An Open Source tool helps a global community of professionals shift from traditional contacts and annual meetings to continuous interaction on the web

Olaf-Michael Stefanov
JIAMCATT
The challenge

Set up, maintain and develop a multilingual web site
- providing complex interactive support features
- to a community of professional translators and terminologists at international organizations and multilateral bodies working on language-related issues
- requiring a relatively high level of confidentiality

- where that “community” has NO budget, and
- depends on members’ contributions in kind, but continues to grow, and has been growing since 1987.
The “Solution”

Use
• an Open Source tool
• which supports multilingualism easily and
• “crowd-source” the translations
• within the community
The “Solution”

Tiki Wiki CMS Groupware software helped turn the

“International Annual Meeting on Computer-Assisted Translation and Terminology”

... into an interactive year-round affair.
What is JIAMCATT?


works to establish a proprietary terminology and information repository common to all participating organizations.

To this end, JIAMCATT intends to enhance exchanges among languages services of international organizations and national bodies in order to promote the pooling of the partners' terminology resources to make them accessible to all in electronic form.

Membership includes partners from most international organizations, as well as from various national institutions active in the field of terminology and translation.
The Site ...

- runs without a budget
- on the spare time of members, nevertheless, is ...

- fully bilingual English-French
- with sections in Arabic, Chinese, Russian & Spanish (all official languages of the UN) and German,
- and will hopefully, eventually also be – at least in part – in all 23+ EU languages as well as all other official and/or working languages of partner organizations.
JIAMCATT annual meeting attendance
1985 – 2011
Meeting attendance vs. online membership – started @ 2008 meeting
What’s online @ JIAMCATT?

- Information pages
- Files
- Working Groups (mandated & ad-hoc)
- Discussion Forums
- Bilingual online meeting registration
- Online surveys and questionnaires
- Generating bilateral and multilateral activities beyond JIAMCATT
Size and scope of use:

Page accesses – almost **tripled**
2010→2011 and again almost **doubled**
from April to Sept. 2011

- **April 2010**: 244,000
- **April 2011**: 620,000
- **September 2011**: 1,264,000
Daily access – Pageviews per day

+76% from 2010 to 2011 and another
+69% from April to Sept. 2011

<table>
<thead>
<tr>
<th>Month</th>
<th>April 2010</th>
<th>April 2011</th>
<th>September 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2010</td>
<td>267</td>
<td>471</td>
<td>795</td>
</tr>
</tbody>
</table>
Not much, you may say...

But remember

This is a restricted community

Members only

And the community has grown a bit more slowly ...
Membership vs. pageviews/day

- April 2010: 303
- April 2011: 467
- September 2011: 795
Pages & page activity (updates)

April 2010:
- Pages: 2500
- Activity: 5 : 1

April 2011:
- Pages: 3800
- Activity: 4.9 : 1

September 2011:
- Pages: 4100
- Activity: 5.6 : 1
Activity in Year 3 (2010-2011)
files on site and interest in them

- 582 files (up from 460) + 27 %
- 8000 visits (up from 3600) + 122 %
- 25,330 downloads (up from 3500) + 624 %

Increase in **QUANTITY** medium,
**INTEREST** considerably increased,
apparently significant increase in **QUALITY/USEFULNESS**
Activity Apr-Sept. 2011 files on site and growth vs. 2010-2011

- 633 files (up from 582) + 26%
- 9900 visits (up from 8000) + 25%
- 31,600 downloads (up from 25,330) + 25%

- Increase in quantity, interest, as well as apparent quality/usefulness continues to rise
- Not bad for 4.5 months (incl. slow summer months)

2011-09-21  O-M. Stefanov, JIAMCATT; Multilingual Web Limerick Workshop
**Discussion forums**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Apr. 2010</strong></td>
<td>10 forums</td>
<td>13 forums</td>
<td>16 forums</td>
</tr>
<tr>
<td></td>
<td>1840 visits</td>
<td>3342 visits</td>
<td>4075 visits</td>
</tr>
<tr>
<td></td>
<td>54 threads</td>
<td>94 threads</td>
<td>121 threads</td>
</tr>
<tr>
<td></td>
<td>158 responses</td>
<td>359 responses</td>
<td>475 responses</td>
</tr>
</tbody>
</table>
Management forum – for JIAMCATT’s governing body, the **Liaison Committee**

- **Restricted access** forum – lets Liaison Committee discuss, and argue issues through; clearer than e-mail

- Changed how the agenda is developed - to online stages:
  
  a. basic list of topics

  b. individual offers for talks, with short explanations / abstracts

  c. comments and changes by, initially only Liaison Committee members, later by the broad community membership

  d. management decision on agenda, followed by online release (with summaries of presentations) to all Members.
Working Groups

