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WORLD
INTELLECTUAL PROPERTY
ORGANIZATION

Internal Oversight Division

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Evaluation of Program 12: International Classifications and Standards

Final Report

June 27, 2017

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LIST OF ACRONYMS

ARIPO	African Regional Intellectual Property Organization
BOIP	Benelux Office for Intellectual Property
CE	Committee of Experts
CPC	Cooperative Patent Classification
DA	Development Agenda
ER	Expected Result
EUIPO	European Union Intellectual Property Office
FI	File Index
ICS	International Classification and Standards
ICT	Information and Communication Technology
IOD	Internal Oversight Division
IPC	International Patent Classification
IP	Intellectual Property
IPCCAT	IPC categorization assistance system
IPCRMS	International Patent Classification Revision Management System
IPO	Intellectual Property Office
IT	Information Technology
LOC	Locarno Classification
MGS	Madrid Goods and Services Manager
M&DC	Mark and Design Classifications
M&E	Monitoring and Evaluation
NCL	Nice Classification
NVL	Nice, Vienna and Locarno
OAPI	African Intellectual Property Organization
OECD	Organization for Economic Co-operation and Development
PRC	People's Republic of China
PUB	Publication
RG	Reference Group
RMS	Revision Management System
SG	Strategic Goal
SIAD	Security and Information Assurance Division
SIPO	State Intellectual Property Office of the People's Republic of China
TDC	Transition and Developed Countries
TISCS	Technology and Innovation Support Center
VCL	Vienna Classification
WG	Working Group
WIPO	World Intellectual Property Organization

EXECUTIVE SUMMARY

1. The Internal Oversight Division (IOD) has conducted an evaluation of the International Classifications and Standards (ICS) Division from January through June 2017, in line with its 2017 Oversight Plan. The main objective of the evaluation was to assess the relevance, effectiveness, efficiency, impact and sustainability of Program 12 (International Classifications and Standards Division) with regard to fulfilling its mandate in classifications domain and providing evaluative insights to assist the management in making well informed decisions.

2. The main findings, conclusions and recommendations of this evaluation can be summarized as follows:

(a) The Program took the lead in organizing and facilitating the sessions of the Committee of Experts (CE) and International Patent Classification (IPC) Revision Working Group (WG) and was continually elaborating the digital platforms (e-forum) and Information and Communication Technology (ICT) tools to advance classifications' revision and publication schemes. Its activities addressed the needs and priorities of all beneficiary countries, were highly consistent with the national agenda and contributed to a great extent in achieving Expected Result (ER) IV.1 through facilitating access, use and dissemination of Intellectual Property (IP) information and developing an updated and globally-accepted system of international classifications.

(b) The Program's meaningfully contributed to achieving Strategic Goal (SG) IV through creating cooperation platforms between IP Offices to enhance voluntary, technical international cooperation on classification matters. The Program's activities indirectly contributed to implementing recommendations 30 and 31 of the Development Agenda (DA).

(c) The Program was addressing the training requests from developing countries mainly on an *ad hoc* basis and continuous offering once developed static training pattern.

(d) No attempt appeared to have been made to mainstream gender or directly target gender issues in the Program's activities, though; the staffing praxis of the Program does address gender aspects.

(e) The Program allocated the largest share of its budget for contractual services aimed at developing and utilizing digital and ICT information sharing tools, though, some anticipated ICT projects had been delayed or canceled due to resource limitations and external contractors' failure.

(f) The Program did not develop a structure for monitoring and evaluation scheme to assess the satisfaction level of the training participants.

(g) The Program team efficiently maintained discussions and communication with internal and external stakeholders, though; there is a room for further improvement with regard to online support, promotion and materials provided to the Program beneficiaries.

(h) The national Intellectual Property Offices (IPOs) were familiar with digital solutions developed by the Program although they faced certain constraints in utilizing them at full capacity.

(i) The Program team acknowledges the importance of developing digital and ICT solutions further and any technical and functionality changes is a subject of discussion at the sessions of the CE or IPC WGs. Though, the evaluation team found no evidence about the user satisfaction surveys conducted by the Program team.

3. The evaluation report includes seven recommendations of which three are of high priority, and these can be summarized as follows:

(a) The Program needs to take the lead in addressing the periodicity of the sessions of the CEfor Locarno and Vienna Classification.

(b) The Program should contribute to the training needs assessment exercise planned in developing a more comprehensive competency framework.

(c) The Program 12 should reshape the Program's human resource plans to staff the Marks and Design Section through starting the recruitment for the position of the Head of the Section.

1. BACKGROUND

4. The World Intellectual Property Organization (WIPO) contributes to developing global IP infrastructure by administering different international classifications which are used in organizing and categorizing the information submitted in connection with IP registrations:

(a) International Patent Classification (patent document);

(b) Nice Classification (NCL) (goods and services for registration of trademarks);

(c) Vienna Classification (VCL) (figurative elements of trademarks); and

(d) Locarno Classification (LOC) (industrial design).

5. IPC was established by the Strasbourg Agreement[1] in 1971. It is a hierarchical classification system widely used by patent offices[2] to classify and search patent documents (patent applications, inventors' certificates, specifications of granted patents, utility models, etc.) according to the technical fields to which they pertain. Overall, IPC divides technology into eight sections with approximately 70,000 subdivisions. Each subdivision is denoted by a symbol consisting of Arabic numerals and letters of the Latin alphabet.

6. The NCL, established in 1957 by the Nice Agreement[3], is an international classification of goods and services applied for the registration of marks. Each contracting party to the Agreement is obliged to apply the NCL in connection with the registration of marks.

7. The VCL, established by the Vienna Agreement[4] in 1973, is a hierarchical system that classifies the figurative elements of marks into categories, divisions and sections, on the basis of their shape.

8. Both the Nice Agreement and the Vienna Agreement were revised in 1967 (in Stockholm) and in 1977 (in Geneva), and were amended in 1979. The use of NCL and VCL is mandatory for the national registration of marks in contracted parties (countries) to relevant agreements as well as for the international/regional registration of marks affected by the African Intellectual Property Organization (OAPI), the African Regional Intellectual Property Organization (ARIPO), the Benelux Office for Intellectual Property (BOIP), the European Union Intellectual Property Office (EUIPO) and WIPO.

9. The LOC is an international classification used for the purposes of the registration of industrial designs. It was established in 1968 by the Locarno Agreement[5]. The Agreement requires the contracting parties to "include in the official documents for the deposit or registration of designs, and, if they are officially published, in the publications in question, the numbers of the classes and subclasses of the international classification into which the goods incorporating the designs belong" (Article 2(3)). The LOC is also used by the OAPI, ARIPO, BOIP, EUIPO and the International Bureau of WIPO.

[1] 65 contracting parties to the Strasbourg Agreement.
[2] In addition to IPC, the EPO and the US Patent and Trademark Office jointly manage the CPC, an extension of the IPC; Japan Patent Office manages Japanese patent classification systems FI (File Index) and F-term (File forming term); FI is based on IPC.
[3] 84 contracting parties to the Nice Agreement.
[4] 43 contracting parties to the Vienna Agreement.
[5] 62 contracting parties to the Locarno Agreement.

10. The aforementioned classifications are revised and updated, on a regular basis, by a CE and WG consisting of representatives of the contracting states of relevant agreements. WIPO regularly publishes new versions (in French and English) of classifications to keep the international community informed on any revisions and amendments.

11. The classifications' scope of the Program's activities is divided among the three sections of the ICS Division, each employing three staff members:

(a) IPC Section;

(b) Mark and Design Classifications (M&DC) Section; and

(c) Information technology (IT) Systems Section.

12. The IPC Section plays a leading role in updating and refining the IPC system. The section, supervises the discussions on IPC e-forum, and provides secretariat services to the CE and WGs of the IPC Union, including the preparation of proposals and other documentation for their consideration. The work scope of the M&DC section is similar to that of the IPC Section but is built around the Nice, Vienna and Locarno (NVL classifications).

13. The IT Systems section is responsible for enabling and maintaining an efficient data flow, pertaining to international classifications and standards, between IP offices and WIPO, and implementing IT support for the ICS Division. The section also gathers requests on IT aspects of IPC, conducts seminars and trainings on WIPO IT tools developed for the IPC. Besides, the section staff also cooperates with other WIPO IT services and external ICT companies to ensure proper out-sourced provision of ICT services. Further details on the organizational structure of Program 12 can be found in Annex I.

2. WHAT IS BEING EVALUATED?

(A) EVALUATION OBJECTIVES

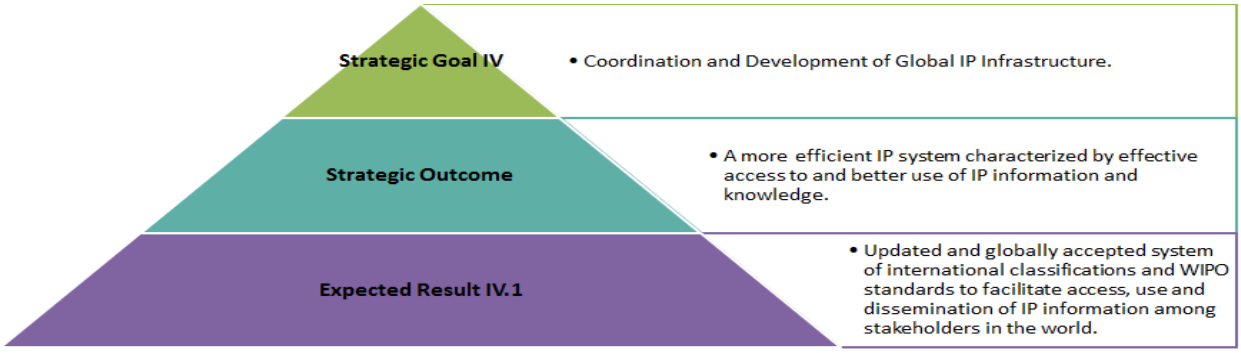
14. The main objectives of this evaluation were to:

(a) Assess the performance of the International Classifications and Standards Division (Program 12) of WIPO towards achieving ER IV.1 and the long term SSG IV in the classifications' domain of the Program's activities (Figure 1);

(b) Assess, with an independent view, the implementation of the activities and analyze their outcomes and relevance; and

(c) Identify good practices and areas for improvement in pursuit of the next biennium's expected results.

Figure 1: Strategic Goal and Objectives of the Program 12



Source: Medium Term Strategic Plan for 2010-2015 & WIPO Program and Budget Reports, WIPO

(B) SCOPE, METHODOLOGY AND LIMITATIONS OF THE EVALUATION

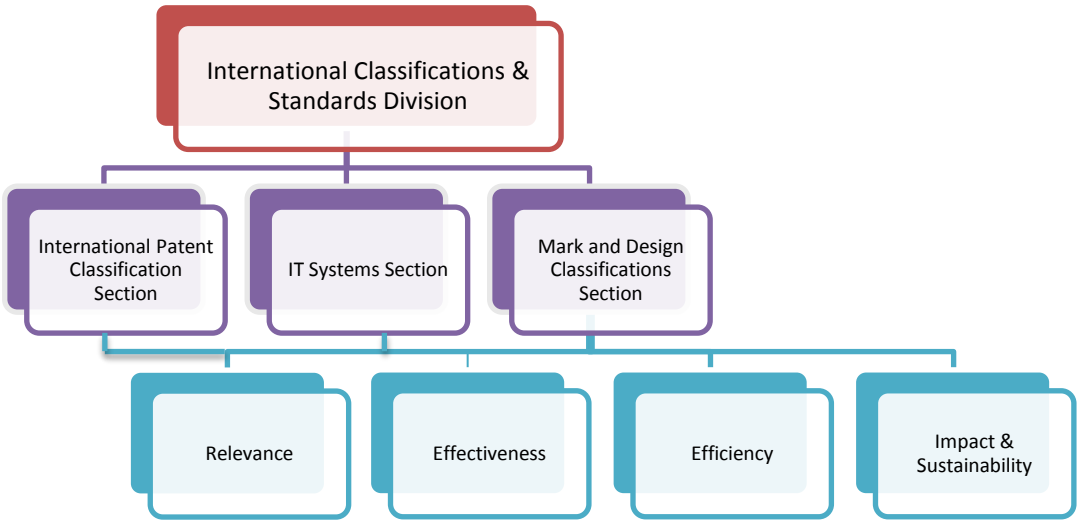
15. The evaluation covered the Program performance in 2012-2016 with regard to classifications' domain and applied the criteria of relevance, efficiency, effectiveness, impact and sustainability, introduced by the Organization for Economic Co-operation and Development (OECD). The evaluation targeted three relevant sections of the International Classifications and Standards Division of the WIPO (Figure 2):

(a) IPC Section;

(b) IT Systems Section; and

(c) M&DC Section.

Figure 2: Scope of the Evaluation



Source: IOD/WIPO Data, 2017

16. The evaluation applied a mixed method approach to address the relevance, effectiveness, efficiency, impact and sustainability of activities implemented the ICS Division in the area of international classifications. A desk review of existing literature was conducted to obtain secondary information on Program performance and the use of digital platforms on classifications and their supporting IT tools. Structured individual interviews were held with the Program personnel and other staff members of WIPO. Online surveys were utilized to obtain

information from users from around the World[6]. Quantitative and qualitative analysis of information was conducted to cross-validate the data and calibrate inconsistent and limited information on the Program activities, if any.

17. The evaluation provided answers to key questions listed below to assess whether the Program did deliver and continues delivering the right things in the right way, and to identify key lessons with this regard:

(a) Questions on Relevance

i. To what extent did the Program contribute to achieving the long-term SG IV of WIPO which was stipulated in the Medium Term, Strategic Plan 2010-2015?

ii. To what extent did the Program contribute to achieving the ER IV.1?

iii. To what extents were the activities and outputs of the Program consistent with and relevant to the SG IV and ER IV.1 defined in WIPO Program and Budget documents for 2012-2016?

iv. To what extent was the Program planning/design consistent with the strategy for classification systems stated in the Medium Term Strategic Plan for the WIPO for 2016-2017[7]?

v. To what extent did the Program address the needs of national IP offices and other relevant parties?

(b) Questions on Effectiveness

i. How did the Program contribute to ensuring that the linkage between the IPC and the common classification system (adopted by certain IP5[8] members) is being maintained to maximum coherence internationally for patent classification? (e.g. amendments to classifications, indexing schemes);

ii. To what extent did the Program contribute to implementing recommendations 8, 30 and 31 of the DA[9]?

iii. To what extent were the expected accomplishments and objectives of the Program achieved? What prevented the desired results and objectives from being achieved?

iv. How did the Program address the gender-balance issue?

(c) Questions on Efficiency

i. To what extent did the Program make the best use and management of resources (human[10], technical[11] and financial) to achieve the expected results?

ii. Were the resources sufficient for achieving the expected results?

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[6] See section 2. (C) Key Stakeholders.
[7] http://www.wipo.int/meetings/en/doc_details.jsp?doc_id=347516
[8] The members of IP5 are: the European Patent Office (EPO), the Japan Patent Office (JPO), the Korean Intellectual Property Office (KIPO), the State Intellectual Property Office of the People's Republic of China (SIPO), and the United States Patent and Trademark Office (USPTO).
[9] http://www.wipo.int/ip-development/en/agenda/recommendations.html#a
[10] Program staff capacity building activity is also considered.
[11] Hardware, software, etc.

iii. Were all activities organized efficiently and on time? Were the activities and results achieved on time?

iv. Were there any Monitoring and Evaluation (M&E) measures applied to assess the Program achievements in information sharing?

v. Was the discussion (through supporting IT tools) among Member States facilitated efficiently?

vi. How did the Program reflect technological and business trends to the classifications[12]?

(d) Questions on Impact and Sustainability

i. Was there any increase in the number of users (in total and per regions, in particular from developing countries) accessing the internet publications of international classifications?

ii. Was there any feedback-gathering scheme developed to address the needs of the digital platform users with regard to the classifications' domain?

iii. To what extent were national IP offices and other relevant parties familiar with the benefits of using WIPO digital publication platforms?

iv. Were there any improvements from the changes introduced to WIPO digital publication platforms and supporting IT tools? Are there any internal (e.g. WIPO resources: human, financial, technical) or external risks affecting the demand side (usage) of the WIPO digital publication platforms?

v. Are any challenges associated with scaling up the International Patent Classification Revision Management System (IPCRMS) to support other classifications (NVL)?

18. Gender components have been addressed throughout the evaluation with an appropriate methodology and evaluation questions.

19. The primary user of the evaluation results will be the ICS Division of WIPO as well as the WIPO Director General. The evaluation results will also be communicated to external stakeholders (the users of the digital solutions introduced by the Program, other relevant WIPO Programs[13], WIPO Member States and the contracting states of relevant agreements.

20. Data limitations encountered by the evaluation team are listed below:

(a) No statistical data is available on the number of e-forum (IPC and NVL) visitors for 2012-2014.

(b) No statistical data is available on the number of participants benefiting awareness raising and capacity building activities of the Program.

[12] Process focused.

[13] Program 5 the PCT System; Program 6 Madrid System; Program 9 Africa, Arab, Asia and the Pacific, Latin America and the Caribbean countries, Least Developed Countries; Program 10 Transition and Developed Countries; and Program 31 The Hague System.

(C) KEY STAKEHOLDERS

21. The evaluation team closely collaborated with the Reference Group (RG) composed of key staff from Program 12. The RG provided technical input and feedback on the final report.

