



RIPE NCC
RIPE NETWORK COORDINATION CENTRE

Language Support

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Background



- English is our working language and will remain so
- Support in other languages has been requested for many years, especially from members outside Northern Europe
- Where possible, we do provide support in other languages
- And we want to do more...



Answered our 2019 survey in languages other than English

What we currently do



- We have four texts on ripe.net in Arabic and Russian
 - About the RIPE NCC, How to become a member, How to get resources, Transfers
- Staff of ~50 nationalities provide support where they can
 - Member support requests, Assisted Registry Checks
 - Presentations at events and training courses where possible
 - Translating RIPE NCC Country Reports
 - Local staff support in MENOGE and ENOGE regions
 - RIPEstat hardcoded elements
 - Invoicing in Russian

Why do more?



- We cover 76 countries in our service region - English proficiency levels range from the very high (Northern Europe) to the moderate and low
- We have many recent members
- We **want to engage** and we **value** participation and involvement from across our region
- Language support can help lower the barriers to engagement



Why do more?



- The language of our industry is not ideal for those who don't speak English
 - Highly technical, jargon-heavy, and more idioms than you can shake a stick at
- Survey 2019 results could be roughly summarised as “We like what you do, but we don't know enough about what you do”
- Translations can reduce the burden on staff, increase awareness of services and support better operations for members

What does 'more' mean?



- Moving from the current broad set of translations to a much more comprehensive and specific set of translated material
 - Broad is nice, specific is useful
- Approximately 40 translated materials on our website, covering:
 - Membership interactions, Information Services, RIPE NCC governance processes, community participation, using the LIR Portal and RIPE Database, membership developments ...
- Community involvement where appropriate
- Country-specific content translated into local languages
- More video/audio content in non-English languages
- Use of translation technology where appropriate

Some principles



- English versions will always take precedence
- Legal and community documents are out of scope
- Our ability to provide effective services should not depend on translations
- The focus should be on:
 - Increasing understanding of the interactions members need to carry out their operations
 - Reducing barriers to effective engagement
- Clear reasoning for choosing languages and content

Choosing languages



- Will a chosen language cover a large number of members/stakeholders?
- Will support in a language significantly increase engagement?
- Will staff see a chosen language improve member interactions?
- With these questions in mind, we propose translations in:
 - Russian and Arabic (pan-regional)
 - Turkish and Farsi (better engagement necessary)
 - Spanish and Italian (frequent language support needed by members)

Final thoughts



- Maybe you think this presentation wasn't for you?
 - If you needed language support, you probably wouldn't be listening to me right now
- This topic is very much for you!
- Language support is a stepping stone - it opens the door for new voices, opinions and involvement at a higher level
- Increased participation benefits us all
- Inclusion and geographic diversity are important for the development of the membership and community



Questions



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