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Cultural and Linguistic Adaptability and User Interfaces Technical Direction

CLAUI TD coordination meeting

Wednesday 18th and Thursday 19th, October 2000
Sophia-Antipolis , CIV (Centre international de Valbonne)

Note: Status of this document: Edited during the JTC1 Plenary in an ad hoc meeting including the JTC1 chairman, the SC2 chairman, the SC22 chairman, the SC35 chairman and two representatives from SC22/WG20. Changes are indicated using Word monitoring features.

Revision date: 2000-11-09)

Report and Resolutions

1. Participants

Dr. Yves Neuville (FR), SC35 Chairman, representing SC35
Jim Melton (US), SC32 liaison to SC22/WG20, editor in SC32 [ISO/IEC 9075 (SQL)]
Keld Simonsen (NO), editor in SC22/WG20, editor in SC2, representing SC22/WG20
Alain LaBonté (CA), editor in SC35, editor in SC22/WG20, editor in SC2,
               representing SC22/WG20
Evangelos Melagrakis (GR), SC2/WG3 Convenor, editor in SC2, representing SC2

2. Appointments

Meeting Chairman   Dr. Yves Neuville
Report Secretary   Alain LaBonté

Dr. Yves Neuville proposed that the annual coordination TD meeting chairmanship and secretary be taken in turn by the three groups which constitute the TD.

3. Issues about existing programs of work in the TD

3.1 SC 2 background (Secretariat : Japan)

Secretary Toshiko Kimura, Chairman Pr. Kohji Shibano, reappointed 2000/2003

SC2 Business Plan : SC2 N 3472

ISO/IEC 10646 Development first priority
Revision of ISO/IEC 8859 series still important
Under revision : ISO/IEC 2375 (CS Registry)
ISO/IEC 6937 (Telematics CS)
Enhance visibility of SC2 work and produce clarification of
character coding schemes to the external world

Work in SC2/WG2 is the first priority of SC2. This work is under control and there is no issue in this area as far as JTC1 is concerned.

Work in SC2/WG3 is reaching a plateau and has practically almost completed its current program of work. Some character-set related standards have been transfered or will be transfered from TC46 to SC2 (although this will most likely be limited to maintenance) as they are related to character set coding and some others will be transfered to SC31 (OCR) as they are not seen by SC2 to be directly related to character set coding.

3.2 SC 22/WG 20 background (Secretariat : USA)

Secretary and Convenor, Arnold Winkler, reappointed 2000/2003

First international standard produced by SC22/WG20 was approved this summer – ISO/IEC 14651 (Sort standard) to be published.

The API project (ISO/IEC 15435) is still controversial and has actual problems reaching consensus. SC22/WG20 was mandated by SC22 to solve this problem before the next SC22 Plenary (WG20's next meeting will be at the end of October 2000).

DTR 14652 (Spec. of cultural conventions) is being progressed.

ISO/IEC 15897 Cultural conventions registry standard is under revision.

The WG20 convenor has suggested that WG20 could be disbanded within a couple of years but this is controversial in WG20 and will be discussed at its October meeting.

3.3 SC 35 background (Secretariat : France)

Secretary France Lafargue, Chairman Dr. Yves Neuville, appointed 1999/2002

SC35 Business Plan : to be presented at the JTC1 Plenary

New scope gives the priority to meeting the JTC1 requirements for cultural and linguistic adaptability.

SC35 renamed its WG4 « User interfaces for mobile devices » to cover the market-relevant topics concerned.

In addition with its traditional domains, SC35 is working in new territories where innovation and markets are rapidly expanding (ISO/IEC 18021 on User interfaces for mobile tools, two new work items on icon symbols and functions for controlling multimedia applications and for web browsers). Also SC35 considers the increasing market demand for high quality and accessible products and services for people with special needs. An ad hoc group on emerging technologies has been created to prepare future work items related to innovative products and growing markets.

A detailed article in the ISO bulletin to be published in October 2000 gives a clear insight about SC35 general orientations and priorities.

