
MARRAKECH – Community Translation
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CHRISTINA RODRIGUEZ: Good morning. Thank you for coming to our session, the Language Services Community Translation session. My name is Christina Rodriguez, and I'm the director of the Language Services department.

Our team is here. Butch Pfremmer, who is the manager for the localization projects, as well as all our language expertise in getting interpreters joining us, and we also have with us, from the Japanese team and the Thailand team – thank you – Hiro Hotta and Panus Na Nakorn. Did I say it right? Okay, thank you.

Well, the idea for this session was to bring up to the rest of the community and people interested in the translation a Localization Toolkit to join us and have a better understanding of what we do. ICANN in Your Language is actually a project that was launched sometime when we were in Singapore. That was ICANN 52. The Localization Toolkit program actually was launched in Singapore two years earlier than that. We're going to be sharing some experiences from the community, and later

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on, we'll have some questions and answers that you might feel you want to ask.

ICANN in Your Language is a project that was started in order to allow the improvement of collaboration within the ICANN community to be able to have a better reach out to the rest of the constituency and stakeholders. The background of this program is to help bridge the language gap outside the US, the six UN languages, which are the languages that ICANN has been providing support for from the very beginning.

As we grew, we understood the need for other countries and other regions to also have accessibility to documents and material produced by ICANN and to have a better understanding of what ICANN does and how they can help in their community. So with that in mind, the Singapore office launched this project, the Localization Toolkit, with the idea of allowing or providing tools for the community to work with in translation with the community members and later on with some organizations, as well. ICANN's role in this Localization Toolkit would be, at the very beginning, to share support and accompany these community members in an effort that was being driven by the Singapore office.

To go a little further, in the other hand, at the same time, ICANN Language Services was working already on the creation of

glossaries and terminology databases also to provide the community with tools, especially thinking of the people when they first come to ICANN and finding the array of acronyms and very specific terminology that we have at ICANN. We thought it would be a lot easier and would make their life easier if we could provide for them glossaries and terminology databases in their own languages.

With that in mind, we created these, and currently, these documents and this material is updated on a monthly basis by our Language Services team. Next.

This glossary and terminology database, not too far later on, we set it up on an application that you can find on the Internet that is called Quizlet. This Quizlet actually was created to be used for study cards in universities for students, but we found – and some other people found – that it had a lot more uses, and one of them was for us the creation of transferring these glossaries and databases into this application. Quizlet is an application that you can easily download onto your smartphone, iPhone, or any other phone.

We are currently working on Japanese, Korean, and the Turkish glossaries and databases. These databases include also the definition and the pronunciation. This means that you cannot

just read it, but also hear it. As I said before, it's an online mobile application that you can easily download.

This is just a quick snapshot of the application. Once you download the application, all you need to enter in the search is the word "ICANNlangs" or "ICANN," and all the different sets of databases will come up. You'll be able to access it very easily because they're all named in their own language accordingly, so people who do not speak English can easily find the material.

The databases are very interesting because we have worked in a way where we have divided them, so people with different interests would be able to actually access the different databases. For example, you have the new gTLD glossary here showing. It's a little bit small letters, but to give you an idea, the two columns show you the English side and the other language side, and then in the very far right, you have the ability to do the listening and not just reading.

We're going to talk now about the Localization Toolkit, and for that, I'm going to pass you on to Butch, who's been working very closely with Kelvin and with the Singapore office on the continuation of this project.

BUTCH PFREMMER:

Thank you, Christina. The Localization Toolkit, as we mentioned, actually was originally started with our ICANN APAC regional office and the Korean Internet and Security Agency (KISA) to meet the outreach goals and to help with the outreach in the region. It's really a set of tools and materials for translating ICANN outreach material. So there's a set of PowerPoints, introductory materials that were developed, and the regions will actually do the translation of those prepared sources so that they can use them locally and really outreach to the local region.

Language Services actually just provides a set of instructions, some terminology and glossary support, and works with the regions to maintain those translated outreach materials, and it's actually published on the community wiki page. Under Language Services, there is a menu item called Localization Toolkit. I have a link to that on the next slide coming up.

We'll help organize best practices that we learned from the APAC region and from KISA. There's an FAQ. There's some tips and recommendations, as well, and we really view our role as a facilitator just to collaborate and provide the framework and support the regions who are interested in translating that Localization Toolkit outreach materials.

We're really excited that we've recently – looking at doing ICANN Learn courses and adding some of that package source to the

Localization Toolkit. I think Thailand will be our first translation of an ICANN Learn course, Intro to ICANN. We're working on that currently, and there are really a lot of – I think 15 or 16 introductory or beginner courses which would be good candidates. We'll look at packaging and providing instructions for that in the future.

