At-Large Technology Taskforce

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About the At-Large Technology Taskforce (TTF)
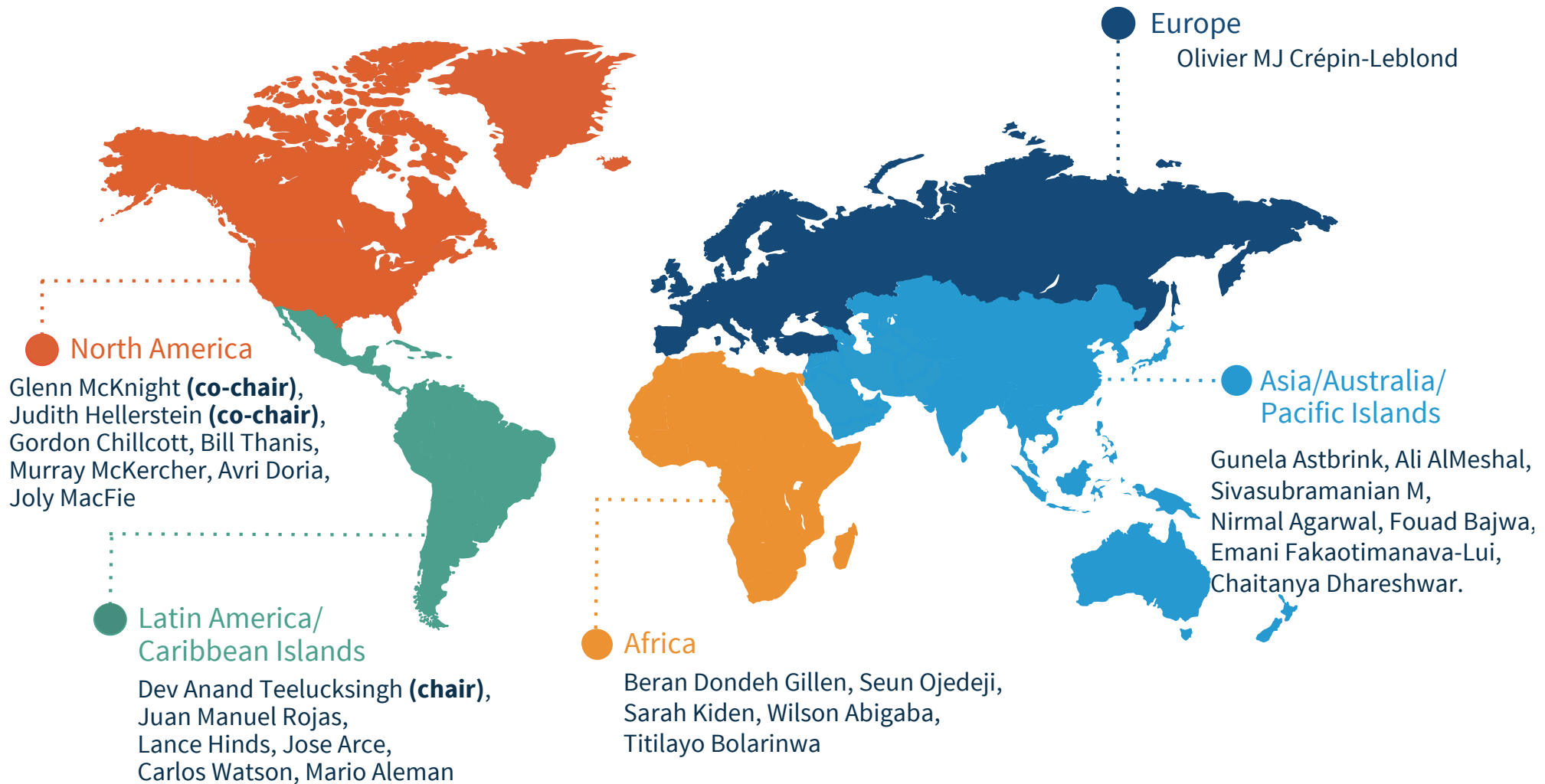
- The TTF was established as part of the recommendations coming from the ALAC/At-Large Improvements Project Final Report (https://community.icann.org/x/fAIQAg) in June 2012.
  These recommendations include:

  - Introduce to At-Large Structures (ALS) selected information, dissemination, communication and collaboration tools and provide training.

