TAO Project Deliverable D 2.3b

Drupal Usability Improvements (second round)

Implementation

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Miro Dietiker **MD Systems, Zürich**	**Editor of the deliverable**
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Quality Assurance	
Reviewers	**Stijn Bannier (Univ. Maastricht)** **Heinrich Zimmermann (BUAS)**
Commented Summary of the Review (incl. corrective action / date of the review)	

Stijn Bannier (Sep 6, 2013):
Some minor corrections. Good, clear deliverable.

Heinrich Zimmermann (Sep 24, 2013):
A valuable extension to the Drupal framework which supports the translation of website contents is described in a clear and understandable way.

Comment on reviewers comments (Eduard Klein): the remarks have been taken into consideration during finalization of this deliverable (Sep 24, 2013)

Date of acceptation of the deliverable
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Executive Summary

Concerning the usability of online community platforms that are based on the Drupal CMS, an important requirement has been identified and implemented for multi-lingual web sites. The *Translation Management Tool* (TMGMT) has been designed and implemented, which supports the translation process for website content. The CMS now provides high quality support for multilingual workflows, and even unqualified editors who are not that experienced in multilingual development are able to work with it. In this document, the process and its implementation are described.

The process design has not been decided solely by MD Systems, but depended on the opinion building and decision making process within the Drupal community. However, MD Systems largely influenced the process design and implementation as a main contributor to the Drupal Open Source CMS, among others based on experiences with the seniorweb.ch platform.

1   Introduction

1.1   Overview of the Deliverable

Drupal is a free and open-source content management system (CMS) and content management framework (CMF) that is used as a back-end system for around 1.5% of all websites worldwide, including personal blogs, online communities as well as corporate, political, and government sites.

MD Systems as a TAO industrial partner identified the *Translation Management* issue as an urgent problem for the seniorweb.ch platform, which is based on Drupal, and in general for many websites. Based on the requirements of deliverable 2.3a, the *Translation Management Tool* (TMGMT[1]) has been designed and implemented. Its current status is a beta-version for public use.

The described enhancements apply to the backend functionality of Drupal systems, and subsequently improve the user experience with respect to supported online communities.

Editors who are not that experienced in multilingual development need high quality tool support to more easily maintain multilingual platforms. Editing an article in one language on a multilingual platform requires subsequent translation in other languages and integration in the platform. The original author should or will not be bothered with these activities; otherwise this additional effort could probably disclose the participation of editors.

Translation processes can be completely separated from content creation. The new functionality also allows calling external translation service providers efficiently to get the work done. With to-date Drupal technology, in many cases this scenario is an internal resource bottleneck.

The TAO budget for this deliverable is just about 0.75 PM. The much higher workload that was necessary to complete the TMGMT was accomplished by MD Systems and additional contributions from the Drupal developer community.

1.2   Connections to other Deliverables

The requirements have been described in deliverable 2.3a.

1.3   Value Added by the Project TAO

Tool support for translation management in multi-lingual websites has been developed and is available for public use. Starting point had been urgent translation issues at the seniorweb.ch platform.

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[1] https://drupal.org/project/tmgmt

2   The *Translation Management* Issue

2.1   Summary of Problem and Requirement Description

In the following, a short summary of the problem and the requirements are given, which are described in more detail in deliverable 2.3a.

As a nationwide organization in Switzerland, Seniorweb has set itself the goal to communicate uniform in at least the three official national languages: German, French and Italian. This is important for Seniorweb, to not only limit their presence to the Swiss German part of Switzerland.
To overcome the global language barriers, many similar organizations even add English to their communication.

The manual management of the translation process is only possible for small web sites with mostly static content. Different translation strategies (immediate translation, translation after review etc.) and a variety of web assets for medium and large web sites needs tool support.

The requirements are summarized as follows:
- different translation services ("unqualified" editors, professional translation services)
- different implementation strategies (immediate publication after translation, "after-review" publication)
- rework of translation based on feedback/review to translated content
- preview function; facilitates layout checks due to e.g. longer/shorter translations compared to original text lengths

2.2   Implementation Description

The TMGMT component introduces a layer for managing multilingual processes across the whole CMS with a uniform process.

The origin of the translation process is non-technical and natural in the multilingual world, whose central term is the concept of a *translation job*. Users (or the system itself) create jobs and have a management overview over all jobs and its progress. Jobs can contain multiple documents and each of those can contain structure. The structure is preserved along the whole translation and review process.

Every job can be assigned to a translator and an optional review process allows quality assurance with communication between translator and the reviewer.

A translator can be a local user (in the own CMS) and users with the translator role have a simple user interface that is dedicated to translation. In partnership with professional translators, this interface will be constantly improved. Content creation thus is completely separated from translation.

Online service providers can also act as translators. Meanwhile, multiple companies offer access to networks of human translators that can provide high quality translation. Such language service providers can offer translation at a very low priced rate and with low translation latency. Often, translations can be expected within a few hours.

In addition, the system integrates to machine translators (Google, Microsoft Translator). If their quality is satisfying enough, one could automatically publish the translations without manual review. Typically, machine translators are a good start for translation improvements e.g. in the review interface.

The system offers deep integration into the CMS Drupal. Custom workflow rules can be created in configuration to automatically create new translation jobs on content creation or update.
If required, translation workflows can also be integrated into content workflows. Thus it is possible to automatically publish a document, once all translations are ready.
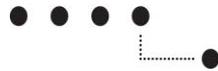
3 Summary and Conclusion

In this deliverable it has been described how tool support for translation management has been designed and implemented. This helps to improve the usability of multi-lingual web sites which are based on the Drupal platform. Drupal is wide-spread and it has been chosen because it is the CMS supporting the seniorweb.ch community.

4   References

Presentations of the Translation Management Ideas

- Translation Management at Drupal Business Days in Vienna:
  http://drupalbusinessdays.org/sessions/multilingual-websites-click-translation-management-tools
  http://www.md-systems.ch/blog/2012-05/drupal-business-days-wien

- Translation Management at Drupal Developer Days in Barcelona
  http://barcelona2012.drupaldays.org/sessions/multilingual-websites-click-translation-management-tools
  http://www.md-systems.ch/blog/2012-06/drupal-developer-days-barcelona

- Translation Management at a local User Group meeting in Kampaweb GmbH:
  http://www.md-systems.ch/blog/2012-06/drupal-praesentation-bei-kampaweb-gmbh

- Video showing an early version of the Translation Management system in action (4:52min)
  http://vimeo.com/46140797

Contributing Partners:

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