So our role is to really, as Christina mentioned, to work with the partners in those ICANN regions to identify additional candidate materials, as well. Whatever the regions feel would help in their outreach goals.

Here's the bottom of the screen. You'll see the link on the community wiki to the Localization Toolkit, but it's very easy to find just searching on the community wiki, as well.

Here's the first screen if you go to the community wiki. I just wanted to show you an example. You'll notice across the top, we're under the Language Services tab. You don't see it when you first come to the community wiki. You have to scroll to the right. There's a few of us that are over on the right, but we are there.

This is the navigation link for the Localization Toolkit, some instructions, some help, general background. The bottom half of that page, you'll see that we've categorized the material under

introductory networking, so to give you some help on selecting the outreach materials that you might be interested.

Below this page is actually the language versions of the Localization Toolkit. We have Korean, Hindi, simplified Chinese, traditional Chinese, Bahasa, and Bangladesh already available in the Localization Toolkit outreach materials. And all of those PowerPoints and informational outreach packages, those languages are there for you to download right off of the community wiki page.

For the Memorandum of Understanding, which is a part of our ICANN in Your Language, Jia-Rong is going to take us through that, so I will just pass the mike over to him. Thank you.

JIA-RONG LOW:

Thank you, Butch. I'm Jia-Rong. I'm the Vice President for Asia Engagement and the Managing Director for the Asia-Pacific Hub. That's in Singapore. We kept talking about the Singapore office, which is the Asia-Pacific Hub, and that's where the action happens, where we work with the stakeholders in the region. I'm very happy that we have very strong partnership with Christina and Butch and the Language Services team.

Really I see Asia with regard to this as a model for the region, not because we want to be a model, but because there is a term to

say that necessity breeds innovation. We are a very diverse region which speaks many languages, and there is a need for us to be able to bring ICANN and ICANN material to the stakeholders in the region, so the Localization Toolkit was one of them.

The other one was is this Memorandum of Understanding. By working with stakeholders and partners within the region and really identify how we can work together to bring ICANN material in the local language.

As you know, from ICANN, we translate the UN languages and Portuguese, but there are really too many languages in the world for us to be able to take up everything. So the best way is – as with the bottom-up multi-stakeholder model – we do this bottom up, and the Memorandum of Understanding is actually that. We identify partners to help to remove language impediments to participate in ICANN, which is point one in the slide, and improve coordination. How do we work with each other, both from ICANN staff as well as the partners, to coordinate translation efforts and to prevent duplicates?

The third is to ensure content of relevant interest because the community would know what are documents that's interesting for them, what are things that they're interested in, and we can jointly then put these things together and translate the relevant

documents instead of shooting in the dark, really not knowing what to do and spending the resource there and finding that it's not really very useful.

So currently, we have two MoU partners. The first is with the Japanese community, Japan Network Information Center and the Japan Registry Services (JPRS and JPNIC) and my good friend and partner, Mr. Hiro Hotta. He will be sharing his experience with us later.

The other MoU partner is with the Electronic Transactions Development Agency of Thailand, and Panus here will be sharing with us his experience working with us and their plans forward. Do we have a next slide? Yes.

I mentioned my two very close friends and partners. I will just introduce them very briefly.

Hiro, he is the Director of JPRS and a .jp ccTLD registry since 2001. He's responsible for corporate planning and administration of JPRS. He's a very familiar face in the ICANN community. He has actively participated and lead discussions in ICANN as a ccNSO councilor and in the apTLD (the Asia-Pacific TLD Association). He is known for his specialty in IDNs and has been working in various working groups and committees in ICANN, and he also chairs the Japan Generation Panel in the Label Generation Project for ICANN.

His work being very involved in the ICANN community allows him to help actually. For Hiro and for JPNIC, they have been doing ICANN readouts by bringing ICANN discussions during ICANN meeting to the Japanese community, so they have very good experience knowing what the Japanese community is interested in, and they have been actively translating some key documents into Japanese.

So by having the MoU, we help to coordinate and prevent a duplication of resources and also target and identify really what are the key documents that we can work together to bring ICANN material to the Japanese community more effectively. Hiro will share on that, and before I hand it over to him, I will introduce Panus.

Panus is spelled this way because of the Thai spelling, but I've just learned that in Thai, you pronounce it as Panut. Panus is a very good friend of mine, and he's the Public Policy Specialist from the Office of Strategy from the Electronic Transactions Development Agency under the ministry of ICT of Thailand.