  - Review of communication and collaboration needs considered unmet by ALSes and Regional At-Large Organisations (RALOs) globally by evaluating technologies currently in use by At-Large or elsewhere in ICANN and to identify and review other technologies as they become available.

At-Large TTF Members

Europe
Olivier MJ Crépin-Leblond

North America
Glenn McKnight **(co-chair)**,
Judith Hellerstein **(co-chair)**,
Gordon Chillcott, Bill Thanis,
Murray McKercher, Avri Doria,
Joly MacFie

Asia/Australia/Pacific Islands
Gunela Astbrink, Ali AlMeshal,
Sivasubramanian M,
Nirmal Agarwal, Fouad Bajwa,
Emani Fakaotimanava-Lui,
Chaitanya Dhareshwar.

Latin America/Caribbean Islands
Dev Anand Teelucksingh **(chair)**,
Juan Manuel Rojas,
Lance Hinds, Jose Arce,
Carlos Watson, Mario Aleman

Africa
Beran Dondeh Gillen, Seun Ojedeji,
Sarah Kiden, Wilson Abigaba,
Titilayo Bolarinwa

About the At-Large Technology Taskforce (TTF)

1

Who can be in the TTF?

The Technology Task Force (TTF) consists of members from the At-Large community. We welcome anyone from the At-Large community to join us.

2

How often do we meet?

We hold conference calls every month, usually one but sometimes two calls a month.

3

TTF Workspace where we document our activities

https://community.icann.org/x/JZvbAQ

4

TTF wiki page

https://community.icann.org/x/FpfbAQ

LACRALO mailing list translation

LACRALO mailing list translation

- ◉ LACRALO has two mailing lists
  - ○ LACRALO list in English: http://atlarge-lists.icann.org/pipermail/lac-discuss-en/
  - ○ LACRALO list in Spanish: http://atlarge-lists.icann.org/pipermail/lac-discuss-es/

- ◉ Emails in english sent to lac-discuss-en@atlarge-lists.icann.org are machine translated via ICANN "translation bot" using Google Translate and posted to lac-discuss-es@atlarge-lists.icann.org.

- ◉ Similarly, emails in Spanish are sent to the lac-discuss-es@atlarge-lists.icann.org and are translated and posted to lac-discuss-en@atlarge-lists.icann.org.

Current Approach for LACRALO mailing list

Here's what happens when an email is posted from the en to es list

LACRALO_en $\longrightarrow$ translation bot $\longrightarrow$ LACRALO_es

and what happens when an email is posted from the es to en list

LACRALO_en $\longleftarrow$ translation bot $\longleftarrow$ LACRALO_es

however, there are significant issues with the current implementation...

LACRALO mailing list translation issues

- Attachments in emails sent to a list are not received on the other list.

  When an email with attachments (such as PDFs) is sent to one list,
  the subject line and body of the email is translated and sent to the other list
  BUT **without** the attachment.

LACRALO mailing list translation issues

◎ Missing identifier in subject lines "[lac-discuss-es]" of translated emails posted to the lac-discuss-es list

An example:

(a) First email posted to lac-discuss-en list :
Subject line: [lac-discuss-en] ICANN full list of applied for gTLD strings
(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-en/2012/005932.html)

(b) which is translated and posted to lac-discuss-es list as:
Subject line: Lista completa de la ICANN solicitó cadenas de gTLD
(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-es/2012/004552.html)

The subject line is missing the [lac-discuss-es]. This hampers filtering by ES users and makes it difficult to track threaded conversations.

LACRALO mailing list translation issues

- Subject lines of translated emails from ES to EN become garbled.

