Data Management & Governance - Milestones

- Added the existing Data Platform
- Planned necessary improvement

- Started the CMP 40 project on data governance

- Created "Data Stewards" group
- Formed the section and started populating

- Performed Data Maturity Assessment
- Assessed Data Culture Diagnostic – Data Literacy

- Arranged Data Strategy Workshop

- Created section workplan
- Drafted budget

Data Management & Governance

WIPO Leadership's expectations from data	WIPO Leadership directions for data strategy
• Informed decision making – what works and what does not • Effective investment for revenue growth and generation • Improve customer relationships, intel and understand expectations • Provide overview of the organization operations, goods and services • Informed product development, sales pitches and upselling opportunities	• Effective Data sharing culture • Centralized data management, governance, data quality, data security • Common approach – terminology, data literacy, understanding of data • Data Science capability and tools

Data Workshop - December 2024

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Data Management & Governance – where do we stand?

Our challenges	Our Means	Our Business Benefits
Data silos	• Provide Enterprise Platform	• Permit agility and cross-sectorial data management • Improve efficiency and security • Reduce cost
Data sharing	• Use data marketplace • Data platform	• Data democracy – people access data and discover intelligence, create new data products • Share data with confidence
Data quality	• Spread DQ good practices • Automate quality check	• Trusted data products
Unknown data source/lineage	• Data Catalog with metadata, business glossary	• Common understanding
Succession plan	• Capacity building via data literacy • Lower technology barrier	• Business continuity • Self-service lowering dependency

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Data Governance & Management Section

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ERP

AIMS Transformation

The AIMS transformation project aims to move the current ERP, which is based on PeopleSoft, to Oracle Fusion cloud solution. It covers several functional areas

- Procurement, Travel & Meetings
- Human Resources
- Program Performance & Budget
- Finance

AIMS

- Procure-to-Pay
- Request-to-Settle
- Order-to- Cash
- Record-to-Report
- Acquire- to-Retire
- Plan-to- Perform
- Hire-to-Retire

ORGANIZATION

ERP

AIMS Transformation Project Objectives and Outcomes

Enhanced services for WIPO Member States, customers, and other external stakeholders.

Improved management and administrative business processes.

Enabler for organizational culture change.

Future-proof business applications and technology that keep pace with changing business needs.

