

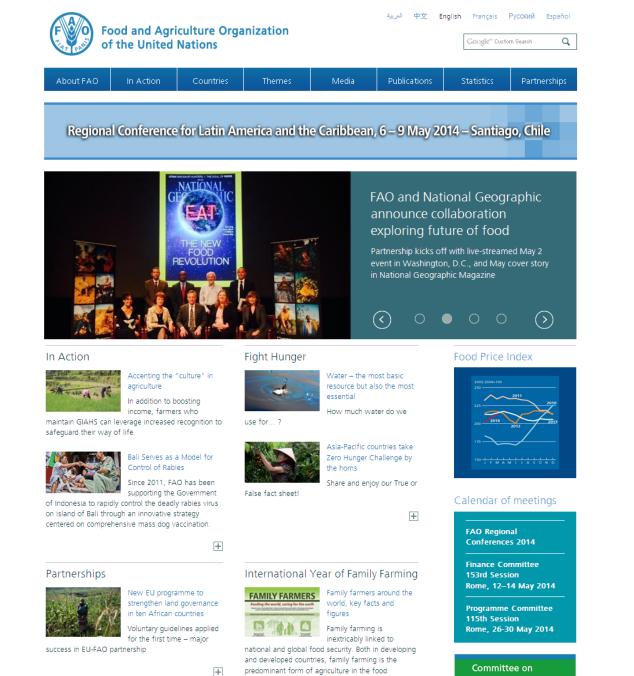
Bridging the Online Language Barriers with Machine Translation at the United Nations

Fernando Serván Food and Agriculture Organization of the United Nations (FAO), Rome, Italy



About FAO

- -International organization with >190 member countries
 Global mandate on agriculture, food standards, animal diseases, genetic resources, forestry, fisheries.
 5 regional offices, 11 sub-regional offices, 82 country offices.
- Languages: English, French, Spanish, Arabic, Chinese, Russian.
- renewed website FAO.org launched in June 2013
- website visits: 5.5 million per month
- downloads of documents and pubs: 7.3 million per month



production sector.

World Food Security



Background

-Most information originated in English – website reflects that.

- particularly low language coverage in AR, ZH, RU.
- proposal for using gist translation for those languages accepted.
- DIY SMT: encouraging, but
- support from countries: "management was urged to continue to quality test automated translations" (June 2013).



Implementation approach

- define scope: provide gist translation to help users understanding the content and provide their feedback regarding the quality of MT and the need for human translation.

- identify stakeholders: users. (but also government representatives, senior management, translation service, IT service, web service).

- constituting a team (translation, IT, web)

- keep informed: government representatives, senior management.



Process

Internal team to agree on:

- definition of requirements; methodology for evaluation; relative weight of evaluation criteria; minimum score for each requirement.

Senior management/countries to agree on:

- policies (language policies) ... and budget.

ALL to agree on:

- usability, metrics, cost-benefits



Selection

- Expression of Interest.
- RFP: 10 companies invited, 3 replied, 2 qualified.
- evaluation of IT and translation quality aspects.
- 3 translators used by language; 800 sentences.
- results exactly the same as per BLEU analysis

	EN-AR	EN-RU	EN-ZH
Solution-1	23.16	29.67	11.51
Solution-2	15.13	24.26	28.04
Solution-3	20.37	25.33	43.85

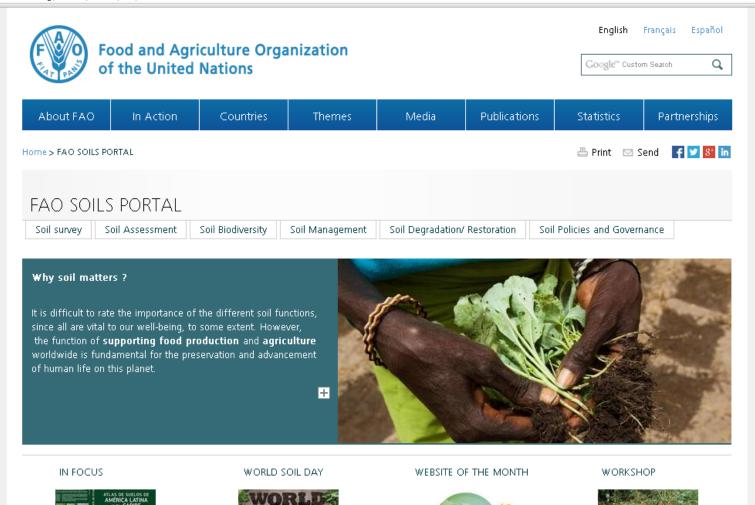


Q: How does it work?