The subject line of translated emails (seemingly) from the lac-discuss-ES list to the lac-discuss-EN list often translated to garbled text. An example:

(a) First email posted to lac-discuss-en list :
Subject line: [lac-discuss-en] ICANN full list of applied for gTLD strings
(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-en/2012/005932.html)

(b) which is translated and posted to lac-discuss-es list as:
Subject line: Lista completa de la ICANN solicitó cadenas de gTLD
(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-es/2012/004552.html)

(c) Someone on the lac-discuss-es list replies and get posted to lac-discuss-es list as:
Subject line: [lac-discuss-es] Lista completa de la ICANN solicitó cadenas de gTLD
(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-es/2012/004553.html)

(d) which is translated and posted to the en list as:
Subject line: [lac-discuss-en] =? Iso-8859-1? Q? Lista_completa_de_la_ICANN_solici? ==Iso-8859-1? Q? T = F3_cadenas_de_gTLD? =
(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-en/2012/005933.html)

LACRALO mailing list translation issues

○ Subject lines of translated emails from ES to EN become garbled.

Such gibberish in the subject lines gets worse and worse if someone responds on the EN list and the translation further scrambles the subject line on the other list. Another example:

(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-es/2012/004039.html)
Subject line: [lac-discuss-es] =? Iso-8859-1? Q? Invitación = F3n_a_la_reuni = F3n_/_LAC? == Iso-8859-1? Q? RALO_Costa_Rica_Eventos_rueda_de_prensa_Grupo_de_Tr? == Iso-8859-1? Q? Abajo_el_martes_06_de_marzo_2012_a_las_20 = 3A00_UTC? =

gets translated and posted to the EN list as
(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-en/2012/005357.html)
Subject line: [lac-discuss-en] =? Iso-8859-1? Q? = 3D = 3F_Iso-8859-1 = 3F_Q = 3F_Invitac? == Iso-8859-1? Q? I = F3n_ = 3D_F3n = 5FA = 5Fla = 5Freuni_ = 3D_F3n = 5F / = 5FLAC = 3F? == iso-8859-1? q? _ = 3D = 3D_Iso-8859-1 = 3F_Q = 3F_RALO = 5FCosta = 5FRica = 5FEv? == iso-8859-1? q ? ents = 5Frueda = 5Fde = 5Fprensa = 5FGrupo = 5Fde = 5FTr = 3F_? == iso-8859-1? q? = 3D = 3D_Iso-8859-1 = 3F_Q = 3F_Abajo = 5Fel 5Fmartes = 5F06 =? == iso-8859-1? q? = 5Fde = 5Fmarzo = 5F2012 = 5FA = 5Flas = 5F20_ = 3D_3A00 = 5FUTC? == iso-8859-1? q? = 3F_ = 3D? =

LACRALO mailing list translation issues

○ Unusual superscript and other odd characters in translated emails

The translation of the actual body of emails has strange characters, some of which are superscript characters appearing in the translated version. For example:

"For example, I am hearing reference to the Chairman as President, where it is said that the Spanish translation for "the Chairman" is "el Presidente". In English, there is a clear distinction between a Chairman and a President, just as there is a difference between "sovereign" and the "highest-decision making body" of an organisation. The highest decision making body in any organisation is also subject to rules. It cannot even breach its own rules and as a matter of fact, will be judged on how well it has been able to observe its own rules."
(Source email: http://atlarge-lists.icann.org/pipermail/lac-discuss-en/2012/005858.html)

"Por ejemplo, estoy escuchando referencia al Presidente, como Presidente, en el que Se dice que la traducción al español para "el Presidente" es "el Presidente". En Inglés, existe una clara distinción entre un Presidente y un Presidente, asÃ- como hay una diferencia entre "soberano" y el "mÃ¡s alto de toma de Ã³rgano "de una organizaciÃ³n. El mÃ¡s alto Ã³rgano de decisiÃ³n en cualquier la organizaciÃ³n tambiÃ©n estÃ¡ sujeto a reglas. Ni siquiera puede romper sus propias reglas y como una cuestiÃ³n de hecho, serÃ¡ juzgado por lo bien que ha sido capaz de observar sus propias reglas."
(Translated email: http://atlarge-lists.icann.org/pipermail/lac-discuss-es/2012/004483.html)

As you can see,
- a character like a double quote " is translated to "
- a word like "organisation" is translated to organizaciÃ³n
- a sentence like "The highest decision making body in any organisation is also subject to rules." is translated to "El mÃ¡s alto Ã³rgano de decisiÃ³n en cualquier la organizaciÃ³n tambiÃ©n estÃ¡ sujeto a reglas."

