

ATRT2 Recommendation 8 Implementation

Multilingualism
6 October 2014

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
Project Initiation Phase	✓
Planning Phase	●
Execution Phase	
Operationalize Plans	

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

Project Status

Planning work is in progress to identify dates and milestones, to be completed by 31 October 2014.

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

The First Focus Group with ICANN community (Sept –Nov 2013) resulted in a Glossary comprised of over 25,000 terms translated into 6 UN languages. This asset is shared with all Language Services (LS) vendors and a subset of terms is available to the community via Quizlet. LS is currently working on the development of the versions in four additional languages. Notifications to stakeholders regarding this tool are ongoing, including instructions for downloading the app on smart phones, social media support and direct promotion at every ICANN meeting.

A Second Focus Group is in progress and will conclude during ICANN 51 – focused on translations of content on icann.org and documents. The product of this work will be report issued in Nov. 2014.

LS has developed a Quality Assurance process, which is being implemented.

Implementation Notes

Work is progressing, particularly through the Focus Group efforts identified above.

