**Translation in the Policy Department**

**Contents**

Short and Medium Term Translation in the Policy Unit

It is the objective of the Policy Department that the output of the department and 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.

As a consequence of these realities, the first stage in multilingual information production is proposed. Note that where reference is made to the 'six UN languages', that refers to: Arabic, Chinese, Spanish, French, Russian, and English:

1. The Monthly policy update will be made available in the six UN languages, with an option for subscription delivery of the update in each of those languages, and associated web postings to announce the same. Effective for the September 2008 edition.

2. For the GNSO: Pages will be created for the site and made available with the associated linked information as outlined below in the 6 UN languages, using the presently standard language navigation bar from [www.icann.org](www.icann.org):

    a. For each active issue:

        i. An easy-to-read single page that introduces the issue;

        ii. Links to the policy issue brief associated with the issue;

        iii. Links to all other material, making clear where a document or page being linked is English-only.

        iv. Proposal: a section of the page explaining the current work underway on the issue.

        v. Proposal: a section on the page explaining the next step on the issue (if relevant).

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# Translation in the Policy Department

Effective date: as soon as the single pages are available for each issue, they will be translated and posted. Issue briefs are already being translated when completed.

3. For the ALAC:

    a. The front page introduction (currently in the translation queue), into the six UN languages;

    b. Draft ALAC Advisories to the Board, into Spanish and French;

    c. Finalised ALAC Advisories to the Board, into the six UN languages;

    d. LACRALO meeting minutes, into Spanish and English (this is already being done)

    e. When moved into the atlarge.icann.org site, the introduction / front page for each RALO, and the ALAC, into the six UN languages

    f. Other documents as needed by the community (as is currently the case)

4. For the SSAC, the following would be translated into the six UN languages:

    a. The current front page

    b. The SSAC Charter

    c. New Advisories would be translated into the 6 UN languages, along with the announcements of their availability, if any.

5. For the ccNSO, the following would be translated into 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

6. For the RSSAC:

    a. The front page (at [http://www.icann.org/en/committees/dns-root/](http://www.icann.org/en/committees/dns-root/), into the six UN languages.

7. The main Policy page at [http://www.icann.org/en/policy/](http://www.icann.org/en/policy/), into the six UN languages. Where available, links would point to the relevant link in the language of the page; where that language version is not available, the link would be labelled as going to an English page.

8. All announcements from Policy would be translated into the 6 UN languages (where a document is not translated, it would be made clear it was in English-only). Effective date: starting 1 September 2008.

Draft v1

# Translation in the Policy Department

9. For all Policy bodies (ACs and SOs), at least the following would be translated as they become available in English:

    a. Executive Summaries of Issues Reports, Initial Reports, and Final Reports

    b. Council /Committee Resolutions

    c. Council /Committee reports/Advisories to the Board

Where it is useful, practical, and cost-effective, full documents would be translated.

Effective Date: 1 October 2008

# Translation in the Policy Department

## End Goal of Translation of Policy Outputs

In the fullness of time, the objective is to translate materials as follows:

Public Consultations

1. All consultations to be translated:
   a. By default, into the 5 UN languages – Spanish (ES), French (FR), Arabic (AR), Chinese (Simplified – siZH), Russian (RU) – or;
   b. One or more of those replaced as requested by the issue manager or Policy manager, based upon the perceived need or requests of interested community participants
2. For each consultation, the following to be translated:
   a. Announcement text
   b. Main object document of the translation
   c. References to other documents in the announcement which are essential context to the consultation
   d. The entry on http://www.icann.org/public_comment/ for the comment period
3. Period of each consultation will be equal for all languages. Where English is posted in advance of translations, the announcement text will make clear that the other language versions will receive equal length consultations to the original language.
4. Ideally, all language versions should be posted at the same time to reduce confusion as to when a consultation begins and ends

Other documents to be translated:

1. Charters of working groups
2. Issues Reports
3. Advisory Committee Statements to other ICANN Bodies
4. Working Group Document Products (at least the final documents, ideally the drafts at each major stage of revision)
5. Requests for Involvement in Working Groups or Other Policy Development Processes
6. Announcements from Policy
7. Public Comment Summaries on  (which are translated into the same languages as used for the public comment announcements and documents (which are posted to the public comment forums upon closure)

Draft v1

Submitting Documents for Translation

IMPORTANT:

**Any document which is to be posted to icann.org AND which is also to be translated should NOT be sent to the [web-admin@icann.org](mailto:web-admin@icann.org) address.** Instead, send the complete web-admin instructions along with the translation request – see below.

Documents to be translated should be sent to: [translation-request@icann.org](mailto:translation-request@icann.org).

The email should contain the following information related to the translation. If the documents are to be posted to icann.org (either immediately, in English only, or after the translations are received, in all languages), the email should **also** contain complete web posting instructions as outlined in the posting guidelines at [https://portal.icann.org/web-admin-instrux](https://portal.icann.org/web-admin-instrux).

