

Translation of ccNSO documents

Executive Summary and Recommendation

According to ccNSO Improvements Recommendation nr 2, the translation of the ccNSO documents is intended to increase participation of the community in the work of the ccNSO. At the same time it should be based on and take into account the costs and benefits of translations. In order to determine the costs and effectiveness of different methods in relation to the needs for translations, staff has prepared an overview of methods. In order to determine the need for and quality of translations staff conducted a survey across the ccTLD community.

Based on the survey results, and taking into account the costs and benefits of translations and different methods, it is recommended that the informal electronic translation tools will be incorporated on the ccNSO web-site to allow for electronic translations of documents. As a result, and based on the same arguments, the ccNSO Improvements Recommendation 3 (translation by volunteers) will not be implemented.

Overview translation methods for the ccNSO

Rationale:

In order for the ccNSO to implement ccNSO Review recommendation 2 and 3 regarding translation services to the ccTLD community in a cost effective and effective way, current translation policies and tools have been reviewed and mapped out.

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1 Background

Up to this point, very few requests for translation of documents have been received from the ccTLD community. Therefore the ccNSO has not considered such a service a priority. However, as the outcome of the external ccNSO Review (<http://www.icann.org/en/reviews/ccnso/ccnso-review-wg-final-report-04mar11-en.pdf>) conducted in 2010 and 2011, and it was recommended (recommendations nr 2 and 3) that the ccNSO should consider offering translations for people with a non-English native language based on a cost-benefit analysis. This would align with the increasing translation service offered by ICANN.

The ICANN Board of Directors approved the full implementation plan with the review recommendations in June 2011 and all recommendations except the two regarding translation services have been implemented.

Implementation plan as approved 2011-06-24:

<http://www.icann.org/en/reviews/ccnso/ccnso-improvements-implementation-project-plan-09jun11-en.pdf>

Recommendations by ccNSO Review Team (ITEM):

The ccNSO Review Team had two recommendations regarding translation the services:

1. Translation of key documents into the 6 UN languages:

“Consider the translation into the main UN languages of key documents concerning and produced by the ccNSO (Bylaws, the Rules and Guidelines document, major Policy papers) of a brief summary of ccNSO position paper.”

2. Voluntary translation by community members:

“Due to the significant cost of translating documents on a regular basis we suggest that the task of translating all documents related to the ccNSO’s activity could be carried by the ccNSO membership itself. This could be facilitated by the setting up of a multilingual wiki (as used by Wikipedia).”

In the balance of this paper an overview is provided of the current ICANN policy and services and discusses the option for the ccNSO in more detail. As a step in investigating the implementation of translation services a survey was conducted within the ccTLD community in March 2013 on the need for translation. A summary of the findings is included in this document.

2 Existing Policies on Translation

ICANN General Translation Policy

Examples of guidelines for translation relevant for the ccNSO process, adopted by the ICANN Board in May 2012:

- “The provision of language services is intended to facilitate access to ICANN and participation in its work for those who do not speak or are not fluent in English.”
- ICANN’s working language is English but translations can be used “where appropriate and taking account of budget constraints.”
- ICANN strives towards offering translations for all core documents and main meetings.
- Since the quality is not sufficient, ICANN does not use electronic translation tools for official translations.
- Translations are made by ICANN-retained language service staff but if there

is a need for it a member from the community can assist in the process.

The full text on ICANN Translation Policy can be found here:

<http://www.icann.org/en/about/participate/language-services/draft-policies-procedures-18may12-en.pdf>

Current Services offered by ICANN

- Translation of documents/statements/transcripts/folders etc. in the 6 UN languages. Turnaround time 2-3 weeks, longer around ICANN meetings due to higher workload.
- Simultaneous translation during telephone conferences.
- Simultaneous translation at face-to-face meetings.
- Translation of audio recordings

Policy Department Translation Policy

Aside from the general ICANN translation policy, the Policy Department has made its own research and has outlined the need for translation services within the different constituencies, including suggestions for the ccNSO.

General objective from the Policy Department Translation Policy document:

“It is the objective of the Policy Department that the output of the department will ultimately be routinely multilingual. However, this objective must be realised in over the course of time, as the administrative, financial, and other requirements to meet this objective are real and significant and it is essential that the Policy department is able to maintain services to the community.”

Examples of Current Practice on Translations within the Policy Group:

At-Large: Translates statements and advisories and key documents (all main work and meetings) into the 5 UN languages. Translates some minutes and transcripts into ES and FR. Offering simultaneous translation for some teleconferences including recorded translations. Uses built-in electronic translation tool (Bing, see below) on the wiki, which is reasonably accurate. Front page of website translated into the 5 UN languages.

GNSO: In the process of expanding translation services, no specific guidelines to date but following the Policy Department Translation Policy. Translation of front page of website into the 5 UN languages.

