

Terminology Consolidation SERVICE SHEET

WHAT IS IT?

The creation of a Terminology Database from scratch, as well as any initiative to expand & consolidate the existing ones.

HOW DOES IT WORK?

Components

- Terminology Consolidation consultation, set-up and coordination on behalf of Account & Project Management
- Terminology Extraction
 - Lingo24 will extract bilingual Term Candidates from an existing Translation Memory, using TermFinder, an in-house built terminology extraction tool. The number of Term Candidates extracted will be agreed upon with the client
 - Should TermFinder not be applicable, Lingo24 will extract a list of either monolingual or bilingual terms from the client's content
- Consistency & conflict assessment between new term candidates & existing terms (where applicable)
 - Lingo24 will assess newly exported Term Candidates against existing TermBase (if applicable) to detect & flag up potential conflicts and inconsistencies.
- Term Candidate Validation and/or Translation
 - Lingo24 will assign a Lead Terminologist who can be either the client's reviewer or a Lingo24's linguist with extensive experience & expertise to validate extracted Term Candidates, and translate them where applicable
 - The validation, respectively translation of monolingual term candidates, will be carried out either in Lingo24's Translation Management System, using the Terminology workflow that provides quick & easy access to the Translation Memory for context, where available, or offline, using Lingo24's standard excel file
 - Terminologists will accept/reject/adjust and/or translate Term Candidates in line with client instructions, as well as add clarifying term details (such as definition, context, abbreviations, comments etc.) where relevant
- Following general client requirements and project-specific instructions as per service-specific briefing guidelines and core service package
- Ongoing monitoring to provide information to clients on progress against agreed deadlines
- Client follow-up with client reviewers doing the Terminology Consolidation to ensure they meet agreed deadlines

QUALITY AND SCOPE OF SERVICE

High-level Error Categories

As per core service package

High-level Error Category Weight

As per core service package

Error Severity Levels

As per core service package

Quality Threshold

This service should increase the quality pass/fail threshold of the core service package.

Impact on Quality

There are various service-specific risk factors that can have a negative impact on the quality of the core service scope:

- If the size of the Translation Memory is lower than 10,000 unique Translation Units, the relevance of the extracted bilingual Term Candidates might be impacted
- Some language combinations might produce less relevant bilingual Term Candidates.
- if the Client's Reviewer is tasked with the Terminology Consolidation stage, the following aspects should be considered:
 - Limitations on client reviewer availability, selection and productivity

- Limitations on client reviewer skills/expertise in using our Translation Management System
- Lack of Lingo24 final check if not requested by the client
- If Lingo24's Lead Terminologists are tasked with the Terminology Consolidation stage, the following should be considered:
 - Lack of client's final check step in the Terminology Consolidation workflow, unless the process is carried out offline. Final check of approved term pairs can be carried out in the Terminology Management Interface
- If the Terminology Consolidation is performed outside Lingo24's Translation Management System, following the standard excel format:
 - No term context due to lack of access to past translations stored in the Translation Memories, where available
 - Reduced consistency with past translations.
- If the Terminology Consolidation is carried out by the client's reviewer, Lingo24 is not responsible for any errors introduced during this stage.

Additionally, human error can impact the quality categories of the core service.

Adherence to service scope

Adherence to service scope is ensured through:

- The utilisation of TermFinder to extract bilingual and monolingual Term Candidates from sufficiently large Translation Memories, where available and from source files, where Translation Memories are not available
- Terminologist appointment either by the client or by Lingo24 as per criteria listed above
- Terminology consolidation, planning and schedule decisions taken by Lingo24 in line with client's requirements
- Assignment of one terminologist for terminology consolidation per language combination:
 - In the Translation Management System by Lingo24
 - Outside Translation Management System by following Lingo24's standard Excel format
- Briefing process between client and Lingo24
- Briefing process between client and client reviewer
- Ongoing Query management and Issue Clarification across assigned client reviewers by client or Lingo24
- Use of assets & resources as per core service package:
 - Translation Memory where available (only if client review is integrated in Lingo24's Translation Management System)
 - Reference material
 - Style guide
- In-built Terminology-related functionality in Translation Management System if the Terminology Consolidation is carried out in Lingo24's Translation Management System.

Service Prerequisites

- Extraction of bilingual Term Candidates will depend on the availability and the size of the Translation Memory, as well as the language combination. Ideally a Translation Memory should have more than 10,000 unique Translation Units for relevant Term Candidates to be extracted
- File format will be dependent on the terminology consolidation environment and will be provided by Lingo24:
 - Lingo24's standard excel format for terminology consolidation carried out offline
 - xliff for consolidation carried out through the Terminology Consolidation workflow.
- Client reviewer/Lead Terminologist validates Term Candidates:
 - As per Translation Management System functionality, if the consolidation is performed in Lingo24's Translation Management System
 - In relevant fields/columns in Lingo24's standard excel file, following specific instructions, if consolidation is performed outside of Lingo24's Translation Management System
- Briefing process completed as per service-specific guidelines and as per core service package
- Lingo24 and client agree timeframe for this Terminology Consolidation process and Terminology Consolidation process completed within agreed timeframe in order to allow:
 - Receipt confirmation within 1 business day as per core service package

- Explicit service acceptance within 3 working days, otherwise acceptance is assumed as per core service package. Customer-specific service acceptance timeframes and criteria can be requested.

Disclaimers of Service

- The option to extract bilingual Term Candidates is dependent on the existence and the size of the Translation Memory.
- For some language combinations this service may not be recommended. As such, Lingo24 will carry out a preliminary assessment and put forward a best practice recommendation, including a separate service.
- Prior to client reviewers performing their first terminology consolidation task in Lingo24's Translation Management System, we recommend our complimentary <Coach Training> package
- We recommend <Premium Account and Project Management> in our Service Catalogue where coordination of client reviewers is required beyond the service scope. These include instances such as:
 - Briefing process between Lingo24 and client reviewer
 - Lingo24 follow-up with client reviewers to ensure they meet agreed deadlines
- Where client reviewers require ad-hoc support regarding the functionality of the Translation Management System, we recommend <CAT Tool Support> in our Service Catalogue.

Service Price

- Based upon a per hour pricing scheme which applies on top of Termfinder extraction fixed fee
- Minimum charges per project apply

Service Level & Availability

- Language combinations to be confirmed
- Output capacity: between 15 - 40 Term Candidates/hour, depending on the availability of a target term candidate, the Translation Environment and term context availability. The lack of context and access to past translations may trigger additional research time.
- Output capacity can vary depending on:
 - Client reviewer availability and productivity, if the Terminology Consolidation is carried out by the Client's Reviewer
 - Terminology consolidation beyond the scope of the service, if additional pre-validation stages are required offline
 - Client reviewer Translation Management System skills, if the Terminology Consolidation is carried out by the Client's Reviewer
- Default service availability: 24 hours a day/5 days a week
- Weekend or 24/7 value-added services are available on demand following assessment of service requirements and validation of capability and capacity for service provision. Refer to <24/7> or <Weekend> in our Service Catalogue.