3.4 Coordination issues and concerns

Issue 1 (implementation and migration) :

There are concerns about the possibility that SC2/WG3 might be closed or put to sleep due to the maintenance mode in which it enters.

Concerns are related to the fact that actual character set implementations often do not go beyond 8 bits, sometimes even not beyond 7 bits, and that this creates problems with the use of multiple languages during transition periods (for example France has education projects to exchange messages with foreign schools over the Internet in multiple languages but current tools are perceived as being inadequate on a number of platforms, even when one chooses to implement UTF-8 on the sending side).

Also guidelines might be missing to ease migration from 8-bit technology to the UCS for field technicians (end-user-oriented) and even for end-users themselves (who are more than often on their own) confronted with what the industry is producing in practice. Many do not understand why, for example, when they choose the most up-to-date recommendations of using UTF-8, unambiguous interchange is not established by magic.

Interoperability is still a problem between different linguistic communities or even monolingual communities working in different environments using different 8-bit character sets badly tagged, not tagged at all, or with tags not appropriately taken care of.

This unfairly discourages the use of these tools which may seem, from a user point of view, to create more problems than they solve. But that is a reality for which the TD should be proactive.

Recommendation : see Sophia 7, Sophia 5 and Sophia 6

Issue 2 : CEN/TC304 has concerns about transliteration. ISO TC46/SC2 is dealing with this but is working in total separation from JTC1/SC2. For example there are transliteration standards showing glyphs without reference to actual universal character identifiers, which creates an ambiguity sufficient to defeat the standard itself.

SC22/WG20 currently produces DTR 14652 which deals with transliteration.

Recommendation : see Sophia 9

Issue 3 : Integration of the different standards and existing TRs for end-user understanding and making them work together in practice (for example even when ISO/IEC 10646 is implemented for interchange, fonts are rarely available locally to print all the characters of the multiple combinations of languages occurring randomly in inter-country data interchange)

Recommendation : see Sophia 7

Issue 4 : An exhaustive list of CLAUI issues is perceived as missing.

> However the CLAUI TD ad hoc meeting held in Paris in 1998
> identified the following pieces of work:
> WG20 Framework on internationalization
> Report of the Business team on Electronic Commerce
>
> Furthermore a taxonomy document has been produced by CEN/TC304, alongside with the report PT01 (on user requirements for cultural support in I.T.)

Finally CEN ordered a report from Coopers-Lybrand that should list actual market requirements in the area (expected 4Q 2000).

SC35 should be mandated to integrate these documents and produce guidelines for the making of JTC1 standards caring about the issues.

Recommendation : see Sophia 4

Issue 5 : Some people in SC2 would like the ISO/IEC 14651 (Sorting) project to be transfered to SC2. SC22 has taken the approach that a project already assigned to SC22/WG20, which was created for it in particular should remain where it is.

Recommendation : No recommendation. It is SC22's internal matter as project is already assigned to this SC. Furthermore most experts working on this project work both in SC22/WG20 and SC2.

Issue 6 : The API standard project (ISO/IEC 15435) is still controversial. End-users could be affected by no standard in this area (but not directly) in the following way: functionality (options available to the end-users) might be different for different products, costs higher, or there could even be a lack of functionality.

Recommendation : No recommendation. Wait for SC22/WG20 conclusions.

Issue 7 : The fact that TR 14652 is a TR and not a standard makes it difficult to be referenced normatively in International Standards.

Recommendation : see Sophia 8

Issue 8 : The programming language world has dealt extensively with localization requirements but the problems have not been contemplated enough from the system-user expectations point of view.

Recommendation : see Sophia 10

4 Recommendations to the JTC1 Plenary and to the CLAUI TD groups

Sophia 1 : The CLAUI TD recommends ~~that JTC1 mandate that~~ a formal annual coordination TD meeting of the CLAUI TD be held not earlier than ~~five~~ six months before each JTC1 Plenary and that it be co-located in turn with a meeting of one of the three groups that constitute the TD.

