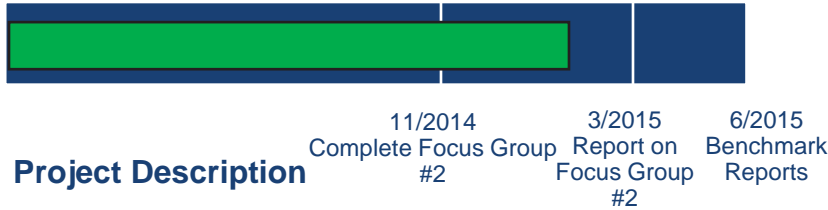


# ATRT2 Recommendation 8 Implementation

## Multilingualism

29 January 2015

### Major Milestone Timeline



### Project Description

The recommendation states: To support public participation, the Board should review the capacity of the language services department versus the community need for the service using Key Performance Indicators (KPIs) and make relevant adjustments such as improving translation quality and timeliness and interpretation quality. ICANN should implement continuous improvement of translation and interpretation services including benchmarking of procedures used by international organizations such as the United Nations.

### Status of Deliverables

	Status
Complete Focus Group #2	✓
Complete Terminology Database	✓
Complete Report on Focus Group #2	●
Complete Benchmarking Reports	●

- ✓ = complete
- = on schedule
- = behind schedule, expect to recover
- = behind schedule, do not expect to recover

### Project Status

We have been actively working to allow an inclusive public participation; erasing language barriers to expand the outreach for the community.

1. Hiring Localization expert to work and focus on the assessment and planning stages for the translation/localization of the www.icann.org.
2. Create a summary/report detailing what content types will be translated for the new ICANN website
4. Building of an internal Language Services portal to facilitate a more clear process for submitting requests which will enhance the turn-around-time and quality.
5. Review and update "ICANN Language Services Policies and Procedures" (<https://www.icann.org/resources/files/policies-procedures-2012-05-18-en>).
6. Conduct a benchmark study to allow an assessment of ICANN Language Services as compared to other companies/organizations
7. Develop standard tracking and reporting mechanisms for progress updates on recommendations.

### Implementation Notes

All major initiatives as part of the implementation of this recommendation have been completed. The remaining Benchmark Reports are to be completed in order for this initiative to be fully operationalized.

Key Performance Indicators (KPIs) are posted monthly to the ICANN Dashboard (volume of work produced YTD.)



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