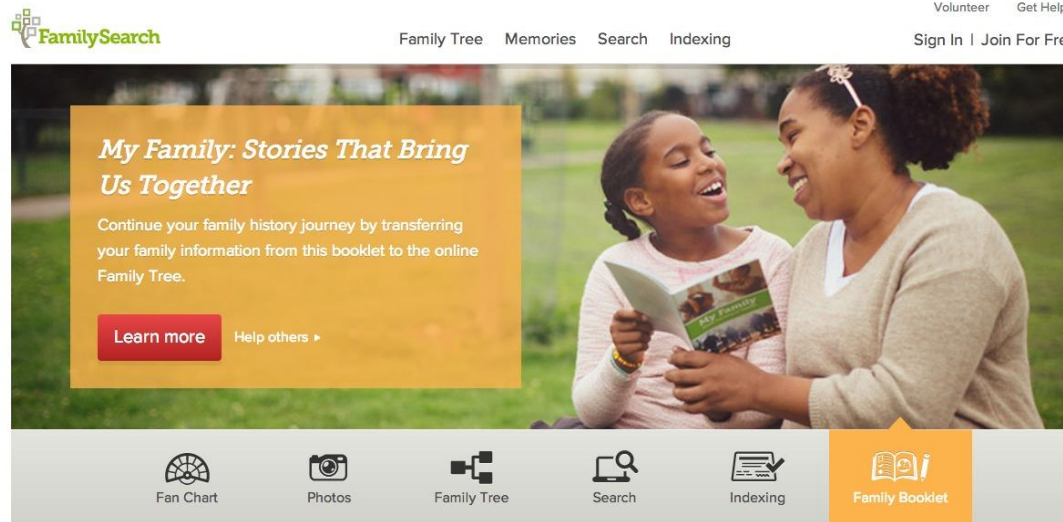




Fixing a Disconnect Between Development and Localization



Rob Thomas
FamilySearch

<http://familysearch.org>

Adam Asnes
Lingoport

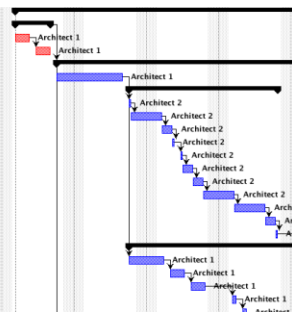
<http://lingoport.com>



About Lingoport

- Internationalization (i18n) Services & Software

Task	Days	Hours	Start/End
Requirements, Scanning, Setup	4 days	32 hours	4/23/12 8:00 AM
Finalize i18n Requirements	2 days	16 hours	4/23/12 8:00 AM
Updates to Project Plan based on final Requirements	2 days	16 hours	4/25/12 8:00 AM
i18n Design	73.5 days	716 hours	4/27/12 8:00 AM
Architect setup and code familiarization	5 days	40 hours	4/27/12 8:00 AM
Database Design (MS SQL Server)	11 days	88 hours	5/4/12 8:00 AM
Add supported locales table	0.5 days	4 hours	5/4/12 8:00 AM
Locale support per order, account, contact	1 day	8 hours	5/4/12 1:00 PM
Address and Phone i18n	1 day	8 hours	5/7/12 1:00 PM
UI strings in database based on locale	0.5 days	4 hours	5/8/12 1:00 PM
Templates in database based on locale	0.5 days	4 hours	5/9/12 8:00 AM
Design for multiple-currency support	1 day	8 hours	5/9/12 1:00 PM
Design for metric size and weight	1 day	8 hours	5/10/12 1:00 PM
Design for user time zone support	1 day	8 hours	5/11/12 1:00 PM
Stored Procedure i18n	3 days	24 hours	5/14/12 1:00 PM
Collation support based on locale	1 day	8 hours	5/17/12 1:00 PM
Increase user-entered data column lengths by ECU, VB.NET and VB Classic Middle Tier Design	20 days	160 hours	5/4/12 8:00 AM
C# Culture framework design	2 days	16 hours	5/4/12 8:00 AM
VB.NET Culture framework design	2 days	16 hours	5/8/12 8:00 AM
VB Classic Culture framework design	2 days	16 hours	5/10/12 8:00 AM
String externalization and concatenation in VB	1 day	8 hours	5/14/12 8:00 AM



Name	Language Variant	Shared	Last Updated	Date Created
6_billipgwaincode	+++	No	11/28/2010 2:53:27 PM	11/28/2010 2:53:27 PM
6_billcharp	C#	No	11/28/2010 2:53:20 PM	11/28/2010 2:53:20 PM
6_billhtml	html	No	11/28/2010 2:53:22 PM	11/28/2010 2:53:22 PM
8_02_HTML	html	No	11/28/2010 2:53:55 PM	11/28/2010 2:53:55 PM

