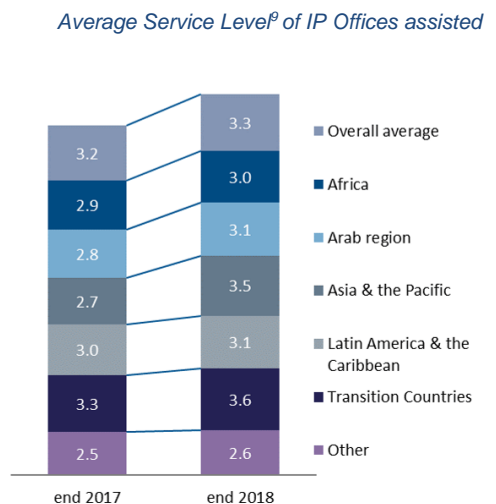
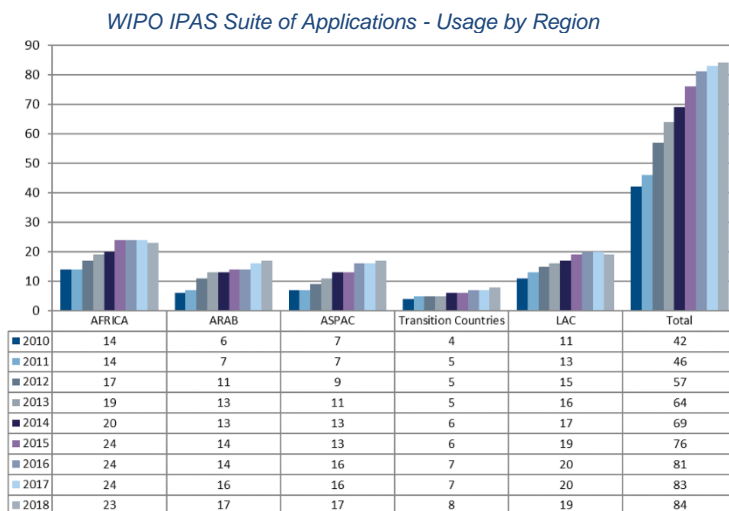


- A new, open-access database called Patent Information Initiative for Medicines (Pat-INFORMED)⁷ was launched jointly with the International Federation of Pharmaceutical Manufacturers and Associations (IFPMA) in September 2018. The database serves to facilitate easy access to medicine patent information as a service to the global health community, in particular those involved in procurement of medicines.

- The number of national Technology and Innovation Support Center (TISC) networks increased by 10 per cent during the first year of the biennium, from 71 at the end of 2017 to 78 at the end of 2018. By the end of the year, a total of 34 national networks had met the criteria to reach one of the three maturity levels of sustainability, a 13 per cent increase over 2017.



- The total number of IP Offices using the WIPO IPAS suite of applications⁸ reached 84 Offices in 2018, doubling the number of Offices from 42 in 2010. The Average Service Level (ASL) of IP Offices, a composite index for assessing an Office's maturity level (from basic to most advanced) in delivering services, increased for the Africa and Arab regions, with an overall ASL of 3.3, as compared to 3.2 at the end of 2017.



⁷ <https://www.wipo.int/pat-informed/en/>

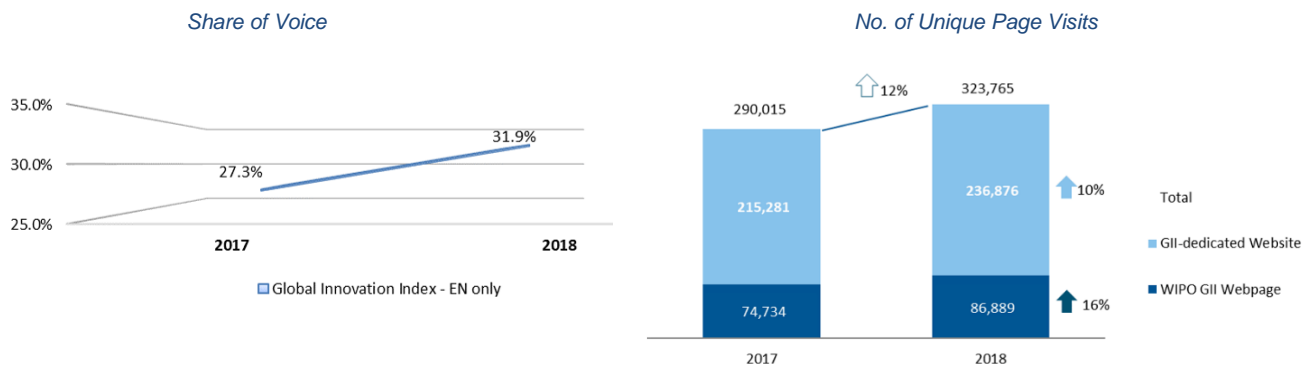
⁸ The IPAS suite of applications includes: IPAS (IP Administration System), AIPMS (Arab language version), WIPO Scan (digitization), EDMS (document management), WIPO File (online filing), WIPO Publish (online search database)