22. In the course of the evaluation, the team reached out to the following clusters of internal and external stakeholders:

(a) WIPO Members States;

(b) WIPO staff from the ICS Division, Global Databases Division, PCT Legal and International Affairs Department, PCT Services Department, Economics and Statistics Division, Language Division, Conference and General Services Division, Brands and Designs Sector, Development Sector, Department for Transition and Developed Countries (TDC), ICT Department, IP Office Business Solutions Division (SIAD), Communications Division, and the Office of the Director General;

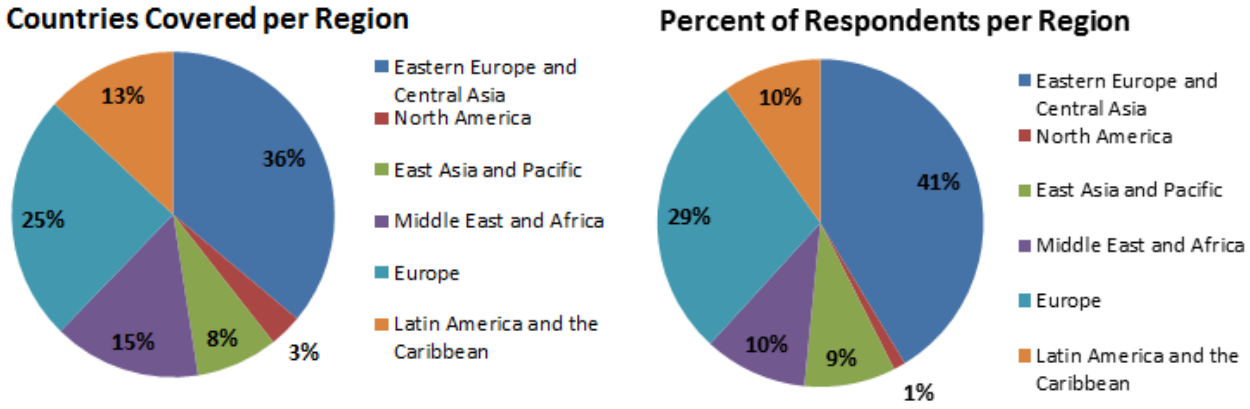
(c) Two hundred and sixteen (216) national IPOs, commercial providers, IT subcontractors, and associations.

23. Sixty five per cent of external stakeholders responding to the online survey were from developing countries and 35 per cent from developed[14] countries.

24. In terms of gender mainstreaming, 44 per cent of those answering gender-related question were male and 56 per cent were female respondents[15].

25. The figure below (Figure 3) presents the breakdown of consulted stakeholders per geographical distribution. A comprehensive list of stakeholders interviewed is provided in Annex II.

Figure 3: Stakeholders Consulted



Source: IOD/WIPO Data, 2017

[14] As per the International Monetary Fund (IMF), developed countries refer to a list of countries (33 in total) including: Andorra, Australia, Austria, Belgium, Bermuda, Canada, Denmark, Faroe Islands, Finland, France, Germany, Greece, Holy See, Iceland, Ireland, Israel, Italy, Japan, Liechtenstein, Luxembourg, Monaco, Netherlands, New Zealand, Norway, Portugal, Republic of Korea, San Marino, Singapore, Spain, Sweden, Switzerland, UK, US.

[15] The statistics is provided based on the answered responses.

3. FINDINGS AND ASSESSMENTS

(A) WHAT HAS THE PROGRAM ACCOMPLISHED?

Finding 1: The Program took the lead in organizing and facilitating the sessions of the CEand IPC WG. Overall, the participation pattern showed, with slight variations, that 40 per cent of participants represented developing countries and about 60 per cent were coming from the developed countries.

Finding 2: The sessions of the CE of the IPC and NCL were conducted annually and led to over 120 and 170 per cent increase in amendments approved in 2012-2016.

Finding 3: The Program was continually elaborating the digital platforms (e-forum) and ICT tools to advance classifications' revision and publication schemes. The platforms and ICT tools, appreciated by the stakeholders, are still in need of further improvements.

Finding 4: The Program was addressing the training requests from developing countries mainly on an *ad hoc* basis. In addition to the trainings and workshops, the Program also provides access to the reports on the regular meetings conducted and the guide to the IPC on its homepage.

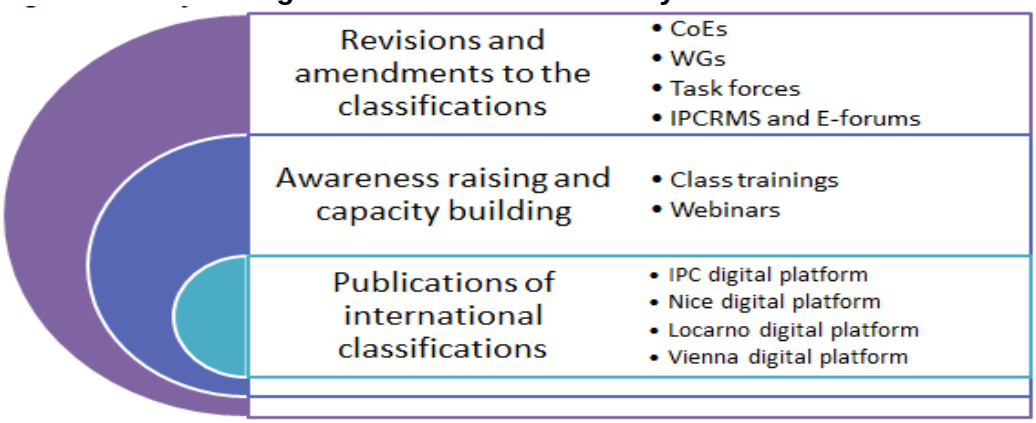
Finding 5: About 47 per cent of stakeholders surveyed confirmed that the IPC/Cooperative Patent Classification (CPC)[16]/File Index (FI)[17] parallel viewer, integrated into the IPC publication platform, was a useful and well-functioning tool developed to display the differences and relationship between these three classification schemes.

Finding 6: Gender equality indicators have never been factored in as part of the Program's result framework, though, the staffing praxis of the Program does address gender aspects.

(Linked to Conclusions 1, 2, 3, 4, and 5 and recommendation 1, 2, 3 and 4)

26. Classification-related activities of the ICS Division are clustered around three major pillars: revisions and amendments to the classifications, awareness raising and capacity building, and publications of international classifications (Figure 4).

Figure 4: ICS Division Activity Clusters

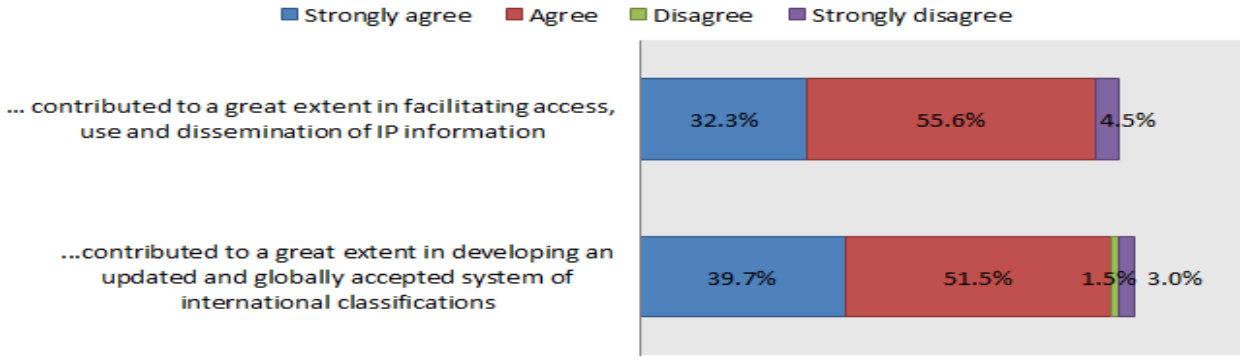


Source: IOD/WIPO Data, 2017

[16] CPC is the result of a partnership between the EPO and the USPTO.
[17] Japanese patent classification.

27. The vast majority (91 per cent) of stakeholders surveyed confirmed that the ICS Division contributed to a great extent in facilitating access, use and dissemination of IP information. Likewise, over 87 per cent of responses indicated shareholders' perception that the division contributed to a great extent in developing an updated and globally-accepted system of international classifications (Figure 5).

Figure 5: External Stakeholders' Feedback on the Division's Contribution

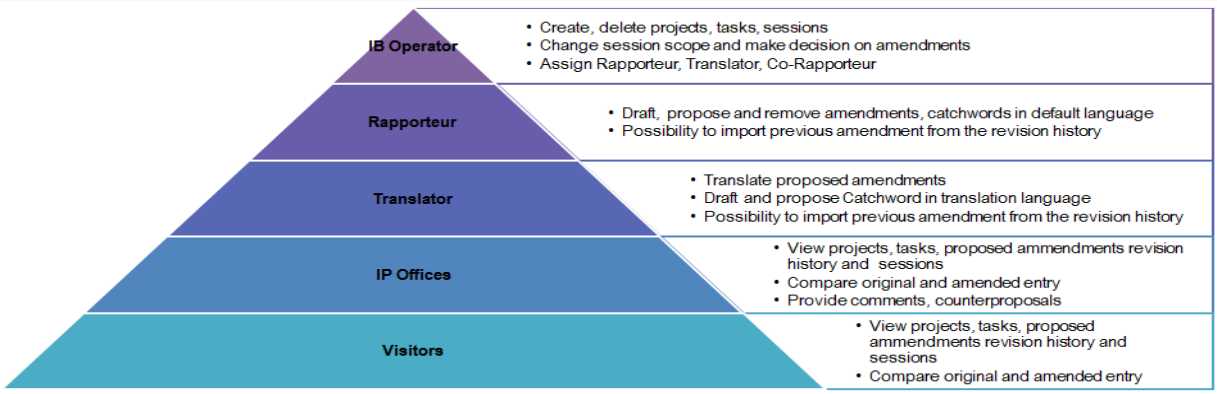


Source: IOD/WIPO Data, 2017

(i) Submission of Revisions and Amendments to Classifications

28. The Program encourages contracting countries to submit and review the revision proposals through classifications' e-forums and the recently-introduced IPCMRS. There are two different work teams set up to submit the revision projects (proposals). One scheme is applicable for the NVL classifications, considers usage of the NVL e-forum for submitting revision and amendment proposals. Per the second scheme (applicable for the IPC), the IPC e-forum remains to be the main discussion setting which is complemented by the IPCRMS. The IPCRMS[18], introduced in October 2015, was developed to manage and support the IPC domain of classifications agenda. It allows authorized users to draft and propose IPC amendments, translate these amendments into authentic languages, make decisions on proposed amendments and generate master files[19]. The solution sanctions different operational permissions to different groups of users (Figure 6).

Figure 6: IPCRMS – Operational Permission Levels



Source: SaM Solutions, 2015

29. Once revision projects are included into the IPC revision Program, WIPO creates projects both on the IPC e-forum and in the IPCRMS for further processing. Annex III depicts the information exchange workflow between IPCRMS and IPC e-forum.

[18] IPCRMS is a single sign-on solution.
[19] Each publication of classifications is completely defined by a set of master files.

(ii) Revisions and Amendments Approval Scheme

30. The Program organizes the sessions of CE and the IPC Revision WGs[20] where the revisions to classifications are discussed and approved[21]. The regularity of the aforementioned sessions varies per classification. The IPC revision WGs take place twice per year (spring and autumn sessions). The meeting of the CE for IPC and NCL are carried out on annual basis, while the meeting of the CE for VCL and LOC are conducted once every five and three years respectively (Table 1).

Table 1: Frequency of Sessions

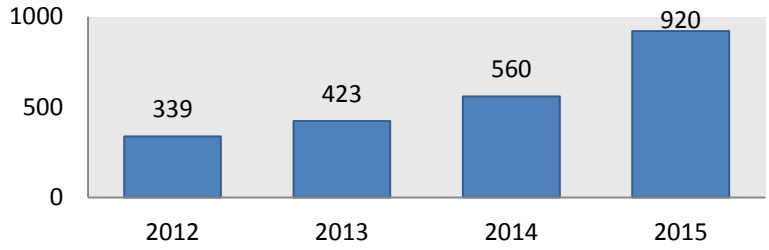
Classification	Revision WG	Committee of Experts
IPC	Twice per year	Once a year
Nice Classification	N/A	Once a year
Vienna Classification	N/A	Once every five (5) years
Locarno Classification	N/A	Once every three (3) years

Source: IOD/WIPO Data, 2017

31. The mainstream of the sessions differs per classification. While the sessions of the CE for NVL classifications do center on proposals for amendments and revisions to the respective classification, the CE of IPC mainly covers ongoing strategic and Programmatic issues (e.g. IPC guide, IPC revision roadmap, status of IT projects, etc.). On the contrary, the sessions of the IPC Revision WG tackles IPC revision projects in various fields (e.g. electrical, chemical, mechanical). It is noteworthy that all external stakeholders rated highly the sessions of the CE and WGs mentioning that they were well prepared and organized. With regard to the periodicity of the sessions of the CE, no remarks were made by the stakeholders working on the IPC and NCL. On the other hand, those dealing with LOC and VCL mentioned that these classifications lag behind the rapidly evolved markets. The stakeholders pointed out the importance of having more regular, frequent sessions of the CE to keep both classifications up-to-date. Moreover, some stakeholders mentioned that they would not receive accurate details if they relied only on VCL.

32. The Program performance reports point out the increasing number (171 per cent) of amendments being introduced to the NCL in 2012-2015 (Figure 7).

Figure 7: Number of Amendments Introduced to the NCL

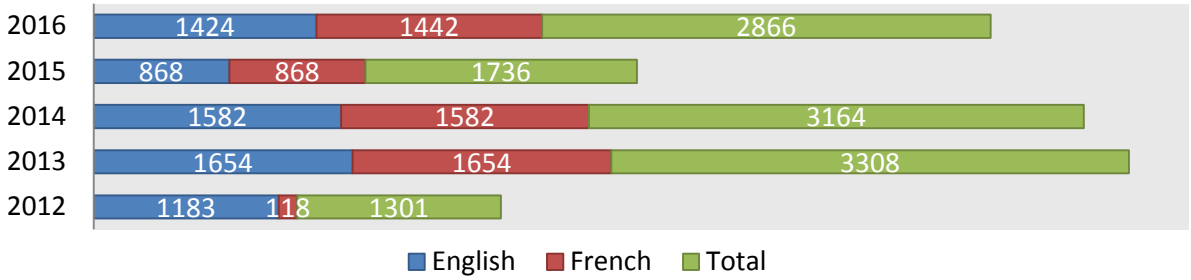


Source: Program Performance Reports for 2012-2015

33. The Program statistical reports indicate 120 per cent increase in the total number of amendments both in English and French languages, whilst having over 1122 per cent increase in the total number of amendments in French language (Figure 8).

[20] No WGs had been set up for NVL classifications.
[21] *Ad hoc* task force meetings are focused on particular tasks, e.g. systematic maintenance, etc.

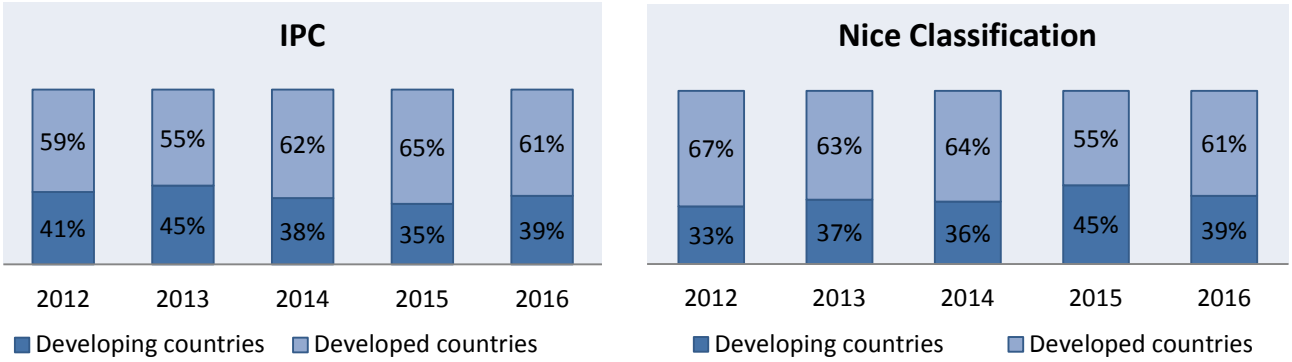
Figure 8: Number of Amendments Introduced to IPC



Source: Program 12 Data, 2017

34. In 2012-2016, the WIPO hosted five sessions of the CE of IPC and NCL (five sessions per classification) demonstrating the highest participation rate of contracting parties (Figure 9). During the same time span, there were two CE sessions arranged for the LOC and one session for the VCL. Thus, in 2016 the CE of VCL was attended by eight contracting countries in total[22]. The participation rate in the CE of LOC was relatively higher: 12 and 16 contracting countries in 2012 and 2016, respectively[23].

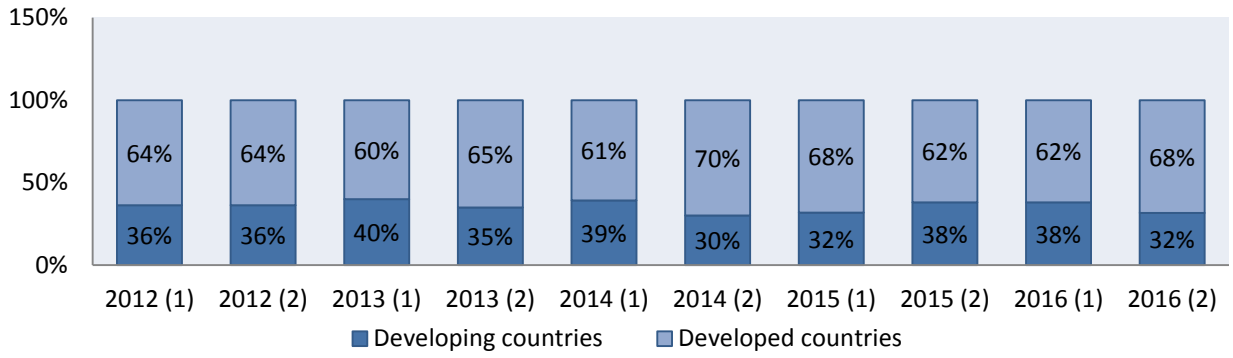
Figure 9: CE Participation Breakdown for IPC and NCL (2012-2016)[24]



Source: IOD/WIPO Data, 2017

35. The participation pattern for the IPC revision WG sessions for the same time span shows that over 60 per cent of participants were from developed countries and less than 40 per cent of attendants came from developing countries (Figure 10).