File	Line	Issue	Code Line	Severity
C:\Program Files\Microsoft Office\Office12\Word\Word.exe	1	Unescaped Double Quote	map_out.getterString("A...")	High
C:\Program Files\Microsoft Office\Office12\Word\Word.exe	2	Unescaped Double Quote	map_out.getterString("A...")	High
C:\Program Files\Microsoft Office\Office12\Word\Word.exe	3	Unescaped Double Quote	map_out.getterString("A...")	High
C:\Program Files\Microsoft Office\Office12\Word\Word.exe	4	Unescaped Double Quote	map_out.getterString("A...")	High
C:\Program Files\Microsoft Office\Office12\Word\Word.exe	5	Unescaped Double Quote	map_out.getterString("A...")	High
C:\Program Files\Microsoft Office\Office12\Word\Word.exe	6	Unescaped Double Quote	map_out.getterString("A...")	High
C:\Program Files\Microsoft Office\Office12\Word\Word.exe	7	Unescaped Double Quote	map_out.getterString("A...")	High
C:\Program Files\Microsoft Office\Office12\Word\Word.exe	8	Unescaped Double Quote	map_out.getterString("A...")	High
C:\Program Files\Microsoft Office\Office12\Word\Word.exe	9	Unescaped Double Quote	map_out.getterString("A...")	High
C:\Program Files\Microsoft Office\Office12\Word\Word.exe	10	Unescaped Double Quote	map_out.getterString("A...")	High

Globalyzer Summary

Embedded Strings	200
Locale-Sensitive Methods	1264
General Patterns	156
Static File References	21

Resource Manager Summary Report

Base Resource Files	4
Base Resource Words	578
Target Locales	0
% Complete	65.0 %
Last Proposed K1 Version	0
Last Proposed K1 Date (UTC)	

Issues

Issues	1,755
Rules compliance	97.0%

Backlog

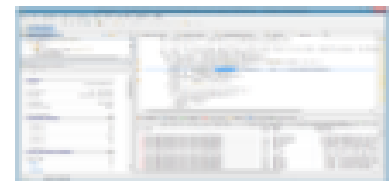
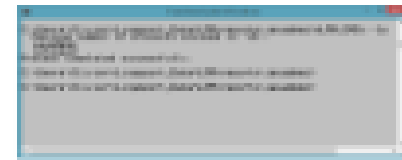
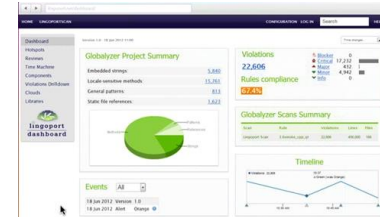
Backlog	0
Critical	0
Major	1,755
Minor	0
Info	0



Globalyzer Express

Combines products and services into a complete Solution, supporting ongoing development

- Dashboard Server & Globalyzer
- Resource Manager Server & Client
- Setup and Configuration Services
- Globalyzer Workbench





- Document and manage your family tree
 - Find relatives
 - Photos
 - Stories
 - Documents



THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS



- Who is affected?
 - People around the world who prefer or need to interact in their languages and cultural formats
 - Site is a significant worldwide outreach service for the Church
- Localized into 14 languages



Background

- Large site
- Extensive and rapid development
- Lots of content
- Many translator resources
- Development and translators with disparate skills, deadlines, operations and understanding



Quick Demo of Integrated Globalization

BONITA-WEB >

Version 6.0 - Oct 12 2013 10:02 Time changes... Manage dashboards

Dashboard

Globalyzer

Resource Manager

Hotspots

Issues

Time Machine

TOOLS


Components

Issues Drilldown

Libraries

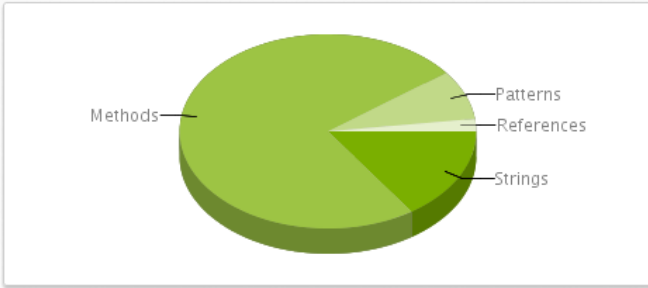
Clouds

Compare



Globalyzer Summary

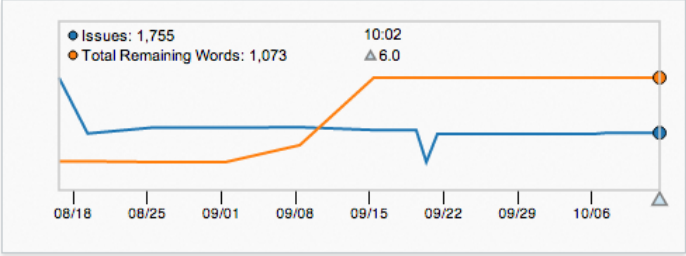
Embedded Strings	280
Locale-Sensitive Methods	1264
General Patterns	155
Static File References	52



