

ATRT2 Recommendation 8 Implementation

Multilingualism

02 April 2015

Implementation 8 Timeline



6 June 2015
Operationalized

Recommendation 8 Implementation Description

The recommendation 8 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

	Responsible	Due Date
Create a Languages Services Department	Staff	✓
Conduct focus groups with community for feedback on improving the Glossary and Terminology Database	Staff/ Community	✓
Create a summary report detailing what content types will be translated on icann.org	Staff	June 2015
Set a process for translation/localization of icann.org	Staff	June 2015
Build an internal language portal	Staff	✓
Update ICANN Languages Services Policies and Procedures	Staff	June 2015
Develop standard tracking and reporting mechanisms	Staff	✓



Complete

Planned/In Process

Behind schedule, expected to recover within original plan

Behind schedule, original plan to be adjusted

ATRT2 Recommendation 8 Implementation

Multilingualism

02 April 2015

Project Status

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

1. The creation of the Language Services Department, which until then had been a function. This included the building of the actual team – hiring one language expert for each of the languages supported by ICANN (Arabic, Russian, Chinese, French, Spanish).
2. A dialogue with members of the community began during ICANN47 meeting, which took place in Durban. The outcome of this first interaction resulted in a Focus Group initiative to review and build a more robust and complete ICANN Glossary and Terminology data base, where the community was invited and consulted in order to find consensus. The closing of this focus group took place during ICANN48 Buenos Aires. Moreover, during ICANN49 Singapore, ICANN Language Services launched a new, very robust and comprehensive Glossary and Terminology database – over 25,000 terms, all translated into the 6 UN Languages + Portuguese - along with an interactive application for the community, [Quizlet](#); this project was called “ICANN In Your Language”. Other languages are being added to support the regional offices and to broaden the outreach towards non-English speakers (Korean, Japanese, Turkish).
3. In June 2014, ICANN Language Services initiated a second focus group exercise. Specifically, the group was tasked with: identifying the types of documents and content that should be translated for the new icann.org, and recommending the types of translation methods that should be utilized for these types of content. The focus group consisted of a diverse set of 27 participants from both ICANN staff and community, representing over 15 languages, and nearly 20 countries. Five virtual meetings were held to discuss current website translation approaches at ICANN, and to produce a report and set of recommendations. Participants were encouraged to share their previous experiences with various translation methods, and participated in a survey to determine best translation practices moving forward – More details regarding this initiative will be shared within a new LS space we are opening in the ICANN Community Wiki.
4. Hiring a Localization Program Manager has been accomplished through a recent hire that brings a wealth of experience from industry as a localization expert. This will improve the work of our department to serve the needs of the global community.
5. In adhering to the organization’s transparency approach, we felt it would be a key improvement to provide clear access to the list of documents and content submitted for translation. We have made these available via an internal tracking tool. This master list will be updated EOD every Monday where users can check on the progress of translation requests, estimated date of delivery and when it is completed. We are exploring the possibility of making this list accessible on icann.org and the community wiki. The ICANN Language Services [wiki](#) space will be expanded in the coming weeks.

ATRT2 Recommendation 8 Implementation

Multilingualism

02 April 2015

Project Status (cont)

6.Enhancements of tools available internally to help assist staff in regional outreach efforts and expedite translation requests.

7.The Language Services (LS) team will be holding staff training sessions as well as on-boarding training sessions to address information such as overview of general translation and transcription process, best-practices for preparing content creation, and the inclusion of graphics & digital media format types for content, LS request submission criteria, the use of the new LS Request (ticketing system), overview of terminology guidelines for source documents, and online tools/references like Quizlet, etc.

8.LS is also working in collaboration with the Communications team in producing material to assist in introducing some Global English concepts for improving the readability of documents for non-native English speakers, as well as the translatability.

9.Language Services is now part of the Global Stakeholder Engagement team, which allows for better coordination. For example, Language Services is now more integrally involved with the APAC Globalization Initiative, including the pilot for language localization such as the one with the Korea Internet and Security Agency (KISA). ICANN Language Services is now part of the GE. With this change, the Language Services Department is now part of the APAC Globalization initiative. While the APAC region started a pilot for the language localization toolkit, the LS department will be driving this globally. The initial collaboration begun with the Korea Internet and Security Agency (KISA) -

<https://community.icann.org/display/gseasiawkspc/KISA-ICANN+Language+Localisation+Pilot+Project>. The initiative has allowed us to partner the community on localization work resulting in the translation of basic ICANN materials in Hindi, Bahasa Indonesia and Korean, amongst others. This has the potential for us to significantly reach audiences beyond the 6 official UN languages and offers a new venue for community partnership. This complements our existing collaboration with local partners on other work such as on the glossaries.

Implementation Notes

None