Figure 10: Participation Breakdown and Rate of IPC Revision WG Sessions (2012-2016)

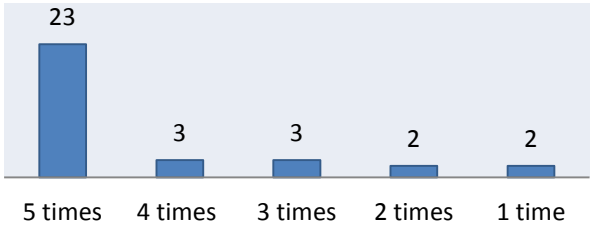


Source: IOD/WIPO Data, 2017

[22] Four developed and four developing countries.
[23] The participation rate demonstrated equal (50 per cent) breakdown between developing and developed countries.
[24] The statistics is based on the participation rate of contracting countries and does not count country-observers.

36. In total, 33 countries attended the CE in 2012-2016 at least once, accounting for 53.2 per cent of the total number of IPC contracting parties. Twenty three out of 33 countries regularly took part in every session held during 2012-2016, while the others had been selectively engaged in some sessions. Developed countries accounted for over 55 per cent of the participation rate, while the participation rate of developing countries was below 45 over the past 5-year period (Figure 11).

Figure 11: Participation Breakdown and Rate of IPC CE Sessions (2012-2016)[25]



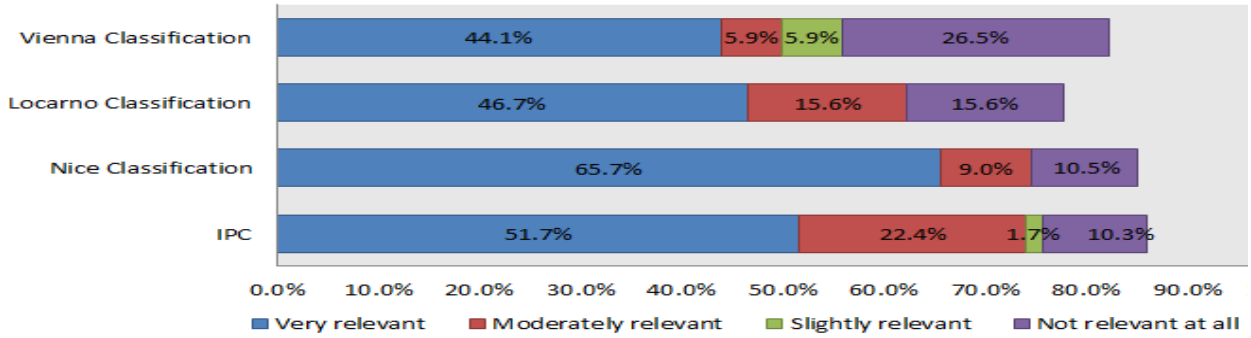
Source: IOD/WIPO Data, 2017

37. As for the geographic distribution of participating countries engaged in the sessions of CE of all four classifications, Central Europe is the most active regions, followed by Eastern Europe and Central Asia. These two regions account for over 75 per cent of the participating countries, represented by five - nine countries (depending on the session). Meanwhile, Latin America and the Caribbean are generally represented by Brazil. The People's Republic of China (PRC), Japan and the Republic of Korea[26] are the most active participant from the Asia and Pacific region (Annex IV).

38. Eighty seven per cent of survey respondents confirmed attending the sessions of the CE[27] and the IPC WG. Over 90 per cent of those who participated in sessions reported facing no problems whilst trying to attend[28] the sessions. However, in-person interviews and survey results revealed a lack of funding in developing countries to be the one of the main reasons for skipping the sessions. The stakeholders also mentioned that the technical expertise expected and the size of IPO (small-sized office) might impede their intention to assign the staff to the sessions of the WG and CE. Interviewees also pointed out that the rules of participation in CE and WGs could be confusing for some new delegates.

39. Overall, the respondents positively rated the sessions of the CE on each classification and found them to be highly relevant to the strategic needs and priorities of their countries. Over 44 per cent of respondents reported that the CE sessions of VCL and LOC were very relevant, and over 51 per cent and 65 per cent of them confirmed the same for the IPC and NCL, respectively (Figure 12).

Figure 12: Stakeholders' Feedback on the Sessions (CE and WGs) Attended



Source: IOD/WIPO Data, 2017

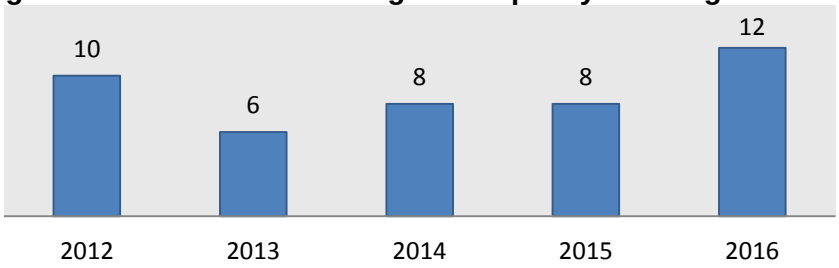
[25] The statistics is built around contracting parties.
[26] South Korea.
[27] All classifications.
[28] Participation is not mandatory.

(iii) Awareness Raising and Capacity Building

40. In general, the ICS Division delivers trainings on an *ad hoc* basis, upon the request received either directly (e.g. posted as an annex on an e-forum, or sent to a generic mailbox) from an IPO or through regional bureaus. The Program reports neither taking the lead nor participating in training needs assessment to gauge the capacity building needs of national IP offices.

41. As a rule, the trainings for national IP offices are conducted either at WIPO premises or at the premises of a hosting country. Although, per the feedback received from the Program staff, trainings and awareness raising and capacity building activities do not represent the largest share of the Program practices. The M&DC Section of the Program reports conducting 44 workshops, trainings and awareness raising sessions on classification in 2012-2016 (Figure 13). The team submits mission reports after each AR and capacity building session, and reports might come up with short feedback forms completed by the participants of some training.

Figure 13: Awareness Raising and Capacity Building Activities



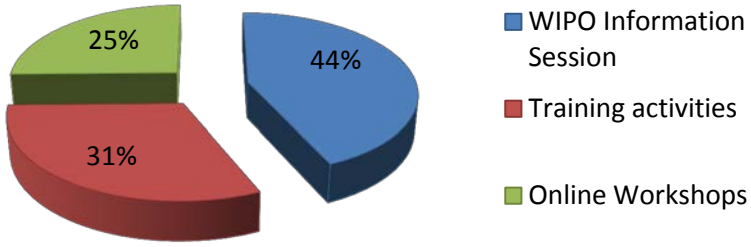
Source: International Classifications and Standards Division Data, WIPO, 2017

42. In addition, the Program offers an online collection of training materials and presentations relevant to the users of IPC[29] (e.g. an introduction to IPC, presentations on classification and search practices). No similar documentation was found on other classifications' homepages.

43. In total, 83 per cent of survey respondents confirmed their participation in awareness raising and capacity building activities organized by WIPO's ICS Division to acquire knowledge on classifications. Whilst 44 per cent noted attending WIPO information sessions and 31 per cent took part in training activities, only 25 per cent of respondents mentioned benefiting from online workshops organized by the Program team (Figure 14).

[29] No online collection of training materials had been found for NVL classifications.

Figure 14: Participation Rate per Awareness Raising and Capacity Building Event Type



Source: IOD/WIPO Data, 2017

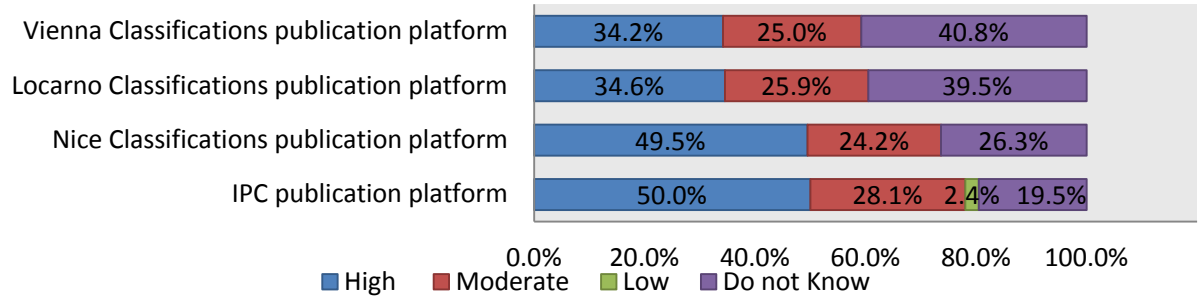
44. It is notable that survey respondents suggested the Division continually organizing trainings in IPC and LOC for patent examiners, and trainings in NCL and VCL for trademark area examiners. The respondents also wished for the trainings on: IPC publication process, how to use IPCRMS and IPCReclass, classification guidelines, on the LOC of specific multipurpose products, sets of articles or complex products which were not included in the current list of LOC. Besides, the survey respondents inquired about information sharing events on the latest changes made to the classifications.

(iv) Publications of International Classifications

45. Publications of international classifications are maintained through disseminating bilingual (English and French) authentic versions of classifications through digital online platforms developed for each classification[30].

46. The evaluation team notes a high degree of user satisfaction with the publication platforms maintained by the Program. Per online survey, half of the IPC and NCL platform users and around 34 per cent of those using VCL and LOC's publication platforms were highly satisfied with the publications. On the other hand, about 40 per cent of users of VCL and LOC's publication platforms were uncertain about it (Figure 15).

Figure 15: Stakeholders' Satisfaction with Digital Platforms



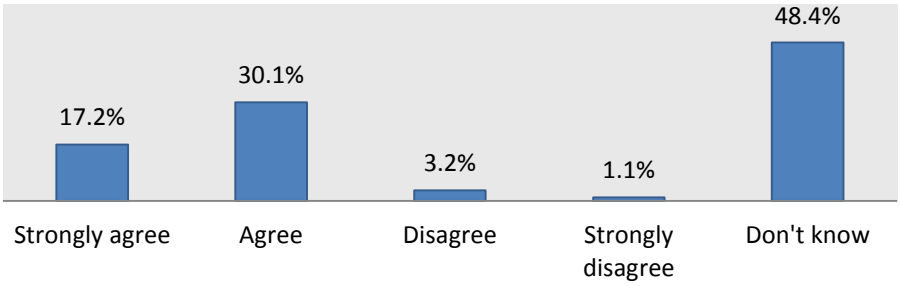
Source: IOD/WIPO Data, 2017

[30] Publications on IPC, LOC and VCL are downloadable in HTML and PDF formats and IPC related information is also available in DOC and XML formats. NCL data is offered in word and Excel formats. It is noteworthy that IPC publications are linked to source files of other classification databases which make information available in 13 languages (Chinese, Czech, Dutch, Estonian, German, Japanese, Korean, Serbian, Spanish, Slovak, Polish, Portuguese, Russian).

47. In addition to publication platforms, the Program also developed the IPCRMS, an online solution launched in 2015 to streamline and digitalize IPC revisions and amendments. It is noteworthy that over 55 per cent of respondents were unable to provide their feedback on this newly introduced tool and only 14 per cent of them confirmed their high satisfaction with the IPCRMS. A detailed list of the IPC supporting IT tools is presented under (Annex IV). The Program team reports no holistic approach in gathering users' (internal and external) feedback on digital solutions developed to support WIPO classifications domain though CE and WG have agenda items and e-forum has projects to collect feedback from offices.

48. In order to ensure linkages between the IPC and the common classification system adopted by certain IP5 members, the Program developed IPC/CPC/FI parallel viewer integrated into the IPC publication platform. It helps users to display the differences and relationship between these three classification schemes. About 47 per cent of stakeholders surveyed confirmed that the viewer was a useful and well-functioning tool (Figure 16). On the other hand, the Program staff provided a mixed feedback on the same functionality, calling for further improvements.

Figure 16: Stakeholders' Feedback on usefulness of IPC/CPC/FI Parallel Viewer



Source: IOD/WIPO Data, 2017

49. The WIPO Policy on Gender Equality (approved in 2014) sets an objective to integrate a gender perspective in its policies and Programs as well as in human resources policies and procedures. The ICS Division did not address any specific gender mainstreaming aspect in its activities. The usage of publication platforms and IT tools is focused on the number of total visitors from developed and developing countries and does consider any gender-specific variable. Although, the human resources strategy of the Program evidences an adequate gender balance (60 per cent of female staff).

Conclusion 1: The Program's activities addressed the needs and priorities of all beneficiary countries, were highly consistent with the national agenda and contributed to a great extent in achieving ER IV.1 through facilitating access, use and dissemination of IP information and developing an updated and globally-accepted system of international classifications. Though, low periodicity of the CE sessions of LOC and VCL does affect the usability of data provided on the aforementioned classifications.

Conclusion 2: The Program's meaningfully contributed to achieving SG IV through creating cooperation platforms between IPOs to enhance voluntary, technical international cooperation on classification matters. The Program's activities indirectly contributed to implementing recommendations 30 and 31 of the DA[31].

Conclusion 3: The Program offers once developed static training pattern which is not evolving adequately to address the needs of participating parties.

Conclusion 4: Through the sessions of the CE and WGs and utilizing ICT tools, the Program greatly contributed to linking the IPC and common classification system adopted by certain IP5 countries.

Conclusion 5: No attempt appeared to have been made to mainstream gender or directly target gender issues in the Program's activities.

(Linked to Findings 1, 2, 3, 4, 5 and 6)

(B) HAS THE PROGRAM INVESTED ITS RESOURCES EFFICIENTLY?

Finding 7: The Program allocated the largest share of its budget for contractual services aimed at developing and utilizing digital and ICT information sharing tools, though, some anticipated ICT projects had been delayed or canceled due to resource limitations and external contractors' failure.

Finding 8: The Program did not demonstrate any M&E frameworks or M&E reports which assess the performance of its activities (e.g. trainings).

Finding 9: Limited human resources do not allow the training and capacity building agenda to be proactively addressed, thus, bounding the number of trainings conducted for national IPOs annually.

Finding 10: Communication and cooperation practices with the Program team were highly regarded by internal and external stakeholders. About 20 per cent of survey respondents (external stakeholders) equally highlighted three communication channels: email subscription, national IPOs and internet search.

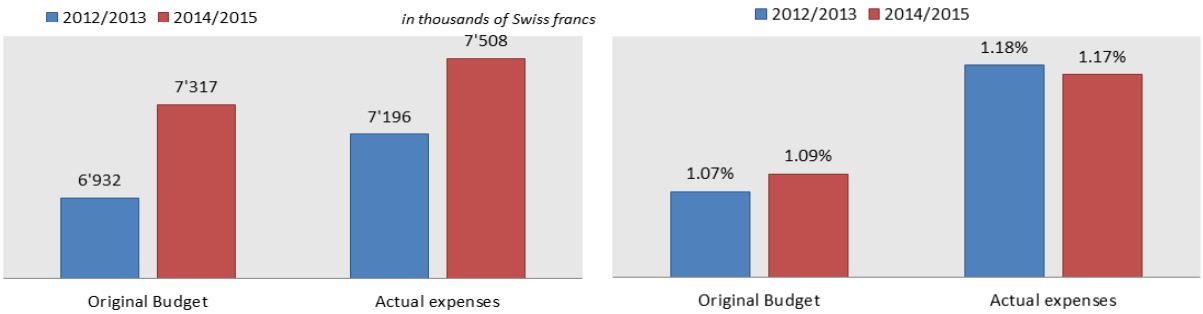
(Linked to Conclusion 6, 7 and 8 and Recommendations 4, 5 and 6)

[31] 30. WIPO should cooperate with other IGOs to provide to developing countries, including LDCs, upon request, advice on how to gain access to and make use of intellectual property-related information on technology, particularly in areas of special interest to the requesting parties; 31. To undertake initiatives agreed by Member States, which contribute to transfer of technology to developing countries, such as requesting WIPO to facilitate better access to publicly available patent information." Program staff capacity building activity is also considered.

(i) Finance and Budgeting

50. The budget allocated for the Program in 2012-2013 and 2014-2015 biennia counts 1.07 per cent and 1.09 per cent of the total WIPO budget, respectively. Actual expenditures of the Program for the same time span slightly decreased from 1.18 per cent to 1.17 per cent of the total WIPO expenditure respectively (Figure 17).

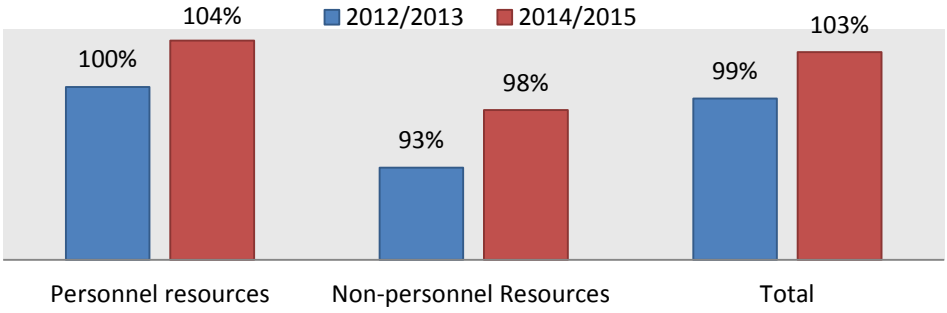
Figure 17: Program Budget Share



Source: Program and Budget reports and Financial Statements for 2012-2015, WIPO

51. The total budget utilization rate[32] in 2012-2013 and 2014-2015 was 99 and 103 per cent, respectively, indicating a high budget utilization rate for personnel resources in both biennia: 100 per cent in 2012-2013 and 104 per cent in 2014-2015 (Figure 18). This was mainly due to the reclassification of posts and a rise in benefits for service employees[33]. Lower non-personnel utilization rates were triggered by decreased expenditure on IT support for international classifications in 2012-2013.

