

## Multilingual Quality:

ICANN in 2012 introduced translation services to enable it better serve its larger diverse community. Though the language services are welcome the quality of the translation in terms of accuracy to the working language of the various communities are important. This will ensure effective and clear communication with the community.

### Hypothesis of problem:

1. The level to which translation is applied in the public participation process represents partial translation
2. The ability to encourage public participation is limited to the availability of the full translation function

### Background research undertaken

#### ❖ Summary of ICANN input

The Board meeting on 18 October 2012 passed resolution number 2012.10.18.02 minutes/resolution <http://www.icann.org/en/groups/board/documents/resolutions-18oct12-en.htm#1.b>

Staff have provided input during the call with ATRT2 team on Thursday, 20 June 2013 – 16:00 UTC explaining how the translations services works and the challenges they experience. The details of the discussion are available on the following links:

**Recording** [Recording - 20 June](#)

**Transcript** [Transcript - 20 June](#)

Wednesday, July 17, 2013 3:00PM in Durban Meeting between Carlos Raúl Gutierrez of work stream 4 with Nora Abusitta ICANN Translation staff: It was reported that ICANN will start working on updating and improving their glossaries in a manner that reflects the needs and requirements of the community. However, there is no evidence provided that the work has began.

#### ❖ Summary of community input via the public comment process and face to face meetings

Document	Section (Part)	Wording	Actual translation	What it can mean	Correct translation
<i>A Next Generation Registration Directory Service</i> (2013)	Status of this document	<b>This is an initial report from the Expert Working Group on gTLD Directory Services (EWG) providing draft</b>	Настоящий документ <b>представляет собой</b> отчёт экспертной рабочей группы (ЭРГ) с	This is a [ <i>initial - missing</i> ] report of the Expert Working Group on [ <i>draft - missing</i> ] recommendations	<b>Настоящий документ является предварительным отчётом Экспертной рабочей группы</b>

		<b>recommendations for a next generation gTLD Registration Directory Service (the “RDS”) to replace the current WHOIS system</b>	рекомендациями по замене существующей системы WHOIS на <b>службу каталогов регистрации рДВУ («СКР») следующего поколения</b>	to replace the existing WHOIS system with <i>the office (service) of the catalogues of registration</i> of the <i>generic</i> Domains of the Top Level (abbreviation never used in Russian) of the <i>following</i> generation	<b>(ЭРГ) с рекомендациями по замене системы WHOIS справочным сервисом нового поколения («СНП») по регистрационным данным доменов общего пользования</b>
<i>WHOIS Policy Review Team Final Report (2012)</i>	Title	<b>WHOIS Policy Review Team // Final Report</b>	Группа <b>проверки</b> политики WHOIS // Итоговый отчёт	The Team on <i>Checking</i> WHOIS Policy // Final Report	<b>Группа по обзору политики WHOIS // Итоговый отчёт</b>
<i>(multiple documents)</i>		<b>registry</b>	<b>реестр</b>	register (list)	<b>регистратура</b>
<i>(multiple documents)</i>		<b>registrant</b>	<b>владелец регистрации</b>	owner of registration	<b>администратор домена</b>
<i>(multiple documents)</i>		<b>generic domain names</b>	<b>родовые</b> домены	ancestral, tribal domains	<b>домены общего пользования</b>

❖ Summary of other relevant research

**Relevant ICANN bylaws**

We have not yet come across ICANN Bylaws on multilingual engagement

**Relevant ICANN published policies**

1. Language Services Policy and Procedures developed in May 2012

**ATRT2 analysis**

The implementation of the language policy is weak because;

1. The quality of translations are poor

2. The inability for participants to participate in the public comments process in their preferred language especially for the languages that ICANN claims to have established translation services.
3. The translations of documents going out for public comments are delayed therefore not uniform for all language communities.

**Draft recommendation including rational**

Public Comment on Draft Recommendations

Final recommendation