

RECOMMENDATIONS 1, 2, 3: GNSO LANGUAGE SERVICES	
STRATEGIC ALIGNMENT	
Part One – Which ICANN Objective does this meet	
Promote ICANN’s role and multistakeholder approach. See Strategic Plan, page 19 at: https://www.icann.org/en/system/files/files/strategic-plan-2016-2020-10oct14-en.pdf .	
Alignment with Strategic Objectives	
Goal	Encourage community role in implementation.
Project/Recommendation	<p><u>Recommendation 7</u>: That Stakeholder Groups and Constituencies engage more deeply with community members whose first language is other than English, as a means to overcoming language barriers.</p> <p><u>Recommendation 12</u>: That ICANN assess the feasibility of providing a real-time transcription service in audio conferences for Working Group meetings.</p>

SCOPE DESCRIPTION	
Scope Statement	
<ol style="list-style-type: none"> Staff to provide an overview and costs of existing measures to overcome language barriers. Staff to review work already done at ICANN in relation to this topic and propose possible approaches for the GNSO, including an analysis of costs versus benefits, and present this to the GNSO Review Working Group. The GNSO Review Working Group to analyze the review and possible approaches and determine recommended approaches to the GNSO Council. 	
Out of Scope	
The above scope is sufficiently clear.	
Assumptions	
None.	
Deliverables	
None.	

OPTION ANALYSIS	
None were considered or were necessary to be considered.	
SOLUTION	
<p>1. Overview of Current Language Services and Costs:</p> <p>Languages are one of the key features of cultural identity, communication and the possibility of reaching out beyond borders. ICANN, as an International Organization, has the responsibility to provide information to the world, therefore, considers its many languages an asset, rather than a burden. While committed to integration and recognizing that "Multilingualism brings communities closer together", ICANN wants to promote actively the freedom of its community members to speak and write in their own language.</p> <p>Participation in Working Groups is already a low-cost, or no-cost, option for members and observers. All meetings are accessible via remote participation and there are recordings and transcripts. For meetings at ICANN meetings real time transcription (RTT) and translation of transcripts often are provided. Meeting times</p>	

are rotated to accommodate all time zones, depending on the composition of the Working Group. Currently, the determination to provide real time transcription (RTT) or teleconference interpretation is evaluated based on the needs and composition of individual Working Groups.

Interpretation:

Overview:

Interpretation is the conversion of the spoken word from a source language into a target language. It is provided in different ways:

- Simultaneous Interpretation: ICANN has used and will continue using simultaneous interpretation during meetings, where appropriate.
- Consecutive interpretation, is provided in a way where the target language version is rendered after the source version.
- Teleconference Interpretation: This service is provided during teleconference calls. ICANN has been using this particular service to enhance communication during some At-Large, RALO's and GNSO teleconferences.

Benefits and Uses:

Different situations require different interpreting formats, the most common of which are simultaneous and consecutive interpreting.

Consecutive interpreting works best for small groups or one-on-one conversations. The interpreter waits until the speaker is finished before relaying the message in the listener's language, and vice versa. Consecutive interpreting has the advantage of being more like a conversation, with both parties able to speak uninterrupted by an interpreter. However, it usually takes about twice the amount of time since the interpreter has to wait until each party finishes speaking before beginning the interpretation – in essence

In simultaneous interpreting, also known as conference interpreting, the interpretation is transmitted to listeners in real time while the original speech is still in progress. Simultaneous interpreting is primarily used in formal or large group settings, where one person is speaking in front of an audience, rather than in conversational environments. This type of interpreting service frequently requires audiovisual equipment, such as wireless receivers, headsets and microphones, to relay messages quickly to a large audience.

Telephone interpretation is conducted in consecutive mode, where the interpreter waits to translate until the speaker has stopped speaking for a moment, before interpreting the entire phrase.

Costs:

The cost for teleconference interpretation is per language, so each hour, per language will be \$230. The support is provided with two interpreters/language, remotely. The support for interpretation during ICANN meetings has a different cost. As this service cannot be provided remotely the cost now includes equipment, technicians, travel and accommodations for the interpreters, etc. For example, a day of interpretation for the Governmental Advisory Committee (GAC) room, with all 6 UN languages, is approximately \$18,000.00. This total does not include travel, accommodations and any cost from the IT department, it is only the cost for interpreters and equipment (booths, mics, headsets).

Real Time Transcription (RTT):

Benefits and Uses:

RTT is only provided in English, so it has limited to engage with community members whose first language is other than English. The decision as to whether to use RTT depends on the type of meeting. For example, RTT is most useful during a call, but not as useful for a webinar. Having RTT on a call is used to register the conversation or discussion that is taking place during the call/session, in most cases for legal purposes (as with Board sessions/calls). However, it is also used when a Working Group is working on something and the notes of what they are discussing are needed rather quickly to continue with their work after the call/session. RTT has also been helpful for hearing impaired Working Group members, as another way to be inclusive. Note, however, that RTT transcript is not 100 percent accurate. Some words may be missing from an RTT transcript, depending of the quality of the connection, the speed in which the speakers talk, etc. During RTT support, the scribes are typing just as a court reported does, and when the scribes review the transcript before delivering the final copy, they will look for typos, not missing words, because they do not work with the original audio as a reference to hear the session again and include whatever may be missing.

Audio-Transcription is an additional option. To get a transcript from a call/session, Language Services offers Audio-Transcription after the fact. A transcript is provided within 24 hours. Audio-Transcript is 100 percent accurate to the audio.

Costs:

The cost per hour of RTT during a call and during ICANN meetings is approximately \$120. Deliverables include, aside from the actual service, the provision of a transcript, first a draft and within 24 hours the final. However, the transcript from an RTT session is not 100 percent accurate.

2. Possible Approaches to Using Language Services

To date interpretation and transcription has been provided when a particular need has been identified, most commonly in the GAC and ALAC and particularly at ICANN meetings where the meeting is based in a country where English is not the official or primary language. Simultaneous interpretation also has been offered on a trial basis, such as for the Pre-ICANN61 Policy Open House sessions on 02 March. While the costs may not seem high, they can become quite high if it was decided, for example, that all Working Group meetings have interpretation and/or RTT. One approach would be to offer a variety of options and for Working Groups to determine whether and/or when to request a service. For example, if a Working Group had a high percentage of Spanish speaking members, it might decide to request interpretation in English and Spanish, or to request audio-transcription. Thus, a cost-effective approach would be to not mandate language service use for Working Group or GNSO Council meetings, but to allow the groups to put forward a request along with justification concerning the need for the service, with services approved on an as-needed basis when justified.

Working Group Determination:

TBD

KEY DEPENDENCIES

None.

RISK IDENTIFICATION

None.

KEY PERFORMANCE INDICATORS

It is not clear to staff whether a KPI applies in the implementation of these recommendations.

NECESSARY TO PROCEED**Next Phase Activities/Resources**

Staff resources.

APPROVERS

Name	Title	Approval Status	Date
GNSO Review Working Group			

REVISION HISTORY

Date	Version	Description	Author
17 January 2018	V1	Original Draft.	Julie Hedlund, Policy Director
14 February 2018	V2	Revised based on the discussion during the Working Group meeting on 08 February 2018.	Julie Hedlund, Policy Director

Attachments, as applicable: None