Sophia 2 : The CLAUI TD recommends that the annual coordination TD meeting chairmanship and secretary be taken in turn by the three groups which constitute the TD, to be handled in a flexible way in case one group passes its turn for whatever reason.

Sophia 3 : The CLAUI TD recommends that the statutorily invited audience to the annual CLAUI TD coordination meeting be composed of the chairmen, the convenors, the editors, the rapporteurs, and the official liaisons of/to/from the three groups which formally constitute the TD.

Sophia 4 : The CLAUI TD recommends that ~~JTC1 mandate~~ SC35 ~~to~~ take documents identified in issue 4 under consideration in its proposed work item on the making of CLAUI guidelines and checklists for JTC1 standards. This work shall be done in cooperation with SC2 and SC22/WG20. Additionally SC35 should propose a systematic procedure (albeit in a cooperative spirit) on how to check these proposals in the JTC1 NP approval process.

Sophia 5 : The CLAUI TD recommends that Technical Reports (TR) dealing with CLAUI issues should be made available freely on the web

For example, the following TRs are immediate candidates for this recommendation :
>   TR 11017 titled *Framework on internationalization;*
>   TR 10176 titled *Guidelines for the design of programming languages;*
>   DTR 14652 titled Specification method for cultural conventions when it becomes a TR;
>   TR 15285 titled *Character-glyph model (already freely available on the web)*
>   Report of the JTC1 Business Team on electronic commerce

Note: This recommendation is made to the SC (or JTC1) responsible for each specific document.

Sophia 6 : The CLAUI TD recommends that SC35 constitute a CLAUI web site and that JTC1 that its secretariat make available all general documentation concerning the CLAUI TD on the web this site (starting with the documents adopted in Sendai in 1998, those produced at the Paris 1998 CLAUI meeting as adopted with modifications in Rio de Janeiro and those produced at the Sophia-Antipolis coordination meeting). Furthermore it is recommended and that SC2, SC35 and, SC22/WG20 and JTC1 web sites have pointers to this specific site.

To achieve this goal with minimal burden for the JTC1 SC35 Secretariat, the CLAUI reiterates its accepting the kind offer of DKUUG (through Keld Simonsen) for hosting email lists and web pages for the TD, as per resolution 15 of the Paris JTC1 ad hoc CLAUI meeting.

The CLAUI TD recommends that an email list be created for CLAUI TD coordination matters to which only SC chairmen, WG convenors and appropriately designated editors will have access.

Sophia 7 : The CLAUI TD recommends that JTC1 mandate an SC2 member initiate a project in SC2 (via NP ballot) for a type-3 TR on implementation, interoperability and migration guidelines for coded character sets (see concern 1 identified in this report) to be initiated by SC2 with joint SC22/WG20 editorship, SC22/WG20 and SC35 being associated as needed for the user interface concerns.

Sophia 8 : The CLAUI TD recommends that JTC1 allows type-1 TRs (failed standard) to be used normatively by another international standard if the community making this standard agrees on this by consensus (see issue 7). This recommendation is moot as this is already allowed by ISO/IEC Directives (this has been confirmed by ITTF directly at the JTC1 Plenary).

Sophia 9 : The CLAUI TD recommends that JTC1/SC2 liaise with TC46/SC2 to make sure that the different scripts' characters in ISO/IEC 10646 be well referenced in the transliteration standards. Future work should be made in cooperation with SC22/WG20 which already has a specification format (in DTR 14652) to describe transliteration between different languages.

Sophia 10 : The CLAUI TD recommends that JTC1 mandate SC35 to initiate a new project on CLAUI user requirement compliance checking in I.T. products. Part of the work should be produced by each of the groups of the TD and integrated. It is recommended that this work be conducted with a liaison to SC7 [Software Engineering].

Sophia 11 : The CLAUI TD recommends that, in anticipation of the next annual meeting, the 3 groups of the TD carefully consider point 7 to 12 of the Sophia-Antipolis agenda (see annex 1) and prepare proposals on those issues.