Figure 18: Budget Utilization for 2012-2013 and 2014-2015 Biennia

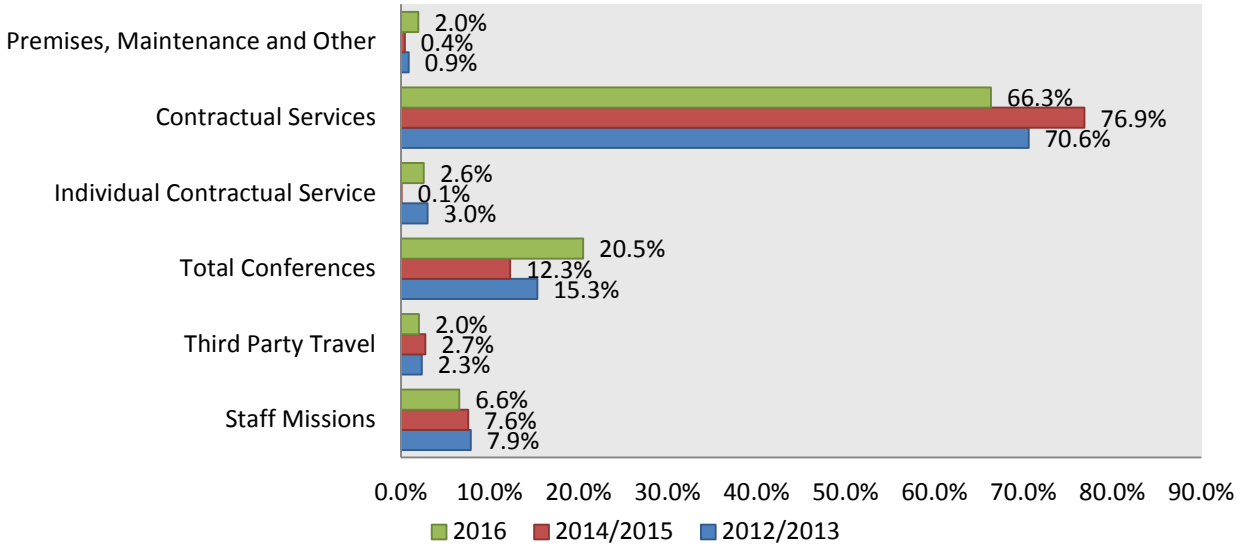


Source: Program Performance Reports for 2012-2015, WIPO

52. The contractual services (services outsourced for developing electronic publications, maintaining e-fora, developing and maintaining IPCRMS, and providing others relevant IT system maintenance) counted the largest share of non-personnel expenditure in 2012-2016. The expenditure on non-personnel resources increased during 2014-2015 due to the introduction of IPC reclassification software and the increase in interpretation fees for IPC Union events[34] (Figure 19).

[32] Actual expenses *vs* original budget of the Program.
[33] WIPO Program performance report 2012/13
[34] WIPO Program performance report 2014/15

Figure 19: Breakdown of Program Non-Personnel Expenditure (2012-2016)



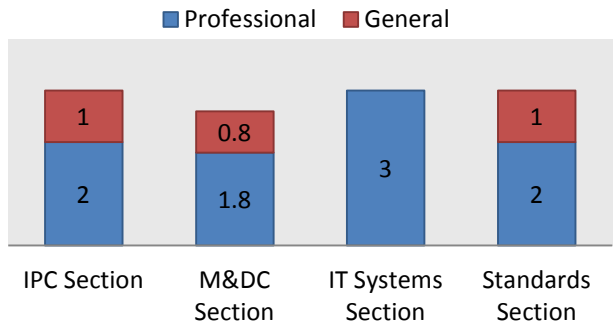
Source: Program Management Reports for 2012-2015, WIPO

53. Overall, about 50 per cent of responses provided by the Program staff reveals them being either partially or not satisfied with financial resources available to maintain WIPO's International classifications domain. Despite the largest share of expenses in contractual services, the team claimed facing insufficient resources for continuous improvements of the IPC tools and the IPC Publication (PUB), in particular. The Program delayed launching NCL PUB and VCL PUB, though alternative and basic versions of LOC and VCL publications were outsourced to a small company. Lacking some project documentation, it puts LOC and VCL publications at risk. In the course of evaluation the team did not receive any firm confirmation on budgetary increase in the new biennium.

(ii) Human Resources

54. By the time of the evaluation, the Program employed three general service staff and nine professional staff, including the Program director and the staff of the Standards Section (Figure 20). Seven out of nine professional staff and two out of three general service staff were engaged with the classification-related agenda, providing technical expertise and IT support.

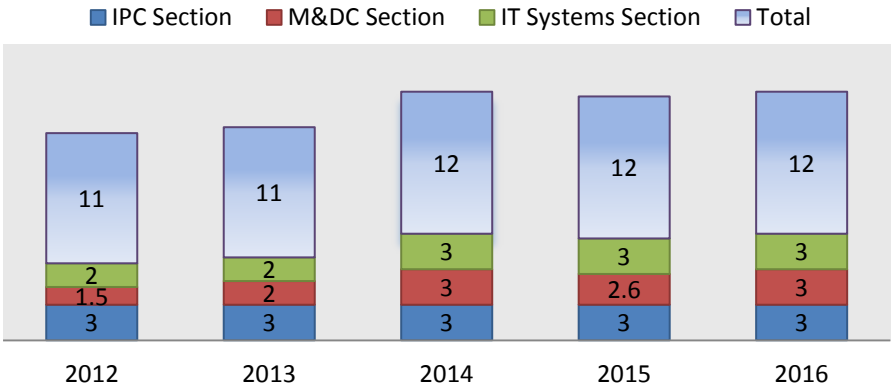
Figure 20: ICSD Staffing Pattern in 2016-2017



55. The full-time staff dynamics has not changed over the last five years (in 2012-2016) for the IPC Section of the Program. The M&DC Section experienced slight fluctuation in its staffing scheme. In 2012-2014, the Section engaged two members of staff, one full-time (professional level staff) and one part-time (general service staff engaged at 50 per cent) ones. Since 2015, it employs two part-time (80 per cent each) and one full-time staff.

56. The staffing structure of the IT Section registered two full-time professional staff members in 2012-2013. In 2014, after the addition of a junior professional post, the staffing was increased to three professionals. Since 2016, in order to meet increasing interest to utilize technological innovations for data processing, the section outsourced a project management function to an external provider (Figure 21) which offers a full-time project management back-up.

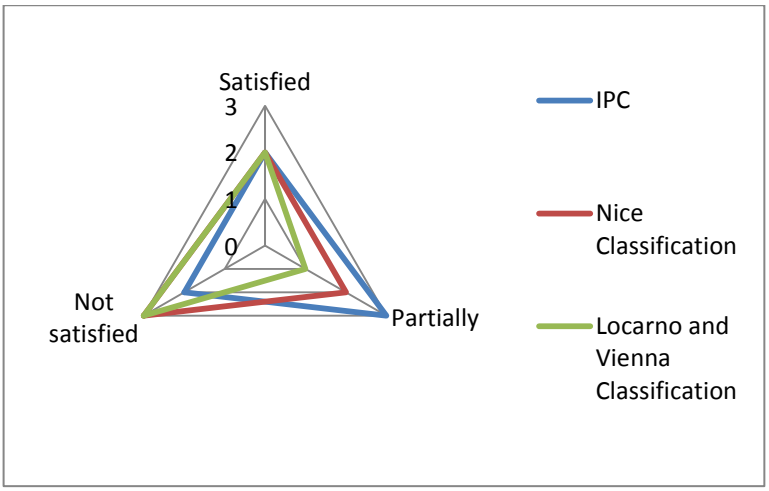
Figure 21: Staffing Pattern in Classification Domain 2012-2016



Source: IOD/WIPO Data, 2017

57. About two-third of the Program staff indicated their dissatisfaction and partial satisfaction with the human resources available to keep up with work on all four classifications (Figure 22). According to the staff feedback, the M&DC Section is particularly understaffed and additional human resources would be necessary for developing the VCL and LOC and maintaining or further developing the NCL.

Figure 22: Program Staff's Feedback on Human Resources



Source: IOD/WIPO Data, 2017

58. The Program team claimes that ideally, there should be separate teams assigned exclusively to each classification (NVL), although, no changes are expected for the next bienium. Staffing changes[35] anticipated in the summer of 2018 in the section will put additional pressure on its operational capacity.

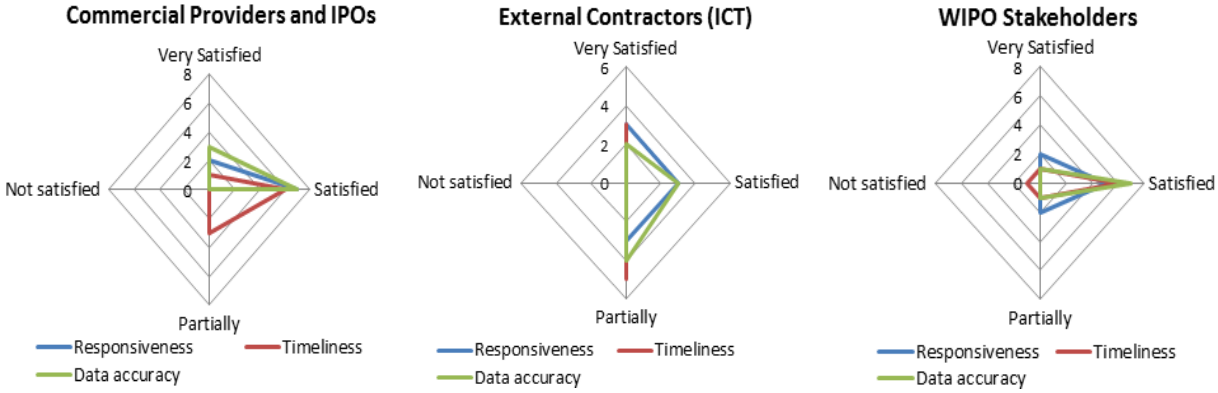
[35] The head of section is expected to retire in July 2018.

59. Whilst acknowledging the increasing interest and demand for online and face-to-face training sessions, the Program faces resource limitations in developing new training modules or adjusting existing ones and notes some delays in addressing the questions raised by the system users.

(iii) Internal and External Cooperation

60. The evaluation team assessed the internal and external cooperation through the prism of three key variables: discussions conducted through supporting IT tools, responsiveness, timeliness and accuracy of information provided. Overall, the Program staff indicated a high level of satisfaction pertaining to cooperation praxis with other WIPO Programs, commercial providers and national IP offices across all aforementioned variables. As for the external contractors, the Program team noted certain delays in service delivery demonstrated by some contractors and in (Figure 23).

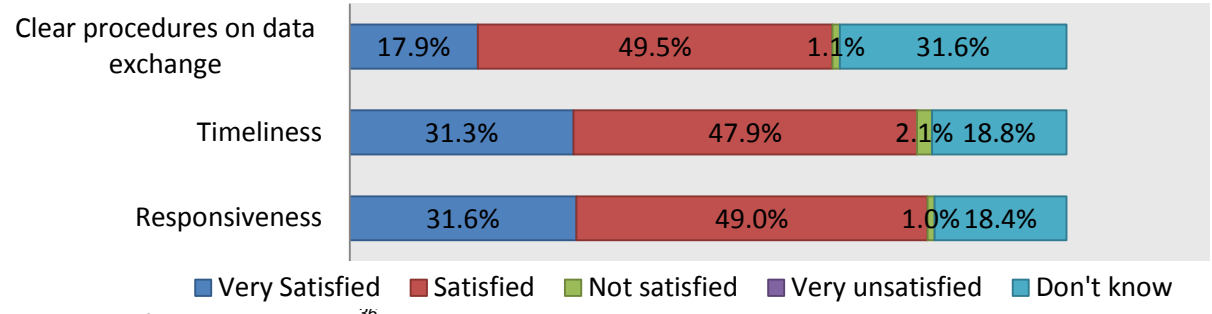
Figure 23: Program 12's Feedback on Cooperation with Stakeholders



Source: IOD/WIPO Data, 2017

61. On the other hand, about 80 per cent of external and internal stakeholders noted the responsiveness and timeliness of the team of the ICS Division (Figure 24). About 67 per cent of stakeholders mentioned their satisfaction with regard to the clarity of data exchange procedures with the Program team. Some internal stakeholder from the Madrid registry (WIPO) mentioned the importance of having notifications automatically sent on the changes in classifications.

Figure 24: Stakeholders' Feedback on Cooperation with the Program Team

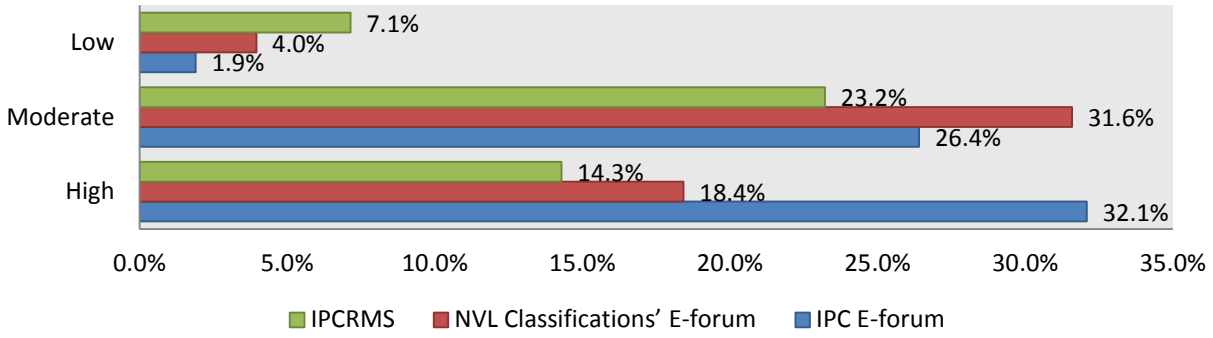


Source: IOD/WIPO Data, 2017[36]

[36] Total number of responses is 289.

62. In terms of digital discussions among Member States, the IPC e-forum[37] received the highest rate of users' satisfaction (over 32 per cent) and was followed by the NVL e-forum (about 18 per cent of users). In the meantime, the IPCRMS was highly valued by only 14 per cent of respondents (Figure 25). It is noteworthy that some of the stakeholders mentioned still using IPC e-forum as they were unprepared for IPCRMS and needed additional time to explore the IPCRMS further. They also mentioned that the e-forum is easier for new users and more convenient than IPCRMS.

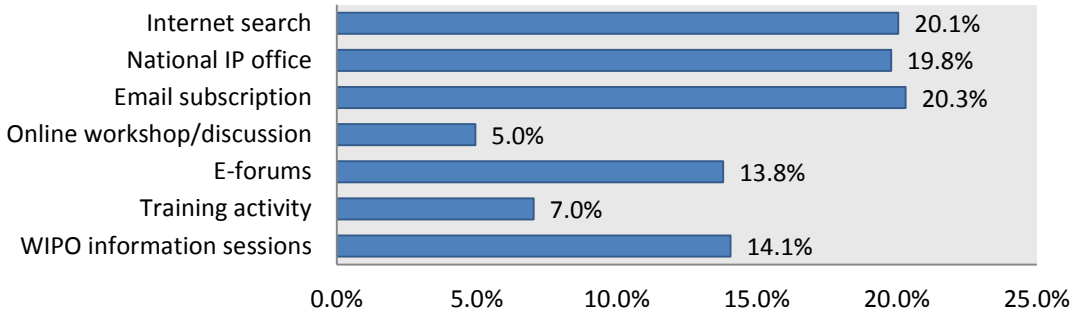
Figure 25: Users' Satisfaction Level with e-forum and IPCRMS



Source: IOD/WIPO Data, 2017

63. The data provided by WIPO's ICS Division serves as a foundation and guidance for processing applications or compiling their list of good and services[38]. For this purpose, the Program utilizes diverse information exchange channels and cooperation practices with internal (WIPO) and external stakeholders (national IP offices, commercial providers and associations, and IT service providers). About 20 per cent of survey respondents (external stakeholders) equally highlighted three channels: email subscription, national IPOs and internet search. Other 14 per cent mentioned e-forums and WIPO information sessions (Figure 26). Interviewees mentioned the sessions of the CE to be a very valuable source of information with regard to classifications. Stakeholders also suggested enriching classifications' homepages with information (e.g. promotion materials to help understanding true value of using classifications, training materials, etc.) useful for less experienced IPOs.

Figure 26: Information Sharing Channels on Classification

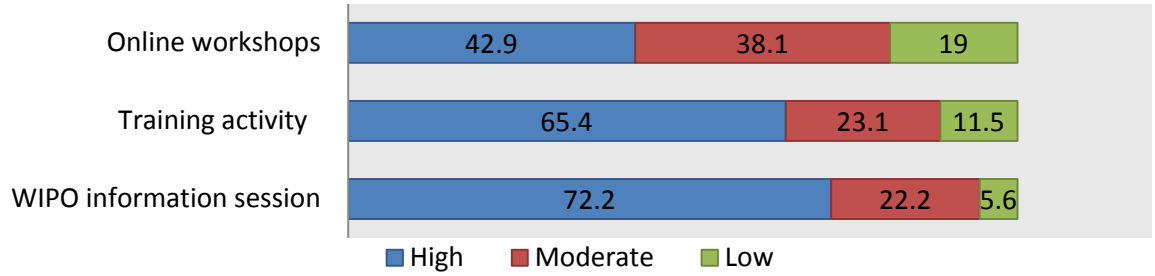


Source: IOD/WIPO Data, 2017

64. Overall, survey respondents confirmed a high degree of satisfaction with the quality and content of information sharing events organized by the Program (Figure 27). Both, information sessions and training activities received the highest rate of positive responses (72 per cent and 65 per cent respectively). Though there is no evidence of the Program systematically applying monitoring and evaluation scheme.

[37] At the end of 2016, the "5IPO e-forum" and "IPC e-forum" were merged into a single one.
[38] E.g. Madrid Goods and Services Manager (MGS)

Figure 27: Satisfaction Rate of the Training Participants to information session and training activities



Source: IOD/WIPO Data, 2017

65. It is noteworthy that in case of any questions almost all interviewed stakeholders mentioned utilizing personal contacts at WIPO to address any issue they have, and some of them noted having no information on the point of contact at Program 12. The stakeholders pointed out that some IPOs might find it difficult to understand the changes and advantages of the IPC and other classifications and expected some detailed materials (on the structure and elements, computer tools to be used, etc.) to be posted on the homepage of the relevant classification. Per feedback from the Program, it would be useful to create a generic mailbox for IPOs to be used for any IT-related matters. Besides, no help option is available for LOC and VCL.

