Inserting CAT tools into a Government LSP Environment
Panel Agenda

• Introduction  T. Helmen
• Process  V. Jurica
• People  D. Silverman
• Technology  L. Richerson
Operates Like a Commercial Language Service Provider (LSP):

- Offers an Array of Language Services
- Provides Services for a Fee
- Strategically Positioned to Deliver Products at Higher Quality and Lower Cost in Less Time
A main focus for our team is to provide the right tools to the translators at NVTC to enhance quality, productivity, and speed without negatively impacting operations.

- **Computer Assisted Translation (CAT) tools**
  - Translation Memory
  - Terminology Management

- **On-line dictionaries**

- **Transliteration Tools**
Introduction: Challenges and Solutions

• Changes required to integrate effectively

• The government (with good reason) is more cautious than the private sector

• The use case for CAT tools in the government is not the same as in LSPs

• Creativity, Perseverance, Flexibility, and Patience are key to success in implementing CAT

• Yes We CAN!!!! (With the help of our gov’t colleagues)
Process

In the preparation phase of the Pilot, designing a new process for CAT integration took the longest time

- Considerations for designing a new workflow around CAT
- General principles for the pilot workflow design
- Pilot design tasks
- Other lessons learned
People

Roles and responsibilities at NVTC differ from from private sector LSP model

• Linguists
• Project Managers
• Translation Memory Coordinators
• IT/Engineering Personnel

Roles and responsibilities are being redefined and/or added to adapt to findings from Pilot integration
Technology

Challenges fell into three categories: System, Language Technology, and Bookkeeping

• **System:** Government setting presents some challenges that might not be found in other translation settings

• **Language Technology:** Some challenges arose from working with a new tool, non-English data, and language resources from external sources

• **Bookkeeping:** Utilizing existing translation management system required some workarounds; number of files created and shared required good organization system
Questions?