

Workshop on Multilingual Content Management Requirements

Halliwell Center
Trinity College Carmarthen
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Summary and Initial Use Case Analysis

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Russell Ferriday
Topia System Ltd.
www.topia.com
+44 7789 338868

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• Introduction

- Origin
 - This document records requirements expressed during and derived from the Workshop on Multilingual Content Management Requirements held on November 1st 2006 at Trinity College Carmarthen, UK.
- Acknowledgments
 - The author wishes to thank the following people, and their organizations, who were either present or provided input.
 - Attendees
 - Dr Fiona Gannon, Pennaeth yr Uned Gyfieithu/Head of the Translation Unit. City and County of Swansea
 - Dr Jeremy Evas, Arweinydd, Uned Ymchwil, Technoleg Iaith a Grantiau/Leader Research, Language Technology and Grants Unit Bwrdd yr Iaith Gymraeg/Welsh Language Board
 - Kevin Egan, Swyddog Technoleg Iaith/Language Technology Officer, Bwrdd yr Iaith Gymraeg/Welsh Language Board
 - Lowri Williams, Safoni Termau a Chyfieithu/Terminology Standardisation and Translating, Bwrdd yr Iaith Gymraeg/Welsh Language Board
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 - Jamie Davies, ITC Consultant Chief Executives, Carmarthenshire County Council
 - Gwenda Shepardson, Translation Manager, Carmarthenshire County Council
 - Colette Bennett, Corporate Equalities Officer, Denbighshire County Council
 - Karen Roberts, Publications and New Media Manager Wales, Ofcom
 - Rachel Lewis, Web Content Co-ordinator, Health Solutions Wales/Atebion Iechyd Cymru
 - Andrew Currie, Translator, Trinity College Carmarthen
 - Contributors
 - Denfer Morgan, Pennaeth yr Uned Gyfieithu/Head of the Translation Unit, Ceredigion County Council
- Format
 - The core of this document is presented in the *Use Case* style, as recommended by eXtremeProgramming best-practice and the books of Alistair Cockburn[AC]. Use Cases are unique in the lineage of software development methodologies. They support all stages of system development: conception; definition; implementation; and testing. The result is a lightweight document that can be progressively elaborated as requirements become clearer.
 - Use Cases are sorted by the Role to which they apply. Use Case narratives can take a personal approach, and express preferences and work habits.
 - A note on User Stories vs. Use Cases. Both these formats are relevant in the context of eXtremeProgramming. In the view of the author, Use Cases are more useful than User Stories for the purpose of this document. Comments on this decision are welcome.
 - Guide to non-technical readers:
Please skip to the sections with a blue heading, below, and focus on the Narratives, which express the design of the system in a non-technical format.
- Current state of the document
 - This version of the document represents an early stage in the Use Case method, during which Actors and Use Cases are listed, the most prominent cases are given narratives, and several cases are presented in more detail. This documentation is ideal for early review and collaborative development. Readers are encouraged to provide narratives (formal or informal) for inclusion with full attribution. Contributions to russf@topia.com.
- Future
 - This document will be used as the basis for further development.
 - Readers who wish to take part in the development of these requirements should contact the author.
 - Code for the project is being developed using the Open Source approach, under the GNU Public License. Contact the author for more information.