Sophia 12 : The CLAUI TD recommends that SC22/WG20 propose, in agreement with the chairmen of SC2 and SC35, a tentative location and date for the next annual meeting of the CLAUI coordination meeting and that SC22/WG20 be responsible for organizing this meeting, in line with the principles established in Sophia 1 and Sophia 2.

Note: SC22/WG20 already chose to colocate this meeting with the WG20 meeting to be held in Tübingen (Germany). The CLAUI meeting will tentatively be held on Monday 7 and Tuesday 8 May 2001.

5 Appreciations

<u>Appreciation to hosts</u>

The CLAUI TD thanks the *Centre international de Valbonne*, and especially its *Proviseur*, Mr. Gérard Robert, and its communication manager, Ms. Martine Lopez, for the outstanding organization and hospitality and the very efficient facilities provided, as well as for the friendly cocktail offered after the first day and the excellent coffee-break catering made available.

<u>Appreciation to ETSI (European Telecommunication Standards Institute)</u>

The CLAUI TD thanks ETSI, and especially Mr. Paul Reid and Ms. Geneviève Georges, for their invitation at a cordial lunch allowing to actually create cooperation contacts in the CLAUI area between the TD bodies and ETSI.

<u>Appreciation to chairman</u>

The CLAUI TD thanks the SC35 chairman, Dr. Yves Neuville, for taking the initiative to organize this coordination meeting and for chairing it in a very efficient way.

<u>Appreciation to meeting secretary</u>

The CLAUI TD thanks the meeting secretary, Mr. Alain LaBonté, for synthesizing discussions and very efficiently producing the report and resolutions text in a timely fashion.

<u>End of this report</u>

Annex 1

Cultural and Linguistic Adaptability and User Interfaces Technical Direction
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Final Agenda

1 **Opening of the meeting: Wednesday 18th October at 09:00 am**
2 **Introduction of Participants**
3 **Appointment of Chairman and secretary**
4 **Adoption of Agenda**
5 **Information on existing programs of work and priorities**
  SC 2
  SC 22 WG 20
  SC 35 (article in ISO bulletin to be published in October…)
6 **Information and discussion on future orientations and current concerns**
  SC 2
  SC 22 WG 20 future (WG 20 discussion, Convener's position…)
  SC 35 restructuration (scope, WG's structure…)
7 **Development of cultural and linguistic adaptability policy and procedure**
  Identification of topics especially related to cultural and linguistic adaptability (unambiguous cultural-neutral identifiers, character coding directions, multilingual provisions in metada elements, standards dealing with natural language and customs use…)
  Product orientation concerns, market relevance, economic and social impact
  New work items procedure and review
  Guidelines for International standards respecting CLAUI principles (Paris CLAUI TD recommendations, Rio JTC 1 resolutions, SC 35 Nara resolution…
8 **Identification of JTC 1 interworking needs**
  CLAUI questionnaire and call to SC's Chairmen…
9 **Identification of internal and external liaisons needs**
10 **How to satisfy external demands**
  Request from *IETF* concerning multi-lingual and multi-cultural use of the WWW
  CE requests for information on ongoing and future work in SC 35
  Adequate consideration on users and consumers groups requirements (methodology of identification…)
11 **Technical Direction mode of cooperation**
  Means of avoiding overlap and incompatibilities (mutual systematic information on new work items, on external contacts, sharing liaison reports…access to distribution lists…)
  Means of active cooperation (co-located meetings, joint meetings, common projects, common liaisons, non conflicting agendas…)
12 **Technical Direction possible cooperation targets**
  Common expertise optimization
  Costs reduction through common expertise use
  Common technological survey
  Reinforcement of participation and call for adequate expertise
  TD Marketing strategy
13 **Preparation of the TD common report to JTC 1 plenary in Tromsø**
14 **Review of recommendations**
15 **Future coordination meetings:**
  Tentative dates and location
16 **Closure of the meeting: Thursday 19th October at 04:00 pm**