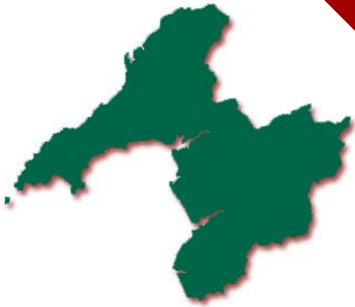




# Maintaining Information Technology Services in Welsh

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16th December, 2015



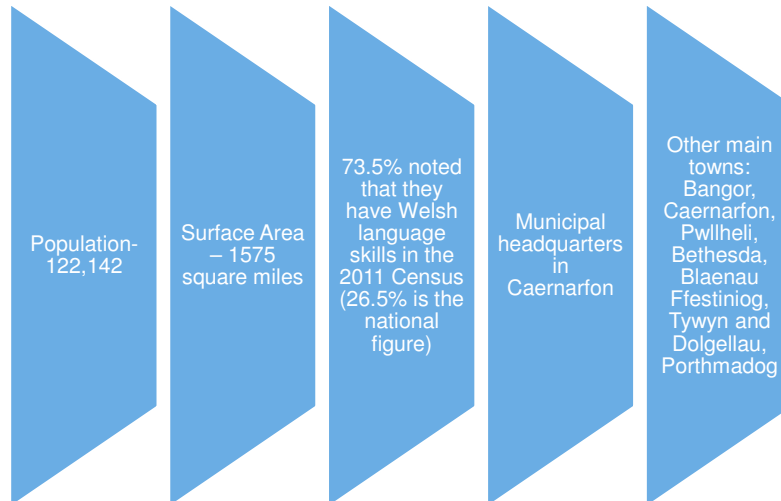
## Agenda



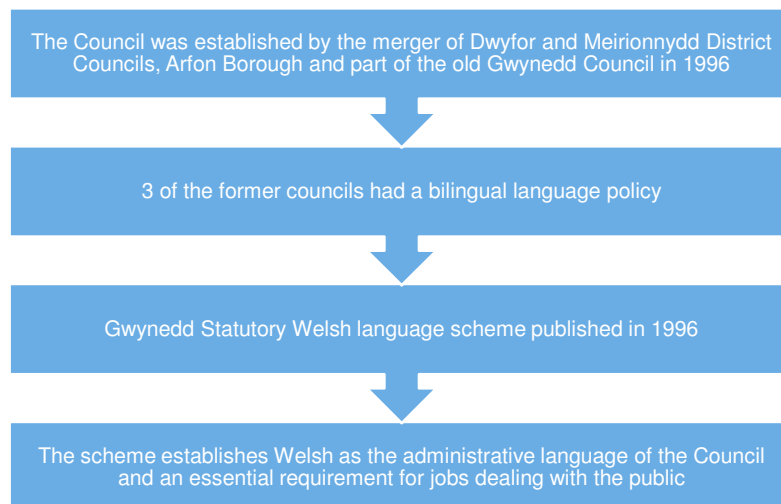
- Background
- Gwynedd Council
- The Welsh language and the IT service
- Internal Systems
- Land and Property Register
- Help Desk
- Business cases and Tenders
- Infrastructure
- Programme Management
- Challenges
- Questions



## Gwynedd – background



## Gwynedd Council



# Gwynedd Council (reality)



- 64 of the 75 elected Members are Welsh speakers
- Approximately 94% of Council staff are able to speak Welsh
- Some of the Council meetings e.g. Cabinet are in Welsh only and without translation equipment
- The Welsh language is used as the primary administrative language and translation services are used to translate from Welsh to English
- Support available to staff who don't speak the language, or feel they need further support to improve the quality of their Welsh



# The IT service in Gwynedd



The IT service is divided into 4 units

- Development
- Support Service
- Infrastructure and Security
- Programme Management



## Welsh language provision within IT



Each Member of the team speaks Welsh

One member of the team feels more comfortable in English

The Welsh language skills of a number of staff have improved since starting with Gwynedd