Panus's responsibilities include liaison working with community to promote Internet governance in Thailand and provide technical assistance to those relevant stakeholders to improve the Internet governance ecosystem in Thailand. He's been engaged with ICANN since ICANN 53 as a GAC representative.

Since then, he's been very involved in understanding ICANN, and we've been working closely also within the region to let the Thai community understand ICANN better. I'm very appreciative of Panus's partnership with me and also the ETDA office. Their partnership has helped to let the region know ICANN very well.

I'm hogging the floor, but I will hand over the time to Hiro first, then we will move on to Panus. Thank you very much.

BUTCH PFREMMER: If you'll just give us a few seconds to change the slides, we're going to do that now.

CHRISTINA RODRIGUEZ: We apologize for the little technical glitch.

HIRO HOTTA: Thank you very much. Thank you for the introduction, Jia-Rong. My name is Hiro Hotta from JPRS, which is a Japanese ccTLD.

I'd like to speak briefly about the effort in the Japanese community about the translation. As I'm not good at English, I personally need Language Services. Next please.

The content has two parts: community efforts in Japanese translation and the MoU collaboration on translation. Next please.

The background on Japanese translation So as introduced already, ICANN set some criteria to choose some documents to be translated, and some ICANN materials are translated into Japanese. For example, these certain important documents for registry/registrar, or compliance documents, selected press releases, the ICANN weekly newsletter – it's done by a newly created Japan liaison by ICANN – and selected infographs. For example, new gTLD or IDN or IANA transaction and ICANN meeting business digest, which is also given by the APAC Hub, the Japan liaison. Next please.

So overview of the community efforts. From the community side, for Japanese, JPNIC, which is our network information center for JP, which is a non-profit organization for the Internet information reach out in Japan, and JPRS, which is us. JPRS is a private company for ccTLD. We have voluntarily translated ICANN documents considering the needs of the Japanese community.

For example, we did a translation into Japanese and published it on our website for the Japanese community. For example, Guide to Name Collision Identification and Mitigation, and sponsorship agreement for .jp, an article of incorporation of ICANN, ICP 1, ICP 3, and UDRP, which is the basic document for Japanese DRP, and roots for [innovative] domain name. This will resolution [inaudible] and up root, the ICANN board resolutions from 2010.

Jia-Rong briefly, kindly introduced JPNIC, JPRS, and [IA] Japan, which is Internet-related companies, membership organization, have been trying hard to convey the information and opinions between ICANN and the Japanese community on the topics which the Japanese community is interested in.

For that purpose, we have a readout meeting in Japan after every ICANN meeting. So the next this kind of meeting will be held in April next month, and it's held three times a year with remote participation facility. The agenda includes reporting what ICANN meeting was about, so reporting presentations and also discussions on hot topics.

In addition to the real-time streaming, the whole meeting is recorded, and presentation files and recorded video are published online afterwards. Of course, the meeting is conducted in the Japanese language. I believe this is the most efficient way to convey information, especially for non-English speakers. Next please.

Language Localization Toolkit topic. As introduced already, there's a language Localization Toolkit. But there are efforts under way by Japan liaisons supported by JPRS and JPNIC to formally translate the Localization Toolkit [inaudible] for newcomers in Japan. Before that, JPNIC and JPRS has already translate, or made by themselves about the introduction of

ICANN, what it is, and what ICANN does. It has already been translated into Japanese in various forms. Next please.

As ICANN materials or documents are translated, either by ICANN, JPRS, or JPNIC at this moment, so collating all such materials into one venue is important for the community. So working on collating Japanese translated materials in one easily understandable portal is currently under development by ICANN Japan liaison in consultation with stakeholders such as us. Next please.

About the MoU, we agreed – “we” means ICANN, JPNIC and JPRS – agreed to this MoU in June last year. We agreed to three or four items. We work jointly to identify what ICANN materials are needed to be translated, and we coordinate to avoid duplication of efforts of translation, and we collaborate to share translated documents and links. So we gather all the materials into one place. And we provide input to ICANN’s glossary for Japanese translation to ensure consistency and relevance to the Japanese community. I think it is already introduced by Christina. Next please.

Background on MoU, what the MoU achieves. Organize a comprehensive list of ICANN documents translated in Japanese by ICANN and the community. “Community” means especially the JPNIC and JPRS. As Jia-Rong said, we Japanese know what

Japanese want, so we Japanese, jointly with ICANN, select the documents which should be translated for the Japanese community in the Japanese language. Optimize the overall Japanese translation portfolio and avoid duplication of work. Collaborate on a unified English/Japanese glossary for use of ICANN and us.

