ATRT2 Recommendation 8 Implementation
Multilingualism
30 June 2015

Implementation 8 Timeline

June 2015
Original completion date

March 2016
Operationalized

Recommendation 8 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

	Responsible	Re-plan Date	Original 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	Dec 2015	June 2015
Set a process for translation/localization of icann.org	Staff	Dec 2015	June 2015
Build an internal language portal	Staff	✔	✔
Update ICANN Languages Services Policies and Procedures	Staff	March 2016	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

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Project Status

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

1. The creation of the Language Services Department including hiring one language expert for each of the languages supported by ICANN (Arabic, Russian, Chinese, French, Spanish) and a Localization Program Manager.

2. Glossary and Terminology data base – over 25K terms, all translated into the 6 UN Languages + PT - 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). This was the subject of the first Focus Group.

3. On June 2014 the second Focus Group was conducted where we discussed methods of translation for all material including the approach to localize icann.org. 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 set of recommendations.

4. ICANN Community Wiki (https://community.icann.org/category/ls) was launched in June 2015. This new space includes material to aid community in understanding what the Language Services Department is responsible for and working on. It also includes a full library of translated outreach material with access to download translated documents such as Beginner's Guides, Brochures, Info-Graphics, Fact-Sheets, etc.

5. A translation projects master is updated and shared every first Monday of the month via ICANN's Community wiki (https://community.icann.org/display/ICANNLS/Translation+Master+File) to provide transparency into the work and output of the translations team as well as a source to quickly view what has or is in the process of being translated.

6. Language Services Key Performance Indicators (KPIs) are in the process of implementation as part of ICANN's Dashboard project. This information is targeted for publication in August 2015 and will be linked to this update in the future.

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Implementation Notes

- Crowdsourcing w/ ICANN community select content. Regional Toolkit already in plan. Support current framework for Toolkit. Other content needs a framework, processes and tools to support. This was also included on the LS Community Wiki - https://community.icann.org/display/ICANNLSLT/LOCALIZATION+TOOLKIT
- Benchmark Proposal - a first assessment to begin the Language Services Benchmark exercise has been completed. The actual Benchmarking exercise will be conducted and reported on by ICANN56 (June 2016).
- KPIs – as part of the organization-wide effort to measure performance, Language Services is engaged in developing means of measuring its performance over time, against defined standards or targets. This work is still evolving.

Additional Notes

June 2015 Delivery postpone to December 2015
1.Create a summary report detailing what content types will be translated on icann.org
2.Set a process for translation/localization of icann.org

June 2015 Delivery postpone to March 2016
3.Update ICANN Languages Services Policies and Procedures

The additional time needed to deliver the above is directly related to the fact that we are now working in collaboration with Communications and Web Development where the research and material to review for points 1 and 2 has changed, thus for point 3 the results of 1 and 2 are interrelated and at the same time much is still in development and needs to be accounted for to include in the updated Language Services Policy and Procedures document.

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