Conclusion 6: Limited financial and human resources cause either some delays in delivering the expected results (including digital and training agenda) or impedes theirs proactively addressed.

Conclusion 7: The Program did not develop a structure for monitoring and evaluation scheme to assess the satisfaction level of the training participants.

Conclusion 8: The Program team efficiently maintained discussions and communication with internal and external stakeholders, though; there is a room for further improvement with regard to online support, promotion and materials provided to the Program beneficiaries.

(Linked to Findings 6, 7, 8, 9 and 10)

(C) WHAT REMAINS AT THE END?

Finding 11: The Program reports the increasing number of users of the IPC e-forum (8.4 per cent increase) and NVL e-forum (28.7 per cent increase) as well as the increasing number of publication platform visitors in 2015-2016 (38.4 per cent increase for NCL PUB platform, 14.4 per cent increase for LOC PUB platform and 28.7 for VCL PUB platform) and a minor decrease of visitors was noticed for IPC PUB platform (0.3 per cent) in 2015-2016.

Finding 12: The stakeholders pointed out on certain features of the e-forum and IPCRMS to be improved. Though, the evaluation team found no evidence about the user satisfaction surveys conducted by the Program team.

Finding 13: The Program team manually assembles proposals[39] and comments submitted for NVL classifications.

(Linked to Conclusions 9 and 10 and recommendation 7)

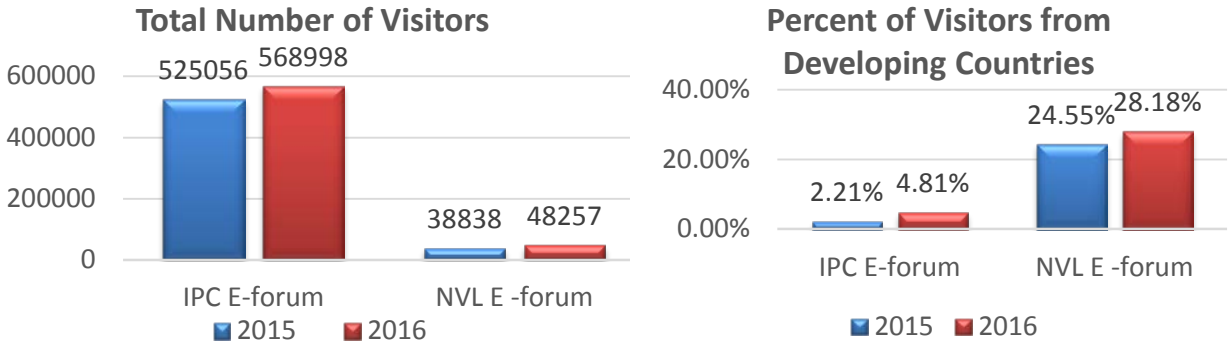
[39] The number of proposal varies and might be reaching up to 800 proposals.

66. The sustainability and impact of the services provided by the Program was assessed through the usability and quality-in-use approach which reflects beneficiaries' opinions on digital platforms and ICT tools.

(i) Revisions and Ammendment to the Classification

67. The Program reports revealed an increasing interest of stakeholders towards both the IPC e-forum (8.4 per cent increase) and NVL e-forum (28.7 per cent increase) in 2015-2016. The share of visitors from developing countries varied per e-forum. The rate of the IPC and NVL e-forum visitors form developing countries increased by 2.6 and 3.6 per cent, respectively, being higher for the NVL e-forum (over 25 per cent). In 2016, there were 90,346 users of IPCRPMS, though, no data is availabel on those from developing countries (Figure 28).

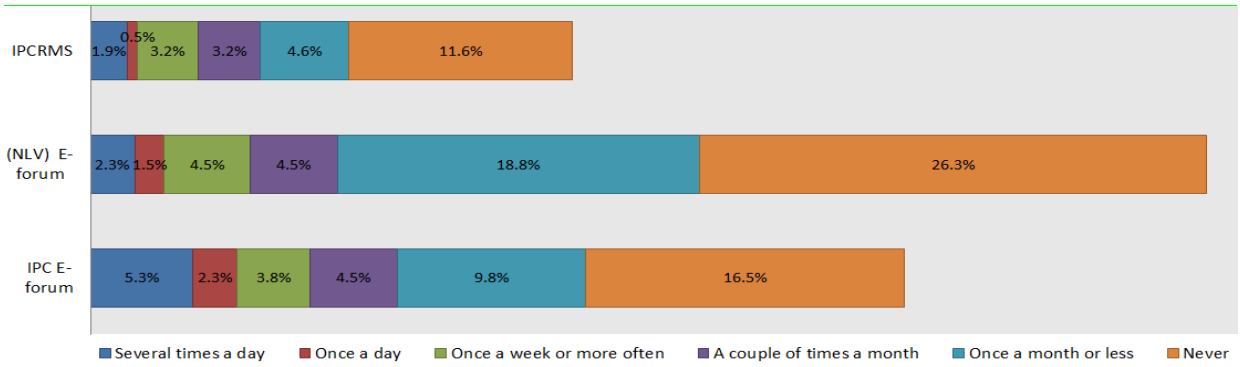
Figure 28: Number of e-forum Visitors (2015-2016)



Source: Program 12 Data, WIPO, 2017

68. Only 7.5 per cent of survey respondents confirmed using either the IPC e-forum or unified NVL e-forum several times per day and 1.9 per cent mentioned using IPCRMS. On the other hand, around 42 per cent of respondents mentioned never using the e-forum while 12 per cent noted the same with regard to IPCRMS (Figure 29). The stakeholders reported using the e-forum to monitor and comment on revision projects (proposals) and to follow up on updates. In addition, they also mentioned that structurally it might be difficult for unaccustomed users to understand how to navigate and find information. Some users mentioned it would be more convenient to reorganize the forum and to cluster the information in a more convenient way.

Figure 29: Frequency of Using e-forum and IPCRMS by Program Stakeholders



Source: IOD/WIPO Data, 2017

69. All external stakeholders supported the introduction of IPCRMS with some additional comments regarding improvements. One of the recurring comments was that the system is rather slow and cumbersome to use. The users also suggested having several levels of permissions for IPO users (at the moment, each IPO has a single account with only one permission level).

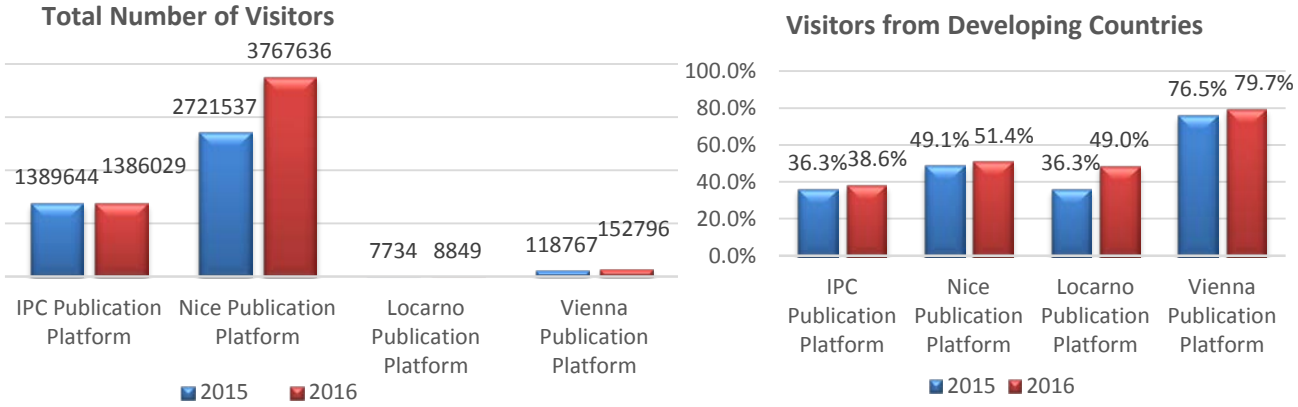
70. The relatively modest rate of those using the e-forum and IPCRMS is explained by job specifics, the e-forum is used by the staff of the IPOs only after the staffs is assigned to follow revisions and attend the meetings of the CE and IPC WGs.

71. According to the feedback received from the Program staff, preparatory stage to set up the CE is one of the most time-consuming assignments taking at least six-month period. It starts from the proposal submission stage by IPOs and continues through WIPO's sharing the last version of the proposals' file to the contracting countries[40] (at least one and a half - two months before the CE Session). It is noteworthy, that the process of assembling proposals[41] and comments' is solely manual in case of NVL classifications.

(ii) Publications of International Classifications

72. The Program reports having the increasing number of publication platform visitors in 2015-2016 (38.4 per cent increase for NCL PUB platform, 14.4 per cent increase for LOC PUB platform and 28.7 for VCL PUB platform). Although, a very minor decrease of visitors was noticed for IPC publication platform (0.3 per cent). Evidently, the number of visitor from developing countries was steadily increasing over the same time span. It is noteworthy that the NCL PUB platform has the highest number of visitors in comparison with the LOC PUB platform (Figure 30).

Figure 30: Number of Publication Platform Visitors (2015-2016)

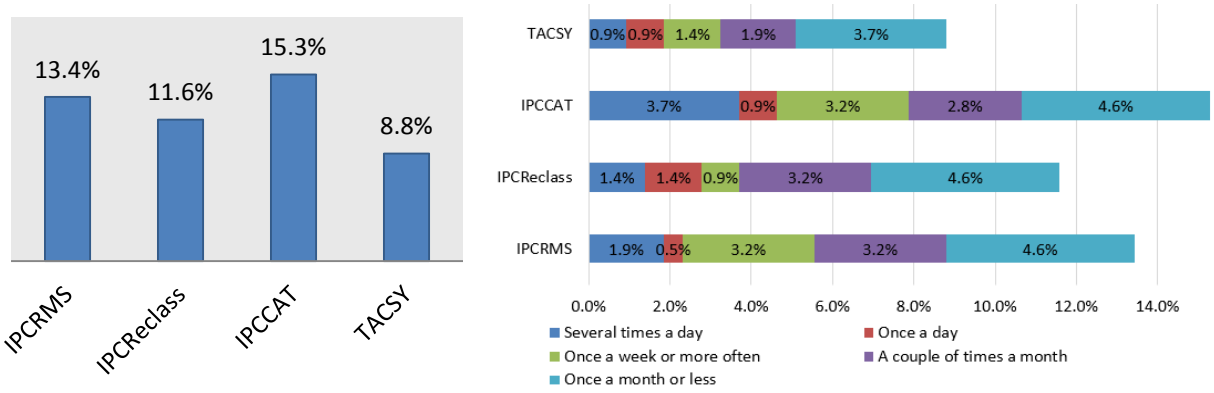


Source: IOD/WIPO Data, 2017

73. About 15 per cent of survey respondents (216 responses) reported using the IPC categorization assistance system (IPCCAT) tool, whilst 13.4 per cent of them confirmed using IPCRMS and 11.6 per cent were confined to the IPCReclass. The highest rate of user responses (31 per cent) noted user-friendly interface of the IPCRMS, although users also mentioned that the system was slow to use (Figure 31).

[40] IPOs have one month to submit the proposals. WIPO takes responsibility for preparing all submitted proposals (the process lasting for two months) and Member States are given one-month period to respond to revision proposals. WIPO modifies all proposals in accordance with the comments of Member States.
[41] The number of proposal varies and might be reaching up to 800 proposals.

Figure 31: Frequency of Usage of IPC Supporting Tools

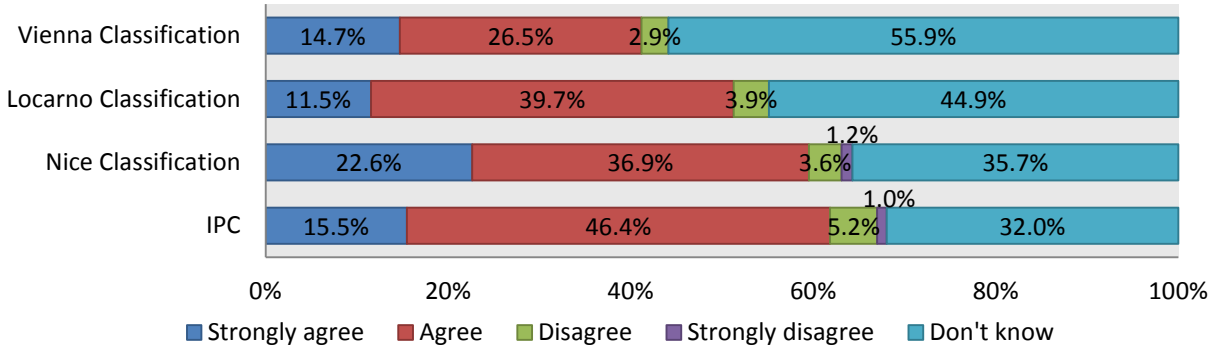


Source: IOD/WIPO Data, 2017

74. In terms of content and quality of information provided by each classification platform, over 55 per cent of surveyed users agreed that these classification platforms provide accurate and up -to-date information, whiles the highest rate of positive responses was provided for the IPC and NCL. About 68 per cent of stakeholders agreed that the IPC and NCL platforms provide information at the right level of details and in an appropriate format and over 72 per cent of them confirmed that similar classification platforms provide very relevant information on classifications (Annex VI). It is noteworthy that the content of the VCL platform received the lowest rate (in comparison with other classification platforms) of positive responses still being rather high (over 47 per cent).

75. To gauge the usability of each classification platform, the survey respondents have been asked to assess several facets of it. Over 65 per cent of them confirmed that the IPC and NCL PUB platforms were easy to use and navigate, and had user-friendly interface which allowed a quick retrieval of information. Detailed information on user's feedback is provided in Annex VII. In addition, about 50 per cent of responses confirmed that multi-lingual publications of the IPC platform are accurate and 56 per cent of them noted that statistical tools of the same platform are very helpful. Over 61 per cent of respondents agreed that the IPC platform enables an intuitive search of information and less than half of them confirmed the same for the VCL PUB platform (Figure 32).

Figure 32: Stakeholders' Feedback on usefulness of Search Engine



Source: IOD/WIPO Data, 2017

Conclusion 9: The National IPO offices were familiar with digital solutions developed by the Program although they face certain constraints in utilizing them at full capacity.

Conclusion 10: The Program Team acknowledges the importance of developing digital and ICT solutions further and any technical and functionality changes is a subject of discussion at the sessions of the CE or ICP WGs. Though, the evaluation team found no evidence about the user satisfaction surveys conducted by the Program team.

(Linked to Findings 10, 11, 12 and 13)

Recommendations:

The evaluation resulted in a set of cross-sectoral recommendations which address all three clusters of the activities covered by the Program 12.

1. The Program needs to take the lead in addressing the periodicity of the sessions of the CE for LOC and VCL (prioritizing it in accordance with the resources available). The regularity issues should be discussed during the upcoming sessions of CE for LOC and VCL.
   (Priority: High)

2. The Program should take the lead in developing a promotion plan to increase stakeholders' interest in IPC, NVL classifications: the ultimate idea of the event is to increase users' interest in attending the CE sessions and visiting/using classification home and publication pages (TISCS could be involved). The Program should elaborate each classification's homepages further enriching them with online manuals, points of contact to received technical support and training materials to help understanding true value of using classifications.

   As a part of the promotion activity the Program should also elaborate the strategy of disseminating information on the changes in classifications approved by the CE or WG classification to internal stakeholders through either through information sessions or scheduled notifications to targeted stakeholders.
   (Priority: Medium)

3. The Program should contribute to the training needs assessment exercise planned by the Cooperation on Examination and Training Section, PCT International Cooperation Division and provide support (in classifications' domain) in developing a more comprehensive competency framework.
   (Priority: High)

4. The Program should develop and adopt gender – sensitive indicators to contribute to measure change in gender equality and women empowerment.
   (Priority: Medium)

5. The Program 12, in cooperation with the Human Resource Management Department, should reshape the Program's human resource plans to staff the Marks and Design Section through starting the recruitment for the position of the Head of the section.
   (Priority: High)

6. The Program should develop training monitoring and evaluation scheme and apply it for trainings conducted in classifications' domain.
   (Priority: Medium)

7. The Program should continue elaborating the features and functionality of digital platforms and IT tools through addressing certain initial steps:

   (a) Conducting online survey among the IPOs on the IPCRMS to assess their satisfaction with the system, figure outs system shortcoming and prioritize the work to address the system issues.
   (Priority: Medium)
   (b) Conducting online survey among the users of IPCCAT to identify gaps and prioritize improvements
   (Priority: Medium)
   (c) Expanding the RMS to cover other classifications per priority (Nice, Locarno and Vienna potentially).
   (Priority: Medium)

ACKNOWLEDGMENT

IOD wishes to thank all relevant members of WIPO Program 12 as well as other WIPO staff members and external stakeholders for their assistance, cooperation and interest during this assignment.

Prepared by: Ms. Nelly Dolidze, Evaluation Officer and Ms. Tiantian Xiang, Intern, Evaluation Section, IOD.

Reviewed and approved by: Mr. Rajesh Singh, Director, IOD.