Issues	1,755 ↗	Blocker	0
Rules compliance	97.0%	Critical	0
		Major	1,755 ↗
		Minor	0
		Info	0

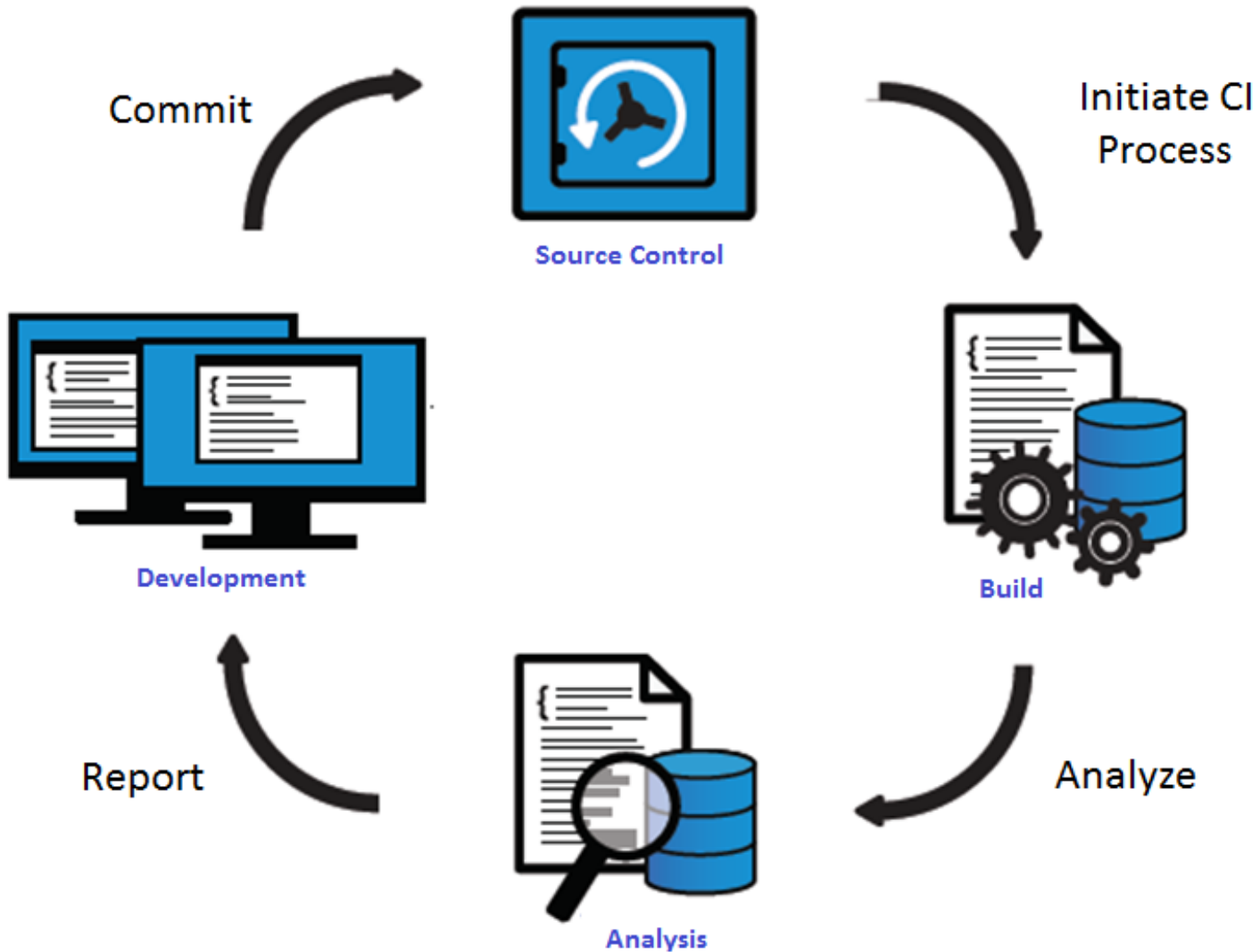
Resource Manager Summary Report

Base Resource Files	4
Base Resource Words	578
Target Locales	6
% Complete	65.0 %
Last Prepped Kit Version	0
Last Prepped Kit Date	(UTC)





