

Inserting CAT tools into a Government LSP Environment



Panel Agenda

- **Introduction** T. Helmen
- **Process** V. Jurica
- **People** D.Silverman
- **Technology** L.Richerson

Introduction: NVTC Operations

- ❖ Operates Like a Commercial Language Service Provider (LSP):
 - ❖ Offers an Array of Language Services
 - ❖ Provides Services for a Fee
 - ❖ Strategically Positioned to Deliver Products at Higher Quality and Lower Cost in Less Time



Introduction: Translation Technology at NVTC

A main focus for our team is to provide the right tools to the translators at NVTC to enhance quality, productivity, and speed without negatively impacting operations.

- **Computer Assisted Translation (CAT) tools**
 - Translation Memory
 - Terminology Management
- **On-line dictionaries**
- **Transliteration Tools**

Introduction: Challenges and Solutions

- Changes required to integrate effectively
- The government (with good reason) is more cautious than the private sector
- The use case for CAT tools in the government is not the same as in LSPs
- Creativity, Perseverance, Flexibility, and Patience are key to success in implementing CAT
- Yes We CAN!!!! (With the help of our gov't colleagues)

Process

In the preparation phase of the Pilot, designing a new process for CAT integration took the longest time

- Considerations for designing a new workflow around CAT
- General principles for the pilot workflow design
- Pilot design tasks
- Other lessons learned

People

Roles and responsibilities at NVTC differ from from private sector LSP model

- Linguists
- Project Managers
- Translation Memory Coordinators
- IT/Engineering Personnel

Roles and responsibilities are being redefined and/or added to adapt to findings from Pilot integration

Technology

Challenges fell into three categories: System, Language Technology, and Bookkeeping

- **System:** Government setting presents some challenges that might not be found in other translation settings
- **Language Technology:** Some challenges arose from working with a new tool, non-English data, and language resources from external sources
- **Bookkeeping:** Utilizing existing translation management system required some workarounds; number of files created and shared required good organization system

Questions?