SSAC: No specific guidelines for translations. Documents sometimes translated on request or when it has a wide audience but it does not occur very often

Policy Department Translation Suggestions for the ccNSO (not implemented):

Translation in the 6 UN languages:

- a. The front page of the ccNSO site
- b. The About page
- c. Information on how to apply to join the ccNSO

d. Rules of the ccNSO

3 Online Electronic Translating Tools

Google Translate:

- Online translation system provided by Google to translate written text from one language into another.
- Based on a method called statistical machine translation.
- Does not apply grammatical rules.
- Most accurate when English is the destination language.

Bing Translator:

- Online translation system provided by Microsoft that translates texts or entire web pages into different languages.
- The user can play back a spoken version of the translation through text-to-speech (not supported in every language).

Jollo:

- Online translation website where users can instantly translate texts into 23 languages, request human translations from a community of volunteers around the world and compare the correctness of several leading Machine Translation websites.
- The system relies on a similar methodology as computer-assisted translation to ensure translation quality, and features a public translation memory that records past translations.

Option suggested by reviewers

Description of volunteers wiki as included in report

4 Options for the ccNSO

Considering that the ccNSO up to this point has received very few requests for translation from the ccTLD community, cost effectiveness should be a priority in the first phase of implementation of language services. According to the practice of other Supporting Organisations, ICANN Board translation policy and Policy Department recommendations and the costs involved the ccNSO might consider following options:

Formal translation into the 6 UN:

This option would be the most quality checked but also the most expensive. It might be used for following:

- Chosen sections of the website that contains general information about the ccNSO and how to join. This would be a one-time cost.
- Key documents, such as some of the ccNSO guidelines and resources. This would be a one-time cost with occasional additions and modifications.
- Documents with a wide audience, such as especially significant ccNSO statements. Decision on translation of such documents could be made on a case-by-case-basis.

Note: For documents translated on case-by-case bases, the rationale for such a decision should preferably be specified, i.e. through a Council decision or through

community requests with a minimum of community members making the request. It should also be taken into account that the ccNSO statement process could be prolonged if high quality translation were to be used before submission of comment by the community.

Informal electronic translation:

This option would be very cost effective, however the quality would most likely only be sufficient for better understanding in the work process and the results could not be used for formal documents.

Electronic translation tools might be used for following:

- Built-in informal translation of front page of the ccNSO website to get an overview of the content of upcoming events and new announcements. Depending on the quality required, the built-in electronic tool could also be used for the general information about the ccNSO on the website.
- Links on the website to various informal translation tools and instructions how to use the tools for better understanding of work documents.

Voluntary Community Translation:

- The option to use volunteers from the community to help with translations would be beneficial because of the wide access to the languages needed and to a very low cost. However, ensuring continuity, timeliness and access to translators will be costly. Further the diversity of translation methods would most likely also be much higher than with the ICANN vendors and it would be difficult to maintain quality checking.

5. Summary of Survey on the Need of Translation of ccNSO Related Documents

Background

A survey on the needs of translations of ccNSO Related documents was conducted on 11 – 29 March 2013. The entire ccTLD Community was invited to take part in the survey.

72 people replied in total. The full results are available at:

http://www.surveymonkey.com/sr.aspx?sm=e5KkU9s3UUrJ_2fmRQDJcuNgPQHx_2bHG6P2yHP34LkGFs0_3d

General Findings

The vast majority of the respondents indicated they either fully, or at least partly participate in the activities of the ccNSO (90,3%).

Most of them also stated that they read some, or many ccNSO related documents (97,3%).

The type of documents read was headed by Policy Papers (82,9%) as well as Rules and Guidelines documents (82,9%), followed by the Policy Updates (71,4%).

Less than 1/3 of the respondents (32,4%) indicated that translations would help them in reading more documents, about 2/3 (67,6%) replied that translations would not have any impact on this.

Amongst the respondents that indicated that translations would be useful, Spanish was the most desired language (47,8%), followed by French (17,4%). Only 13% thought that the documents should be translated into all official UN languages.

The respondents indicated that most of all, they would like to see Policy Papers being translated (87,5%), followed by Rules and Guidelines (79,2%). However, translations of other types of documents, such as Statements and letters, or Notes were also frequently desired.

The vast majority (70,8%) of those wishing to have translations made, indicated that a standard, workable translation would be sufficient for their needs. The rest were of the opinion that the translations should be high-quality translations, performed by a certified translator.

The majority of those, wishing to have high-quality translations were also prepared to see the ccTLD Community being charged for such translations (57,1%).

6 Way Forward

The way forward should be based on cost effectiveness and in relation to the need for translations, required quality and tools/services available.

Around 1/3 of the respondents indicated they would welcome translations of documents, in particular policy documents, rules and guidelines of the ccNSO. Other documents such as statements and position papers and letters would also be welcomed. Of those who would appreciate translations, the vast majority would welcome a standard, workable translation. The preferred language were Spanish and French.

Based on the survey results, and taking into account the costs and effectiveness of the methods, it is recommended that the informal electronic translation tools will be incorporated on the ccNSO web-site to allow for electronic translations of documents.

If adopted, the secretariat will document the method the method in a specific guideline and explanatory note.