Software Globalization Guide

Introduction

Whether you are trying to release a multilingual product in order to increase your global market share and ROI or you are trying to increase your company’s global operational efficiencies by developing multilingual applications, Software Globalization is a requirement to make either a reality. Software Globalization is a comprehensive service offering, consisting of both Internationalization and Localization. GPI works in over 100 languages including:

- Arabic
- Basque
- Catalan
- Chinese Simplified
- Chinese Traditional
- Danish
- Dutch
- Finnish
- French
- German
- Greek
- Hebrew
- Hungarian
- Indonesian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese
- Russian
- Slovenian
- Spanish
- Swedish
- Thai
- Turkish
- Vietnamese

Software Globalization (G11N) = Internationalization (I18N) + Localization (L10N)

Software Globalization (G11N) is defined as the process of internationalizing and localizing your software, and may include other aspects of creating global applications such as:

- Global product marketing programs
- Target markets analysis
- Establishing multilingual support capabilities

Internationalization (I18N) is defined as the process of developing a program core whose feature design and code do not make assumptions based on a single language or locale and whose source base simplifies the creation of different language editions of a program.

Localization (L10N) is defined as the process of adapting a program for a specific international market, which includes translating the user interface, resizing dialog boxes, customizing features, and testing results to ensure the program still works. This guide book deals primarily with Software Localization.

All translation projects are completed by professional native-speakers working in teams and utilizing state-of-the-art linguistic tools to ensure quality, consistency and cost-effectiveness of all work.

All projects are assigned a Globalization Services Team (GST) consisting of a Project Manager, Lead Translators, Editors & Copy Writers, Desktop Publishers, Internationalization Engineers, Localization Engineers, Software Architects and Developers.

GPI’s teams will utilize our own Globalization Project Management Suite® (GPMS) and Globalization Services Information Intranet® (GSII) to handle all aspects of project management and global collaborations.

## Localization Kit Review

The final set of source files or Localization Kit is reviewed confirming all information in the quote.

- The files are prepared in order to utilize a translation memory tool workflow and preserve any mark-up/formatting code in order to ensure time- and cost-effectiveness, especially with documentation desktop publishing related activities.

## Project Kick-Off

- A Project "Kick-Off" includes and confirms the following:
  - The project team
  - Project schedules
  - Project specifications
  - Workflow requirements
  - Communication channels
  - Review & approval opportunities

## Subject Matter Training and Research

- Your GPI Globalization Services Team (GST) will review/study any reference materials provided, including source files, demos and general client information.

## Glossary Development

- On larger projects, there may be client specific training related to the subject matter of the application.

## Cultural Correctness Assessment

- GPI develops and maintains client specific glossaries, leveraging from any existing client glossaries, reference materials and the latest industry-specific dictionaries.

## Translation, Editing and Proofreading

- Before the actual translation begins, the source UI, HELP and Documentation contents and overall UI design are reviewed for basic cultural correctness and customizations that may be required.

## Team

**Account Manager**
- Project Manager
- Lead Translators
- Editors & Copy Writers
- Desktop Publishers
- Localization Engineers
- Internationalization Engineers
- QA-Testers

**Editors & Copy Writers**
- Lead Translators
- Editors & Copy Writers
- Desktop Publishers
- Localization Engineers
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**Localization Engineers**
- QA-Testers

**QA-Testers**

**Project Manager**
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- Project Manager
- Lead Translators
- Editors & Copy Writers
- Desktop Publishers
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- Internationalization Engineers
- QA-Testers

**Desktop Publishers**
- Localization Engineers
- Internationalization Engineers

**Lead Translators**

**Internationalization**

**Account Manager**
- Project Manager
- Lead Translators
- Editors & Copy Writers
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Please note: The translation process shown here represents a basic software, help and documentation localization workflow adhering to both GPI's documented Quality Assurance Process and Global Best Practices for producing multilingual software applications. GPI's translation process is routinely customized to align with our clients' development, document authoring, content management, quality assurance and publishing workflows.
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Questions about your Software Project

1. Please describe your software architecture (all components and Databases, if any)?

2. List the development tools and programming languages used in the development of your product(s) (please specify version numbers):

3. List the platforms under which the localized versions will run:

4. Is all localizable content separated from the code in resource files?

5. If not, in which tiers would we find localizable content (presentation, application, storage)? Should we externalize all localizable content into resource files before localization?

6. Does application require any third-party scripts/components? Do you know if they support the target languages into which you want to localize your application?

7. Describe all collateral materials (such as documentation and on-line help) that should also be localized. Include authoring development tools used for each.

8. Does your documentation contain screen captures? Can you provide scripts to re-capture those screens?

9. Do you want GPI to perform Testing? What level of Testing are you interested in (Internationalization, Localization, Functionality)?

10. Do you have any specific Test Plans and Scripts?