**Necessary Information for Translations:**

| | |
|---|---|
| Name of Document(s): | |
| Word Count: | |
| Languages Required: | 5 UN (FYI, these are: Chinese, Russian, Arabic, Spanish, and French – if you believe there should be variation, discuss it with your manager first as required). |
| Date Needed: | |
| Rationale for Translation: | This is for internal use – basically, why should we translate this particular document (if it is for public consultation, it is sufficient to say that; if it is to comply with this policy, that also is sufficient.) |

Please provide all documents relevant to the 'job' at the same time.

All documents MUST be in one of the following formats:

1. Word/Excel/something that can be directly edited (definitely not PDFs), or;
2. HTML (you may reference a page online, making sure to specify what on that page should be translated – and including the word count). PDFs and the like cannot be used.

The following should be a part of **every** English original document (which is not an announcement) that you send for translation. **Ideally, you should use the standard ICANN document template as this incorporates all of the information below in a standardised way**:

- Header with document name.
- First page header containing bold two-digit 'EN' language identifier in 20-24 point Arial / serifless font, at the far-right-hand side of the document

Draft v1

header. The translators will modify this to hold the two-digit language code for the relevant language version of the translation.
- Document footer with date of publication (especially important for draft reports where there are often multiple versions) and page x of y
- URL of the English original inserted into the standard translation disclaimer, always on the first page. The disclaimer is normally the below where there is a published reference. If you cannot provide a specific reference to the English text, then you could just stop at the first comma of the first sentence... It is very much preferred to have the link to the English text or at least the page where the English text can be found for obvious reasons.

*Note on Translations*

The original version of this document is the English text, which is available at http://www.atlarge.icann.org/en/correspondence. Where a difference of interpretation exists or is perceived to exist between a non-English edition of this document and the original text, the original shall prevail.

## QUESTIONS AND ANSWERS

### How Long Will it Take to Translate a Document?

FYI, it takes a good translator approximately one day to translate 2,000 words. A document can be broken up into pieces and given to multiple translators; this is not ideal however as each translator will translate the same text slightly differently.

In any case, you will want to calculate translation time on a worst-case basis – that being that one translator will translate the entire document. There are some administrative tasks that take some time aside from this – you should therefore use the following formulae to calculate how long it will take to translate your documents. Since multiple texts will be translated by multiple translators, use the longest document in your 'set' of documents where you are translating, for example, a set of documents for a public consultation:

Documents submitted within one month of an ICANN meeting:

10 days + ([number of words in document]/2,000)

Documents submitted at any other time:

4 days + ([number of words in document]/2,000)

### How will I know when my translations are done / posting is done?

Draft v1

# Translation in the Policy Department

At each stage in the translation process, you will receive status updates from the ticketing system. A customised queue has been created on the same system that web-admin and the IT support system uses and every state change in the processing of your request will be emailed to you. If you have questions, feel free to hit reply and you'll get an answer, just as you do from the other queues.

Draft v1

# Translation in the Policy Department

Operationalisation of Policy Translations

In order to implement the agreed level of translation, it is essential that the operationalisation of translations does not unduly burden line staff with the administrative handling of translation requests. At the same time, administrative management should also ensure consistency of posting of translations across policy websites.

The outline below seeks to ensure that these objectives are met.

Flow of Translation

1. **All** instructions for posting of text to ICANN websites will CC a special email account, or email alias, as well as Web Admin. It is suggested that this should be policy-translation@icann.org.

2. Karen Lentz and Marilyn Vernon receive the above emails (others could be delegated too, which is the appeal of an alias or unique account). If the posting is of material that falls within the scope of the policy unit translation policy above, one of the above persons creates a complete translation request (with the required elements as outlined above).

3. This translation request is sent to trans-comm@icann.org so that it can be reviewed by the translation team.

4. Karen and Marilyn will each be given an account on the LionBridge Freeway system at freeway.lionbridge.com that will have sufficient access privileges to allow them to create new jobs for quotation. The accounts will both have the email alias of policy-translation@icann.org so that as status reports come from Lionbridge, both of them will receive these.

   As is the current case, Kieren McCarthy, Nick Ashton-Hart, and Paul Levins are the authorised approvers of translation requests for all of ICANN; when a quotation is completed and the costs available without objection one of those three will use freeway to authorise translation to begin.

5. When a translation is complete, it will automatically be sent to the requester (at the policy-translation@icann.org address) and will then be sent onwards for posting in the standardised way translated material is posted.

NOTES:

During weekly policy unit calls, line staff expecting to send long documents for posting which will need translation will be asked to notify their colleagues. This is especially important near to ICANN Meetings in order to ensure that translations can be prioritised when large amounts of translations are being prepared, or when material in translated form is needed more urgently.

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