ATRT2 Recommendation 8 Implementation
Multilingualism
31 March 2016

Implementation 8 Timeline

December 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 2016	June 2015
Set a process for translation/localization of icann.org	Staff	Dec 2016	June 2015
Build an internal language portal	Staff	✔	✔
Update ICANN Languages Services Policies and Procedures	Staff	Feb 2017	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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Recent Update: In an effort to better understand the needs of the Community around Language Services and make truly data driven decisions, the LS team embarked on a fact finding mission regarding the availability and use of currently translated materials. The ability to track this data, within the current systems available, is limited. However, there is currently a large cross-functional project underway that will make this task possible in the future. In addition to gathering data of this kind; the project, once complete, aims to ease the publication of translated materials on ICANN.org and provide a translated user experience on the website. In order to follow-through with the remaining recommendations: "Set a process for translation/localization of icann.org," "Create a summary report detailing what content types will be translated on icann.org," and "Update ICANN Languages Services Policies and Procedures," Language Services will continue to work with the cross-functional team involved on the current work streams that serve these areas, including but not limited to; improvements to the ICANN website, an audit of ICANN's digital content, and revisions of current content.

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. The LS Department has signed MoUs, the first one with Korea Internet and Security Agency (KISA), later with Japan Network Information Center (JPNIC) and Japan Registry Services Co., Ltd. (JPRS) and very recently with Thailand's Electronic Transactions Development Agency (ETDA). Under this agreement, ICANN and the two parties mentioned above will coordinate and collaborate to identify and translate ICANN materials into Korean and Thai for the local community.

4. 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.

5. 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.

6. 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.

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Project Status (continued)

7. 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 December 2015 and will be linked to this update in the future. Nevertheless, while ICANN is working toward an improved understanding of community's usage of language services resources based on data, various dashboards are already available providing initial measures and trends. Please visit https://www.icann.org/progress for 1.1: Further globalize and regionalize ICANN functions. The dashboards include Number of Sessions with Live Interpretation at ICANN Meetings and Percent Compliance with Proactive Translation Policy.

Implementation Notes

- Crowdsourcing with 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 postponed to December 2016
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
This milestones changed from the original dates due to the fact that the task requires for the LS Team to work together with ICANN's Communications Team and Web Development Team in order to obtain accurate results. Completion of the LS recommendations has a dependency on the completion of the work mainly done by the Communications and Web Development Team who are currently scoping the broader changes necessary to implement and incorporate the Language Services needs into their ongoing work and projects.

March 2016 Delivery Postponed to February 2017
3.Update ICANN Languages Services Policies and Procedures
This milestone changed because the scope of work on the delivery of the above two projects changed and these two projects will now inform the documents that will be included in the policies and procedures. Once drafted, we will need to include a PCP in the process, thus the final document publication needs to be rescheduled for a later time more in line with the overall broad changes currently being made.

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