



**Internal Oversight Division**

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**Audit Report**

**Audit of Travel Management**

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**LIST OF ACRONYMS**

<b>AIMS</b>	Administrative Integrated Management System
<b>ASITF</b>	Advanced Security in the Field
<b>BSITF</b>	Basic Security in the Field
<b>CWT</b>	Carlson Wagonlit Travel
<b>DSA</b>	Daily Subsistence Allowances
<b>E-work</b>	Electronic Workflow System
<b>ECM</b>	Enterprise Content Management
<b>ER</b>	Event Requests
<b>ERM</b>	Enterprise Risk Management
<b>HRMD</b>	Human Resources Management Department
<b>IAOC</b>	Independent Advisory Oversight Committee
<b>IATA</b>	International Air Transport Association
<b>ICS</b>	Individual Contractual Services
<b>IIA</b>	Institute of Internal Auditors
<b>IOD</b>	Internal Oversight Division
<b>JIU</b>	Joint Inspection Unit
<b>MAAS</b>	Management and Administrative Applications Section
<b>OBT</b>	Online Booking Tool
<b>OI</b>	Office Instruction
<b>POC</b>	Proof of Concept
<b>PTD</b>	Procurement and Travel Division
<b>SRR</b>	Staff Regulations and Rules
<b>SSCS</b>	Safety and Security Coordination Service
<b>TA</b>	Travel Authorization
<b>TE</b>	Terminal Expenses
<b>TMS</b>	Travel and Missions Support
<b>UN</b>	United Nations
<b>UNDP</b>	United Nations Development Programme
<b>UNSMS</b>	United Nations Security Management System
<b>WIPO</b>	World Intellectual Property Organization

## EXECUTIVE SUMMARY

1. In 2016 and 2017, WIPO staff and non-staff members traveled to 157 and 164 countries respectively, involving various forms of travel<sup>1</sup>, for a total combined cost of 47,5 million Swiss francs<sup>2</sup>.
2. Late Event Requests submissions averaged 77 per cent during the biennium, and late Travel Authorizations (TAs) averaged 33.5 per cent. Further, 88 per cent (1,666/1,898) of the late e-TAs were attributable to 10 Programs, and 77 per cent (1,286/1,666) of the late e-TAs for these 10 Programs were from non-staff travelers/third party travelers, against 23 per cent (380/1,286) for staff travelers.
3. These delays have been cited as a contributory factor to the Organization purchasing higher priced tickets. It would therefore be beneficial for WIPO to direct and exert more effort in formulating policies and procedures that ensure Program Managers are timely provided with third party travelers' travel documentation and information, in order to timely process travel arrangements for these travelers.
4. The transaction fees for booking air travel tickets using the Online Booking Tool (OBT) and those charged by the United Nations Development Programme (UNDP), show that on an average the fees charged by the latter are significantly higher. Going forward, WIPO would gain from prioritizing the use of the OBT for booking tickets, and reviewing the conditions under which the UNDP service should be used.
5. According to the United Nations Security Management System (UNSMS), the Duty of Care may extend to persons who are conducting business on behalf of an Organization. One of the prudent and proactive measures for addressing Duty of Care would be to extend the requirement and set conditions under which third party travelers should undertake the requisite security training course prior to undertaking travel. This measure can be implemented once WIPO makes a determination of the applicability of the Duty of Care towards these parties in line with the UNSMS.
6. WIPO would enhance efficiency and effectiveness of travel management, and ensure compliance with related travel policies, by: (i) adopting good practices within the United Nations (UN) Common System which specify a time frame for newly recruited staff members to complete travel security training courses; (ii) taking stock of the number of staff members that have undertaken the mandatory Basic Security in the Field course and monitor progress towards all staff being trained; and (iii) ensuring that all staff members that undertake official travel comply with the requirement to complete the mandatory and appropriate Security training for their designated travel destination.
7. Finally, the travel process would benefit from efficiency gains if the Travel Management System currently being developed to replace the Electronic Workflow System (E-work) System provides for security clearance procedures to run in parallel with the process of purchasing tickets, and is linked to a database for managing travel security training certificates.

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<sup>1</sup> Third party travel, Missions, Home leave, Repatriation, Staff joining at duty station and Education grants travel.

<sup>2</sup> Total includes Travel costs, and non-travel costs (i.e. Hotel, Fees, service costs and other related costs).