- **Context for the System**

- Terminology guidance
 - The Glossary section on the next page is divided into two parts. Search for terms such as **Actor** or **Use Case** in the Terminology Glossary, which defines terms related to the process and technology we are using. For terms such as **Department**, look in the Application Domain Glossary, which defines terms in our business domain.
- Target Organization
 - The Use Cases are being developed to represent the needs of an organization modeled on a Welsh Statutory Authority. This context brings with it such Actors as *Language Officer*, which, although specific to the world of Statutory Authorities, are also applicable to a medium or large organization with multilingual requirements. The suggestion is that the roles defined here are useful or necessary in most areas where translation, management, and budgeting are part of content creation and presentation.
 - Bilingual/Multilingual?
 - The initial focus for Welsh Authorities is bilingual translation. As of late 2006, several authorities already reported the need to support additional languages as a result of immigration, and also for international communications (marketing, tourism). Therefore the analysis assumes the underlying requirement is for Multilingual rather than Bilingual content management.
- In/Out Lists
 - The following lists indicate what is "In" or "Out" of the requirements document. They help to clarify the boundary of the discussion. Sometimes these items will appear obvious. Listings here will provoke useful discussion at later stages of analysis.
 - In
 - Specific message generation, for example generating an email to a Content Creator on Content being rejected (see the Use Cases section).
 - References to Roles, Permissions, Groups, Users - these are assumed to be provided by the underlying system, as well as the means of specifying them, and authenticating.
 - Budget limits and accounting summaries for translation costs.
 - CAT (Computer Aided Translation) Tools - merging CAT with the CMS (Content Management System) is key feature of the development.
 - Out
 - General Purpose Messaging - it is assumed that messaging will be provided by normal email systems or other means
 - Details of Security systems - it is assumed that these are provided by an underlying Content Management System. This includes details about Roles, Permissions, Groups, and Users which should be understood in this document in their generally accepted sense from the Content Management domain.
 - Discussion of operating systems and hardware.
 - Billing/Invoicing for Translation activities.

• Glossaries

- Terminology Glossary
 - These definitions help with the concepts introduced through Use Cases.
 - Actor - "Something or someone with behavior It might be a person, mechanical system, computer system, organization, or some combination of these" -- [AC]
 - Use Case - "Expresses the behavioral portion of a contract between the stakeholders of a system" -- [AC]
- Application Domain Glossary
 - The following definitions are related to the whole domain of Multilingual Content Management.
 - Additional Destination - Additional Destination for Content when it reaches certain workflow states. This will be used by workflow to notify stakeholders or trigger other automated processes.
 - Client - A consumer of services
 - Computer Aided Translation (CAT) - systematic methods embodied in software to assist the most repetitive tasks performed by a translator. A large component of CAT is the Translation Memory (see below)
 - Content - Information in text, graphic, audio, video, or other format representable on a screen, as audio, or on paper.
 - Content Management - The process of creating Content in a systematic, sustainable way, designed to allow intelligent re-use, searching, and flexible presentation in multiple media formats.
 - Content Management System (CMS) - Software that supports easy and secure Content Management
 - Content Policy - One of more data objects that set limits on how content should be created and managed. TODO: Define the content policy in more detail. (This may be wholly or partially implemented as workflow in certain CMS, so keeping this abstract will improve portability of this requirement document.)
 - Department - An entity within an organization, with roles fulfilled by its staff. In one or more roles, a member of staff may create content, and request or perform translation services. In general, user permissions derive from membership in one or more Groups, which may not be aligned directly with department membership.
 - Document - in the context of describing Content, Document is a general term for a what may come to represent an internal or external web page, or a printed work. In any specific CMS, the term Document may possess more precise connotations.
 - File - A binary file in one of many common formats. In general, CMSs try to identify the MIME-type of files that they store to help ensure that they are correctly displayed depending on the context. For example a Quicktime movie should normally be displayed in a movie-player context.
 - Format Requirement - Defines a format in which Content should be available, selected from a multi-choice pick list, with comment, and priority from pick list.
 - Image - any of the usual digital formats for image data, for example .jpg or .png files
 - Language Requirement - Defines a language in which a Content item should be available, and a priority which will be used by translation policy computations.
 - Section - a generic term for a node in a content hierarchy, a common metaphor is a folder. Has its own attributes and may contain other kinds of objects. These object types may be restricted or filtered.
 - System - The tool for managing multilingual content, as defined in this document.
 - Translation Policy - Sets limits on the workflow states of objects based on whether they are translated into each of a set of mandatory translations. Defines exceptional conditions under which untranslated content may be published. Defines which notifications, if any, are needed when untranslated content enters certain workflow states. Sets grace-periods for 'follow-on' translations.
 - Translation Memory (TM) - a store for source (from) and target (to) text segments (often sentences) generated when a text is first translated. Later translations can be accelerated by looking-up target segments using the source segment as key.
 - URL - Universal Resource Locator - the 'path' usually beginning with 'http://' to objects on the web.
 - Workflow State - some CMSs use a Workflow State attribute on a piece of Content to help direct the flow of the Content around the organization
- Legend for Use Cases
 - Symbols for the *Scope* of Use Cases
 - 🏰 Organization (rook/castle - meaning a whole organization)
 - ◻, ◼ System (black box == closed; white box == open)
 - ✎ Component (pen nib - a component in a writing tool)
 - Symbols for the *Level* of Use Cases
 - ☁ - Very high summary (cloud) - A UC that states a very high level goal, probably without reference to sub-use cases
 - Σ - Summary (kite, or Sigma, meaning sum in mathematics) - A UC that refers to multiple other cases
 - ♊ - User-goal (Astrol. aquarius symbol, meaning at sea level) - A UC for an Actor with a specific localized goal.
 - 🐟 - Subfunction (a fisheye or a fish, meaning below the surface - hidden from view) - A UC that might be carried out by the system, or internally.
 - ♋ - Too low (Astrol. symbol for Cancer - a Crab, on the bottom of the sea)