⁹ For a definition of the Service Level Indicators, please refer to page 3 of the Questions and Answers (Q&A) document submitted at the 27th session of the Program and Budget committee ([WO/PBC/27/Q&A](https://www.wipo.int/pbc/27/q&a/)).

World Reference Source for IP Information and Analysis



- Interest in the Global Innovation Index (GII), co-published with Insead and the Cornell SC Johnson College of Business, continued to be strong in 2018. The GII registered over 13,000 media mentions and the Twitter campaigns delivered 200,000 impressions, an 80 per cent increase as compared to 2017. The GII also gained in relative prominence to other prominent composite indicators, seeing a 17 per cent increase in the “Share of Voice” of GII-related articles versus articles covering the World Economic Forum Competitiveness Index and the Transparency International Corruption Index. The number of unique visits to the GII websites saw an overall 12 per cent increase.



- WIPO also expanded its statistical reporting activity to cover the creative economy in 2018. On the basis of a joint new survey with the International Publishers Association, the Organization reported, for the first time, key performance statistics on book publishing activity covering more than 30 countries.



Respect for IP – Growing from the Tip of Africa – an incubator of ideas to support an effective and balanced IP enforcement system

Building Respect for IP

- The International Conference *Respect for IP – Growing from the Tip of Africa* took place in October 2018 in South Africa. Jointly organized by WIPO, the Companies and Intellectual Property Commission of South Africa, INTERPOL, the World Customs Organization and the World Trade Organization, the Conference attracted more than 400 participants from around 70 countries, fostered policy dialogue and served as an incubator of ideas to support an effective and balanced IP enforcement system.
- With a view to achieving progress in the international policy dialogue among WIPO Member States on building respect for IP, the thirteenth session of the Advisory Committee on Enforcement (ACE) served as a forum for Member States to exchange information on national experiences and practices with regard to awareness-building activities and strategic campaigns; institutional arrangements concerning IP enforcement policies and regimes; legislative assistance; and capacity-building activities. The 30 expert presentations and four panel discussions resulted in rich and productive dialogue.

Addressing IP in Relation to Global Policy Issues

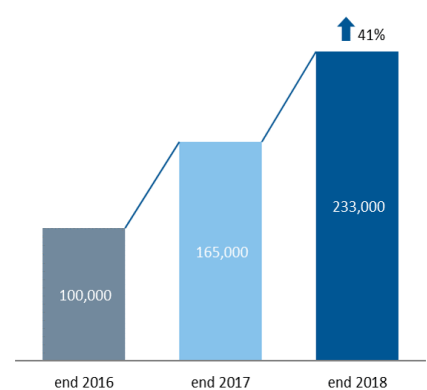


ABC Global Book Service – 233,000 books loaned in 2018 – a 41% increase

- WIPO Re:Search established 18 new research and development (R&D) collaborations and supported eight advancing agreements in 2018. These advancing agreements reached key research and product development milestones during the year, progressing past the initial stages (e.g. positive “hits” or responses to initial test runs on molecules and/or molecular compounds) to subsequent R&D stages. A WIPO Re:Search-brokered collaboration between Merck & Co. (MSD) and the Walter and Eliza Hall Institute of Medical Research (Australia) received a 3.5 million United States dollar award from the Wellcome Trust to advance antimalarial drug development.

