

## Terminology Maintenance SERVICE SHEET

### WHAT IS IT?

Translators, client reviewers and content authors can directly contribute to a Terminology database, by recommending new term candidates, which requires ulterior validation and approval. This service sheet covers the process, workflows and roles required for an on-going maintenance of an existing Terminology Database outside the scope and workflows of a specific translation project.

### HOW DOES IT WORK?

#### Components:

- Terminology Management consultation, strategy set-up and coordination on behalf of Account & Project Management, which will include the following aspects:
  - **Set-up roles and responsibilities**  
Any solid Terminology Strategy requires a number of roles with specialised skills and extensive experience in the relevant domain. The ideal scenario would involve the key roles below:
    - **Head Terminologist**  
This role generally focuses on ensuring that all business critical source term candidates are identified and stored for expanded terminology work, and can usually be filled in by a subject matter expert who is fully familiar with the subject matter and the company-specific terminology. This role is usually filled in by a client's representative, with the key responsibilities centered around:
      - Proposing new source term candidates, managing and approving/rejecting source terms proposed from other parties (translators, target language terminologists)
      - Managing and approving duplication
      - Identifying and prioritising target languages where target terms are required
      - Deleting, updating, rejecting source terms
    - **Language Terminologist(s)**  
Similarly to the Head Terminologist, the Target Language Terminologists require extensive experience in the subject matter in the target language. They will be tasked to research and document target term candidates, as well as to research and validate new translations.
    - **Contributors**  
Any translator, Client Reviewer, content author who proposes updates/additions to the existing Terminology database.

The Client can appoint an in-house Language Terminologist or a Client reviewer to carry out the on-going terminology maintenance tasks. In the absence of a client's Terminologist or a Client Reviewer, Lingo24 will provide support to fill in the role of Language Terminologists.

- **Terminology Maintenance Workflow**  
Appointed Language Terminologists will periodically carry out language-specific clean-up and management tasks such as:
  - review new term candidates proposed during the translation process
  - research and introduce relevant metadata for term disambiguation (i.e. context, definition, acronyms, subject matter, etc.)
  - manage duplication (i.e. choose the preferred translation and reject the irrelevant one)
  - manage approval statuses (approve or reject term candidates)
  - correct form of proposed term candidates (i.e. remove irrelevant punctuation marks, change capitalisation, remove pluralisation, etc.)

These activities will ideally be conducted in coordination with the client's Head Terminologist (if available) whose role will be to decide if such terms are to be recorded in other languages as well.

The frequency of such activities will be discussed and agreed upon with the client.

- **Terminology tools**
  - Any terminology maintenance work will be carried out either in the dedicated Terminology Maintenance interface in Coach (Lingo24's Translation Environment) or offline, in Lingo24's terminology template in excel format.
  - If Lingo24's Language Terminologists are tasked with the Terminology Maintenance process, Client Reviewers may still review work done in either of the 2 environments.
- Any terminology work will be done following general client's (Head Terminologist) requirements and 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's Terminologists doing the management work 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 Client's Reviewer is tasked with the periodic Terminology Review of new term candidates, the following aspects should be considered:
  - Limitations on client reviewer availability, selection and productivity
  - Limitations on client reviewer skills/expertise in using our Terminology Management Tools
  - If Client takes full ownership of terminology management, lack of Lingo24 final check, unless specifically agreed on as part of the process
- If the Terminology Maintenance 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 periodic Terminology Maintenance is carried out by the client's reviewer, Lingo24 is not responsible for any errors introduced at this stage or non-adherence to Terminology Best Practices

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

## **ADHERENCE TO SERVICE SCOPE**

- The utilisation of Lingo24's Terminology Maintenance Tools and/or processes.
- Dedicated Terminology-management interface if the Terminology work is carried out in Lingo24's Translation Management System
- Standard Terminology Maintenance excel template provided if the work is carried out offline
- Terminologist appointment either by the client or by Lingo24. If the latter applies, Lingo24 will appoint 1 native professional linguist who has relevant subject matter expertise and experience working for the industry, has been translating for the client before and is, to a large extent, familiar with the preferred terminology
- Terminology management, planning and schedule decisions taken by Lingo24 in line with client's requirements
- Assignment of one terminologist for terminology management per language combination:
  - In the Translation Management System by Lingo24

- Outside the Translation Management System by following Lingo24's standard Terminology Excel template
- Briefing process between client and Lingo24
- Briefing process between client and client reviewer
- The review and management of new term candidates will be done, in line with the key attributes below:
  - Term that describe concepts within the client's specialised domain
  - Terms that represent crucial concepts for the client's products
  - Terms with several translations but only one used in the organisation
  - Terms that the translators take a long time to research and decide the correct translation
  - Terms that should be avoided
  - Terms that should be left in English
- 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
  - Reference material
  - Style guide

### SERVICE PREREQUISITES

- Terminology management approach will depend on the environment used and will require:
  - Lingo24's standard excel format for terminology management carried out offline
  - Utilisation of the dedicated Terminology Maintenance Interface, if work done in Lingo24's Translation Management System
- Client reviewer/Language Terminologist reviews and cleans-up term candidates:
  - As per Translation Management System functionality, if the management 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 Maintenance process and Terminology Maintenance process completed within agreed time frame 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 terminology database may grow organically at a language combination level, with some languages having more term entries than others, depending on volume, business needs and requirements
- For any kind of maintenance or updates to the Terminology we can provide access to Lingo24's Terminology Management Interface whenever the customer wants to own the terminology additions or updates.
- Prior to client reviewers performing their first terminology management 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.
- Where creation of a Terminology Database is required, we recommend <Terminology Consolidation> in our Service Catalogue
- When small project-driven terminology updates are required, we recommend <[Feedback Implementation](#)> in our Service Catalogue
- For extensive terminology clean-up, we recommend <Terminology Clean-up and Maintenance> in our Service Catalogue

### Service Price

- £995/month (up to 20 languages)
- £TBC (>than 20 languages)"

**Service Level & Availability**

- 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 Maintenance is carried out by the Client's Reviewer
  - Terminology management beyond the scope of the service, if additional pre-or post-validation stages are required offline
  - Client reviewer Translation Management System skills, if the Terminology Maintenance 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.