Key Project Outcomes

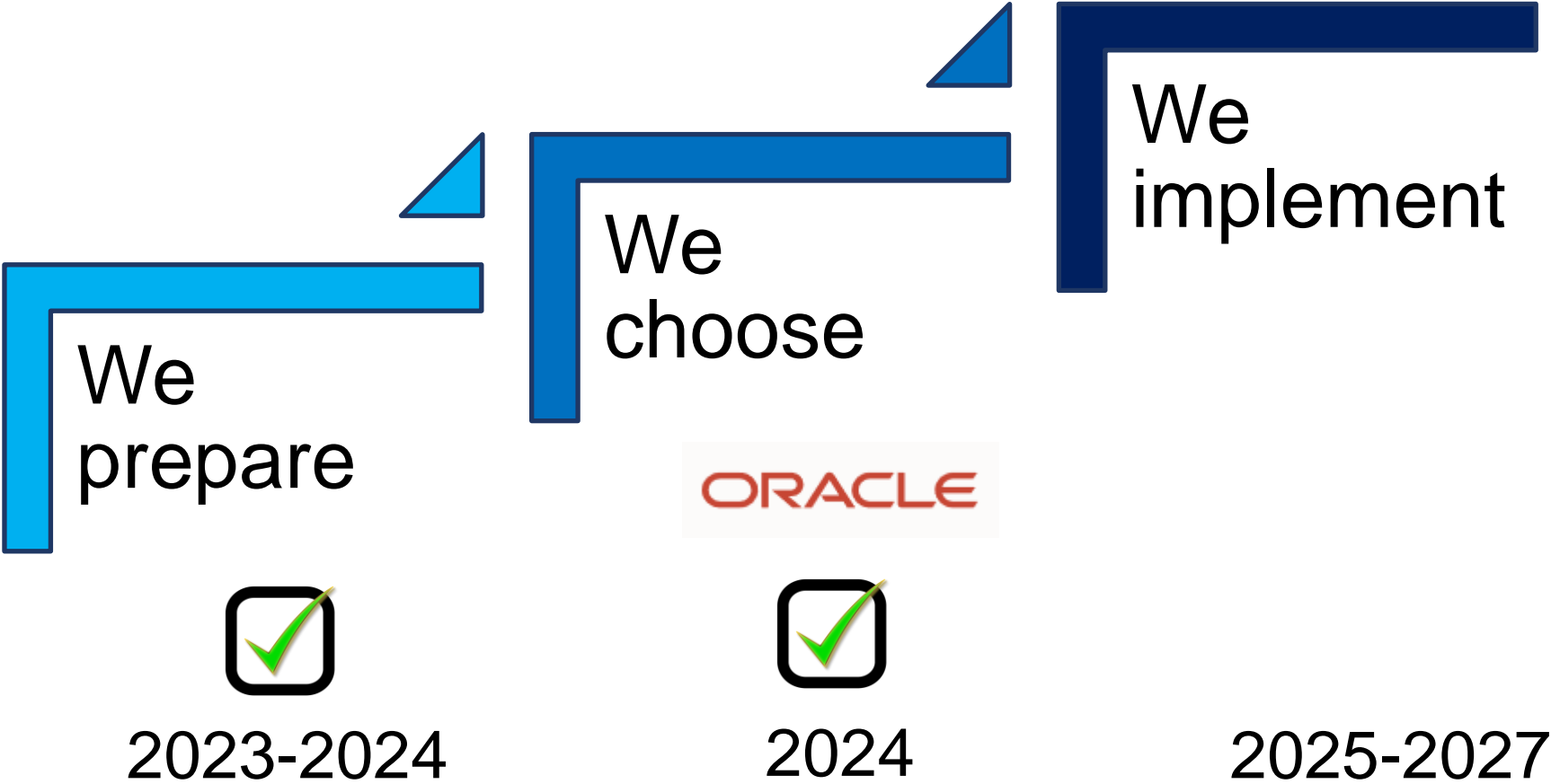Seamless integration to increase automation in data flow across different systems

Enabled a modern, state-of-the-art user experience

Enhanced reporting capabilities to enable data driven decision making.

Enabled scalable SaaS infrastructure to enable agility in new feature adoption.

Achieve efficiencies via streamlined business process and adoption of best practices

ERP

We prepare

We choose

ORACLE

We implement

2023-2024

2024

2025-2027

WIPO IP Portal

Customer Relationship Management

■ Establishment of common customer service platform in 2025 (Dynamics365), evolving to introduce customer 360 from 2026

Customer experience

■ Common interfaces, navigation, accounts and payments, transforming usability of the external revenue generating ecosystem, with IP Portal dashboard providing tailored experience for users

Analytics Platform

■ Data platform and harmonized analytics, customer focused data science studies

Technical Standardization

■ Common developer practices, shared libraries and architectural approaches

IP Filing systems

- **PCT / Madrid / Hague** / **Lisbon** Fusion teams combining strong business and technical skills to produce good systems that are fit for purpose

- All **custom-built applications**, are highly tailored to evolving business needs, built over last couple of decades. Sufficient inhouse oversight and technical knowledge to maintain ownership, whilst leveraging flexible contracting workforce.

- Focus on reducing **Technical debt** & **Toil**

- Modular sub systems enable a more 'plug and play' approach to change. E.g. enabling integration of rule-based automation and looking further ahead to **AI** modules.

- Evolutionary change, never big bang approach, **BAU is paramount**

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IP Filing systems

- PCT IT status:
  - ePCT serves all external users, just undergone major technical update to bring underlying tech up to date.
  - Internal processing still based on a legacy thick client, to be replaced by modern web-based application
- Madrid IT status:
  - eMadrid release for INTA in May 2025.
- Hague IT status:
  - eFiling to be migrated to the cloud in 2025, making the Hague platform a modern and entirely cloud-based system

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Q & A

WIPO
ICT Leadership
Dialogue
(WILD)

WIPO