- Trilateral cooperation with the World Health Organization (WHO) and the World Trade Organization (WTO) continued in 2018 with the seventh Joint Technical Symposium entitled *Sustainable Development Goals: Innovative Technologies To Promote Healthy Lives and Well-Being*.
- Under WIPO GREEN – The Sustainable Technology Marketplace, three additional deals were catalyzed in 2018:
 - Green School (technology seeker from Indonesia) and Zero Mass Water (technology provider from the United States of America): collaborating to make clean drinking water from sunlight and air in Indonesia using solar panel arrays;
 - Okra Solar (technology seeker from Cambodia) and *Entrepreneurs du Monde* (technology provider from France/Indonesia): collaborating to improve electricity access in rural Cambodia using solar power systems; and
 - Green School (technology seeker from Indonesia) and IDEP Foundation (technology provider from Indonesia): collaborating on a grey water filtration system in Indonesia.
- The Accessible Books Consortium continued to see strong results in 2018, with the number of accessible books loaned through the ABC Global Book Service via participating libraries to their patrons increasing from 165,000 loans at the end of 2017 to 233,000 loans in 2018, a 41 per cent increase.

No. of Accessible Books Loaned through ABC



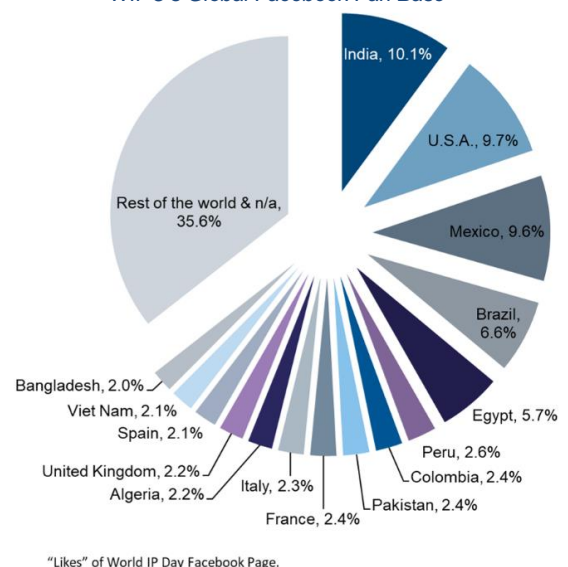
Responsive Communications Interface

- Multi-platform, multi-format communications reached even higher levels of effectiveness in 2018 and expanded WIPO's visibility and reach to a diverse audience worldwide. The World IP Day campaign delivered a second consecutive, record-breaking year with 635 events in 135 countries, up 26 per cent and 9 per cent respectively. Coverage of WIPO in general was up 27 per cent with 60,000 media mentions, 99 per cent of which were positive or neutral. On social media, WIPO's Twitter following approached the 60,000 mark, up 21 per cent, and delivered close to 9 million impressions of WIPO messages to an audience of avid IP-industry stakeholders, while WIPO's Facebook page reached an increasingly geographically diverse audience.
- WIPO's network of External Offices (EOs) continued to function as an integral part of the Organization, bringing WIPO's services and cooperation closer to Member States, stakeholders and partners thus enhancing efficiency and effectiveness of program delivery, as well as responding to the specific needs and priorities of the countries and/or regions they serve. In 2018, the Offices focused efforts on promotion of WIPO's international registration systems, platforms and IP Office systems, as well as strengthening relationships with a variety of stakeholders.
- Following the Member States' agreement at the WIPO Assemblies in 2016 to establish two new EOs in Algeria and Nigeria, and following the approval by the WIPO Coordination



Another record-breaking year in the history of the World IP Day campaign

WIPO's Global Facebook Fan Base



Committee of host country agreements at its session in 2017, preparations were completed for the opening of the WIPO Office in Algeria, which will begin functioning in February 2019.