... presences include:

- Mandate, Structure, functioning, composition and leadership - moderator(s)/chair(s)

- Working tools:
  - Discussion Forum (may be restricted to WG members)
  - File Gallery (of the WG)
  - Summaries, minutes of meetings, survey results
  - Archives

As is most of the site, Working Group sections are FR & EN
Working Groups

- Original mandated WGs:
  - Translation Support (Tools & Services)
  - Machine Translation
  - Standardization and Interoperability of Systems
  - Tools for interpreters

- Groups formed “ad-hoc” by members:
  - Multitrans Users
  - Trados Users

- New groups establishing at JIAMCATT-2011 meeting:
  - Arabic Translation Tools
  - UN Terminology
Generating **activities beyond** JIAMCATT 

The **LINPORT** project

JIAMCATT just **helped merge**:

- **MED Multilingual Electronic Dossier**, a draft project defined by M.T. Carrasco Benitez, DG/Translation, European Commission), and

- the **Container Project**: *Towards an Open Nonproprietary Format for Packaging Translation Materials* by Alan Melby, et al., Brigham Young University, Provo, UT, USA

into the **LINPORT (Language Interoperability Portfolio)** project.
The LINPORT project

www.linport.org

- **1st Linport Symposium** 27 September 2011, Luxembourg
  - Hosted by the [DG for Translation of the European Commission](https://ec.europa.eu/translation)
- **Linport half-day informational WG meeting** 10 October 2011, Santa Clara, CA, USA
  - Hosted by [GALA](https://gala-association.org) in conjunction with [Localization World Conference](https://localizationworld.com)

All **results** of the Linport project will be **free** and **openly available**

The **Linport project** aims at defining a universal way to put everything needed for a translation project into one electronic package that can be transmitted among all stakeholders to improve communication and efficiency in translation.
Tiki features which support multilingualism by groups

- Ease of **selecting** and **adding languages**
- Easy to see which languages last updated, which need updating (no default source language)
- View **translate-from** beside **translate-to** text
- Colour highlighting of **new**, **unchanged**, **deleted** text
- While editing in parallel languages, see source changes from all versions, or just a selected version
- **Version review** (side-by-side) incl. **Rollback** button and “own activity”
- **Staging & Approval** wherever desired
Tiki multilingualism features - 1

- Ease of **selecting** and **adding languages**
- As implemented at JIAMCATT:
- Or **differentiating** between **human** & **machine** translations:

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Tiki multilingualism features - 2

- Easy to see
  - which languages last updated (Incoming), vs.
  - which need updating (Outgoing)
- No single source language
  - At right German, Arabic (العربية) and Chinese (中文) each have had updates since 94% up-to-date English page last updated
  - German, Arabic (العربية), Chinese (中文), Russian (Русский) & Spanish need updating for English

Translate Updates
Up-to-date-ness: 94%

Incoming:
- Deutsch
- العربية
- 中文 (简体字)

Outgoing:
- Deutsch
- العربية
- 中文 (简体字)
- Русский
- Español
Tiki multilingualism features - 3

- View **translate-from** beside **translate-to** text
- Colour highlighting of **new**, **unchanged**, **replaced**

Changes that need to be translated are highlighted below.
While editing in parallel languages, see source language changes

2) of a selected version

3) or all changes
Authorized users with **Edit permission**

Can **view History (Versions)** list and review (side-by-side) incl. **Rollback** button

Or see “**Contributions by author**”
Tiki multilingualism features - 5

View History (Versions) list and compare (side-by-side)

History: Dokumentation

Legend: v=view, s=source, b=rollback

<table>
<thead>
<tr>
<th>Del</th>
<th>Information</th>
<th>Version</th>
<th>HTML</th>
<th>Action</th>
<th>Compare</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fri 01 July, 2011 05:17 UTC by</td>
<td>26</td>
<td>v s</td>
<td>s</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fri 01 July, 2011 05:12 UTC by</td>
<td>25</td>
<td>v s</td>
<td>s b</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tue 21 June, 2011 15:33 UTC by</td>
<td>24</td>
<td>v s</td>
<td>s b</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tippfehler</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wed 08 June, 2011 07:29 UTC by Olaf-Michael Stefanov</td>
<td>20</td>
<td>v s b</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sun 05 June, 2011 19:21 UTC by Olaf-Michael Stefanov</td>
<td>19</td>
<td>v s b</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sat 04 June, 2011 06:03 UTC by</td>
<td>18</td>
<td>v s</td>
<td>s b</td>
<td></td>
</tr>
</tbody>
</table>

2011-09-21
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Compare across a range of Versions:

<table>
<thead>
<tr>
<th>Del</th>
<th>Information</th>
<th>Version</th>
<th>Action</th>
<th>Compare</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fri 01 July, 2011 05:17 UTC by [Name]</td>
<td>26</td>
<td>v s</td>
<td>![Icon]</td>
</tr>
<tr>
<td></td>
<td>Fri 01 July, 2011 05:12 UTC by [Name]</td>
<td>25</td>
<td>v s b</td>
<td>![Icon]</td>
</tr>
<tr>
<td></td>
<td>Tue 21 June, 2011 15:33 UTC by [Name]</td>
<td>24</td>
<td>v s b</td>
<td>![Icon]</td>
</tr>
<tr>
<td></td>
<td>Tue 02 June, 2011 01:52 UTC by [Name]</td>
<td>23</td>
<td>![Icon]</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wed 08 June, 2011 07:29 UTC by [Name]</td>
<td>20</td>
<td>v s b</td>
<td>![Icon]</td>
</tr>
<tr>
<td></td>
<td>Sun 05 June, 2011 19:21 UTC by [Name]</td>
<td>19</td>
<td>v s b</td>
<td>![Icon]</td>
</tr>
<tr>
<td></td>
<td>Sat 04 June, 2011 06:03 UTC by [Name]</td>
<td>18</td>
<td>v s b</td>
<td>![Icon]</td>
</tr>
</tbody>
</table>
See changes across 2 Versions:

Comparing version 18 with version 20

Lines: 1-4

<table>
<thead>
<tr>
<th>Old Version</th>
<th>New Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>{DIV(class=&quot;quot;HomePageHeading&quot;);}</td>
<td>{DIV(class=&quot;quot;HomePageHeading&quot;);}</td>
</tr>
<tr>
<td>Diese Website enthält die Dokumentation,%%%die von</td>
<td>Diese Website enthält die Dokumentation,%%%die von</td>
</tr>
<tr>
<td>Mitgliedern der Tiki</td>
<td>Mitgliedern der Tiki</td>
</tr>
<tr>
<td>Gemeinschaft,%%%so<del>hs</del>wie<del>hs</del>Dir~~</td>
<td>Gemeinschaft,%%%so<del>hs</del>wie<del>hs</del>Dir~~</td>
</tr>
<tr>
<td>ausgearbeitet wurde.</td>
<td>erstellt</td>
</tr>
</tbody>
</table>

Lines: 9-13

<table>
<thead>
<tr>
<th>Old Version</th>
<th>New Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>{DIV}</td>
<td>{DIV}</td>
</tr>
<tr>
<td>{DIV(class=&quot;quot;HomePage&quot;);}</td>
<td>{DIV(class=&quot;quot;HomePage&quot;);}</td>
</tr>
<tr>
<td>1) ... die aktuelle Version ((Download</td>
<td>herunterladen)) kannst.</td>
</tr>
<tr>
<td>- 2) ... Dein Tiki ((Installation</td>
<td>installieren)) oder ((Upgrade</td>
</tr>
<tr>
<td>3) ... die Funktionen ((Configuration</td>
<td>konfigurieren)) kannst.{FANCYLIST}</td>
</tr>
</tbody>
</table>
Tiki multilingualism features - 5

Roll back to a selected Version

Rollback

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**Staging & Approval** wherever desired

Allow administrators to define updates for certain pages to be “staged” (drafted by users with edit permissions) before they are “approved” (published by authorized users).

This feature was developed for Mozilla, who used Tiki Software for their SUMO support site for many years before switching to their own software late last year.
The future of JIAMCATT online

- More **pages, files, directories**, more activity in, and perhaps even new, **Working Groups** and **Discussion Forums**
- Further online meeting registration, surveys and questionnaires
- Look into implementing **new Tiki features**, incl.
  - **online payment features**, e.g. for meetings
  - Integration with free Open Source **interactive web-seminar “webinar” software** (Big Blue Button)
In the stars

• More members using the features available within the Tiki software to contribute translations into more languages

• Being able to use one or more MT engines (with the security and confidentiality JIAMCATT members require), and without costs it cannot afford

• More “unplanned” positives
  - Like the LINPORT project
...and you though that was it

Almost

But not quite ...
A few quick THANK YOUs, to...

- **All the members of the JIAMCATT community**, including especially also **Liaison Committee members** who actively support the site through usage and input
- **Olivier Pasteur, World Trade Organization**, my fellow **co-administrator**, for his work in helping develop & maintain the site, and all others who assist from time to time
- **Marc Laporte**, of the Tiki community for helping get JIAMCATT.ORG started and providing lots of support
- The **whole Tiki community (www.tiki.org)** for continuing to develop great Open Source software, and to the many members who’ve provided specific help

... **Olaf-Michael Stefanov**  <olaf@stefanov.at>