TABLE OF RECOMMENDATIONS

Recommendations #	Accepted / Rejected (indicate reason for rejecting)	Person(s) Responsible	Deadline	Management Comments and Action Plan
1. The Program needs to take the lead in addressing the periodicity of the sessions of the CE for LOC and VCL (prioritizing it in accordance with the resources available). The regularity issues should be discussed during the upcoming sessions of CE for LOC and VCL. *(Priority: High)*. *Closing criteria: presentations developed for the sessions of the CE and the session reports*	Accepted	K. Fushimi B. Fava	March 2018	LOC: Discussion at CE13 VCL: Survey to offices
2. The Program should take the lead in developing a promotion plan to increase stakeholders' interest in IPC, NVL classifications: the ultimate idea of the event is to increase users' interest in attending the CE sessions and visiting/using classification home and publication pages (TISCS could be involved). The Program should elaborate each classification's homepages further enriching them with online manuals, points of contact to received technical support and training materials to help understanding true value of using classifications. As a part of the promotion activity the Program should also elaborate the strategy of disseminating information on the changes in classifications approved by the CE or WG classification to internal stakeholders through either through information sessions or scheduled notifications to targeted stakeholders. *(Priority: Medium)* *Closing criteria: promotional plan developed*	Accepted	K. Fushimi N. Xu B. Fava	March 2018	Development of promotional plan

Recommendations #	Accepted / Rejected (indicate reason for rejecting)	Person(s) Responsible	Deadline	Management Comments and Action Plan
3. The Program should contribute to the training needs assessment exercise planned by the Cooperation on Examination and Training Section, PCT International Cooperation Division and provide support (in classifications' domain) in developing a more comprehensive competency framework. *(Priority: High)* *Closing criteria: meeting notes and the competency framework*	Accepted	K. Fushimi N. Xu	December 2017	Cooperation with the Cooperation on Examination and Training Section, PCT International Cooperation Division
4. The Program should develop and adopt gender – sensitive indicators to contribute to measure change in gender equality and women empowerment. *(Priority: Medium)* *Closing criteria: surveys and training reports reflecting gender balance statistics (e.g. female/male participants attended the session, etc.)*	Accepted	K. Fushimi	December 2017	Incorporation of gender aspect in developed monitoring and evaluation framework for training activities
5. The Program 12, in cooperation with the Human Resource Management Department, should reshape the Program's human resource plans to staff the Marks and Design Section through starting the recruitment for the position of the Head of the section. *(Priority: High)* *Closing criteria: job description and vacancy announcement in 2017*	Accepted	K. Fushimi	December 2017	Proceeding the preparation of recruitment process

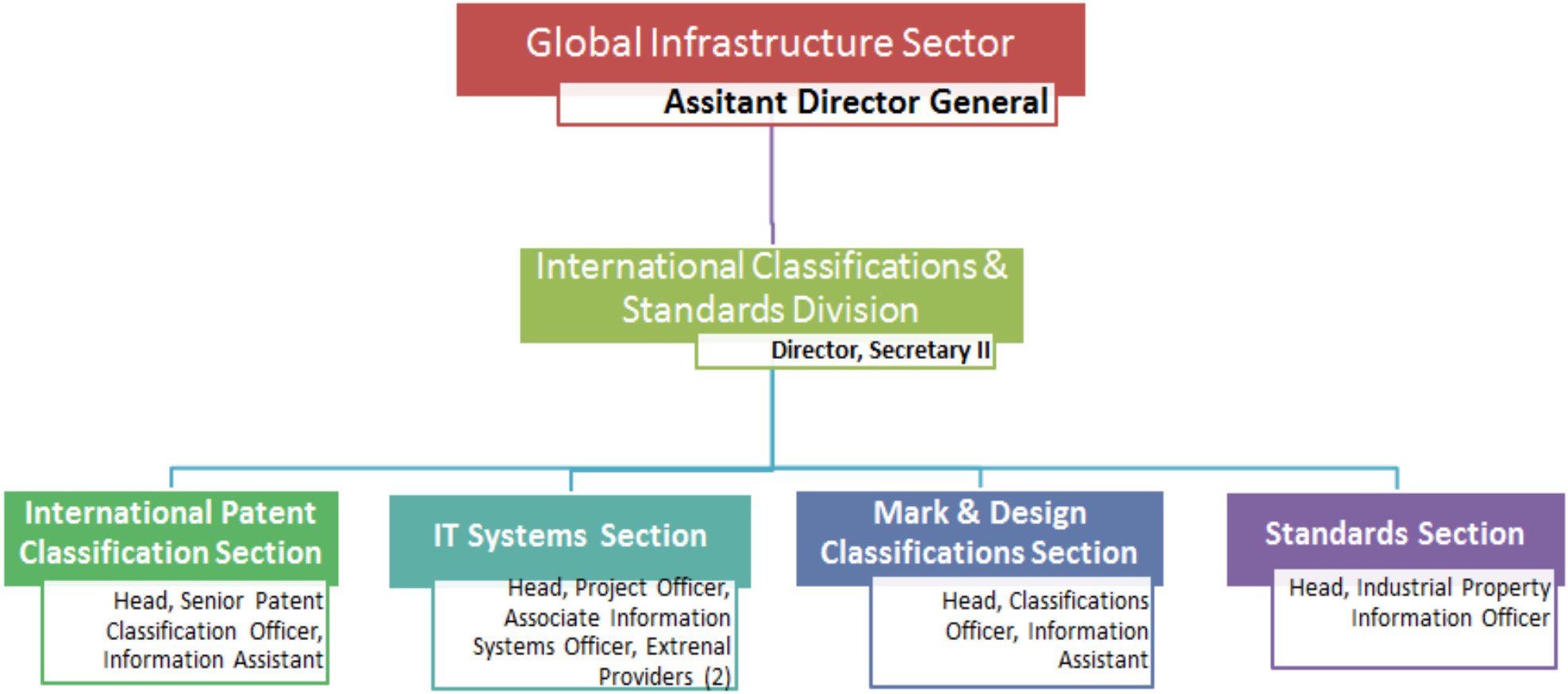
Recommendations #	Accepted / Rejected (indicate reason for rejecting)	Person(s) Responsible	Deadline	Management Comments and Action Plan
6. The Program should develop training monitoring and evaluation scheme and apply it for trainings conducted in classifications' domain. (*Priority*: Medium) *Closing criteria: M&E framework and questionnaires, training M&E reports.*	Accepted	K. Fushimi N. Xu B. Fava	June 2018	Development of monitoring and evaluation framework for training activities
7. The Program should continue elaborating the features and functionality of digital platforms and IT tools through addressing certain initial steps: (a) Conducting online survey among the IPOs on the IPCRMS to assess their satisfaction with the system, figure outs system shortcoming and prioritize the work to address the system issues. *(Priority: Medium)* (b) Conducting online survey among the users of IPCCAT to identify gaps and prioritize improvements *(Priority: Medium)* (c) Expanding the RMS to cover other classifications per priority (Nice, Locarno and Vienna potentially). *(Priority: Medium)* *Closing criteria: surveys developed and reports on survey results*	Accepted	K. Fushimi P. Fievet	(a)(b) August 2018 (c) December 2017 (set up of frame work contract)	(a)(b) Survey (c) Establishment of framework contract for NVL RMS

ANNEXES

Annex I	International Classifications and Standards Division: Organizational Structure in 2017
Annex II	List of Stakeholders Interviewed
Annex III	IPCRMS and E-Forum Data Exchange Business Process
Annex IV	Participation Pattern in CE per Region (2012-2016)
Annex V	WIPO Digital Arrangements for International Classifications
Annex VI	Quality of Information Provided on Digital Platforms
Annex VII	Usability of Classification Platforms
Annex VIII	Questionnaires

[Annex I follows]

ANNEX I: ICS Division: Organizational Structure in 2017



Source: WIPO Data, 2017

[Annex II follows]

ANNEX II: List of Stakeholders Interviewed

#	Name	Title	Unit
Program 12 staff			
1.	Mr. Yoshiyuki TAKAGI	Assistant Director General	Global Infrastructure Sector
2.	Mr. Kunihiko Fushimi	Director	International Classifications and Standards Division
3.	Ms. Ning Xu	Head	International Patent Classification Section
4.	Mr. Rastislav Marcok	Senior Patent Classification Officer	International Patent Classification Section
5.	Ms. Isabelle Malanga Salazar	Information Assistant	International Patent Classification Section
6.	Mr. Patrick Fievet	Head	IT Systems Section
7.	Mr. Olivier Collioud	Project Officer	IT Systems Section
8.	Ms. Consuelo Conde Yubero	Associate Information Systems Officer	IT Systems Section
9.	Mr. Frédéric Hogbe-Nlend	External Provider	IT Systems Section
10.	Ms. Belkis Fava	Head	Mark and Design Classifications Section
11.	Ms. Alison Zuger	Classifications Officer	Mark and Design Classifications Section
12.	Ms. Christine Carminati	Information Assistant	Mark and Design Classifications Section
Other WIPO Program staff			
13.	Mr. Claus Matthes	Senior Director	PCT Legal and International Affairs Department
14.	Mr. Peter Waring	Head	PCT International Cooperation Division, PCT Legal and International Affairs Department
15.	Mr. Kenichiro Natsume	Director	PCT International Cooperation Division
16.	Mr. Konrad Lutz Mailänder	Head	Cooperation on Examination and Training Section
17.	Mr. Thomas Marlow	Policy Officer	PCT Business Development Division
18.	Mr. Michael Richardson	Director	PCT Business Development Division
19.	Mr. Philippe Baechtold	Senior Director	PCT Services Department
20.	Mr. Ting Zhao	Director	PCT Operations Division
21.	Mr. Murray Leach	Head	External Systems Development Section
22.	Mr. Iustin Diaconescu	Head	Patent Database Section
23.	Mr. Hao Zhou	Head	Data development Section
24.	Mr. Mosahid Khan	Head	IP Statistics Section
25.	Ms. Christina Fertis Ioannou	Head	Interpretation Section
26.	Ms. Janice Driscoll Donayre	Head	Conference Section
27.	Mr. Markus Höpperger	Director	Madrid Registry
28.	Ms. Asta Valdimarsdottir	Director	Operations Division
29.	Ms. Isabelle Vicedo	Head	Goods and Services Database Section, Operations Division
30.	Ms. Christine Charvet	Coordinator	Translation and Terminology Section, Operations Division
31.	Ms. Maria Elisabeth Josa Valarino	Assistant Translator	Translation and Terminology Section, Operations Division
32.	Mr. Grégoire Bisson	Director	The Hague Registry
33.	Mr. Patrick Cartant	Head	Operations Service
34.	Mr. Marc Sery-Kore	Director	Regional Bureau for Africa
35.	Mr. Walid Abdelnasser	Director	Development Sector, Regional Bureau for Arab Countries
36.	Mr. Mahmud Muntasser	Counsellor	Development Sector, Regional Bureau for Arab Countries

#	Name	Title	Unit
37.	Mr. Amr Abdelaziz	Counsellor	Development Sector, Regional Bureau for Arab Countries
38.	Mr. M'Hamed Sidi El Khir	Counsellor	Development Sector, Regional Bureau for Arab Countries
39.	Mr. Andrew Michael Ong	Director	Regional Bureau for Asia and the Pacific
40.	Mr. Oswaldo Girones Jorda	Counsellor	Regional Bureau for Latin America and the Caribbean
41.	Ms. Virag Halgand	Head	Section for Central European and Baltic States and Mediterranean Countries
42.	Mr. Victor Vazquez Lopez	Head	Section for Coordination of Developed Countries
43.	Mr. Graham Beaver	Director	Enterprise Architecture and ICT Program Management Division
44.	Mr. Andrew Cleaveley	Acting ICT Service Manager	Customer Relationship and Program Support
45.	Mr. Carlos Andre	Senior Enterprise Technology Architect	Technology and Enterprise Architecture
46.	Mr. András Makadi	Director	IT Technical Division
47.	Mr. Yavor Trapkov	Senior Systems Administrator	Systems Management and Integration Section
48.	Mr. Christophe Mazenc	Director	Global Databases Division
49.	Mr. Frederic Voung	Project Management Officer	Information and Communication Technology Department
50.	Mr. Daniel Cheng	Head	Product Development Section
51.	Mr. Richard Lane	Head	Information Security Section
52.	Ms. Maria-Antonieta De Icasa	Head	Web Communications Section
53.	Ms. Kim Miles-Reimschuessel	Business Continuity Coordinator	Office of the Director General
54.	Ms. Monika Zikova	Program Officer	Section for Central European and Baltic States and Mediterranean Countries
55.	Ms. Mary Magdalene Aka	Principal Examiner	Madrid Registry, Operations Division
56.	Mr. Andre Ntamack	Head	Madrid Registry Quality and Training Section
57.	Mr. Andrew Czajkowski	Head	Innovation and Technology Support Section
External stakeholders			
58.	Mr. Paul Peters	Director	ACS International, Ltd.
59.	Ms. Diona Nanu	Content and Data Acquisition Manager	Clarivate Analytics
60.	Ms. Christine Emmerich	Product Manager Patents	Fiz-Karlscruhe
61.	Ms. Catia Valdman	Patent Examiner	Brazilian National Institute of Industrial Property
62.	Mr. Sven Nytoft Rasmussen	Senior examiner	Danish Patent and Trademark Office
63.	Ms. Tiina Lillepool	Principal examiner	Estonian Patent Office
64.	Mr. Pekka Laihanen	Senior Patent Examiner	National Board of Patents and Registration of Finland
65.	Mr. Tristan Imbert	Examinateur de brevets	National Institute of Industrial Property
66.	Mr. Klaus Höfken	Special Representative for Modernization of Classification Systems	German Patent and Trade Mark Office

#	Name	Title	Unit
67.	Ms. Orit Regev	Deputy Superintendent of Examiners	Israel Patent Office Ministry of Justice
68.	Mr. Pablo Zenteno Márquez	Especialista en Propiedad Industrial A	Mexican Institute of Industrial Property
69.	Mr. Bjorn Tisthammer	Senior Examiner	Norwegian Industrial Property Office
70.	Ms. Roxana Onofrei	Patent Examiner	Portuguese Institute of Industrial Property
71.	Ms. Elena Pina	T. S. Examinadora de Patentes	Spanish Patent and Trademark Office
72.	Mr. Anders Bruun	Patent Expert	Swedish Patent and Registration Office
73.	Mr. Pascal Weibel	Head Patent Examination	Swiss Federal Institute of Intellectual Property
74.	Mr. Atalay Berk Damgacioglu	Industrial Property Expert	Turkish Patent and Trademark Office
75.	Mr. Sergii Torianik	Deputy Head	Ukrainian Intellectual Property Institute
76.	Mr. Jeremy Cowen	Senior Patent Examiner	UK Intellectual Property Office
77.	Mr. Marios Sideris	Director Classification	European Patent Office
78.	Ms. Heli Laaneots	Senior Examiner	The Estonian Patent Office
79.	Ms. Anat Levy	Head of the Trademarks Department	Israel Patent Office
80.	Ms. Tsukina Shimoyama	Trademark Examiner	Japan Patent Office (JPO)
81.	Mr. Eberhard Preissinger	Senior Trade Mark Examiner, Head of Classification and Documentation	German Patent and Trade Mark Office
82.	Mr. Darrel Hendy	Senior Classification Advisor	Trade Marks and Designs Policy, UK Intellectual Property Office
83.	Ms. Natalie Morgan	Head	Trade Marks Classification and Design Law and Practice Team, UK Intellectual Property Office
84.	Ms. Kjersti Gravklev	Adviser	Norwegian Industrial Property Office
85.	Ms. Monika Nowicka	Legal Officer	Swedish Patent and Registration Office
86.	Mr. Nyström Malin	Head	Swedish Patent and Registration Office
87.	Mr. Bruno Machado	Geneva Representative	International Trademark Association (INTA)
88.	Ms. Chi Suan Kok	Trade Mark Examiner	Intellectual Property Office of Singapore
89.	Ms. Isabelle Tan	Principal Assistant Director	Intellectual Property Office of Singapore
90.	Mr. Sébastien Tinguely	Trademark Lawyer	Swiss Federal Institute of Intellectual Property
91.	Ms. Peggy Breuil	Juriste du service des Dessins & Modèles	French National Institute of Industrial Property
92.	Ms. Florence Brege	Responsable du service des Dessins & Modèles	French National Institute of Industrial Property
93.	Ms. Ursula Höfermayer	Strategy and Data Analysis	Austrian Patent Office
94.	Mr. Attila Törcsvári	Managing Director	Arcanum Development
95.	Mr. Jose Calleja	EU Technical Consultancy	Sopra-Steria Luxembourg
96.	Mr. Anton Dechko	Managing Director	SaM Solutions GmbH & Co.KG
97.	Ms. Kahina Bounif	Responsable de pôle	French National Institute of Industrial Property

#	Name	Title	Unit
98.	Ms. Monique Choiniere	Administrator for Trademark Classification Policy and Practice	United States Patent and Trademark Office
99.	Ms. Mary Munson-Ott	Attorney	United States Patent and Trademark Office
100.	Mr. Ludovic CHUZEVILLE	Project director	The Jouve Group
101.	Mr. Fabien GODINEAU	Project manager/Developper	The Jouve Group

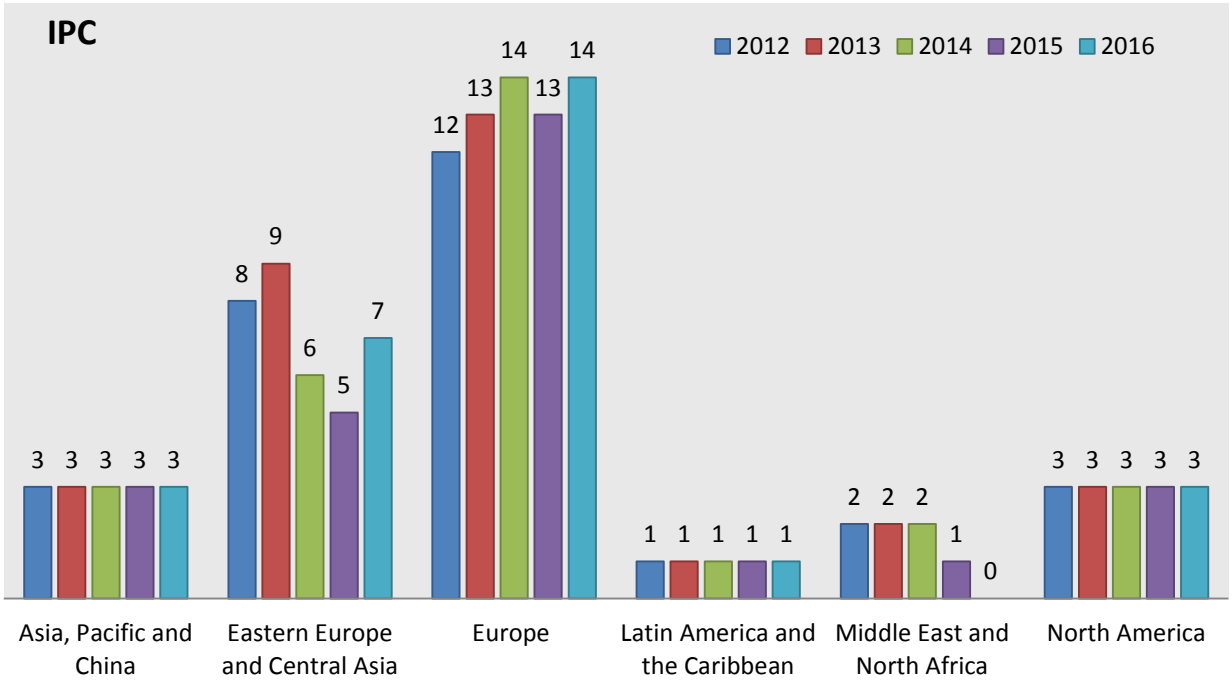
[Annex III follows]