Why now and why Japan? We think that the ICANN set up a Japan liaison in 2014 enabling closer collaboration between ICANN and the community. I appreciate it, and the vast community-led translation environment could help provide a model for other communities than Japan. Maybe you know that the Japanese is the language with the ninth-biggest population, so I think Japanese translation is the kind of inevitable one. Next please.

Coverage of translation on the MoU. Of course, ICANN's definition from the Language Service policy and procedures is categorized into two. It's a proactive translation, especially the Japan liaison and APAC Hub of ICANN, and JPNIC and JPRS will communicate and collaborate to determine the best party to carry out translation.

This means that ICANN should translate it or JPNIC should do that or JPRS should do that, because three parties have different expertise in translating. For example, IDN things. The expertise is

in JPRS, so JPRS will be chosen to be the translator of such documents. In consideration is the importance, timing, resource, and experience with JPNIC and JPRS. Next please.

Achievements so far and ongoing projects. So, achievement. Under this MoU, we defined work for between three of us and criteria for translation and already translated the one document, which is a root zone KSK rollover plan and the ongoing project. Community wiki is being designed and being created and maintained by ICANN and JPNIC and JPRS. So this is the place for one-stop shopping for all the Japanese ICANN documents and other relevant information and other works in progress. It's a glossary crediting for our collaborative translation, so what kind of credit should be given to that document [space] under this MoU work and SSAC-070.

About the glossary, we haven't heard about the progress of its Japanese version for I think more than a year. So what I learned from Christina's presentation is that it's on the way. Such a glossary cannot be perfect at any time, so it should be an evolving creature. So let's give [applause] to that. Next please.

All right. Thank you. That's the end.

BUTCH PFREMMER: Just a few seconds while we change to Panus's slide deck.

PANUS NA NAKORN: Good morning. My name is Panus from the Electronic Transaction Development Agency from Thailand under the ministry of the ICT. Thank you so much for giving me an opportunity today to present how the MoU has progressed under the Thailand community translation and the ICANN MoU partnership. Next please.

I'll try to respond to three main questions of why Thailand needs the community translation in Thailand, as well as the whys and what and hows.

Let's look at the whys. As you may know Thailand tried to move the country to the digital economy. This is on the country road map already that is driven by the digital economy that consists of the hard infrastructure promotions and the soft infrastructure promotions. That'll be infrastructure and digital economy promotion and digital society. That's parts of the translations might be to strengthening the Thai people to be able to have some kind of digital society.

Also, after that, the Thai government tried fostering the ties of the community for the Internet governance to make sure that people to be [joys], entertains onto parts of the Internet. Management Internet, Internet governance issue, as well, and also, when the government tried to bring the people to be a part

of it, it means that people have some kind of basic information to make sure that they understand what they're talking about so that while it increase the Thailand Internet user is a key part of the Thai's Internet governance strategy, as well.

Also, if you have some numbers of people right now, it's increasing. The Thailand Internet user has increasingly [inaudible] significantly, as well. Next please.

We try to arrange ourselves into two parts. The one part is to what we have done so far internally and externally. This is the parts of it internally. We managed ourselves. We set up in the Thailand Internet multi-stakeholder. If you look at it, sorry. It's quite small. But we separate into seven sub-working groups. For example, like an Internet governance sub-working group and translations, technical and standards and used and digital contents, data privacy, cybersecurities, and public safety. That's the content that Thai people would like to learn more to make sure that we have the basic information. And then after we have information, we can move forward to engage globally, with the discussion, whatever. That's the kinds of things that we managed ourselves internally.

Also, after we set up the multi-stakeholder, we identified the key focal point to collect information to select what is the key material that needs to be translated into Thai versions. And then

we assign the focal point to collect information and to send for the translation, as well. Next please.

As I mentioned, this is the external arrangement that we try to seek out more updated information about the Internet, as well. So that's why we finally had the MoU with the ICANN. We signed the MoU at the ICANN 54 in Dublin at October last year, right? October last year. So this is the way that we try to funnel and we formalize what has been done with the other organization, as well. Next please.

Actually, it's not only the collection of information, but we try to set up the system to make sure that we have the right material to be translated for the Thai people, as well. We set up this kind of system. We call the system two-minutes' translation process. In the middle, we have the right one. It means the Thailand Internet multi-stakeholder asked the teams to convene the meeting and also to try to collect the material that needs to be translated into Thai, and then to translate it, send to the translation processes, and then to disseminate or even to find the best channel to disseminate this kind of information, and also try to collect the feedback and maybe to update what's new material. What the new updated material that Thai people need to learn.

