

Information Technology

ISO/IEC JTC 1 N6638

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Date: 2001-12-19

Replaces:

Document Type: Proposed NP

Document Title: JTC 1/SC 35 N 368 New Work Item Proposal: Guidelines and methodology for the assessment of cultural and linguistic adaptability in information technology products

Document Source: JTC 1/SC 35 Secretariat

Project Number:

Document Status: JTC 1 Membership is requested to submit comments on the NP proposal by the date indicated.

Action ID: LB

Due Date: 2002-03-19

No. of Pages: 9

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ISO/IEC JTC1/SC 35 – User Interfaces

SC35N0368

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Document type	New Work Item (NP)
Title	New Work Item Proposal for a TR titled <i>"Guidelines and methodology for the assessment of cultural and linguistic adaptability in information technology products"</i>
Source	ISO/IEC JTC 1/SC35/WG 5
Reference	ISO/IEC JTC 1/SC35 N0369
Date assigned	2001-12-07
Status	Following the failure of NP for a standard proposed in document SC35 N0200, this NP rather proposes a type 3 TR, taking into account all comments received during the previous ballot, as per resolution 14 of the July 2001 Stockholm meeting of SC35.
Action Identifier	For ballot by SC 35 P-members and comments to be returned to SC 35 Secretariat not later than 15 March 2002
N0 of pages	6

PROPOSAL FOR A NEW WORK ITEM

Date of presentation of proposal: 2001-11-15	Proposer: ISO/IEC JTC 1/SC 35
Secretariat: AFNOR (France)	ISO/IEC JTC 1/SC 35 N_____ ISO/IEC JTC 1 NXXXX

To be concurrently submitted to the secretariat of the ISO/IEC JTC1 with a copy to the ISO Central Secretariat.

Title Guidelines and methodology for the assessment of cultural and linguistic adaptability in information technology products
Scope : To define a methodology and a guided checklist for evaluation of cultural adaptability in software, hardware and other IT products, that is a widely usable check-list and guidelines applicable to all IT products, also expandable for meeting specific cultural environments requirements
Purpose and justification – A successful product or service requires satisfying the needs of users, including needs of a cultural and linguistic nature. This technical report will assist the marketplace by providing an objective assessment method to measure cultural and linguistic adaptability. Although requirements of a legal and regulatory nature are not directly relevant in this technical report, they sometimes constitute a world-wide challenge for many product or services, now including those which are IT-based. The TR will include a reminder that such requirements may have to be met to fulfil cultural and linguistic requirements in some countries. The TR may also be considered as a tool for examining products and hence will help consumers in evaluating the ability of a product to support a given language and culture. At the same time it will allow developers to evaluate and enhance their product's capabilities with regards to cultural and linguistic adaptability. It is expected that with the use of such a method, typically no product will be assigned a null mark, and typically none will also be able to achieve perfection, so that cultural and linguistic adaptability will be progressively defined in this way by the market and hence will constitute a moving – and evolving – target by nature.
Programme of work If the proposed new work item is approved , a type-3 technical report is expected to be developed.
Relevant documents to be considered SC35 N0368 Working Draft -- Initial table of contents – Guidelines and methodology for the assessment of cultural and linguistic adaptability in information technology products ISO/IEC TR 11017 – Framework for internationalisation. Document ISO/IEC JTC 1 N5608: "Identification of Cultural and Linguistic Adaptability and User Interfaces related areas " Document JTC 1 N5296: Material identified by the Business team on electronic commerce (BT-EC) Work under development : ISO/IEC 18038 “Identification and Mapping of Various Categories of Jurisdictional Domains”. Document JTC1 N5629: Recommendations of the Paris December 1998 CLAUI meeting (in particular recommendations on unambiguous culturally-neutral identifiers, character coding directions, multilingual provisions in

meta-data elements, and so on) as amended by the 1999 Rio de Janeiro JTC1 Plenary.

An example of a cultural and linguistic adaptability requirement evaluation method already implemented and in use can be found at URL: <http://www.olf.gouv.qc.ca/technologies/Betel/> (French language site, not available in English. A document describing the evaluation grid used in the web site was distributed in November 2000 as SC35 N 0201 as a working document.

Co-operation and liaison Co-operation with JTC1/SC22/WG20, with JTC1/SC2, with JTC1/SC32 and with JTC1/SC7 is initially envisaged.

Preparatory work offered with target date(s) Current targets: First drafts to be submitted before 2002-06-01. PDTR registration and ballot 2002-12, FPDTR ballot 2003-06, FDTR ballot 2003-12.

Signature:

Will the service of a maintenance agency or registration authority be required? **No.**

Are there any known requirements for coding? **No.**

Are there any known requirements for cultural and linguistic adaptability? **Yes. This TR directly involves cultural and linguistic adaptability.**

Does the proposed TR concern known patented items? **No.**

Comments and recommendations of the JTC 1 Secretariat- attach a separate page as an annex, if necessary

Comments with respect to the proposal in general, and recommendations thereon:

It is proposed to assign this new item to JTC 1/SC 35

Voting on the proposal –

According to a current JTC1 trial, this NP will be sent to SC35 member bodies for a 4-month letter ballot and be sent simultaneously to JTC1 secretariat for information. The vote is to be held at the JTC1 level only if there are objections at this level after submission to the JTC1 Secretariat. According to the year 2000 Tromsø JTC1 Plenary resolution 24, JTC1 National Bodies are reminded that it is still their responsibility to review and check each NP especially on its scope and assignment, inconsistencies or overlaps with other JTC 1 products, and market relevance).

