### Language Services

### **Communications Department**

Ministry for Foreign Affairs

### **Brief history**

### 1970s Translators at MFA Svenska offentliga hus i Paris Maisons publiques suédoises à Paris • To other languages, Information Department, later Archives To Swedish, international agreements under Legal Department Survey of other ministries 1993 Merger of translators to Translatorssektionen 1994 Under MFA Archives and Library Department

#### 1995Terminologist recruited

## Brief history, cont'd

- 1996 Pilot project with other ministries
- 1997 Ministries merged into single authority, the Government Offices
- 1998 Services open to other ministries
- 2000 New language department formed
  - Språkforum (later Språkenheten, or Language Services)
  - Merger of translation and language training administration

### Brief history, cont'd

2000-2001 Additional resources for EU Presidency

- 2009 Additional resources for EU Presidency
- 2010 Language training administration moved
- 2011Language Services merged with<br/>Communications Department
- 2015-2016 Presidency of COTSOES

(Conference of Translation Services of European States)

### **MFA Language Services**

#### Our services

- Only available to Government Offices (ministries)
- Translation from Swedish to English, and from English and French to Swedish
- Review English and Swedish texts
- Terminology
- Utrikes namnbok (discontinued 2016)
- Language advisory services (telephone helpline)
- English language tips (intranet)

#### <u>Staff</u>

- 8 total positions
- 6 1/2 translators to English
- 1 translator to Swedish
- 1/2 administrator

### **Assignments**

- Approximately 2 000 per year
- Breakdown in 2015: MFA 51 %, Government Offices 49 %
- 1 800 (1 004 000 words) translation
- 200 (581 000 words) review

#### Types of assignments

- Web texts
- Press releases
- Tweets
- Fact sheets and other information material
- Speeches and articles (ministers)
- Reports (e.g. EU, UN)
- Summaries of Government Commissions of Inquiry
- Judgments/legal texts in connection with Hague child abduction cases
- International agreements (English to Swedish, traktat översättningar)

#### Types of assignments

- Responses and other written opinions to European Commission
- Cooperation strategies and other development assistance texts
- Diplomatic notes to foreign embassies in Stockholm
- Swedish statements to the European Court of Human Rights or the United Nations Committee against Torture
- Letters to foreign politicians and international organisations
  - letters of congratulation to incoming presidents and ministers
  - thank you letters to departing presidents and ministers
  - replies to requests for financial contributions
  - nominations of Swedish candidates to leading positions in international organisations

#### Quality assurance

- All translators translate to their mother tongue
- All translations are reviewed by another translator
- Use of CAT tool mandatory
- Use of TM helps promote uniformity
- Guidelines and recommendations for translators (UD KOM)
- Rätt på samma sätt (2008)
- DGT Style Guide

#### **Ordering**

- Translations and reviews ordered online via form on intranet
- Projects that cannot be handled in-house are assigned to external providers
- Max. approx. 5 pages
- Short press releases received by 15.30, same-day turnaround

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### Workflow

- 1. Client (Government Offices official) places order using online ordering tool
  - manual assistance when necessary
  - document uploaded onto SharePoint server and registered in 'Extra'

#### 2. Order sent to Language Services

- email notification to administrator and each translator
- order displayed in 'Ej tilldelade' (Unassigned)

### Workflow, cont'd

#### 3. Assignment claimed by available translator

- order moved to in 'Pågående' (Ongoing)
- translation carried out
- all translations processed via CAT tool (SDL Studio 2015)
- contact with client as necessary
- translation reviewed by another translator
- translation finalised by original translator

### Workflow, cont'd

#### 4. Assignment completed

- finalised translation sent to client via email
- assignment marked as completed in Extra
- finalised translation uploaded onto SharePoint server
- if questions remain, order moved to Parkerade (Parked)
- order moved to 'Granskade' (Reviewed) or 'Översatta' (Translated)
- 5. Order re-directed to Financial Accounting Department for invoicing

### Networking

#### 1. Memory exchange

- Riksdagen (Parliament)
- Riksbanken (Swedish central bank)
- some external providers
- 2. Conference of Translation Services of European States COTSOES
  - Sweden (MFA) currently holds the Presidency
  - New Technologies Working Group Tips and Tricks
  - Human Resources
  - Internal Rules
  - Terminology
  - www.cotsoes.org

## Networking, cont'd

#### 3. Occasional seminars

Language Services Translation Seminar, 20 November 2015 (most recent)

- UD
- Riksdagen
- Riksbanken
- Försvarsmakten
- Polismyndigheten
- Strålsäkerhetsmyndigheten
- Finansinspektionen
- Riksrevisionen

- SCB
- EU Commission
- TNC
- Vetenskapsrådet
- Europahuset
- Swedish Embassy in Berlin
- Swedish Embassy in Helsinki
- Swedish Embassy in Paris

### Networking, cont'd

#### 4. Translators' drop-in

- informal gathering of translators, mainly from public authorities
- The Bishops Arms in Gamla Stan
- 1<sup>st</sup> Monday of every month, from 17.30

### AsLing Conference, 26-27 November 2015

### 'Translating and the Computer'

#### **Defining translation quality**

- Often discussed, seldom defined
- Can't measure what we haven't defined (or can't define)
- Possible definition:

A quality translation demonstrates **accuracy** and **fluency** required for the **audience** and **purpose**, and **complies with all other specifications** negotiated between the requester and provider, taking into account both **requester goals** and **end-user needs**.

# AsLing Conference, cont'd

#### Clear delineation as to when MT could and should not be used:

#### Could be used:

- Gisting
- Internal material

#### Should not be used:

• Material for publication

# AsLing Conference, cont'd

#### **Common errors in SMT output**

- Incorrect formatting
- Additional or missing words
- Words not localised
- Compound formation issues
- Gender, number agreement or verb inflection issues
- Syntax and word order issues
- Wrong punctuation
- Inconsistent or non-compliant terminology
- Mistranslations

### Thank you.

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