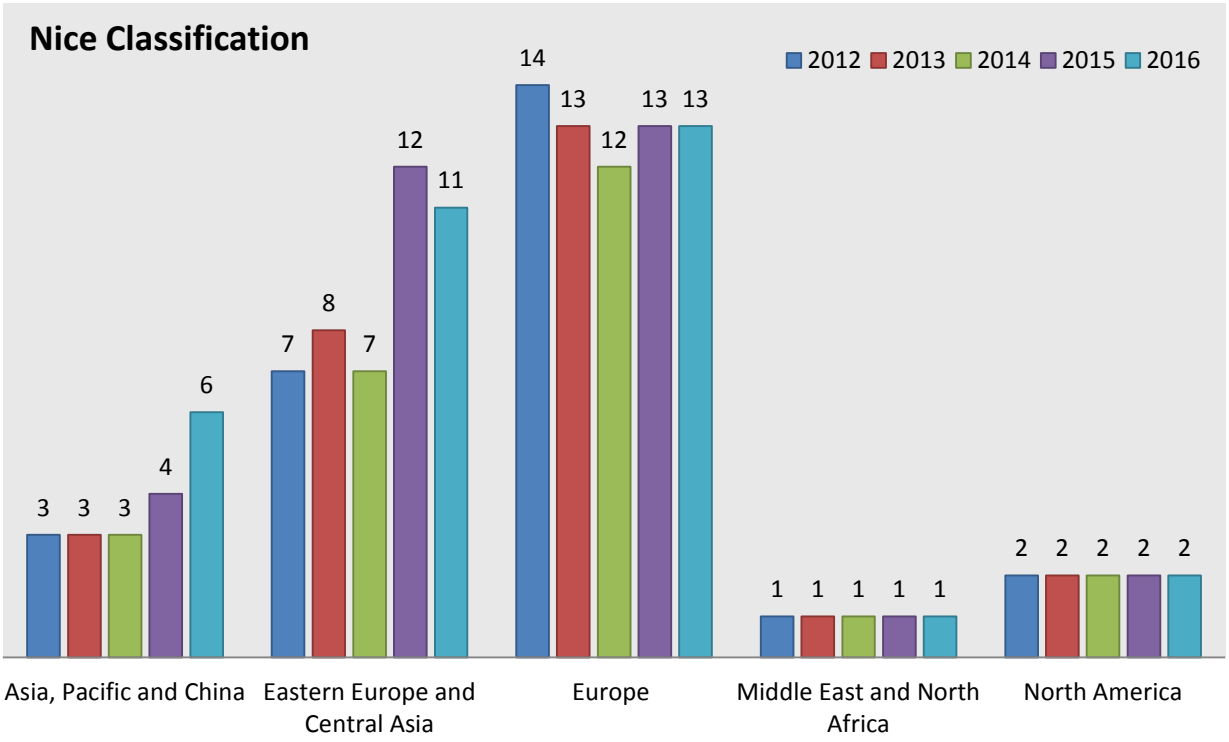
ANNEX III: IPCRMS and e-Forum Data Exchange Business Process

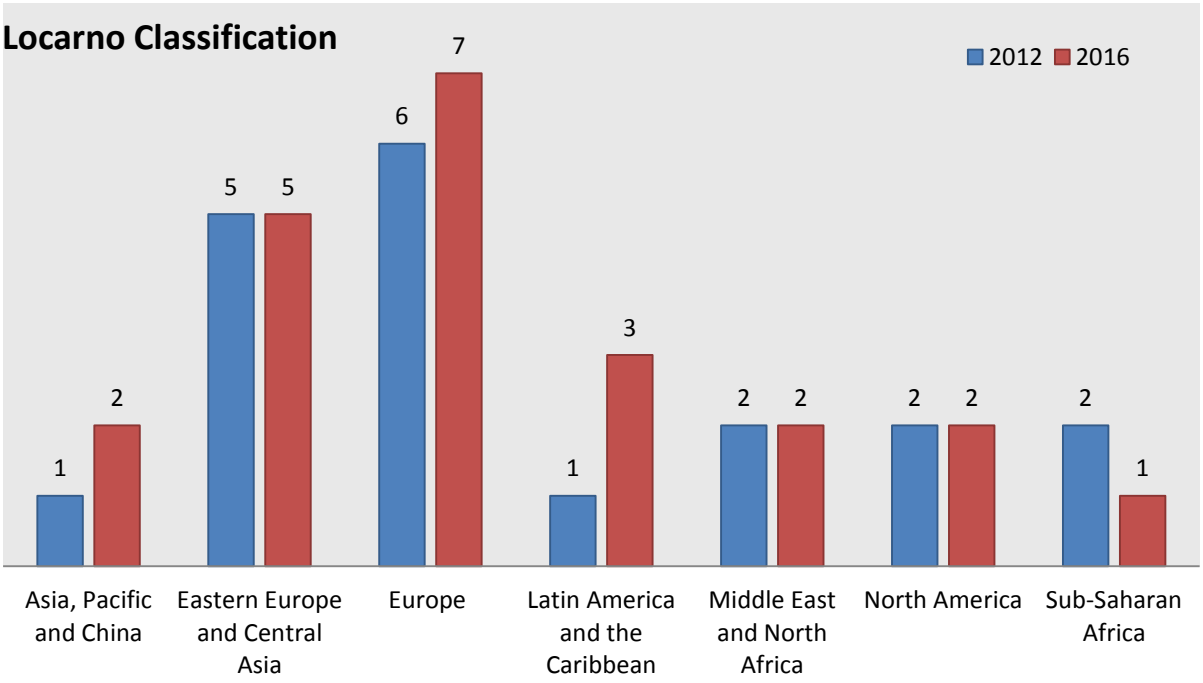
Sources: ICTD/WIPO Data, 2017

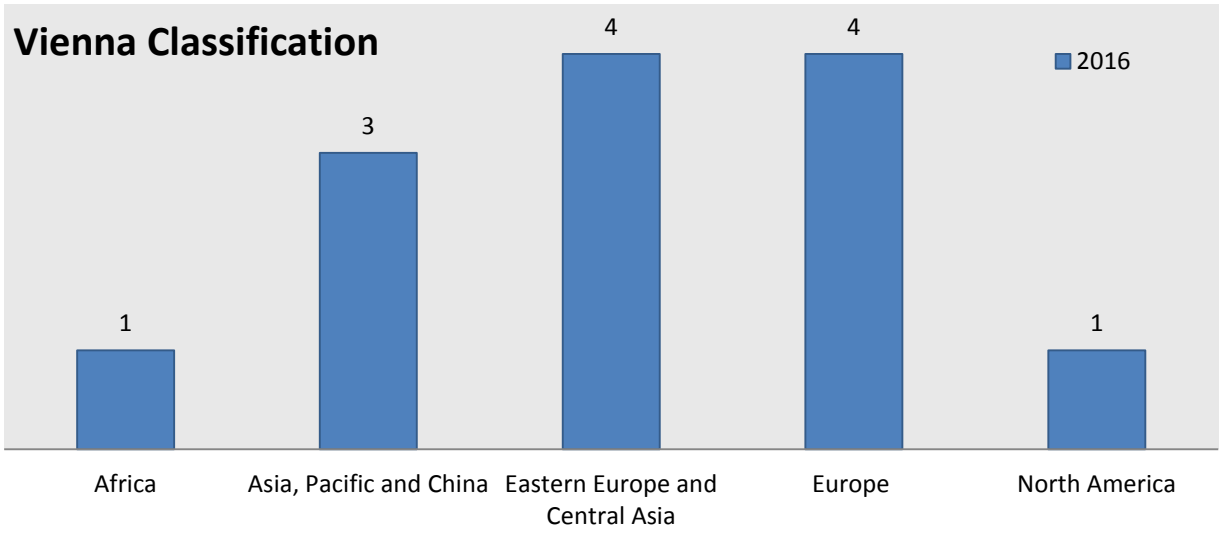
[Annex IV follows]

ANNEX IV: Participation Pattern in CE per Region (2012-2016)









Source: IOD/WIPO Data, 2017

[Annex V follows]

ANNEX V: WIPO Digital Arrangements for International Classifications

Classification	Tool	Type	Downloadable format	Online	Hard copy	Languages supported
IPC	IPCPub[42]	Online publication platform [43] and software package	DOC, HTML, PDF and XML	X	-	13 languages
	IPCRMS	Online supporting tool	DOC, HTML, PDF, and XML	X	-	English
	IPCReclass	Online supporting tool	-	X	-	English
	IPCPDFPrep	Supporting tool	PDF	X	-	English and French
	IPC Definitions Viewer	Online publication platform	HTML	X		Any language in which IPC master file translations are available
	Valid Symbols list	Online publication platform	HTML, XML	X	-	-
	IPC Green Inventory	Online publication platform	HTML	X	-	English and French
	IPCCAT	Online support tool	-	X	-	English
Nice Classifications	NicePub[44]	Online publication platform	DOC, XLSX	X	-	English, French, Spanish, Russian, German, Chinese
Locarno Classifications	Locarno in Nivilo	Online publication platform	HTML, PDF	X X	-	English and French
Vienna Classifications	VCLPub[45]	Online publication platform	HTML, PDF	X	X	English and French
	Vienna in Nivilo	Online publication platform	XML, HTML	X	-	English and French

Source: IOD/WIPO Data, January 27, 2017

[Annex VI follows]

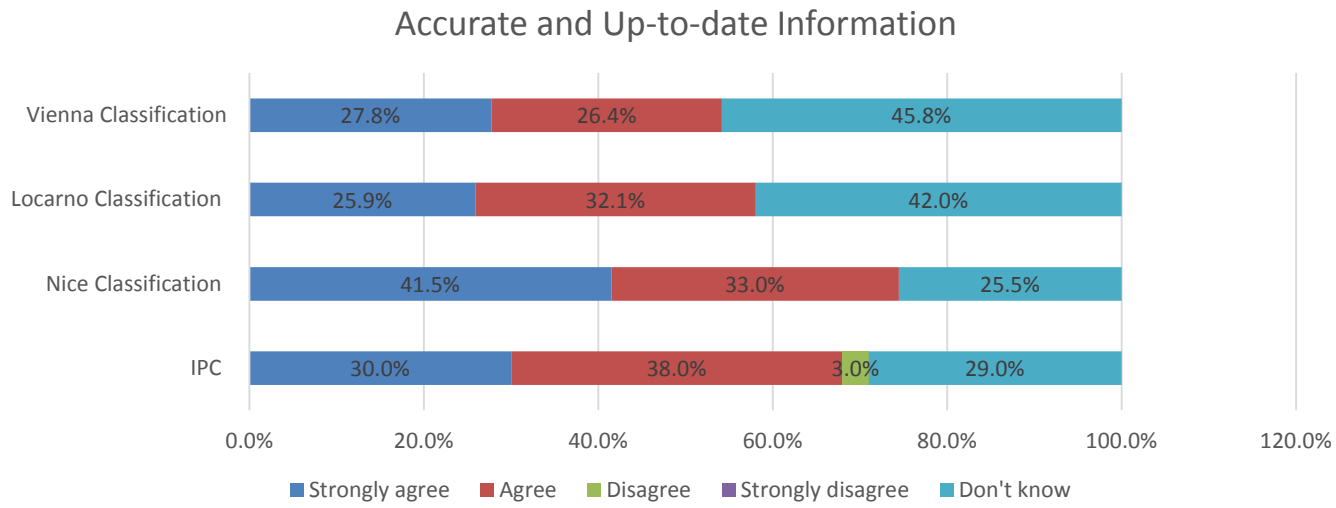
[42] http://web2.wipo.int/classifications/ipc/ipcpub/#refresh=page: Internet publication of the International Patent Classification

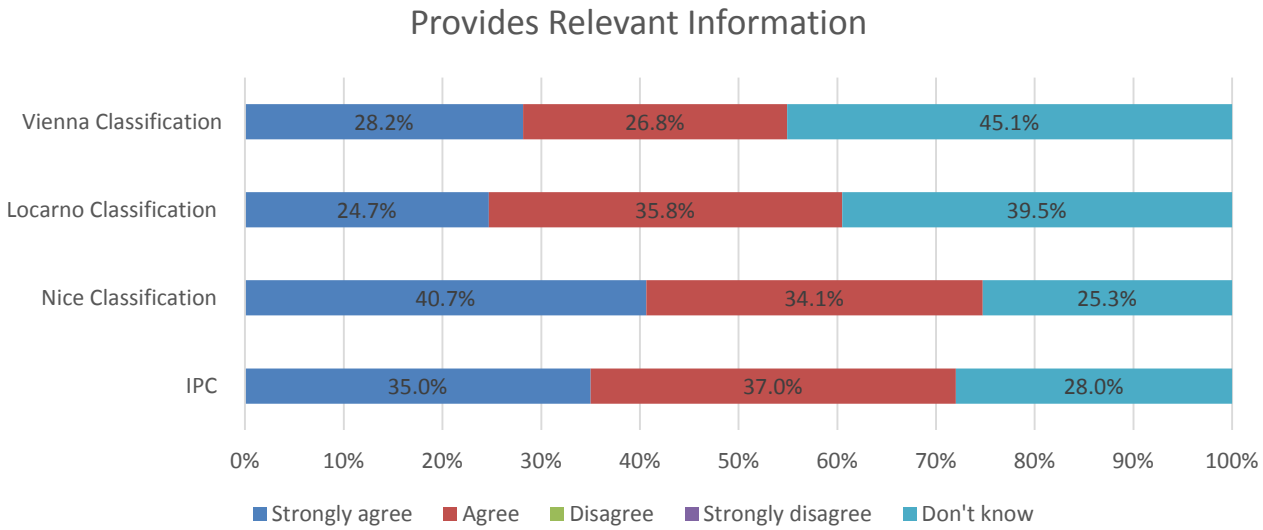
[43] Online publication platform provided on-line access to classifications information and allows free of charge downloading.

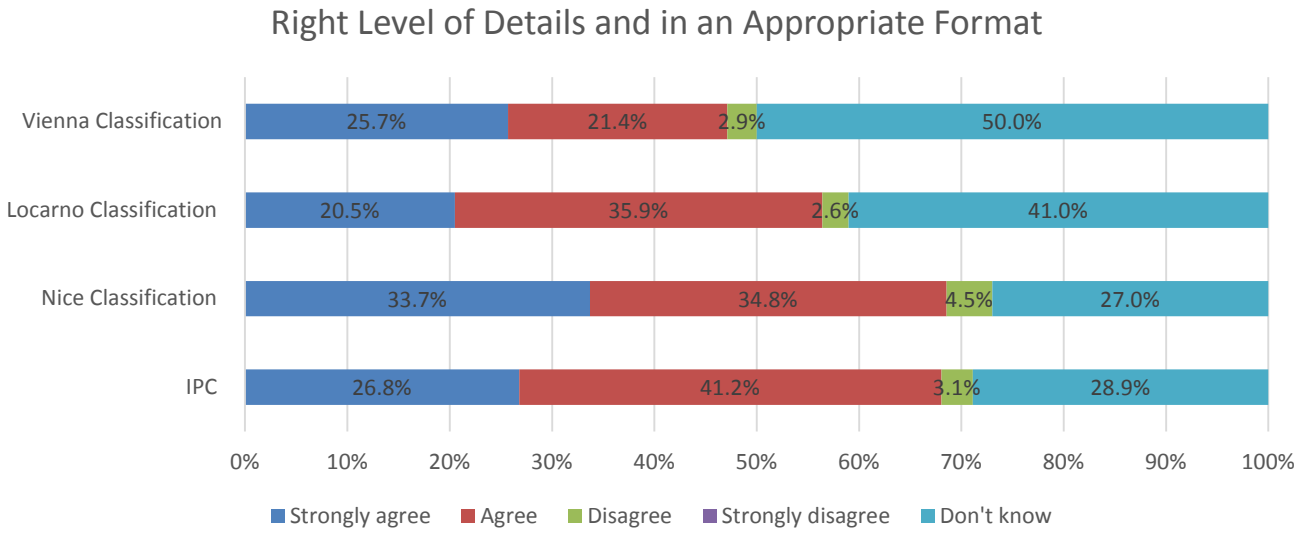
[44] http://web2.wipo.int/classifications/nice/nicepub/en/fr/edition-20170101/taxonomy/