- Use Cases

- Organization Scope Cases

- Summary Level

- 📄 Add New Section to Public Web Site (Organization) Σ

- Primary Actor: Press Officer

- Scope: Organization

- Level: Summary

- Narrative: The local Maunsell Festival is approaching. Roger, a Press Officer in a County department is quickly creating a press-release and a web-page for the County's public web site. He sketches a paper draft with the main points for each document and sits at his keyboard to write. Once he is logged-in, he creates a new section (see User Case: Create Content or Content placeholders and set Policies for that content).

Roger then adds a main page to the new section (same Use Case as before), to cover the most important features of the festival, knowing that further documents will later be added as plans develop. He relies on copy-and-paste from earlier documents and inserts sections from other internal documents.

He also creates a Press-Release Document (same Use Case as before) with a title, description, visible URL component, and complete body text, large parts of which are copied from the main web page. Roger uses the option to add a mailing list address as the recipient of the press release. This means that when the content is formally published, the System will e-mail it automatically to the list address. He adds a photograph from the previous year's festival and checks the result.

Roger speaks Welsh, but he is hesitant to write it, because he lacks practice and makes occasional mistakes. Since he is also under pressure to complete other tasks, he marks the new section as Reviewable without providing a translation, so that it and the two Documents it contains will be reviewed and translated for him. Roger knows that he will soon receive an e-mail message telling him either that the content was translated and published, or that he must make corrections. He moves quickly to his next task.

In the meantime, the content Roger has written will be visible only to internal actors with the appropriate permissions.

Next steps:

Mair will review Roger's work (see Use Case: Review Content and either reject or approve, below), Gwenda will allocate a Translator to the job (see Use Case: Allocate Translation Tasks to a Translator, below), and Delyth will translate it (see Use case: Translate Content, below) Finally, Mair in her Editor role will publish both the press-release and the public web page, once she has checked that the translations broadly match the original (see Use Case: Edit Content, below).

- Stakeholders and Interests

- Press Officer

- Wants to publish quickly and efficiently with translation done by experts
- Wants to create an organized space to collect further related feature articles, information, news, and maps for the event.
- Wants to provide a press release for publication, and have links to it sent automatically once it is published.

- Organization

- Must maximize public participation in local events to bring tourist income to the area. One proven mechanism to generate widespread interest is to provide google-friendly public content.
- Must support statutory language policies and demonstrate its commitment to parity of local languages.
- Wants the option to later translate key documents to additional languages to increase tourist interest.

- Translation Department

- Must translate the created content quickly and correctly according to the Translation policy.
- Must track the costs of the translation for inter-departmental accounting.