Date of circulation: 2001-MM-DD	Closing date for voting: 2002-MM-DD	Signature of JTC 1 Secretary: Lisa A. Rajchel
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NEW WORK ITEM PROPOSAL – PROJECT ACCEPTANCE CRITERIA		
Criterion	Validity	Explanation
A Business Requirement		
A.1 Market Requirement	Essential ____ Desirable ____ Supportive <u>X</u>	[see Scope]

A.2 Regulatory Context	Essential ____ Desirable ____ Supportive ____ Not Relevant <u>X</u>	However many jurisdictions already have legal and regulatory requirements about cultural and linguistic adaptability (e.g. South Africa, Spain, Switzerland, Canada, Québec, France, European Community, NAFTA, etc.) This TR may assist developers in meeting these existing requirements.
B. Related Work		
B.1 Completion/Maintenance of current standards	Yes ____ No <u>X</u>	
B.2 Commitment to other organisation	Yes ____ No <u>X</u>	
B.3 Other Source of standards	Yes <u>X</u> No ____	JTC1 and ISO I.S.'s concerned with CLAUUI will be referenced (to begin with some produced by JTC1/SC2, SC22, SC35 and SC32)
C. Technical Status		
C.1 Mature Technology	Yes ____ No <u>X</u>	
C.2 Prospective Technology	Yes <u>X</u> No ____	
C.3 Models/Tools	Yes <u>X</u> No ____	

D. Conformity Assessment and Interoperability		
D.1 Conformity Assessment	Yes ____ No <u>X</u> __	
D.2 Interoperability	Yes <u>X</u> __ No ____	One of the goals of the TR is to improve interoperability (cross-cultural, cross-platform, cross-product, etc.) by assisting developers to provide better cultural and linguistic adaptability.
E. Other Justification		

Notes to Proforma

A. Business Relevance. That which identifies market place relevance in terms of what problem is being solved and or need being addressed.

A.1. Market Requirement. When submitting a NP, the proposer shall identify the nature of the Market Requirement, assessing the extent to which it is essential, desirable or merely supportive of some other project.

A.2 Technical Regulation. If a Regulatory requirement is deemed to exist - e.g. for an area of public concern e.g. Information Security, Data protection, potentially leading to regulatory/public interest action based on the use of this voluntary TR - the proposer shall identify this here.

B. Related Work. Aspects of the relationship of this NP to other areas of standardization work shall be identified in this section.

B.1 Competition/Maintenance. If this NP is concerned with completing or maintaining existing standards, those concerned shall be identified here.

B.2 External Commitment. Groups, bodies, or fora external to JTC1 to which a commitment has been made by JTC for cooperation and or collaboration on this NP shall be identified here.

B.3 External Std/Specification. If other activities creating standards or specifications in this topic area are known to exist or be planned, and which might be available to JTC1 as PAS, they shall be identified here.

C. Technical Status. The proposer shall indicate here an assessment of the extent to which the proposed TR is supported by current technology.

C.1 Mature Technology. Indicate here the extent to which the technology is reasonably stable

and ripe for standardization.

C.2 Prospective Technology. If the NP is anticipatory in nature based on expected or forecasted need, this shall be indicated here.

C.3 Models/Tools. If the NP relates to the creation of supportive reference models or tools, this shall be indicated here.

D. Any other aspects of background information justifying this NP shall be indicated here.

D. Conformity Assessment and Interoperability

D.1 Indicate here if Conformity Assessment is relevant to your project. If so, indicate how it is addressed in your project plan.

D.2 Indicate here if Interoperability is relevant to your project. If so, indicate how it is addressed in your project plan.



ISO/IEC JTC1/SC 35 – User Interfaces

SC35N0369

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Document type	Working Draft
Title	Initial table of contents -- Guidelines and methodology for the assessment of cultural and linguistic adaptability in information technology products
Source	ISO/IEC JTC 1/SC 35/WG 5
Reference	ISO/IEC JTC 1/SC 35 N0368
Date	2001-12-06
Action Identifier	For concurrent submission with the NP on the same topic
N0 of pages	2

Foreword

0. Introduction

1. Scope

2. References

3. Terms and definitions

Note: Sections 4 to 10 may apply to different categories of products (including: hardware, software, information packages [data base, web pages, etc.] and combinations thereof). The initial sections 4 to 10 are based on a software assessment of cultural and linguistic adaptability

(<http://www.olf.gouv.qc.ca/technologies/Betel/> or, alternatively, document SC35 N 0201).

4. Product identification data for the assessment report

4.1 Product name and version

4.2 Product category

4.3 Evaluation date

4.4 Evaluation team

5. Environment identification

5.1 Test environment (keyboard, fonts, O/S version, character set used, etc.)

5.2 Method used for acquiring the product

5.3 Remarks on assessment conditions

6. General cultural and linguistic profile of the product

6.1 Presentation

6.3 Ins tall process

6.4 Product operation

7. Technical assessment

7.1 Install

7.2 Local language support

7.2.1 Input method

7.2.2 Input (Read)

7.2.3 Output (Write)

7.2.4 Printing

7.2.5 Searching

7.2.6 Character properties: how well taken into account in processing

7.2.7 Sorting

7.2.8 Openness (data and metadata compatible in a cross-language way, character interchange in cross-platform, cross-language exchanges, etc.)

8. Linguistic quality in general

9. Artistic qualities (if applicable)

9.1 Cultural colour bias

9.2 Symbolism

9.3 Layout

9.4 Miscellaneous artistic cultural requirements

10. Legal considerations