This is like a circle, but actually, this is quite a function as it is a structure that we manage ourselves to translate the documents. Next please.

This is an example because we just signed the MoU a couple of months ago, but we try to set out. The acronyms might be the first things that people need to understand, so the word ICANN acronym is the first document that's in the process of translation already, and also the acronym, right now, it's finished in the Thai version. But we say that's in the public comment to make sure that whenever we translate from English to Thai, it's – what can I say – understanding between the community as well they understand, and also to be the guideline for the other people or even the interpreter to use as a guideline to consistency the technical terms and the words that they need to be translated.

The second one, we thought it might be important, as well. The basic information of what is the Internet governance. That's ten years already to announce so that's why we thought it might be a good thing that people know the developments of the Internet governance and what is the next step that they are talking about globally. That's the document that we are in the process. Next please.

If we talk about what's next, it's not only about a document that we try to translate, but we also set up the interactive learning

processes, as well, so that what we look at in the ICANN learning portal and maybe select some of the material that needs to be translated, as well, and also identifies the best distribution channel, as well.

We know exactly that whenever we translate into the Thai, but if we don't have the good distribution channel, how to make sure that people are able to access, as well. This might be the part of the communication strategy, as well, and also we need to measure because we said that at the first. We try to make sure that people have understanding of what is the Internet globally, as well, including all kinds of updated information.

We try to think about how to measure whether people have increasing knowledge, and the increasing knowledge might be the push factor to bring them to be a part of engagement with the global discussion, whatever. Let's try to think about the languages between whenever people have the information, and then is it workable for them to access on the participation, as well, at the globally for discussion on the Internet thing, as well? Next please.

If you talk about what are the benefits when we talk about signing the MoU, I think there's maybe three or four key things that I would like to emphasize for sure. Whenever we have the MoU, it might be we increase the collaborations between the

ICANN and Thai society, and also we try to increase the collaboration to make sure that we have the updated information to be translated into Thai, as well. Also, we thought it might be the identifications of outreach materials are the document that's helped the Thailand Internet user to be updated at the global information, as well.

It improves the Thai is the language-ability globally because I know that whenever we translate into Thai, it's going to put into the website, and the Thai people, whenever they click on the ICANN website, they can learn what's happening, updating information on the Thai version at the ICANN website. It might be good, as well.

Also, we make sure that at least we have the guidelines for the descriptions or even to acronyms. It's not only the ETDA to be the parts of the key main leader to translate everything, but it might be the other organization proactively. They translate into the document that they thought it might be suitable, or even to fit with the community needs so that where we might be there's a platform. It's the guidance for them so that's why we have the glossary on the basic information.

Also, we try to think about it. That might be in the past in this transition period to be expertise on the ICANN material. This might be after three or four years. I'm not sure. The communities

might be to take the role and responsibility to translate and update the information. That's the aim for us is to bring the community to take a lead and to say what they would like to know and how. The government might be only the facilitator strengthening the system, and that's it. Next please.

Thank you. This is the end of my part.

JIA-RONG LOW:

Thank you. Thank you, Hiro and Panus. I'm very excited when I hear their presentations because that's really a lot going on, and a lot of work is done behind the scenes. It's not something that is probably as sexy as an ALAC outreach kind of activity, but the work that is done here sets a base for us to be able to do more outreach, to get the right material, and to increase the knowledge of our stakeholders so that they can engage with ICANN. That's something very, very close to my heart.

Yesterday, at the public forum, there were some stakeholders who raised on how much more is ICANN doing on diversity, and ICANN is an open platform. We have a wonderful job of the translators/interpreters behind us at all the sessions. But really to address the issue of diversity is to be able to break down the language barriers that's holding us back.

Language might be a first barrier even before you get the access to information, the access to knowledge, and this is something which we need to address and which is why I think Christina and Butch also see this as a very key need that we have to partner with the community to do this because on our own, we really are strapped and our resources are limited. So I'm hoping to make a call to all our community members, whichever region you are from. I think it's a common principle all of us agree on that we need more diversity of views. We need to bring in different stakeholders to participate in ICANN, so it's very key for us to be able to reach out to stakeholders and work with them to be able to do this. So I'm making a call for everyone that if you know who can partner with us, please reach out to them. Let them know about it.