- Precondition: The Press Officer possesses the role Content Creator in the destination location

- Postcondition: The content is ready for translation

- Main Success Scenario:

- The Press Officer (PO) logs in to the System.
- The PO navigates to the location to contain the new Content
- The PO creates a new section in the role of Content Creator, complying with the default Content and Translation policies
- The PO creates an overview Document in the new section, and adds an Image.
- The PO creates a press-release Document in the new section.
- The PO changes the Workflow State of the section and all its contents to Reviewable

- Primary Actors

- <TEMPLATES> - use this as a template for extending cases...

- ■ Primary Actor ≍

- Primary Actor: CopyFromContainerActor

- Scope: [Organization | SYSTEM| CMS | TMS]
- Level: [V High | Summary | User-goal | Subfunction]
- Narrative:
- Stakeholders and Interests:
- Precondition:
- Postcondition:
- Main Success Scenario:
- Extensions:

- Assistant Translation Manager

- ■ Gather Content into Translation tasks ☹
- develop

- Content Creator

- ■ Create Content or Content placeholders and set Policies for that content ☹

title, a description, and a visible URL segment. mention the default Content and Translation Policies. Develop as two Cases Section and Document, each referring to a common UC on generic content.

- Primary Actor: Content Creator
- Scope: Organization
- Level: User-goal
- Narrative:

Creating a section: Roger navigates to a desired location then creates a new section to hold all the public web-site information related to an event. He provides the basic information for the section, including a title, a short description, and a URL component. He almost always wants to comply with the County's Content and Translation Policies so, as usual, he retains the default policy settings for the new section and all the Content it will contain.

Creating a Web Page: Roger navigates to the location where he wants the new page to appear, and creates a new page. He provides the basic information for the section, including a title, a short description, and a URL component, then creates the body text. He almost always wants to comply with the County's Content and Translation Policies so, as usual, he allows the new page to inherit the page's translation policy from its container.

Creating a Press-Release: Roger handles a press release in the same way as a page, but he often uses the automatic email feature. If he completes an email address field in the document, then once it is published, after being translated, a message will be sent to all the addresses in the address field, inviting recipients to view the press-release in context on the web site.

- Stakeholders and Interests:
 - Organization: wants Content Creators to be effective in generating content, especially if documents must be published rapidly
 - Content Creator: wants the minimum effort to create each document, and expects the system to automate communication with reviewers and translators
- Precondition:
- Postcondition:
- Main Success Scenario:
 - develop*
- Main Success Scenario:
 - The Press Officer (PO) logs in to the System.
 - The PO navigates to the location to contain the new Content
 - The PO creates a new section in the role of Content Creator complying with the default Content and Translation policies
 - The PO creates an overview Document in the new section, and adds an Image.
 - The PO creates a press-release Document in the new section.
 - The PO changes the Workflow State of the section and all its contents to Reviewable
- Extensions:
- ■ Modify Content according to the relevant permissions ☹
 - develop
- ■ Change Content Publication Priorities ☹
 - develop
- ■ Delete Content ☹
 - develop
- ■ Change Workflow State of content that is ready for the next step ☹

- develop

- **Content Editor**

- **Edit Content** ☞

- Primary Actor: Editor
 - Scope: Organization
 - Level: User-goal
 - Narrative: Mair receives an email saying that a translation has been completed. She clicks the link and is presented with all the translated documents for FinalReview. The System has already made sure that there are translations for all the documents before notifying Mair. Nevertheless, she opens the original documents in English, and the translations, side by side. A quick comparison shows that the texts are about the same size, so she quickly reads the Welsh versions to see if the tone meets her needs. When she is finished, she marks all documents as Published.

Next:

The System sends the text of the press-release by email to a recipient list, including a link to the same document in its context on the public web site. The System adds the new Section to the public navigation on the web site, so that Google will find it, and visitors searching for Maunsell Festival will arrive in the section and read the new web page.