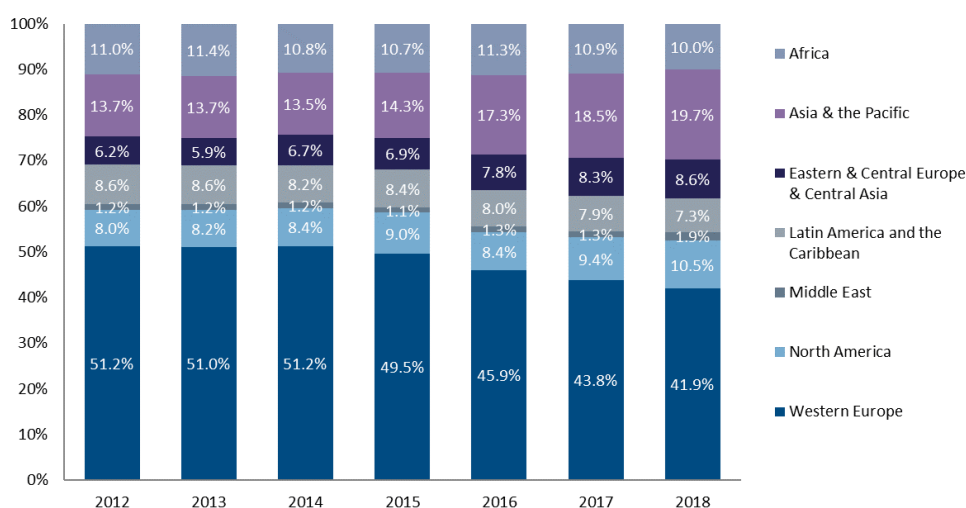


A new WIPO payment platform 'ePay' – faster, more integrated payment services for customers

Efficient Administrative and Financial Support Structure

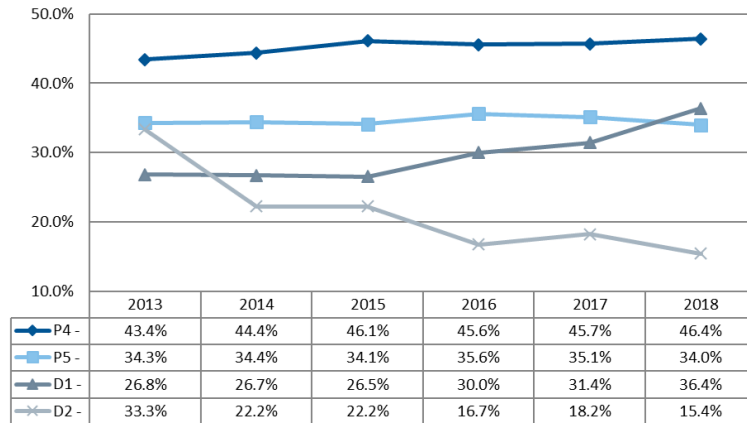
- With a view to providing an enhanced customer experience for users of WIPO's international registration systems and fee payment services, the design phase of the WIPO Global IP Portal was completed in October 2018, and work had begun on the production phase with key deliverables targeted for 2019.
- Early Global IP Portal deliverables in 2018 included: (i) implementation of the new WIPO payment platform 'ePay' in the first business sector (the Hague System); and (ii) enhancements to the WIPO Current Account, namely single sign-on and a new modern look and feel.
- As part of WIPO's cloud-first strategy, migration of several WIPO applications commenced in 2018. In addition, to ensure cloud readiness, several reference security architectures and patterns were developed and applied to applications that migrated to the cloud in 2018.
- Customer support via the Finance Infoline was strengthened with dedicated resourcing and improved operating hours that were increased by 50 per cent to thirty hours per week.
- A pilot project on the netting of certain PCT fees was initiated in 2018, whereby PCT search fees were collected from PCT receiving Offices on behalf of International Searching Authorities (ISAs). As at the end of 2018, the pilot had three ISAs as participants, together with 29 receiving Offices. The pilot will be evaluated in early 2019.
- WIPO's geographical diversity among staff in 2018 saw the number of Member States represented grow to 121 in 2018. The proportion of staff members from certain regions, in particular Asia and the Pacific, Eastern and Central Europe and Central Asia, as well as North America, increased, while the percentage of staff members from Western Europe continued to decrease to 41.9 per cent.

Geographical Diversity of WIPO Staff (Professional and Higher Categories) by Region



- Gender diversity in WIPO saw the percentage of women at the D1 level increase by 5 percentage points, from 31.4 per cent at the end of 2017 to 36.4 per cent at the end of 2018. Women at the P4 levels saw a moderate increase, while the number of women at the P5 and D2 levels decreased by 1.1 and 2.8 percentage points, respectively, as compared to 2017.

Gender Diversity of WIPO Staff (P4 to D2)



- In line with continued efforts to strengthen Information Assurance (IA), WIPO implemented a 24/7 Information Security Operations Center to continuously monitor, detect and respond to information security threats and events, thereby reducing the impact from an information security incident to WIPO's information assets. In addition, an international travel security service was established to continuously monitor global security events and support staff travel, external conferences and events.

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