You know your regional vice presidents. For Asia, it's me. But if you're from a different region, like for example, if you're from Oceania, the Pacific Islands, you can reach out to Save, who is in the room. If you're from the Middle East, you can reach out to Baher. Also, here in the room is Fahd. If you are from the Africa region, everyone here will know Pierre and Bob and Yaovi. Latin America is Rodrigo.

So if you're interested, reach out to us and we will supply you with the relevant information and, as a first step, let you know what is being done. If we can take this even forward, we hope to

see more of such MoU s that are examples. We have with the ETDA from Thailand as well as JPRS and JPNIC from Japan, and we can really show how we are actively working from bottom up to bring ICANN to the world and also to include the diversity principles that we want to see in ICANN. Those are the two points I'd like to add. Thank you.

CHRISTINA RODRIGUEZ: So with that, we are open to any questions that you might have so that we can answer any concerns or questions.

[MARIUS JAMBARA]: Good morning. I'm [Marius Jambara] from Madagascar, and I'm very interested by this session about translation because we consider translation as very important because we have a minority language, Malagasy. I want to congratulate you for these projects that you presented to us. It is very good. We need to do that in our countries.

I'm not speaking about the language community of Madagascar that is French, but in our country, we have a national language. We have to explain to the people what is ICANN, what we are doing, and we want to share this experience with them. We consider that the work that has been done in Japan and Thailand are very important works. We need to explain to our

communities how to participate to ICANN development in their countries and in their regions also.

Now I'd like to speak about something else. I'd like to speak about the translation of documents as it was before ICANN. There are a lot of documents. We came here with my team of six persons and the representatives who participate to the work of ccNSO and GAC. This morning, we had a meeting in French, and the issue that we have is that we don't have time to read all the documents. They are huge documents, and those documents are not translated in time.

The question I had is to this group speaking about translation, are you going to work on that, how to give us the key documents before the ICANN meetings so we can read those documents? You have spoken about seven languages. French is one of those languages, and we need these documents to be translated before the meeting so we can read them. This is our way to participate.

I wanted to speak about our experience. We are creating a community in my country. We have a nice community. We have our own system. We have our own GAC. We want to create a local governance mechanism of Internet, so this is in line with those experiences we have heard about.

So I'm asking if you can send us those documents before the meeting so we can read them. Thank you.

CHRISTINA RODRIGUEZ: Of course. I will be very happy to actually send you any information that is ready for you to see, and then you may have a better understanding of the MoU that you could sign along with the regional VP in this group, and also more information in relation to the material that you could begin to translate to bring into your community. By all means, we would be very happy to bring that.

PANUS NA NAKORN: Can I add a small thing? I'm just thinking about this.

As I mentioned, the documents that need to be translated might not be on the time that you need it. That's why we said that the distribution channels might need to be thought out carefully. If you talk about the updated information that already is being discussed, it might take time to translate into the local languages. Maybe set up some kind of mechanism to be like open forums. Those people take care to better share the information and gathering the information for the community. It might be to raise back to the floor, as well.

After that, because I know that whenever you translate everything, it should be the final documents rather than just to develop a document that is not good at all, so that's why it's a process to set up in the open forum as a part of the key continuing issue. The final issue is the document needs to be translated, okay, you translate that. That's the challenge as well for the Thai.

But we try to make sure that all the information needed from the committee that needs to be translated whenever there is a finalized issue, as well. Thank you.

CHRISTINA RODRIGUEZ: Anybody else? Do we have anything from remote participation? No. Any other questions? Did we address your question properly? Yeah. Yes.

TIJANI BEN JEMAA: Thank you, Christina. I will only say that I am really happy, and I am proud of the work that this department is doing. When I started working with ICANN, the services provided by this department was much lower than what we have now, and what is good is that Christina is always listening to us. She tries to do her best. I cannot say that she didn't respond to any request we

made, so I encourage you to ask for whatever you want. She will do it, and she will do it very well. Thank you.

CHRISTINA RODRIGUEZ: Thank you. Thank you. Any other questions? Of course.

ZHENG SONG: I work for ICANN's Beijing Engagement Center. I'm wondering if the Language Services team has any plans for providing tools or another type of tool kit. Translation and interpretation actually is a very professional job, so even if our community members are willing to help, sometimes they face technical difficulties of choosing proper tools or because of lack of technical know-how. There could be all kinds of difficulties during the process.

So I'm wondering if our Language Services team can provide some basic, maybe FAQs, or translation for your own community, an ABC kind of basic tool kit of materials. That would be very helpful.