- Stakeholders and Interests:

- Organization: relies on its Editors to ensure a high quality of content released to the public
 - Content Editor: wants to quickly check the piece against the original goals, check translation, and finally publish, letting the System worry about the details, and letting the system notify any 3rd parties with any press releases.

- Precondition:

- Postcondition:

- Main Success Scenario:

develop

- Main Success Scenario:

- The Press Officer (PO) logs in to the System.
 - The PO navigates to the location to contain the new Content
 - The PO creates a new section in the role of Content Creator complying with the default Content and Translation policies
 - The PO creates an overview Document in the new section, and adds an Image.
 - The PO creates a press-release Document in the new section.
 - The PO changes the Workflow State of the section and all its contents to Reviewable

- Extensions:

- **Delete Content** ☞

- develop

- **Publish Content** ☞

- develop

- **Retract Content** ☞

- develop

- **Language Officer**

- **Set Translation Policy** ☞

- develop

- **Request reports on Translation activities** ☞

- develop

- **Request reports on Translation status of types and collections of Content** ☞

- develop

- **Publications Officer**

- **Set Content Policy** ☞

- develop

- **Modify Content Policy** ☞

- develop

- **Request reports on content status** ☞

- develop

- **Reviewer**

- **Review Content and either reject or approve** ☞

- Primary Actor: Reviewer

- Scope: Organization
- Narrative: Mair manages staff in the Press Office at County Hall. She has given herself along with another member of staff the Reviewer role for her department. Mair gave Roger the urgent task of creating a press-release and an overview page on the public web site (see Use Case: Add New Section to Public Web Site). As a Reviewer, each time a document is sent for review, Mair receives an email containing a link that she opens in her browser. So as soon as Roger has completed his work, Mair inspects the description of the new section. All is well. She opens the press release and immediately notices a phone number that must be updated. Because Mair also has the Editor role for this document, she makes the change, checks the remainder of the document, saves it, and marks the press-release as Translatable. She checks the web page and photograph and marks them as Translatable. She marks the new Section as Translatable and moves on to her next task.
 - Level: User-goal
- Stakeholders and Interests:
 - Organization: wants a rapid flow of information within the organization and to the public
 - Reviewer: wants to check the work quickly and reject or approve. (If the reviewer also has the editor role, the reviewer may make changes directly.)
- Precondition: The Content is in the Review state
- Postcondition: The Content follows the Translation workflow
- Main Success Scenario:
 - The Reviewer receives an email notification of something to review, and clicks the embeddem link
 - The Reviewer logs in to the System (or remains logged in if already logged in)
 - The Reviewer is led directly to the content to review
 - The Reviewer makes trivial changes and marks the content Translatable
- Extensions:
- Translation Manager
 - ■ Manage the system's list of Translators ☞
 - develop
 - ■ Allocate Languages to or or remove Languages from a Translator ☞
 - develop
 - ■ Allocate Translation Tasks to a Translator ☞
 - Primary Actor: Translation Manager
 - Scope: Organization
 - Level: User-goal
 - Narrative: Gwenda manages the Translation unit. In her role as Translation Manager, she has specified that all translation tasks come to her to be delegated to the appropriate Translator. Gwenda tracks the availability of staff, management priorities, and her staff development priorities, so her careful allocation of tasks can help the operation move smoothly. A message arrives in her mailbox from the System involving a press-release and a public web page. Understanding the priority of the communications, and the importance of quality, she clicks the link in the email, creates a Translation Task and inserts the items to be translated into the Task. Because the task requires translation from English to Welsh, the system suggests Delyth's name and Gwenda selects Delyth as translator. The System automatically marks the task as high priority because the contained documents were high priority, and Gwenda chooses not to override this. She saves the Translation Task, and marks it for Execution, then leaves for a meeting.
 - Stakeholders and Interests:
 - Organization: wants the best allocation of translators to the task.
 - Translation Manager: wants to allocate tasks quickly, and to know that if any problems occur, she will be informed. In all other cases, the System should keep track of the progress of tasks until she asks for a report.
 - Precondition: Content is ready for translation
 - Postcondition: Translatable content is bundled into Translation Tasks, and directed to the correct translator
 - Main Success Scenario:
 - The Translation Manager (TM) sees one or more Content items in her work queue (a list of items to be translated).
 - The TM creates a Translation task, a container object, and allocates one or more Content items to it. Alternatively the TM may click a link that will make a Translation Task containing a single Content item.
 - The TM selects a translator for the Task, and adjusts the priority if necessary.
 - The TM changes the status of the Task to Execute so that it can be performed by the chosen Translator.
 - Extensions:
 - if the task\ remains in Execute state for too long...*
 - If the task may be tackled by one of a pool of translators...*
 - ■ Allocate Translation Tasks to a Translation Reviewer ☞

