

ICANN Language Services Department Plan - 2013-2014

Language Services activities:

- Translation
- Simultaneous Interpretation
- Transcription
- Live Scribing
- Teleconference Interpretation

Department Development Plan

Phase 1 - Expansion and Restructure (June 2013 - January 2014)

Expansion

- a) The team is now comprised of a Director, Manager, and four Language Experts and Head Translators for Chinese, French, Russian, and Spanish. Language Experts perform duties as reviewers/validators of the Language Pair of their expertise, work on development and deployment of QA process and rating system to ensure work delivered by third party language service is consistent and of the upmost quality, translates short documents, create, maintain and distribute TMs and Glossaries in the corresponding language pairs.
- b) Also as part of the expansion and growth, the capabilities and provisions of services have been incremented by inviting new vendors and negotiating with current vendors the addition of resources to respond to our pick times. This applies to translation and transcription projects and requests.
- c) Teleconference Interpretation is expanding its services by including support for Chinese, Russian and Arabic during teleconference meetings for RALOs, ACs/SOs, GAC and other working groups requiring this language support.
- d) Translations of selected informational material are being produced in other languages outside the ICANN Rational (5 UN non-English) in order to provide support for Engagement Offices and new Hub Offices (i.e. material in Turkish for Istanbul office).

Restructure

After an assessment initiated during the ICANN 45-Toronto Meeting and completed after the ICANN 47-Durban Meeting, the ICANN Team of Interpreters has gone through a downsizing phase (from 39 interpreters to 29). The new structure of the team will provide a more comprehensive and optimal distribution of resources answering to the specific needs of the sessions taking place during ICANN meetings.

Phase 2 – First Project (June – Nov 2013)

Glossary Update Project

The LS team is currently working to update the ICANN glossary terms and acronyms into the six UN languages. The project consists of several phases, all encouraging community participation. We reached out to all SOs/ACs heads to provide volunteers to review the glossaries with our Language Experts. We have 10 community volunteers working on this first phase. The project will culminate in a public session during ICANN 48, where all attendees will participate in finalizing the new, updated glossaries.

Phase 3 – Processes (June 2013-June 2014)

Quality Control

The team is now spearheading the first projects to ensure quality over all translated products delivered by ICANN and our contracted parties.

A QA (Quality Assurance) Process will be created as specified in the Language Service Policy & Procedures document.

Crowd-Sourcing

We are piloting an crowd sourcing project from the Singapore Office. This will be managed by a Language Expert that will work out of Singapore.. The new team member will -oversee the translation of preselected material in different Asian languages (i.e. Japanese, Korean, Vietnamese...) utilizing the crowd-sourcing solution selected. This project will be assessed six months from its start date and depending on its success similar projects will be launched in the other Hubs and Engagement Centers.

Phase 4 – CRM Systems (July 2014)

These initial phases will be focused on team expansion and building, and quality assurance of language services at ICANN.

After a yearly review of the performance of the department, implementation of CRM systems will be considered.