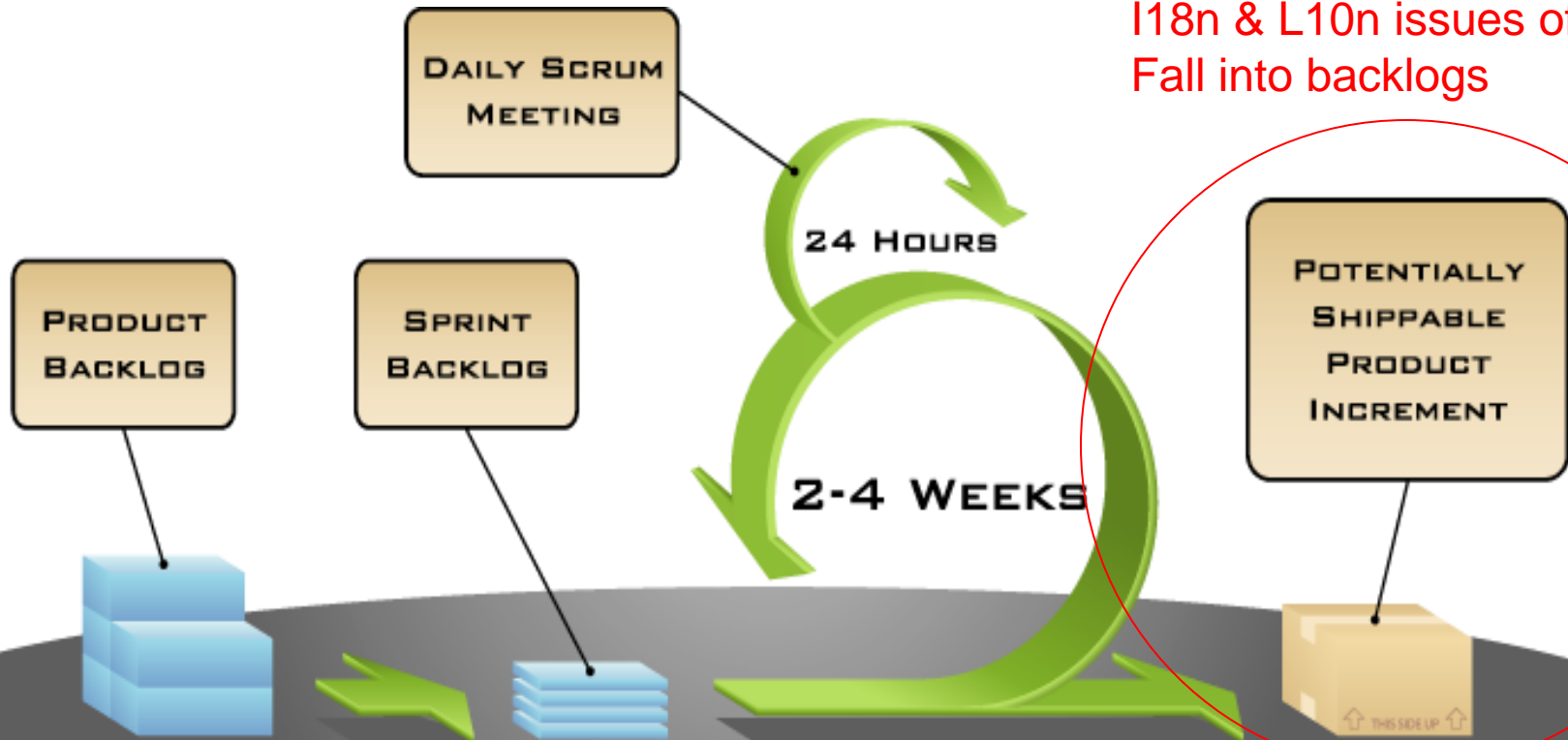
Continuous Integration





Agile Model: When Are i18n & L10n Issues Found?

I18n & L10n issues often
Fall into backlogs





- Globalization Ecosystem
 - Departments
 - Development
 - PSD
 - Management
 - Systems
 - WorldServer
 - AtTask



- Issues
 - Frequent updates from development team
 - Translation team with some crowdsourcing
 - Manual processes connecting to source code
 - Hard to track
 - Friction between teams



Reasons behind change

- What was happening before the process & technology was in place?
- What was the goal you were seeking?
- Why look outside the organization?



- Solutions: Globalyzer Express
 - How do these change cross-organizational understanding?
 - Is it the visibility or the metrics?
 - Carrot or Stick?
 - Do people look at the dashboard, email notifications or both?



- Inter-departmental understanding & adoption
 - How have the translators (technical linguists) interacted with the system?
 - How have the developers used the system?
 - What difficulties have, or need to be overcome with internal adoption?



- What have been the results so far?
 - Turnaround?
 - Cross team interaction?
 - Better use of translation assets?



Questions & Answers: Open to Guests

Adam Asnes

adam@lingoport.com

Resources

<http://www.lingoport.com>

Blog

<http://i18nblog.com>

- Talk to us about your i18n needs
- In-depth discussion of Globalyzer Express