



PRIME MINISTER'S OFFICE
FINLAND

Government Translation and Language Services in Finland - towards improved data management

ELRC Conference
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Translation and Language Services Division (TLD)

- established in 2015 by bringing together translation specialists from all 12 government ministries
- an in-house service with a staff of 67 language specialists
- part of the Government Administration Department located at the Prime Minister's Office
- provides **translation, language and terminology services** to all **ministries**
- supervises and develops language usage in the ministries

Duties

- translations and revisions (sv, en and ru)
- interpretation into Russian
- instructions on issues concerning public administration translations
- outsourcing of translations
- terminology work and recommendations
- management of the translation memory system and internal termbases and maintenance of the government online termbank Valter (www.valter.fi)
- information and advice on terminology and language issues
- organisation of government work on clear administrative language

The new "normal" as of 2015

- compared with the situation in 2014, the number of assignments at the PMO was estimated to increase by **750%** (from 2,300 to 17,000 per year)
- no additional personnel
- need for statistics
- need for automatic assignment registration

System for the ordering and management of translation requests: Shake

- SharePoint application
- part of the Finnish government intranet *Senaattori*, accessible to all government employees
- online system for ordering translation and/or editing services
 - No need for extra user names and passwords
 - Users have no access to any assignments within Shake

Automation 1: translation requests

- When a translation request is sent via Shake, the assignment
 - is registered into the system and it gets a unique work number
 - generates an e-mail message which is sent (according to set rules) to translator/translators or to one of the functional e-mails within the Translation and Language Division
 - generates a “your assignment has been registered” e-mail message to the client
 - is assigned (according to set rules) to one of the language groups within the TLD
 - documents attached to the order form are automatically saved to a specified network drive (where all working takes place)

Automation 2: internal functions

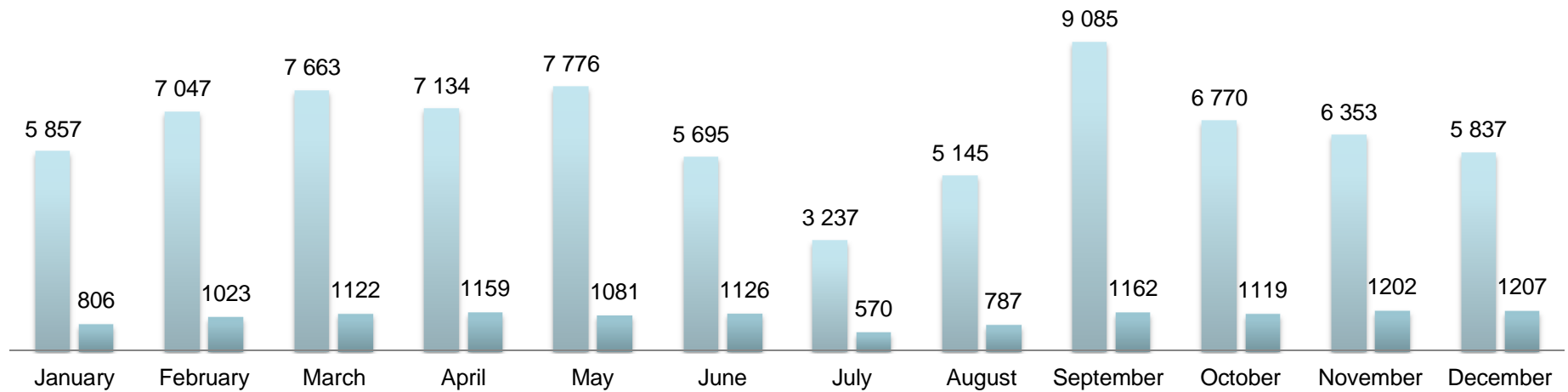
- if the deadline is in less than 24 h and the status of the assignment is "vastaanotettu" ("received"), system sends another e-mail message.
- finished and delivered assignments are given (manually) status "toimitettu" ("delivered"); such assignments are moved automatically from the active assignments' list to a separate archive list once a day.
- everything else in Shake is manual.

Shake

- stores all relevant information about translation and revision assignments
- follows the progress of assignments
- collects statistics for operational planning and budgeting
- is not used for storing files
- does not guide our functions
- does not replace all other forms of communication

Volumes 2016

pages requests



Shake and management of language resources

- stores all documents sent for translation automatically on a set network drive which is accessible to the whole TLD
 - translations, xcliff-files, background material stored in the same place
- provides real-time information on the status of the translation assignment
- enables to search for and retrieve earlier translations thanks to automatic archiving (also different language versions)
- facilitates the establishment of common practices for the use translation memories, term banks, prioritising, etc.
 - server-based translation memories with set attributes which enables the retrieval of “theme-based” translation memories for the use of external service providers
 - valter.fi + compilation of specialised glossaries (e.g. financial markets, health and social welfare reform)
- provides reliable and up-to-date statistics
- offers customers a user-friendly and reliable interface

Current themes

- piloting and tailoring of a new online request management system (ServiceNow)
- opendata.fi/en → terms and glossaries in open data format
- project for the public procurement of a translation memory tool
- preparations for the 2019 EU Presidency
- follow-up to the public procurement of translation services
- implementation of government language and translation policy guidelines
- model for better information on legislative drafting
- pilot project for supporting legislative drafting with terminology work
- efforts to promote good administrative language



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Thank you!

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