A: http://labs.fao.org/

🛞 FAO SOILS PORTAL FAO 🗙 🔪	

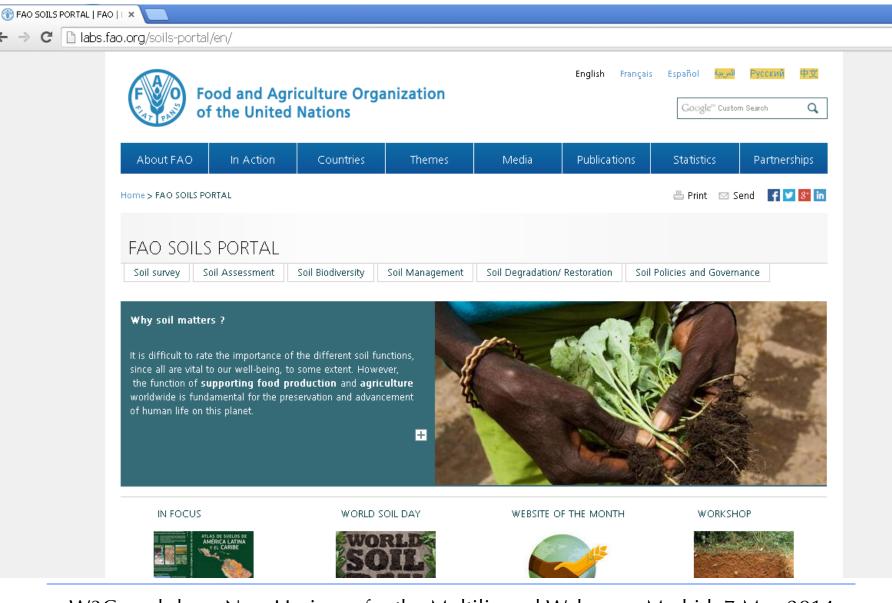
C bwww.fao.org/soils-portal/en/



W3C workshop: New Horizons for the Multilingual Web

Madrid, 7 May 2014

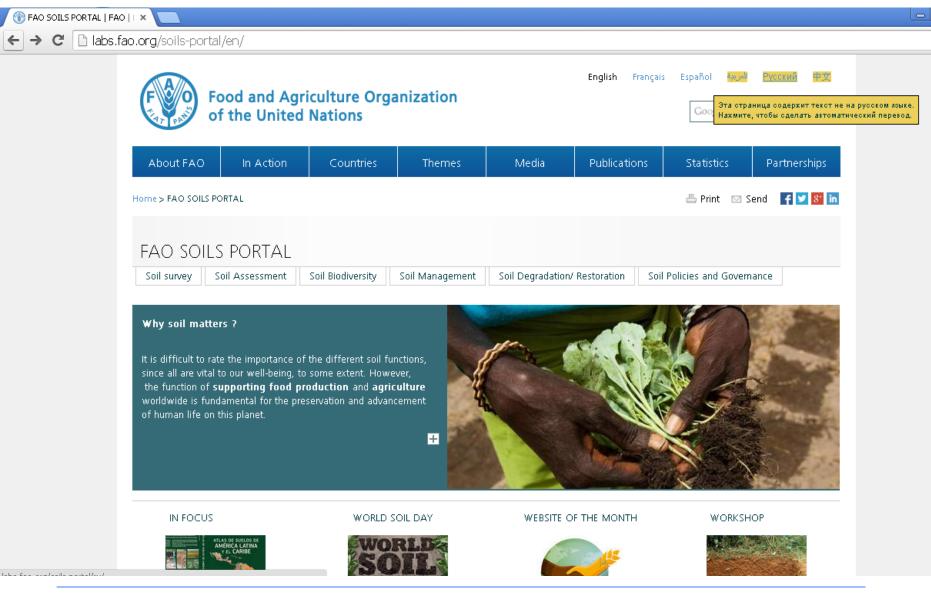
숬



W3C workshop: New Horizons for the Multilingual Web

Madrid, 7 May 2014

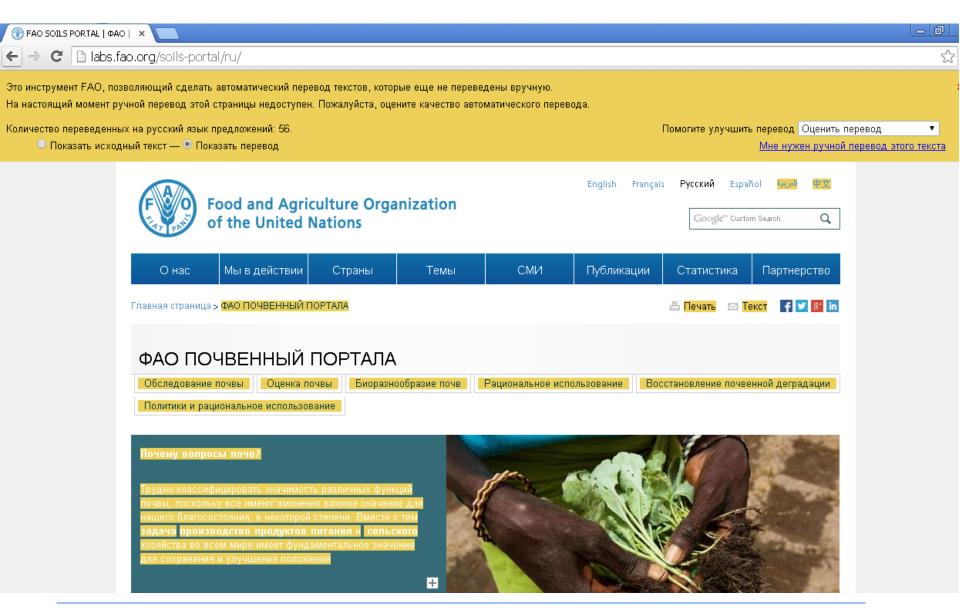
숬



W3C workshop: New Horizons for the Multilingual Web

Madrid, 7 May 2014

☆





Feedback mechanism

Three ways:

- at sentence level in the browser, to retrofit engine.

- at page level in the browser, to identify needs for human translation.

- on the overall process (survey), to identify general feedback on usability



Lessons learned

-born to be multilingual (for all pages).

- evaluation of Arabic SMT have additional complexity (technical, political, ..)

- involvement of translation services is key.
- need for best practices available for decision-makers.
- cost-benefit analysis to be easily explained.
- planning. It takes longer than expected.
- still learning.



Next steps

- May: finalize testing phase. (keep informed.)

- June: finalize policies and metrics – when the widget can be used and for how long? Demonstrate technology

(keep informed...)

- July: deploy in FAO.org

(and ... keep informed!)



Thank you!

For additional information,

please contact us at web@fao.org