- develop
- ■ Generate reports on Translation activities ☞
 - develop
- ■ Assess budgets of Translation clients ☞
 - develop
- ■ Delegate Bundle Management to an Assistant Translation Manager ☞
 - develop
- ■ Delegate Translation Memory Manager role to one or more Translators ☞
 - develop
- Translation Reviewer
 - ■ Review a translation and either reject or approve ☞
 - develop
- Translation Memory Manager
 - ■ Manage Translation Memories ☞
 - Notes: include segmentation rule handling, preferences*
 - develop
 - ■ Import Translation Memories ☞
 - Primary Actor: Translation Memory Manager
 - Scope: Organization
 - Level: User-goal
 - Narrative: Delyth sent existing documents for alignment by an external provider. The results were pairs of sentences that corresponded with each other 1:1. She created a new empty TM for the organization, and imported the pairs of new sentences. Delyth set the access permissions for the new memory so that members of the translation unit are able to use the TM and also add new translations.
 - Stakeholders and Interests:
 - Organization: wants to develop a high quality TM for use with the translation unit. Longer term, the organization will encourage use of the TM across the whole organization.
 - Precondition: Content is ready for translation and presented in a Translation Task. The Translator has access to Translation Memories and has selected the default Memories for English to Welsh.
 - Postcondition:
 - Main Success Scenario:
 - The Translation Memory Manager (TMM) creates a new TM
 - TMM imports aligned text segments into the TM
 - TMM designates the languages of the TM, Welsh and English
 - TMM publishes the TM for use and extension by members of the Translation Unit
 - Extensions:
 - ■ Export Translation Memories ☞
 - develop
 - ■ Manage Glossaries ☞
 - develop
 - ■ Manage Terminologies ☞
 - develop
- Translator
 - ■ Translate Content ☞
 - Primary Actor: Translator
 - Scope: Organization
 - Level: User-goal
 - Narrative: Delyth is a Senior Translator in the Translation Unit. She performs a mixture of translation tasks between Welsh and English for internal and external publication. The integration of the CMS with the Translation Memory and CAT tools has made her life easier. Today, Delyth knows that there are several tasks waiting, because of the email notifications in her mailbox. She finishes her current task, and looks in her task list to see what she should do next. The top priority task is a translation of several documents for the Press Office. Delyth clicks on the task to accept it, and the system opens the task in her browser. She sees that there are three items, a Section, a press-release, and a web page. Since the items are bundled together, Delyth will translate all items before passing them on in the workflow. In these circumstances, she likes to translate the more detailed documents first, because this gives her full context for the related translations which then become easier. Other translators may work differently. Delyth picks the press-release and, as it opens in her browser, Delyth knows immediately that the task will be made easier by

using the system's CAT tools. Delyth selects the Translate option and the display changes to show the source text (English) and the target text (Welsh) for each field of the release: the URL segment, the title, the short description, and the body text. In all cases the CAT tools has automatically presented guesses for about 40% of the text. Delyth quickly does the Translate Using CAT Tools task and checks the document. Similarly, she translates the web page and the Section. She marks the documents for FinalReview, makes some final notes in the TranslationTask and marks it complete. Delyth Saves her translation memory segments for use by other member of the translation unit (see Use Case: Update Translation Memories), and leaves for an early lunch.

