

# BREAK-OUT DISCUSSION RELATED TO L10N TOOLS

MARCH 16, 2012

## Participants

**Elena Rudeshko** (moderator), ELEKS

- *background*: L10N of software products with software development and linguistic knowledge
- *interested in*: L10N process automation and tools development for L10N needs

**Charles McCathieNevile**, Opera

- *background*: tools development
- *interested in*: how to trick ordinary developers

**Jan Anders Nelson**, Microsoft

- *background*: L10N tools development for the company
- *interested in*: relationship between terminology, concept, fuzzy matching, content will be reused

**Julianna Van Der Lek**, post graduate student

- *background*: learning about the tools
- *interested in*: CAT tools, introduction of the new tools

**Matiaž Horvat**, Mozilla

- *background*: developer of presented on Mar 15, 2012 Pontoon tool for websites
- *interested in*: general discussion, integration between tools

**Margie Foster**, Intel

- *background*: PgM for platform
- *interested in*: how to translate Web Apps

**Fokke Sluiter**, DGT unit of EC

- *background*: translation for EU institution; a lot of editing activities
- *interested in*: look from the linguistic perspective

**Richard Ishida**, W3C

- *background*: I18N activity lead
- *interested in*: processes standardization

**Kis Hajnalka**, LTC

- *background*: new for the company
- *interested in*: post-edition platform to post content to the final web

**Poul Anderssen**, Web Translation unit of EC

- *background*: systematical translation
- *interested in*: reducing the difficulties in every day life related to translation by tools

## Discussed items

1. Software development process + developers' peculiarities
2. The necessity of standards implementation
3. Translation, translators and their needs
4. Software development/L10N interaction
5. Translation trends: TM, MT, professional translators or community?
6. Education
7. Software I18N aspects

## Participants input

### **Charles:**

- [1] ▪ developers think about themselves during SW development process
  - translation tool of custom building; started to develop in Spanish
  - works with Spanish speaking developers -> difficulty to find developer with good English
- [2] ▪ to have the same kit from one company is a death
- [3] ▪ ways to shift staff from one tool from another smoothly
- [4] ▪ start from scratch
  - how to build the tool which helps to understand other issues?
  - L10N is a problem for SW developers
  - communities should have their own tools to talk to each other -- important for L10N process
- [5] ▪ should community replace prof. translators?
  - perfect translation or good enough -> depends on the situation when it is used
  - it's very expensive to have translators who copy-paste during their work

### **Jan:**

- [1] ▪ XLIFF 1.2 usage is strict
  - vendors should pay their attention whether the tools rely on the needs of the process:
    - be free to invest in their internal tooling to innovate on their process efficiency
    - still be capable of a clean hand/off - hand/back cycle with developers
  - each business unit in the company has their unique business needs -> they look for the layers where I18N engineering can be common and try to differentiate only where the businesses dictate
- [4] ▪ start talking with the stakeholders is important:
  - early interaction will surface and remove I18N defects before they can leak into the L10N work cycle and “explode” across the number of shipping languages requiring a lot more time to correct
  - each business unit in the company has their unique business needs:
    - they look for the layers where I18N engineering can be common
    - and try to differentiate only where the businesses dictate
  - internal tool development teams meet to determine the common engineering requirements to collaborate on
  - communication between different groups: “*We need to converse*”
  - DEV tools: e.g. MS VS10 ships in 9 languages (<http://msdn.microsoft.com/en-us/library/th647yhh.aspx>):
    - this is a critical mess for Chinese due to string writing skills of developers
    - strings need to be rewritten from skilled writers prior to translation to assure the best results
    - developers and their writers need the ability to focus on the app in their native languages
- [5] ▪ translation looks in the content -> the tool should optimize the difference -> we need to look at this
  - Thai example:
    - 80% of visible UI have been translated -> excellent results for the market
    - visibility of UI strings is accomplished by instrumentation that users opt in to provide
  - TM/MT/crowdsourcing feedback:
    - it is important to have trusted translators + MT usage
    - JP MT example: an increased expectation that the quality of translation gets better with time -> this evolves to an increased state where post MT human editing is needed
  - healthy self-enforcing community -> it must be able to exist on its own or it will not be sustainable
  - next steps: to move forward with HTML files, legacy, all old content
- [7] ▪ current implementation of WR Tenet == 2 years -> good results in the engineering system -> look forward to further improvements over future release cycles
  - quality improvement: the focus was created by looking at historical top bug areas and targeting them
  - items to implement I18N: QA management + recognition from top that I18N is a part of the production process + skilled people == permanent process control

**Richard:**

- [2] ▪ standardization is required
  - to build the tool to bring together known formats and the standards should be brought
- [3] ▪ nowadays translators should permanently learn
- [4] ▪ current tools need is to have interoperability between different formats

**Fokke:**

- [3] ▪ monolingual English vs. languages with wide strings (e.g. Bulgarian, Greek)
- [4] ▪ constraints in the tools
  - tools are not a problem, language is a problem
  - L10N DEV tools: terminology is in English

**Iulianna:**

- [3] ▪ cross language problem is present
- [6] ▪ there is a lack in the university education to supply L10N needs
  - the number of studied CAT tools is limited
  - all knowledge comes from work experience or desire of the person to investigate L10N and translation related processes
  - there is a necessity to improve education process from L10N industry perspective

**Matiaž:**

- [1] ▪ policy of using English in SW DEV companies in Slovenia
  - a lot of English DEV terms are slavisized in the professional developers jargon
- [4] ▪ Pontoon is an attempt to improve translation of web site contents:
  - live website L10N tool
  - is still under development
  - only one developer is involved

**Margie:**

- [7] ▪ I18N is still the secondary process from DEV perspective
  - there is a number of defects which are postponed from release to release

**Elena:**

- [1] ▪ it is a real problem to have a good English speaking developer on board in Ukraine, Russia:
  - technical staff usually has a problem with languages
  - they can read tech documentation in English, but no more
  - local companies improve English knowledge of their staff by organizing internal English language courses
  - the language inside professional developer's community is a continuous mix of slavisized English tech terms
- [3] ▪ a lot of SW DEV related technical terminology is not translated and used in everyday life in English -> this caused a difficulty for tech translators
  - problem with wide strings in APPs for Slavic languages in comparison with logical English
- [5] ▪ a common trend of transnational corporations is to have a good enough language rather than a perfect one:
  - e.g. Facebook and their local language communities
  - Thai Facebook has been fully translated without involvement of professional translators -> they prefer to have a good enough Thai
- [6] ▪ there is no any L10N/I18N related subjects in Ukrainian universities
  - local companies trains their staff by themselves

- [7] ▪ I18N issues are usually a complexity during the work with the customer:
- the chain is vendor -> customer's L10N department -> customer's DEV team and sometimes DEV teams are based in different locations
  - standardization of I18N processes is required internally in the organization

**Kis:**

- [3] ▪ the typical internal translation process is TM -> MT -> web-site -> post-editing

**Poul:**

- [3] ▪ consistently using Trados for re-use the translation
- avoiding translation of XLS-files

**Common input:**

- non-English speakers is still an issue
- we who involved in L10N industry can speak on more than one language
- if you build the culture you should start speak English
- culture is built on our workplaces everyday

**CONCLUSIONS**

1. L10N is a problem
2. users are a problem
3. lack of education and training is a problem
4. exchange formats should be all aligned
5. standard format to use
6. new language -> to break the interchange -> to fix the interchange not the word
7. software developers don't think about L10N and I18N needs starting from college