Records in Welsh

Programming in Welsh

Everything comes naturally in the Welsh language



## Internal systems and Development Unit



Internal systems are written by development unit – 18 members of staff

Approximately 180 internal systems are supported

Main languages now C#, ASP.NET, Java and JavaScript

Internal systems primarily designed monolingually (Welsh) but a few systems have been provided bilingually (usually because of requirements/opportunities to share provision)

Support (e.g. consultants) difficult because of the commitment to the language

Staff – not many applications for jobs, but have managed to get good staff and not much turnover



## An example of C# code



```
[HttpGet]
public JsonResult DiweddarwAmserSesiwn(string codSesiwn)
{
    bool llwyddiant = false;

    var sesiwn = _context.Sesiynau
        .Single(x => x.CodSesiwn == codSesiwn);

    var munudauWediPasio =
        DateTime.Now.Subtract(sesiwn.Diweddarwyd).TotalMinutes;

    if (munudauWediPasio < 20)
    {
        llwyddiant = true;
        sesiwn.Diweddarwyd = DateTime.Now;
        _context.SaveChanges();
    }

    return Json(llwyddiant, JsonRequestBehavior.AllowGet);
}
```



## An example of ASP.NET code (Razor)



```
<table id="tabl" class="table table-striped table-hover">
    <thead>
        <tr>
            <th>Id</th>
            <th>Enw</th>
            <th>Ebost</th>
        </tr>
    </thead>
    <tbody>
        @foreach (var cofrestriad in Model.Cofrestriadau)
        {
            <tr>
                <td>@cofrestriad.Id</td>
                <td>@cofrestriad.Enw</td>
                <td>@cofrestriad.CyfeiriadEbost</td>
            </tr>
        }
    </tbody>
</table>
```



## An example of JavaScript code



```
var ffeilIaith = "@Url.Content("~/Scripts/DataTables-plugins/Welsh.lang")";
var gosodiadauDataTable = {
  "dom": 'rtip',
  "paging": false,
  "language": {
    "url": ffeilIaith
  }
};

var gosodTabl = function () {
  $("#tabl_filter").addClass("chwilioTabl");
  $("#tabl_filter input").addClass("chwilioTabl").attr("placeholder",
"Chwilio");
  $(".dataTables_filter input").addClass("form-control");
}

$('#tabl').on('init.dt', gosodTabl).DataTable(gosodiadauDataTable);
```



## Land and Property Register



The first County to support fully bilingual addresses

Have had many a battle with providers of software for accents on letters and UTF-8 standards, and the battle continues with the National Land and Property Gazetteer

Most of the Council's internal systems use the Gazetteer.

- Strengthen data to present the demographic picture
- Use the Welsh address for correspondence with Welsh language service users
- Data accuracy, one master—adherent to the Welsh language version
- The register doesn't protect us from change of traditional names if the landowner wishes to change the name of the dwelling
- The register has been constructed in a way where there is a record of changes so that history and genealogy are protected



## Helpdesk



A team of 5 (increasing to 8) on the phones and 4 on the second-tier

Self service product located on the intranet – Welsh only

"TopDesk" system is used for recording events

- A Dutch company—as part of negotiations, a reference persuaded them to offer Welsh as a language option
- Promote Welsh language culture not so strongly in this unit, because of historic resources, but things are changing
- Although TopDesk is available in Welsh, use not being made of this version
- Gwynedd has used TopDesk for a decade, but is now being used by the counties of Flintshire and Denbighshire as part of joint procurement exercise. Gwynedd tender clauses used for the Welsh language provision

Staff record and update calls in Welsh, unless external, working for an agency or are recognised as non-Welsh speaking service user (rare)



## An example of a help desk call (default content language MS Office from Welsh into English)



### Request

Sinclair, Dawn M

Mail Import 13 November 2015 11:08

Date sent: 13-Nov-2015 11:03

To: Desg Gymorth TG / Help Desk IT <dghd@gwynedd.gov.uk>

Subject: Spelling & Grammer - 600181

Bore da,

Rwy'n ceisio cywiro dogfen sydd yn dwyieithog ond pan rwy'n defnyddio 'Spelling & Grammar' tydi'r 'Dictionary Language' ddim yn aros fel Saesneg pan ddi'n newid o.

