# FY17 COMMUNITY REQUEST FORM

All questions and completed forms should be sent to controller@icann.org.
Please remember that the deadline for FY17 Budget consideration is **15 February 2016.**

## REQUEST INFORMATION

**Title of Proposed Activity**

Fixing the bugs in ICANN's machine translation tool
used for the LACRALO mailing lists

| Community Requestor Name | Chair |
|---|---|
| At-Large Technology Taskforce | Dev Anand Teelucksingh, Glenn Mcknight, Judith Hellerstein |
| **ICANN Staff Community Liaison** | |
| Nathalie Peregrine | |

## REQUEST DESCRIPTION

*1. Activity:* **Please describe your proposed activity in detail**

LACRALO has two mailing lists:
LACRALO list in English: http://atlarge-lists.icann.org/pipermail/lac-discuss-en/
LACRALO list in Spanish: http://atlarge-lists.icann.org/pipermail/lac-discuss-es/

Emails in english sent to lac-discuss-en@atlarge-lists.icann.org are machine translated via ICANN's custom program using Google Translate and posted to lac-discuss-es@atlarge-lists.icann.org.

Similarly, emails in Spanish sent to the lac-discuss-es@atlarge-lists.icann.org are translated and posted to lac-discuss-en@atlarge-lists.icann.org.

However, since 2011, ICANN's custom software has many severe bugs which has lead to very severe difficulties in communication and collaboration with the English and Spanish speaking communities in the LAC region. The bugs include **very** garbled emails and garbled subject lines.

See PDF presentation http://bitly.com/1ltuwAU by the At-Large Technology Taskforce (TTF ; https://community.icann.org/x/FpfbAQ)  for the ICANN53 meeting which has worked to follow this issue with ICANN Staff, including documenting the various LACRALO mailing list issues at https://community.icann.org/x/z4VZAg

The key issue is that ICANN doesn't have any dedicated persons to fix this software tool. There is only one person from ICANN IT staff who attempts to work on a new version of the translation tool in his spare time, outside of ICANN hours. As this ICANN IT person is very busy at ICANN and his volunteer efforts are appreciated, he has little

to no spare time to work on fixing the outstanding bugs in the software. It is clear that a person is critically needed at ICANN with a mandate to fixing this software.

Hence this budget request is for funding to be made available to ICANN IT staff for ICANN to hire a programmer to work on ICANN's new machine translation tool and fix the remaining bugs so that the new software tool can be installed and ease the communication difficulties faced by LACRALO, the At-Large Community and ICANN Staff over the past 6 years.

| |
|---|
| *2. Type of Activity*: **e.g. Outreach - Education/training - Travel support - Research/Study - Meetings - Other** |
| Technical Support |
| *3. Proposed Timeline/Schedule:* **e.g. one time activity, recurring activity** |
| It is anticipated that hiring a competent programmer (versed in Perl, Internet standards such a MIME) working under the supervision of the ICANN Staff person would take 4 to 6 months to fix the remaining bugs and for testing in coordination with members of the At-Large Technology Taskforce and other interested LACRALO members. |

## REQUEST OBJECTIVES

| |
|---|
| **1. *Strategic Alignment.* Which area of ICANN's Strategic Plan does this request support?** |
| 1. Evolve and further globalize ICANN ; in particular 1.1 "Further globalize and regionalize ICANN functions" and 1.3 "Evolve policy development and governance processes, structures and meetings  to be more accountable, inclusive, efficient, effective and responsive." |
| **2. *Demographics.* What audience(s), in which geographies, does your request target?** |
| **Latin America and Caribbean for now. This same tool could be used in any geography with different language communities (for example Africa for French and English)** |
| **3. *Deliverables.* What are the desired outcomes of your proposed activity?** |
| **With the upgrade/bug fixing of the ICANN translation and its successful deployment, outcomes include:** <br> **\* Better understanding of the communication from ICANN to the Latin American and Caribbean At-Large** <br> **\* English and Spanish speaking communities in the LAC region can better exchange information and ideas.** <br> **\* Better globalize ICANN's operational functions to support ICANN in being more relevant, inclusive, connected and collaborative worldwide** |
| **4. *Metrics.* What measurements will you use to determine whether your activity achieves its desired outcomes?** |

- The various bugs in the current machine translation tool are fixed, resulting in no emails with garbled text
- Increased Emails between the English and Spanish language communities
- The improved communications can be promoted as part of ICANN working to achieve its strategic plan objective "Evolve and further globalize ICANN"

## RESOURCE PLANNING – INCREMENTAL TO ACCOMMODATE THIS REQUEST

**Staff Support Needed (not including subject matter expertise):**

| Description | Timeline | Assumptions | Costs basis or parameters | Additional Comments |
|---|---|---|---|---|
| Programmer | 4-6 months | | | |
| | | | | |
| | | | | |

**Subject Matter Expert Support:**

The hired programmer will work under ICANN IT Staff, in particular with the person at ICANN trying to work on this in his spare time.

**Technology Support: (telephone, Adobe Connect, web streaming, etc.)**

**Language Services Support:**

**Other:**

# FY17 COMMUNITY REQUEST FORM

| Travel Support: |
| --- |
| |
| **Potential/planned Sponsorship Contribution:** |
| |