[45] http://www.wipo.int/classifications/nivilo/vienna.htm

ANNEX VI: Quality of Information Provided on Digital Platforms



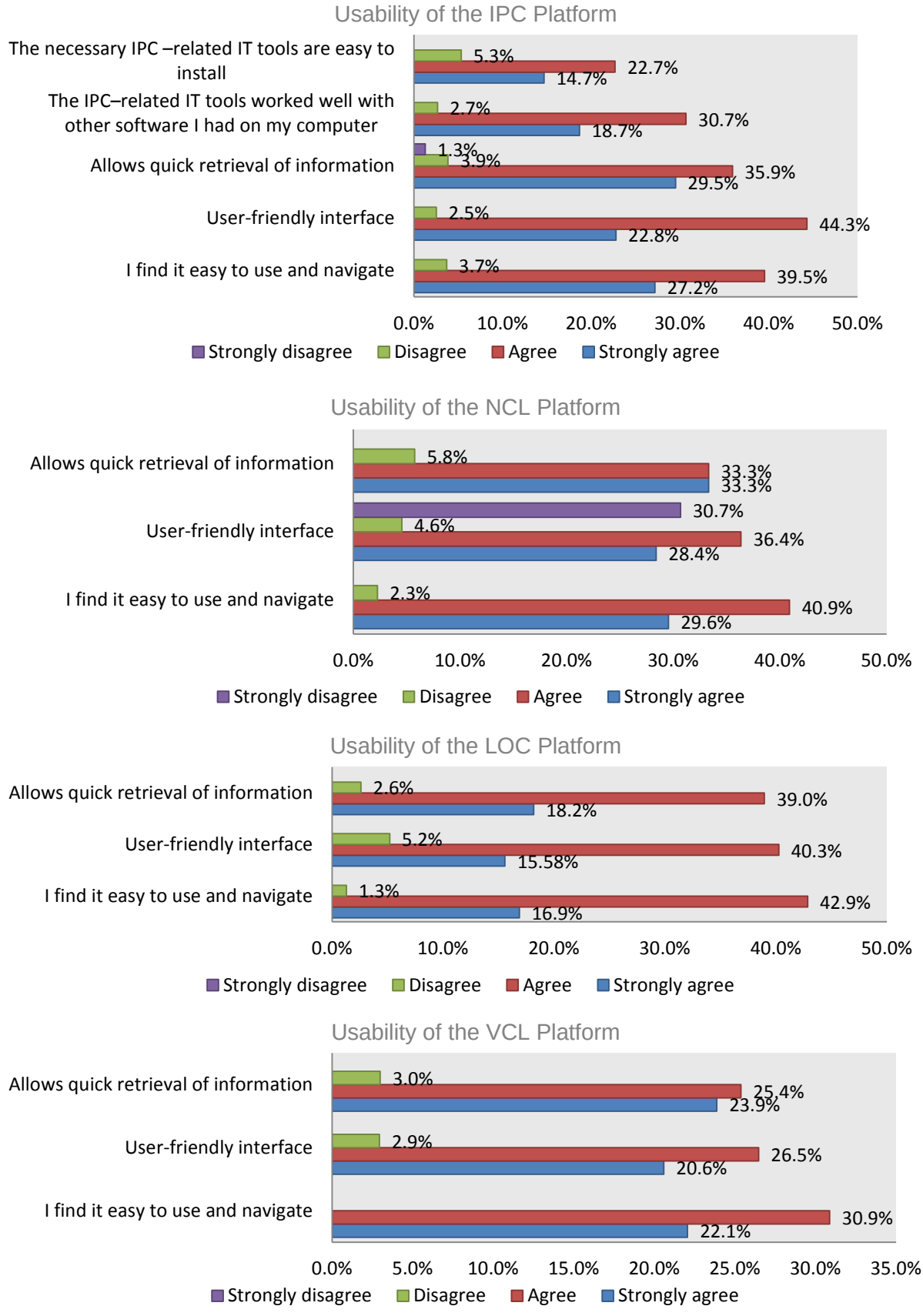




Source: IOD/WIPO Data, 2017

[Annex VII follows]

ANNEX VII: Usability of Classification Platforms



Source: IOD/WIPO Data, 2017

[Annex VIII follows]

ANNEX VIII: Questionnaires

Evaluation of WIPO ICS Division – Program 12 Staff

Job Title:
Gender: ☐ Female ☐ Male

1. Please mark the international classification you work with…

Classification	
IPC	☐
Nice Classification	☐
Vienna Classification	☐
Locarno Classification	☐
Other tasks (*please specify below*)	☐

2. Please rate to which extent you agree with the following statements on the quality of information presented on each publication platform.

Category	IPC	Nice Classification	Locarno Classification	Vienna Classification
Provides accurate and up-to date information	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree
Provides relevant information	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree
Provides information at the right level of detail and in an appropriate format	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree
Multi-lingual publications are accurate	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree

3. Please rate to which extent you agree with the following statements on the functionalities of publication platforms…

Category	IPC	Nice Classification	Locarno Classification	Vienna Classification
User's personal information is secured	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree
The platform enables an intuitive search of information	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree
File formats of data download are very appropriate	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree
Statistical tools are very helpful	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree
IPC/CPC/FI Parallel viewer functions well	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree			

4. Please rate to which extent you agree with the following statements on usability and communication features of publication platforms.

Category	IPC	Nice Classification	Locarno Classification	Vienna Classification
Easy to use and navigate	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree
The design and interface is appropriate to the type of site	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree
Allows a quick retrieve of information	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree
Updates on new versions and any changes are provided in a timely manner	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree
User support and consultancy on tools is provided whenever needed	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree
Help options and tutorials are useful	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree	☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree ☐ Strongly disagree

5. Are there any aspects of publication platforms which need further improvements?

	IPC (IPC Pub)	Nice Classification (NicePub)	Locarno Classification (LOCPub)	Vienna Classification (VCLPub)
	☐ Yes ☐ No ☐ Partially ☐ Do not know	☐ Yes ☐ No ☐ Partially ☐ Do not know	☐ Yes ☐ No ☐ Partially ☐ Do not know	☐ Yes ☐ No ☐ Partially ☐ Do not know
Please provide details below.				

6. What do you consider to be the most important feature of IPC Revision Management Solution (IPCRMS) – please check all relevant parts

Feature	Check box
Security mechanism	☐
Search box	☐
Capacity to handle large number of users using the IPCRMS at the same time	☐
Multiple search options	☐
User friendly interface	☐
Ability to handle large data set	☐
Other (please add below)	☐

7. Are there any aspects of the IT tools (developed to support IPC) which need further improvements?

	IPC RMS	IPC STATS	IPCReclass	IPCA6TRANS	PCPubPrep	IPCPDFPrep	IPC Green Inventory	IPCCAT
	☐ Yes ☐ No ☐ Partially ☐ Do not know	☐ Yes ☐ No ☐ Partially ☐ Do not know	☐ Yes ☐ No ☐ Partially ☐ Do not know	☐ Yes ☐ No ☐ Partially ☐ Do not know	☐ Yes ☐ No ☐ Partially ☐ Do not know	☐ Yes ☐ No ☐ Partially ☐ Do not know	☐ Yes ☐ No ☐ Partially ☐ Do not know	☐ Yes ☐ No ☐ Partially ☐ Do not know
Please provide details below.								

8. Are you satisfied with the resources available to maintain classification publication platforms and IPC IT tools?

	IPC (IPC Pub)	Nice Classifications (NicePub)	Locarno Classifications (LOCPub)	Vienna Classifications (VCLPub)	IPC IT Tools
Hardware & infrastructure	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied
Human resources	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied
Software	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied
Financial	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied	☐ Very Satisfied ☐ Satisfied ☐ Partially ☐ Not satisfied

9. Please provide details if necessary

10. Do you think there are sufficient resources to scale up IPCRMS to cover other three classification domains?

Resources	Strongly agree	Agree	Neutral /not applicable	Disagree	Strongly disagree
Hardware & infrastructure	☐	☐	☐	☐	☐
Human resources	☐	☐	☐	☐	☐
Software	☐	☐	☐	☐	☐
Financial	☐	☐	☐	☐	☐

11. Please list any risks associated with scaling up the IPCRMS to cover other three classifications?

#	Risks
1	
3	

12. How would you rate cooperation and communication practices with …

Category	Responsiveness		Timeliness		Data accuracy	
Information providers /IP offices	☐	Very Satisfied	☐	Very Satisfied	☐	Very Satisfied
	☐	Satisfied	☐	Satisfied	☐	Satisfied
	☐	Partially	☐	Partially	☐	Partially
	☐	Not satisfied	☐	Not satisfied	☐	Not satisfied
External contractors / companies (e.g. developers, etc.)	☐	Very Satisfied	☐	Very Satisfied	☐	Very Satisfied
	☐	Satisfied	☐	Satisfied	☐	Satisfied
	☐	Partially	☐	Partially	☐	Partially
	☐	Not satisfied	☐	Not satisfied	☐	Not satisfied
Other WIPO Programs	☐	Very Satisfied	☐	Very Satisfied	☐	Very Satisfied
	☐	Satisfied	☐	Satisfied	☐	Satisfied
	☐	Partially	☐	Partially	☐	Partially
	☐	Not satisfied	☐	Not satisfied	☐	Not satisfied
Others (please specify below)	☐	Very Satisfied	☐	Very Satisfied	☐	Very Satisfied
	☐	Satisfied	☐	Satisfied	☐	Satisfied
	☐	Partially	☐	Partially	☐	Partially
	☐	Not satisfied	☐	Not satisfied	☐	Not satisfied

13. Please what should be improved with regard to improving responsiveness and timeliness of communication with the information providers, IPOs, and/or other WIPO Programs:

14. What would you recommend with regard to improving the accuracy of data received from the information provider(s), IPOs, and/or other WIPO Programs?

15. Please provide any additional comments if necessary…

Thank you for cooperation!

Survey of WIPO's Internal Classifications Activities: External Stakeholders

Gender: ☐Female ☐ Male

Job Title:

Organization:

Country in which the organization is located:

1. **Please select the activities/sessions (organized or hosted by WIPO on the subject of classifications listed below) in which you participated in 2012-2016:**

Activity	Type of session			
	IPC	Nice Classification	Locarno Classification	Vienna Classification
Sessions of the Committee of Experts	☐	☐	☐	☐
Assembly of IPC/Nice/Vienna/Locarno Union	☐	☐	☐	☐
Sessions of the IPC Revision Working Group	☐			

2. **Please rate the extent to which the session you attended was relevant to the strategic needs and priorities of your country:**

Session	Not relevant at all	Slightly relevant	Moderately relevant	Very relevant	Don't Know
IPC	☐	☐	☐	☐	☐
Nice Classification	☐	☐	☐	☐	☐
Locarno Classification	☐	☐	☐	☐	☐
Vienna Classification	☐	☐	☐	☐	☐

3. **What aspects of the sessions could be improved?**

4. **Did you encounter any problems whilst trying to attend the sessions? ☐ Yes ☐ No**

If yes, please specify below

5. **Please rate the extent to which you agree with the following statements. The ICS Division of WIPO…**

Statement	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
… contributed to a great extent in developing an updated and globally accepted system of international classifications	☐	☐	☐	☐	☐
… contributed to a great extent in facilitating access, use and dissemination of IP information	☐	☐	☐	☐	☐

6. **Please specify your overall level of satisfaction with the following classification publication platforms developed by WIPO:**

	High	Moderate	Low	Don't know
IPC publication platform	☐	☐	☐	☐
Nice Classifications publication platform	☐	☐	☐	☐
Locarno Classifications publication platform	☐	☐	☐	☐
Vienna Classifications publication platform	☐	☐	☐	☐

7. **Why do you use WIPO classifications platforms:**

8. **How often do you use the data on classifications retrieved from publication platforms administered by WIPO? (Please select one response per platform)**

Frequency	IPC	Nice Classifications	Locarno Classifications	Vienna Classifications
Several times a day	☐	☐	☐	☐
Once a day	☐	☐	☐	☐
Once a week or more often	☐	☐	☐	☐
A couple of times a month	☐	☐	☐	☐
Once a month or less	☐	☐	☐	☐
Never	☐	☐	☐	☐
Other (please specify):	☐	☐	☐	☐

9. Please rate the extent you agree with the following statements with regard to the functionality and quality of information presented on the each publication platform.

Category	IPC Publication	Nice Classifications Publication	Locarno Classifications Publication	Vienna Classifications Publication
Provides accurate and up-to date information	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know
Provides relevant information	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know
Provides information at the right level of detail and appropriate format	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know
Multi-lingual publications are accurate	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know
My personal information feels secure	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know
The platform enables an intuitive search of information	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know

Category	IPC Publication	Nice Classifications Publication	Locarno Classifications Publication	Vienna Classifications Publication			
File formats of data download are very appropriate	☐	Strongly agree	☐	Strongly agree	☐ Strongly agree	☐	Strongly agree
	☐	Agree	☐	Agree	☐ Agree	☐	Agree
	☐	Disagree	☐	Disagree	☐ Disagree	☐	Disagree
	☐	Strongly disagree	☐	Strongly disagree	☐ Strongly disagree	☐	Strongly disagree
	☐	I don't know	☐	I don't know	☐ I don't know	☐	I don't know
The statistical tools are very helpful	☒	Strongly agree	☐	Strongly agree	☐ Strongly agree	☐	Strongly agree
	☐	Agree	☐	Agree	☐ Agree	☐	Agree
	☐	Disagree	☐	Disagree	☐ Disagree	☐	Disagree
	☐	Strongly disagree	☐	Strongly disagree	☐ Strongly disagree	☐	Strongly disagree
	☐	I don't know	☐	I don't know	☐ I don't know	☐	I don't know
IPC/CPC/FI Parallel Viewer functions well	☐	Strongly agree					
	☐	Agree					
	☐	Disagree					
	☐	Strongly disagree					
	☐	I don't know					

10. Please rate the extent to which you agree with the following statements with regard to the usability and communication features of the each publication platform.

Category	IPC Publication	Nice Classifications Publication	Locarno Classifications Publication	Vienna Classifications Publication
I find it easy to use and navigate	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know
User- friendly interface	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know
Allows quick retrieval of information	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know
The IPC – related IT tools worked well with other software I had on my computer	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know			

Category	IPC Publication	Nice Classifications Publication	Locarno Classifications Publication	Vienna Classifications Publication			
The necessary IPC –related IT tools are easy to install	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know						
Updates and new versions of the platform are released in a timely manner	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know
User support and consultancy related to IT tools is provided whenever needed	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know
Help options and tutorials were very useful	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know
Communication with WIPO has been improved	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know	☐ Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐ I don't know

11. Are there any features of the IPC publication platform which you would like to improve?

Classifications' publication platform	Improvements suggested
IPC publication platform	
Nice Classifications publication platform	
Locarno Classifications publication platform	
Vienna Classifications publication platform	

12. Please select IPC supporting tools (developed by WIPO) you use and how often.

Frequency	IPCRMS	IPCReclass-	IPCCAT	TACSY
Several times a day	☐	☐	☐	☐
Once a day	☐	☒	☐	☐
Once a week or more often	☐	☐	☐	☐
A couple of times a month	☐	☐	☐	☐
Once a month or less	☐	☐	☐	☐
Never	☐	☐	☐	☐
Other (please specify):	☐	☐	☐	☐

13. Please specify your level of satisfaction with IPC supporting IT tools.

	High	Moderate	Low	Do not Know
IPCRMS – to submit IPC revisions and amendments	☐	☐	☐	☐
IPCReclass- to submit online reclassifications	☐	☐	☐	☐
IPCCAT - to automatically classify patents at IPC class, subclass	☐	☐	☐	☐
TACSY – the system for concept-based search in the IPC	☐	☐	☐	☐

14. What do you consider to be the most important feature of the IPCRMS? Select all that apply

Feature	Check box
Security mechanism	☐
Search box	☐
Multiple search options	☐
User-friendly interface	☐
Ability to handle large data set	☐
Other (please specify below)	☐

15. Please indicate any features of IPC supporting IT tools you would like to be improved:

Feature	Improvements suggested
IPCRMS – to submit IPC revisions and amendments	
IPCReclass- to submit online reclassifications	
IPCCAT - to automatically classify patents at IPC class, subclass	
TACSY – the system for concept-based search in the IPC	
Other (please specify below):	

16. How often do you use the e-forum for each classification? (Please select one response per classification)

Frequency	IPC e-forum	Nice, Vienna and Locarno (NVL) Classifications' e-forum
Several times a day	☐	☐
Once a day	☐	☐
Once a week or more often	☐	☐
A couple of times a month	☐	☐
Once a month or less	☐	☐
Never	☐	☐
Other, please specify:	☐	☐

17. Please list the reasons why you use E-forums

E-forum category	Reasons
IPC E-forum	
Nice, Vienna and Locarno and (NVL) Classifications' E-forum	

18. Please specify your level of satisfaction with the following e-fora.

E-forum category	High	Moderate	Low	Don't Know
IPC E-forum	☐	☐	☐	☐
Nice, Vienna and Locarno (NVL) Classifications' e-forum	☐	☐	☐	☐

19. What about e-fora could be improved?

20. How do you get updates on the following matters related to each classification?

	IPC	Nice Classifications	Locarno Classifications	Vienna Classifications
WIPO information session	☐	☐	☐	☐
Training activity	☐	☐	☐	☐
E-forums	☐	☐	☐	☐
Online workshop/discussion	☐	☐	☐	☐
Email subscription	☐	☐	☐	☐
National IP office	☐	☐	☐	☐
Internet search	☐	☐	☐	☐
Other (please specify below):	☐	☐	☐	☐

21. Regarding cooperation/information sharing channels (pertaining to classifications issues) with WIPO's ICS Division, please indicate your level of satisfaction with regard to:

Responsiveness		Timeliness		Existence of clear procedures on data exchange with WIPO	
☐	Very Satisfied	☐	Very Satisfied	☐	Very Satisfied
☐	Satisfied	☐	Satisfied	☐	Satisfied
☐	Not satisfied	☐	Not satisfied	☐	Not satisfied
☐	Very unsatisfied	☐	Very unsatisfied	☐	Very unsatisfied
☐	Don't know	☐	Don't know	☐	Don't know

22. If you have participated in information sharing activities (trainings, WIPO information session, online workshop) organized by WIPO's ICS Division to acquire knowledge on classifications, please rate your level of satisfaction with the quality and usefulness of:

	High	Moderate	Low
WIPO information session	☐	☐	☐
Training activity	☐	☐	☐
Online workshops	☐	☐	☐

23. Please specify if there is anything you think could be improved with regard to information sharing or cooperation channels with WIPO?

24. What additional trainings and information sharing events on classifications would you like to have in the future?

25. Any additional comments?

Thank you for your feedback!

[End of annexes and of document]