CHRISTINA RODRIGUEZ: To address that, let me say that the material that we put together and that we are working on putting together is very simple in the ways of presentation, so the community or the different partners that decide to translate those materials do not

have to struggle with the fact that actually it was built on a source tool that isn't a source program that they have to acquire to be able to work on.

A personal comment that I will make is that it would be a great idea and it would be smart, I would think, to try to actually engage when it comes to some type of documents with people who are at least in the industry of translation for a short period of time that at least have some knowledge of the tools that they need to use for the purpose of a better and more productive way of approaching the translation. Translation really is something that you are not born to. You are not born a translator, so it's something you go to school, you develop yourself, and you prepare yourself for this.

The tools actually that are used to produce the documents are expensive tools. We, of course, by all means, do not expect the community members or people trying to enter this outreach program to spend money on things that they're only going to be using for a specific lease. So that's why we are thinking, and we think and try to develop material presentations and documents that do not require to go any further than just the most common programs and tools within a computer.

As we said before, one of the things that we can facilitate is also the glossaries and working with the glossaries. We were chatting

the other day with Jia-Rong and Butch and thinking of two more things to add to the program.

One was a quick idea of perhaps doing what we thought of which is a bucket list or a wish list, so that we can somewhat meet all of those communities that sign a MoU or to add to the advantages of signing a MoU. This little extra that would be like the wish list. This is just in the planning idea process, so take it as that, please. But it's very interesting.

I think we'll have a small budget. We can budget every year to have this money set aside to the community. Let's say, from Japan or from Thailand or any other community that will join us on this project, we would be able to translate or assist with the translation by taking over the translation of maybe the average material, the fact sheets, and the brochures. All the material that is the first and the most important material to bring to the community so they can engage with ICANN, and then we'll work on with e-learning material and with [PPTM] presentation slides.

That's what we've been doing. That's one side, one of the ideas.

The other idea was to actually create more sets within Quizlet for all the other languages and work with the community members on which set of glossaries and terminology databases they would like to see. Let's say, okay, Thailand wants to also have in Quizlet the terminology database. So we, as ICANN, can

make sure that we set the sets, and then Panus can start getting people from the community to work on it. Of course, we can always keep on adding the new terminology that we're adding into the other languages.

So just to clarify one last point, the languages that we are seeking or thinking we would like for all this program to embrace, let's say, for lack of a better word, are all those languages that are not accounted within the six UN languages because we do already take care of that, so we don't need to be redundant. One time or another, we have translated perhaps some small document in Thai, and I know we definitely have translated several documents in Japanese and in Korean, for example. Very little, very few in other languages that are out of the six UN.

But we really want to encourage the community and encourage everybody. We are willing to meet the community halfway on this because we know they need the guidance, and they need also the help for some of the translations at least.

So with that, I don't know if anybody has any questions or comments. No? Yes.

HIRO HOTTA: It's me this time. This is the first trial of this kind of session in ICANN, right? I hope that there's more people here because every time in ICANN meetings, there's some talk about the interpretation and the language diversity in public forum. Many participants of ICANN have problems in attending ICANN, reading documents and so on, so it should be more popular, this kind of topic.

What is the problem of this session attracting not so many people? Maybe we need to educate that we cannot rely only on ICANN about the translation and so on. The name of this session is community translation, so I think it means that ICANN doesn't do everything. It should be done as a community, so I think such a clearer message should be reached out to everywhere. Unless we don't do that, everybody outside of this meeting room complains that ICANN doesn't do anything. That's my observation. Thank you.

CHRISTINA RODRIGUEZ: Thank you, Hiro. Thank you so much, and it's true. What you said is totally true. Yes, we need to find the way to reach out more to the community. This is why actually we're thinking of those small things that we can do from our side, like when we say, meet the community halfway for all these other languages.

It is important also to understand that, like you said, ICANN cannot do everything because all the money in the world would not allow us to translate absolutely everything in every single language to really reach out to everybody in the world. It's impossible, so we need to have a threshold, a limit, and to move outside of that limit, we can create programs like these so that we can reach out more. It's something like it could keep growing and going out, and we're really looking forward into that.

JIA-RONG LOW:

Thank you, Hiro. Hiro, what you say is really close to my heart, and I'm really open to ideas on how we can better spread the word, how to let people know that this kind of work is happening, and that the community can join in at any time and from the other regions. So I'm really open to ideas on how we can better publicize this.

So this time around, for this session, we also had a lead up. I'm not sure whether people actually saw the blog post from Christina, and from the regions, we sent it out to our networks to let them know that this is a work that's ongoing. In the lead up, then we had this session. Hopefully, we can build more momentum from here. Hopefully, we can do this even more regularly and work with you to be able to spread the word and let more people know about it.

