



Food and Agriculture Organization of the United Nations

From multilingual documents to multilingual websites: challenges for international organizations with a global mandate

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Context

- International organization with >190 member countries
- Global mandate on agriculture, food standards, animal diseases, genetic resources, forestry, fisheries.
- Languages: English, French, Spanish, Arabic, Chinese, Russian.
- Staff translators and interpreters.
- Translation volume: about 12 million words/year.
- Large user of language tools; large creator of translation memories.



Our content

Documents:

Language versions are made available according to the official language of the regional body.

Aligned text >
170 million words

Language	Number	(%)
EN	16.403	31%
FR	10.837	20%
ES	9.823	18%
AR	8.034	15%
ZH	6.510	12%
RU	1.745	3%
	53.352	100%



Our content (2)

Websites:

- first level (linked from homepage): available in six languages
- regional relevance: languages of the regional body
- minimum: three languages (generally en, fr, es)



Our users

(language preference set in their browser)

ranking	English name of Language	language code	percentage
1	English	en	53.2%
2	Spanish	es	15.2%
3	French	fr	13.0%
4	German	de	3.8%
5	Italian	it	2.6%
6	Russian	ru	1.6%
7	Chinese	zh	1.4%
8	Dutch	nl	1.2%
9	Japanese	ja	1.2%
10	Portuguese	pt	1.2%
11	Turkish	tr	0.8%
12	Arabic	ar	0.5%



Challenges (doc & web) (1)

Technological: to integrate content of documents into websites and viceversa (static HTML, CMS)

Professional profiles: language professionals vs. IT/KM staff

Workflow: complex for docs, simpler for web

Authoring/reading languages: en vs. other languages



Challenges (doc & web) (2)

Rules and regulations: are different for web posting of docs and for web, for procurement of goods or services, etc.

Re-use of **legacy** translations (in wp5 format, rtf,...)

Integration **TM – MT** (doc – web ?)

Lessons learned not available



Needs/opportunities (1)

Technological: exchange format CMS – CAT tools
(XML, TMX....)

Professional profiles: identify best practices
(doc&web) and integrate into Univ. curricula generating
improved formalize methods, new professional profiles

Workflow: best practices from commercial corporate
websites – networks (?)



Needs/opportunities (2)

Rules and regulations: software as a service, new products (?) – package for open source software, “language packs” for MT, sectorial TMs by topic ...

Lessons learned not available

EC SME call on digital content and languages



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¡Gracias!

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