

Bilingual Software Systems



Content vs Functional

Characteristics:

	Content	Function
Text content	High	Low
Functionality	Low	High
CMS	Common	Rare
Dynamic content	High	Low
Dynamic behaviour	Low	High
Tech Complexity	Low	High

Costs to make multilingual:

	Content	Function
Translation	High	Low
Technical	Low	High



Multilingual CMS



Content Management

Current	Options
Multilingual CMS	Review vs requirements – optimise/enhance workflow
Monolingual CMS	<ul style="list-style-type: none">- Enhance to multilingual CMS- Migrate to multilingual CMS- Post-publication wrapper
Third party content	<ul style="list-style-type: none">- Scrape and re-publish via CMS- Post-publication wrapper



Multilingual CMS

- Single site:
 - One structure
 - One set of templates – with translatable text
 - Translated content areas – ‘variations’
- Multilingual content management:
 - Default/base languages
 - Reporting/management of missing content
 - Translation workflow, translator views
 - Publication workflow option
- Selector & switching support:
 - Ubiquitous selector
 - Context maintained when switching
 - Implicit selection
- Search....
- And more (see WLC document)



Our Survey Said....

CMS	Bilingual?	Structure	Switcher	Translation
Alterian	Fully equiv (content & structure)	Single structure, templates & content	Every page and switches to same page	Human - directly into CMS
Concrete 5	Intended, not up to date	Two (non) identical sites, manual activities	Every page to site home	Human - other manual
Contensis	Fully equiv (content & structure)	Two identical sites, automation keep in synch	Every page and switches to same page	Human - directly into CMS
Drupal	Welsh page, no normal content	n/a	Links to CY content	Human - other manual
Drupal	Some in Welsh, not intended to be fully equivalent	Single structure, templates & content	Every page and switches to same page	Human - directly into CMS
Immediacy	Intended, not up to date	Single structure, templates & content	Every page and switches to same page	Human - directly into CMS



Our Survey Said....

CMS	Bilingual?	Structure	Switcher	Translation
iSite	Fully equiv (content & structure)	Single structure, templates & content	Every page and switches to same page	Human translator - integrated translation workflow
SharePoint	Fully equiv (content & structure)	Single structure, templates & content	Every page and switches to same page	Human - other manual
Sitecore	Fully equiv (content & structure)	Single structure, templates & content	Every page and switches to same page	Human - directly into CMS
T4	Fully equiv (content & structure)	Single structure, templates & content	Every page and switches to same page	Human translator - integrated translation workflow
T4	None of the above	Two identical sites, manual activities	Every page and switches to same page	Other: combination of human & MT
Telerak	Welsh page, no normal content bilingual	n/a	possible - not standard	



Our Survey Said....

Other CMS systems used:

- Wordpress
- **Umbraco**
- GOSS
- SharePoint
- Various & proprietary

Forms:

- In house solution
- Manually developed
- CMS feature
- eBase
- SharePoint
- None



Application Categorisation



Applications

App Capability	Description
Fully Bilingual (MUI & LP)	Already bilingual out of the box and CY Language Pack (LP) exists
Multilingual (MUI) – No CY LP	Has a switchable Multilingual UI (MUI). CY LP to be created & translated
In-House Developed	Internally developed and ability to enhance
Third Party (not MUI, no LP)	Third party owns application



Already Bilingual

- Has a MUI
- Has CY LP

Method:

- Assess against requirements
- Make available: deploy
- User training



Multilingual, No CY

- Has a MUI, or Multilingual Support (UI editor, etc.)
- No CY LP

Method:

- Assess MUI requirements
- Configure (or hack) a CY LP (Werman)
- Extract UI text (or from existing LP)
- Translate into CY
- Build CY LP



Internal: No MUI, No LP

- Source code and ability to modify and build is internal

Method:

- Either:
 - Define requirements to make MUI/LP based, or
 - Hard code bilingual text
- Extract text
- Translate



Third Party: No MUI, No LP

- No MUI or LP
- Licensed from 3rd party, and/or no source access

Method:

- a) Lobby, pay or other method to oblige vendor to create MUI capability, then CY LP
- b) Move to another application
- c) UI Wrapper



Application Name	Content			Application				Action							
	ML CMS	Mono CMS	External	MUI & LIP	MUI No LIP	Internal	3 rd Party	None	Optimise	Deploy	Create LP	Develop	Vendor	UI Wrapper	Other
Main Website	X								X						
Job application site		X					X							X	
Intranet		X			X					X					
HR Self-Service							X							X	
Internal Transfers						X						X			



Whats Being Used?



Intranet

Used for:

- Content editing (web & Intranet)
- Documents
- Internal content
- Collaboration (forums, etc)
- News
- Events/Calendar
- User content (ads, etc)
- Workflow/process

CMS:

- Yes, same as web site & bilingual: 3
- Yes, not same but bilingual: 3
- No/not bilingual: 4

UI:


- MUI: 6
- CY LP: 1

User entered data:

Mostly free text, no responses indicating bilingual entry and ability to switch data presented.

Platform:


- ?
- SharePoint: ?



Applications

Function	Product	Num	MUI	CY LP
EDRMS	SharePoint	4	Y/N	N
	iShare	1	N	N
	Civica EDM	1	N	N
	EBS	1	N	N
	In house	1	N	N
Intranet	SharePoint	3	Y/N	N
Finance	Agresso	1	Y	Y
	Masterpiece	1	N	N
	Sage 200	1	N	N
	Authority Financials	1	N	N
	Kypera	1	N	N
CRM	MS Dynamics	2	N	N
	In house	1	N	N

Microsoft Office and/or Office 365 – Most Respondents



Applications

Function	Product	Num	MUI	CY LP
Service Desk	LAN Desk	2	Y	N
HR	Itrent	3	N	N
	Simply Personnel	1	Y	Y
	CIPHR	0	Y	Y
Collaboration	Yammer	1	N	N
Cloud	Wisdom	1	N	N
Library Resources	MediaCore	1	?	Y
VI F	Blackboard	1	?	Y
Social Care	CCIW	1	N	N
Public Protection	Tascomi	1	N	N
Planning	Idox	1	N	N
Payments	Capita	1	N	N

Translation Tools

- Déjà Vu: 2
- Wordfast: 1
- Yes, unsure: 1

Respondents

- Royal Voluntary Service
- Awen Cultural Trust
- BBC Wales
- Big Lottery Fund
- Cardiff & Vale College
- Coleg Cymraeg Cenedlaethol
- Ceredigion County Council
- Flintshire County Council
- Swansea University
- Resource Efficient Wales
- General Pharmaceutical Council
- Food Standards Agency
- Neath Port Talbot Council
- + 7 Housing Associations (not featured)



Outputs/Actions

- Website CMS & Intranets:
 - Identify capable platforms
 - Share configuration & use best practice
- Intranets:
 - UI MUI
 - User entered data
 - Switching UI, Data & Function (SMK)
- Applications:
 - Create an inventory of MUI & CY LP availability
 - Identify common applications – shared solutions/approaches
- Use of technology (translation tools)



Next Steps

- 1) Send more questionnaires
- 2) Add data to existing ones
- 3) We'll publish (anonymised) data in post-event report
- 4) We'll maintain and share data set as we go