Diolch

Dawn  
est. 2903

### Action

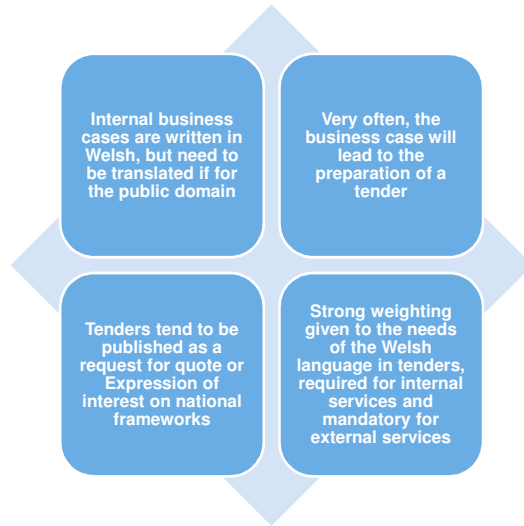
Hughes, Sharon Louise

16 November 2015 14:45

Wedi newid y default Language i English uk yn y Set Proofing a Language preferences, ok rwan.



## Business cases and tender documents



## Tender Documents



Criteria	Contribution to initial quality score	Remarks
Technical Merit		
Technical Competency and Compliance	50%	Assessed through the detailed statement of compliance to sections 5 to 14, the management summary and the technical summary.
Future Proofing / Roadmap	10%	Assessed through the description of the product roadmap and development plans
Transition		
Implementation Factors	15%	Assessed through the proposed programme of work, the proposed migration plan and the detailed statement of compliance to section 15 and 16.
Operational and Support Factors	15%	Assessed through the detailed statement of compliance to section 17.
<b>Welsh Language</b>	<b>10%</b>	<b>Support for the Welsh language as specified in section 2.6</b>





## Tender documents (example of a request for new telephony system – contract £500,000)



In compliance with "The 1993 Welsh Language Act", Cyngor Gwynedd Council has a duty to safeguard and promote the Welsh language and its use within and outside the Council. This is mainly done through the medium of the Cyngor Gwynedd Council Language Policy. The purpose of this policy is to describe the steps taken to provide Welsh services, with the principle of **treating the Welsh and the English language equally**.

Cyngor Gwynedd Council's language policy clearly states that the internal administration (working) language is Welsh.

To this end it is desirable that the proposed telephony system is able to fully accommodate the Welsh language, it is particularly important that the following features are available:

- the ability to record announcements
- voicemail directives
- system messages
- programmable keys

Cyngor Gwynedd Council would be willing to provide a Welsh language translation service to any tenderer wishing to create a Welsh language package.



## Infrastructure



A team of 13 deals with:

- Network and Telephony
- Security
- Cloud (data centres owned by the Council and provisions in the cloud)
- Historic Applications

A new telephone system went live at the beginning of December- Avaya

- No provision in Welsh by Avaya
- Research by the technical team "discovered" a way to change the language
- Translation team in Gwynedd has had to translate terms into Welsh
- Some terms incorrectly translated because of lack of identifying context e.g. **ringer** translated to **clochydd**
- Print on the phone itself is English and no means of influencing this (disappointing)

Service to users has been made in the form of a series on the intranet. Links support a series of [videos](#)



## Programme Management



A team of 5 deals with:

- Orders
- Account Management
- Performance (measures)
- The helpdesk system

Not much of significance occurs with Welsh

- Internal reports are all Welsh only
- Progress reports for service agreements to external agencies are in English – Cartrefi Cymunedol Gwynedd and Highways Agency North and mid Wales
- CCG who look after Gwynedd's former housing stock, without adopting the Council's language policy

The helpdesk provision is currently being revised, and will have much more of a Welsh slant to it in the future



## Challenges



External systems aren't architected to support multilingualism–Welsh not on the agenda at all

"The Welsh Language Problem" – how often do we hear this??

Higher cost to maintain bilingual systems

Go a little too far sometimes – see earlier code example.

University courses – no modules for multilingual architecture

Smaller pool of candidates for technical positions because of linguistic requirement



## Questions