- Stakeholders and Interests:
 - Organization: wants a high quality consistent translation at low cost
 - Translator: wants to provide a high quality translation, and capture translated segments in the Translation Memory for later use.
- Precondition: Content is ready for translation and presented in a Translation Task. The Translator has access to Translation Memories and has selected the default Memories for English to Welsh.
- Postcondition:
- Main Success Scenario:
 - The Translator (T) opens a task from her task list
 - T opens a document from the task
 - T completes a translation using Translate Using CAT Tools
 - T marks the translated items for FinalReview
 - T adds notes for the member of the Translation Unit to the the Translation Task
 - T marks the Translation Task complete.
- Extensions:
 - ■ Review Translated Content ☞
 - develop
 - ■ Select Translation Memories ☞
 - develop
 - ■ Update Translation Memories ☞
 - Primary Actor: Translator
 - Scope: Organization
 - Level: User-goal
- Narrative: Delyth has just completed a set of 3 document translations. Much of the text between the documents was shared, and some of it was already present in the Translation Memory, presumably from earlier translations of the equivalent documents.

As is her usual habit, Delyth translated the longest of the three documents first. As sentences were encountered that had previously not been stored in the organizations Translation Memory, Delyth keyed in the translations. At the conclusion of each sentence, the English(source) and Welsh(target) sentences were saved in a TM attached to the Translation Task she was working on. Delyth knows this as the Task Translation Memory (TTM). When Delyth saved the first document she was offered the option of the TMM into the organization's TM for others to share. She declined this option, preferring instead to first complete the other two documents in the set. As Delyth translated the second document, many of the sentences were recognized from the TTM, and inserted automatically. This reflects the large amount of copy-and-paste done by Roger between the original English documents.

When finally the Translation Task is complete, Delyth decides to Update the organization's main Translation Memory using the source and target pairs stored in the Translation Task. Before finally committing the update, Delyth scans the new sentences quickly, and removes one translation that she had correctly translated, but that she judged should not appear in the organization's main TM.
- Stakeholders and Interests:
 - Organization: wants to maintain a high quality in the organization's Translation Memory
 - Translator: is responsible for source/target pairs added to the TM
- Precondition:
- Postcondition:
- Main Success Scenario:
 - The Translator (T) opens a completed task from her task list
 - T chooses to update the organization's main TM from the Task Translation Memory
 - T previews sentence pairs and deletes one that she does not want in the main TM
 - T allows the update to proceed
 - T checks the TTM and notices that only a single item remains
- Extensions:
 - ■ Translate Content Using CAT tools ☞

- Primary Actor: Translator
- Scope: Organization
- Level: User-goal
- Narrative: As a document opens for translation, the source language is displayed alongside a field to contain the target language. In Delyth's favourite mode of operation, the target fields are filled with English sentences to be translated, except that sentences recognized from previous jobs are already translated to Welsh. The System makes it easy to overwrite the English text with Welsh, and skip the sentences already translated at the same time as visually checking them. When all the fields have been translated, Delyth saves the document, and checks it in view mode, which allows her to check for consistency and flow, in the new language. If necessary, Delyth can return to the document in translate mode, in which case she will see source and target languages alongside each other, or in edit mode, where she can modify text without the assistance of the translation tools.
- Stakeholders and Interests:
 - Organization:
 - must cut publication delays for bilingual documents.
 - must improve consistency of translation, particularly for new business and technical terms
 - must unify terms across internal, outgoing, and public web documents
 - Translator:
 - wants to eliminate the repetitive portion of an otherwise interesting job
- Precondition:
- Postcondition:
- Main Success Scenario:
- Extensions:

- Viewer

- ■ View Content when authorized ☞
 - develop
- ■ View Content in progress in which you have a stake ☞
 - develop

- System Actors

- develop

- References

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