I'm very open to any ideas here or offline. You can reach out to me any time. I'm available. Thank you very much.

CHRISTINA RODRIGUEZ: So with that said, I think the meeting is adjourned. Thank you so very much for your participation. Oh, I'm sorry. Somebody wants to ask something. Yes, of course.

CHRIS DILLON: Sorry. I was meaning to ask the question earlier, but I just didn't manage to get in. I'm a member of the Chinese Generation Panel, and I'm Co-Chair of the Latin Generation Panel.

I wanted to ask quite a technical question – so it may be we just pick it up later – actually about glossaries, and I think it might actually, to some extent, address some of the things which my colleague and a couple along here was asking earlier. The question is I'm out of date with what you're doing, and coming in and seeing mentions of things like Quizlet is really interesting.

But I'm quite interested in which platforms you're using for glossaries because I think they're a really key area. We all know, those of us who have translated huge amounts of documents from other languages – I'm one of these people – we know how difficult translating is. Having good glossaries is an absolutely

key area, and so I would like to ask you which platforms you are using, and then two really rather more focused questions.

One of them is, do you have a way within your glossaries of indicating preferred forms? What I mean by that is I was trying to speak French the other day and came across a very simple term. I wanted to translate it: top level domain. Now, I speak the kind of French which would allow me to live in France. I can order a baguette. I can do all sorts of everyday things. But even something like that, I'm thinking, "How do we do top?" So I guessed maybe it's [inaudible].

But the question is I would suspect that when different translators get translating, they probably have all kinds of ways of doing these basic ICANN terms. And so my first question is whether you do have a way of indicating the ideal form. And the second question is whether your glossary systems allow you to link to explanations – probably in English – of these terms?

So if I were new to ICANN, I wouldn't just want to know the French term for "top level domain," I would actually also want to know what that is, and there are probably lots of places we could link to. If we have a good tool, we could have a link to the explanation. If we have a slightly less good tool, we could just have a field which says, okay, well, we can't link to information, but we can at least put this in place, an explanation within the

tool. This question about glossaries, and I realize it's very fiddly and you just might want to take it offline, but I thought I'd raise it.

CHRISTINA RODRIGUEZ: I can answer your question quickly if you don't mind, because we have another session coming in, and they need the room. But I can answer your question.

We do use a platform. That's the SDL Trados platform. It's very well-known in the industry. And, yes, our glossaries, we have two sets of material. One is glossaries, which of course, includes the word, plus the definition, the explanation of what that word means. That's a glossary. And then we have a terminology database, which is just a list of terms.

Glossaries with the explanation, as well as the terminology database with a list of terms, are, in both cases, being done in all the UN languages. That is Arabic, Spanish, French, Russian, and Chinese. You can find that in Quizlet, and you can find that within the ICANN website and also on our wiki website, where you have access to those glossaries.

We have a system in which we have a while ago, when we were first creating the glossaries and the terminology databases, the multi-term databases. We had a session that was about these

specifically because we wanted to work with the community to find consensus for some specific terms, and we did so. Once we did that, we took it from there and we kept on going.

We have our Language Service expertise. Each of them actually have an expertise on a combination of one of each of the UN languages and English. We need to actually ensure that when we come up – ICANN is so good at coming up with new terms. I think we are the kings of acronyms. We have come to agree within the organization and within the Language Services department that we do need to have also a limit in which we say, “Okay, this is good. This is how this term will stay, and this is how this term should be translated from now on.”

Every time a new term appears and we translate it, if we are lucky enough – and many times we are – so when we don't hear from the community, it's really because they're happy with it. Otherwise, if we hear from the community, we review that. The expert of the language that was put in question reviews that, and if they feel that it's actually with the community member or the community group has presented us a better term or a translation that will actually be more in context to the English term, we, of course, are willing to agree to that term.

But other than that, we try to be very strict into implementing the terminology and asking translators in the community, and

we follow up with all of our vendors. We have many, many vendors that we work with. They are updated with the terminology database and glossaries on a monthly basis, so yes, we are very structured when it comes to that. You're more than welcome to access those tools.

CHRIS DILLON: Thank you very much for a very full answer.

CHRISTINA RODRIGUEZ: So with that, we do wrap up the session. Thank you so very much, and we look forward to receiving any comments or questions. Please do feel free to reach out to the Language Services team at any time. Thank you.

[END OF TRANSCRIPTION]