

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

1993

Survey of other ministries

1994

Merger of translators to Translatorssektionen

- Under MFA Archives and Library Department

1995

Terminologist 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 |
| 2011 | Language Services merged with
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)

Language Services, cont'd

Staff

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

Language Services, cont'd

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

Language Services, cont'd

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)

Language Services, cont'd

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

Language Services, cont'd

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

Language Services, cont'd

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

Language Services, cont'd

 **Extra** » Ärende
This web site handles Extra-cases.

Extra

Ny beställning
Ny beställning (intern)
Uppdrag
Rapporter
Fakturor
Färdiöversätta
Översättarstatistik

Arkiv
Fakturaunderhåll
Fakturaarkiv
Inställningar
Departement
Nytt departement


Språk
Nytt språk

Ämnen
Lägg till ämne

Översättare
Ny översättare

Översättargrupper
Ny översättargrupp

Externa leverantörer

Beställare
Jeffrey Ganellen ; 

Departement och avdelningsinformation
Departement: -- departement --
Avdelning: N/A

Dokument
Beställaren ansvarar för kategorisering/klassificering av käll- och måldokument samt ref. mat. Se länkar till höger.

Kostnadsställe:

Ärendetyp: Översättning
 Granskning

Källdokument:

Källspråk: -- välj ärendetyp --
Målspråk: -- välj ärendetyp --

Annan språkkombination? Visa/dölj leverantörer

Beräknad kostnad:
Särskilda önskemål:
(Max 255 tecken)

Önskad leverans:

Referensmaterial:

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
- Försvarmakten
- 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
- 1st 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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