

TAO Project Deliverable D 2.3a

# Drupal Usability Improvements (second round)

## Requirements

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Quality Assurance	
Reviewers	Stijn Banner (Univ. Maastricht) Heinrich Zimmermann (BUAS)
Commented Summary of the Review (incl. corrective action / date of the review)	
<p>Stijn: Some small comments to enhance the introduction and the main content.</p> <p>Heinrich: In my opinion the focus on “requirements of elderly people” (1.1 Overview of the Deliverable, last paragraph) needs to be specified (e.g. in 2.2 Requirements description).</p> <p>Comment on reviewers comments (Eduard): the remarks have been taken into consideration during finalization of this deliverable (Sep 28)</p>	
Date of acceptance of the deliverable	



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## **Executive Summary**

Concerning the usability of online community platforms that are based on the Drupal CMS, an important requirement has been identified: Language boundaries are limiting the global growth and accessibility of communities. It is key to communicate uniform in several languages. Thus the CMS must provide high quality support for multilingual workflows, and even unqualified editors who are not that experienced in multilingual development need to be able to work with it. In this document, the requirements and a desirable translation process are described.

Although the selection process of requirements to be implemented cannot be decided by a single person or company but depends on the opinion building and decision making process within the Drupal community, MD Systems largely influenced the selection of the mentioned requirements due to experiences with the seniorweb.ch platform.

# 1 Introduction

## 1.1 Overview of the Deliverable

Drupal is a free and open-source content management system (CMS) and content management framework (CMF) that is used as a back-end system for around 1.5% of all websites worldwide, including personal blogs, online communities as well as corporate, political, and government sites.

Related to the TAO project, the seniorweb.ch platform is based on Drupal. The focus here is to select requirements which help to improve the usability of the platform and to implement some of the enhancements. The implementation usually results in functionality which is packaged in form of Drupal modules that are published and can be used by any Drupal user. Whenever appropriate and possible, the new modules should be integrated into the seniorweb.ch platform.

The described enhancements apply to the backend functionality of Drupal systems, and subsequently improve the user experience with respect to the supported online communities.

MD Systems as a TAO industrial partner identified the *Translation Management* issue as an urgent problem for seniorweb.ch and in general for many websites.

Editors who are not that experienced in multilingual development need better tools to more easily maintain multilingual platforms. Editing an article in one language on a multilingual platform requires subsequent translation in other languages and integration in the platform. The original author should or will not be bothered with these activities; otherwise this additional effort could probably disclose the participation of editors.

Translation processes can be completely separated from content creation. The new functionality will also allow calling external service providers efficiently to get the work done. With to-date Drupal technology, in many cases this scenario is an internal resource bottleneck. The planned feature greatly supports organizations like seniorweb.ch to deal with multiple languages equally and to reduce language barriers.

The TAO budget for this deliverable is only about 0.75 PM. MD Systems extends its much bigger „Translation Management“ project with improvements that satisfy also the requirements of elderly people, since articles would earlier and consistently be published in several languages. Additional contributions stem from the Drupal developer community.

## 1.2 Connections to other Deliverables

Experience with the seniorweb.ch platform has led – among others - to the described requirements.

## 1.3 Value Added by the Project TAO

Requirements have been selected which improve the *Translation Management* for content managers and authors of online communities and other large websites. Starting point had been urgent issues at the seniorweb.ch platform.

## 2 The *Translation Management* Issue

### 2.1 Problem description

As a nation wide organization in Switzerland, Seniorweb has set itself the goal to communicate uniform in at least the three official national languages: German, French and Italian. This is important for Seniorweb, to not only limit their presence to the swiss german part of Switzerland. To overcome the global language barriers, many similar organizations even add English to their communication.

Since most of the seniorweb.ch members are from the German speaking part in Switzerland, the other two languages are often lacking attention. Members from the under represented area neither accept this nor can put enough participation into the project to make them equal. While an under represented situation might be accepted for community content, it is key to communicate in all languages in an equal form for official content.

The basic publishing workflows at Seniorweb add a review process for all content. This is already a challenge for many “unqualified” editors, i.e. editors who are not that experienced with electronical review processes. Adding multilingual workflows to content creation adds a lot of complexity to the process.

Moreover, at a larger scale, in projects like Seniorweb with multiple content creators, there’s a lack of overview about what needs to be translated or what translation need to be updated.

“Translation Management” is an initiative that addresses all of these issues and even more.

The origin of this initiative was in October 2011 at MD Systems, outside of the TAO project. In January 2012, a Code Sprint took place where 25 developers from the Drupal Community participated for a week. Furthermore, they continued development after the event. Due to the high potential of the result and the commitment of MD Systems to the topic, the company invests about 6 PM into the project with own resources.

With the TAO participation, we’ll focus on delivering the results to their specific target group and check adoption and user acceptance.

### 2.2 Requirement description

The initiative „Translation Management“ plans to introduce a layer for managing multilingual processes across the whole CMS with a uniform process.

The origin of the translation process is non-technical and natural in the multilingual world. We are introducing a concept of a Translation „Job“. Users (or the system itself) create jobs and have a management overview over all jobs and its progress. Jobs can contain multiple documents and each of those can contain structure. The structure is preserved along the whole translation and review process.

Every job can be assigned to a translator and an optional review process allows quality assurance with communication between translator and the reviewer.

A translator can be a local user (in the own CMS) and users with the translator role have a simple user interface that is dedicated to translation. In partnership with professional translators, this interface will be constantly improved. Content creation thus is completely separated from translation.

Online service providers can also act as translators. Meanwhile, multiple companies offer access to networks of human translators that can provide high quality translation. Such language service providers can offer translation at a very low priced rate and with low translation latency. Often, translations can be expected within a few hours.

In addition, the system should integrate to machine translators (Google, Bing). If their quality is satisfying enough, one could automatically publish the translations without manual review. Typically, machine translators are a good start for translation improvements e.g. in the review interface.

The system should offer deep integration into the CMS Drupal. Custom workflow rules can be created in configuration to automatically create new translation jobs on content creation or update. If required, translation workflows can also be integrated into content workflows. Thus it will be possible to automatically publish a document, once all translations are ready.

As part of the TAO project, MD Systems will check and improve the Translation Management system, whose requirements are also inspired by identifying problems in the seniorweb.ch platform.

Continuous improvements will reduce technical complexity. The system should become self-explaining.

### **3 Summary and Conclusion**

In this deliverable it has been described that requirements have been selected which help to improve the usability of the Drupal platform. Drupal is wide-spread and it has been chosen because it is the CMS supporting the seniorweb.ch community.

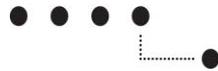
The requirements for the Translation Management issue have been selected, and corresponding modules will be implemented in the next project step.

## 4 References

### Presentations of the Translation Management Ideas

- Translation Management at Drupal Business Days in Vienna:  
<http://drupalbusinessdays.org/sessions/multilingual-websites-click-translation-management-tools>  
<http://www.md-systems.ch/blog/2012-05/drupal-business-days-wien>
- Translation Management at Drupal Developer Days in Barcelona  
<http://barcelona2012.drupaldays.org/sessions/multilingual-websites-click-translation-management-tools>  
<http://www.md-systems.ch/blog/2012-06/drupal-developer-days-barcelona>
- Translation Management at a local User Group meeting in Kampaweb GmbH:  
<http://www.md-systems.ch/blog/2012-06/drupal-praesentation-bei-kampaweb-gmbh>
- Video showing an early version of the Translation Management system in action (4:52min)  
<http://vimeo.com/46140797>

Contributing Partners:



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