⊙ **New translation tool tested**

ICANN Staff have created two mailing lists:
- New-transbot-en (http://mm.icann.org/pipermail/new-transbot-en/)
- New-transbot-es (http://mm.icann.org/pipermail/new-transbot-es/)

with a select number of persons on those lists for testing purposes.

Some of the key changes implemented for the new translation tool.

- The lack of punctuation was identified as a key issue for the poor translation of emails. This is because the translate tool can only send a certain amount of characters to the Google Translate API. Without punctuation, the translation tool would have to send text mid sentence. One of the outcomes from the LACRALO translation WG was the "Proposed Notice when email is not translated" message which would be sent to the user if the email had formatting issues. See https://community.icann.org/x/aYtEAg

- Subject lines would not be translated to ensure the conversation thread would not be lost and reduce the chance of garbled subject lines.

- The New translation tool improves on the current implementation but still has challenges:

  - The email from with the subject line "Unable to translate your email to ICANN lists" is too generic and doesn't identify what email that was sent that caused the error.

  - Similarly, for emails with detected punctuation errors that are rejected with the generic message, there is no identification of where the errors are located.

- Persons cross post to both en and es lists with the same email.

- Its difficult to add more languages. If Portugese and French were to be added to LACRALO, how would translation between more than 2 mailing lists work?

New concept for LACRALO mailing list

- Have one discuss list which everyone posts to, in their native language.
- The translation bot takes the email from this discuss list and posts translated emails to the en and es lists.
- Persons can subscribe to the en and es lists to receive such emails, however these languages lists are announcement only lists like the ALAC_announce mailing list.

LACRALO_discuss → translation bot

LACRALO_en
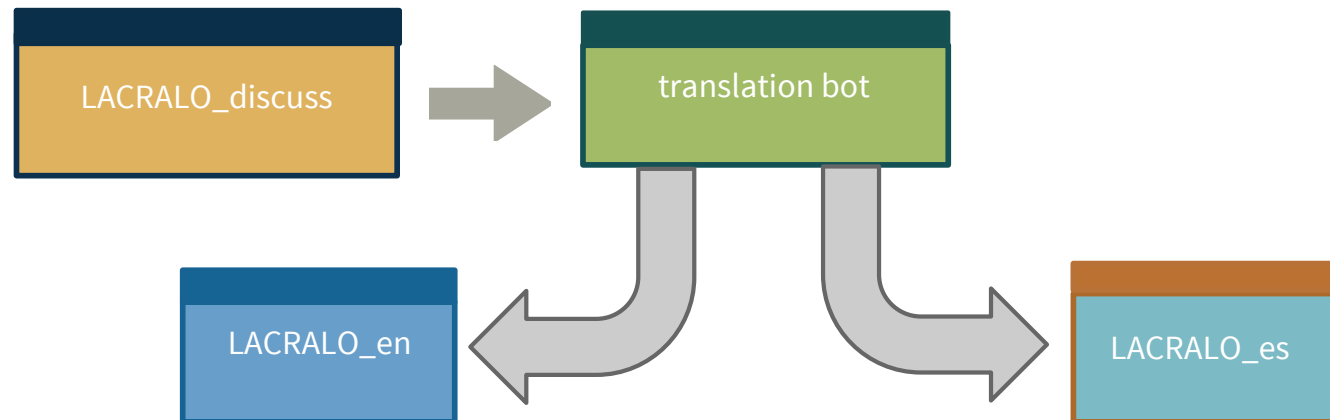
LACRALO_es

Biggest challenge in tackling LACRALO mailing list issues

After 5 years, there is only one ICANN IT person looking
at this issue and only in his spare time (which isn't very much)

Wiki page: https://community.icann.org/x/z4VZAg