Section 10 - Assessment of ATRT1 Recommendations 18, 19, and 22

Section 10 of the report focuses on language translation and interpretation as a potential barrier to the community’s full and active participation in ICANN.

The BC agrees that timely multilingual support for various communications supports understanding and an opportunity for input from the community. We also support the goal of senior staffing arrangements that are appropriately multilingual, but note that this goal lies outside of the vision documented in the Language Services Policy and Procedures document, and note concern that an otherwise qualified new hire may be lost to over-ambitious focus on multilingualism.

With regard to ATRT 1 Recommendation 18, which states that the Board should ensure, to the maximum extent possible, that access to documentation as described above be provided in a multilingual manner, the BC recognizes the Board’s efforts toward this objective.

ATRT Recommendation 19, in accordance with the ICANN Translation Policy, calls for the ICANN Board to publish its translations within 21 days of taking a decision. Although progress on this Recommendation has not been reported, the BC considers timely communication in the required languages to be vital for ensuring broad community understanding and input.

Regarding the ATRT1 recommendation to "Enhance Multilingual Strategy," and development of language services processes, the BC applauds ICANN's current staff capability of speaking approximately 45 languages, and for following hiring practices that have resulted in 76.5% of senior staff and executive management to be multilingual. The BC recognizes that training support for language skill acquisition and expansion is supported via multiple means, and supports continuation of this support. Further, the BC notes that support for staff to gain language skills may need to be improved, so that strong contributors in staff are not lost due to new requirements.

The BC notes and supports ICANN’s efforts to meet the standards set by the international organization community to support at least the six UN languages. It is also helpful for ICANN to strive to find fiscally responsible approaches to how to support language support for other major language communities, while recognizing that this is a significant challenge, and must be considered responsibly. The BC supports continued monitoring of translation capabilities to ensure the recommended 21-day turnaround for publishing in the target languages, and continued focus on quality as envisioned in the Language Services Policy and Procedures document.

Improvements needed in order to fully support multilingual capabilities are:

- improved translation quality (noted as a required focus in the Language Services Policy and Procedures document)

- ability for community members to respond to comments in their preferred languages with translation then into English as a common language, similar to the functioning of the UN agencies.

- establishment of predictable response times for inbound and outbound translation services

- establishment of a continuous industrial-style pipeline with benchmarks and metrics to assess quality and timeliness, along with predictive tools to right-size support for translation services

The BC recognizes that much improvement has been made in the year since the Board's approval of the Language Services Policy and Procedures document. We look forward to continued improvements in this area toward full support for and inclusion of all target communities.

The BC also recognizes the difference between the key language services defined in the Language Services Policy and Procedures document (core documentation, main public meeting sessions, and select Supporting Organization and Advisory Committee conference calls), versus other platforms for communication, such as other documents, and other meeting and working sessions.