



PROTECTING THE PUBLIC
SERVING OUR NATION

www.atf.gov

ATF.gov en español

Lessons and successes in site translation

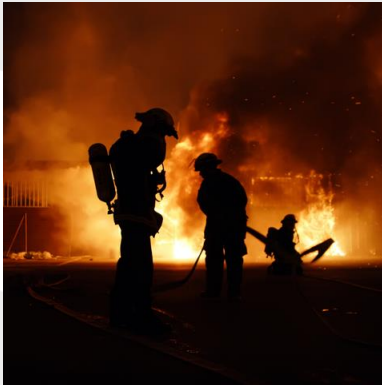
Mayela Jackson and NeKeisha Philippeaux



U.S. Department of Justice

Bureau of Alcohol, Tobacco, Firearms and Explosives

What ATF does



ATF.gov in English



How can we help you today?

About the Bureau of Alcohol, Tobacco, Firearms and Explosives

ATF is a law enforcement agency in the United States' Department of Justice that protects our communities from violent criminals, criminal organizations, the illegal use and trafficking of firearms, the illegal use and storage of explosives, acts of arson and bombings, acts of terrorism, and the illegal diversion of alcohol and tobacco products. We partner with communities, industries, law enforcement, and public safety agencies to safeguard the public we serve through information sharing, training, research, and use of technology.

Firearms



Find Firearms Forms,
Publications and Q&As

Explosives



Find Explosives News, Trainings
and Tools

Arson



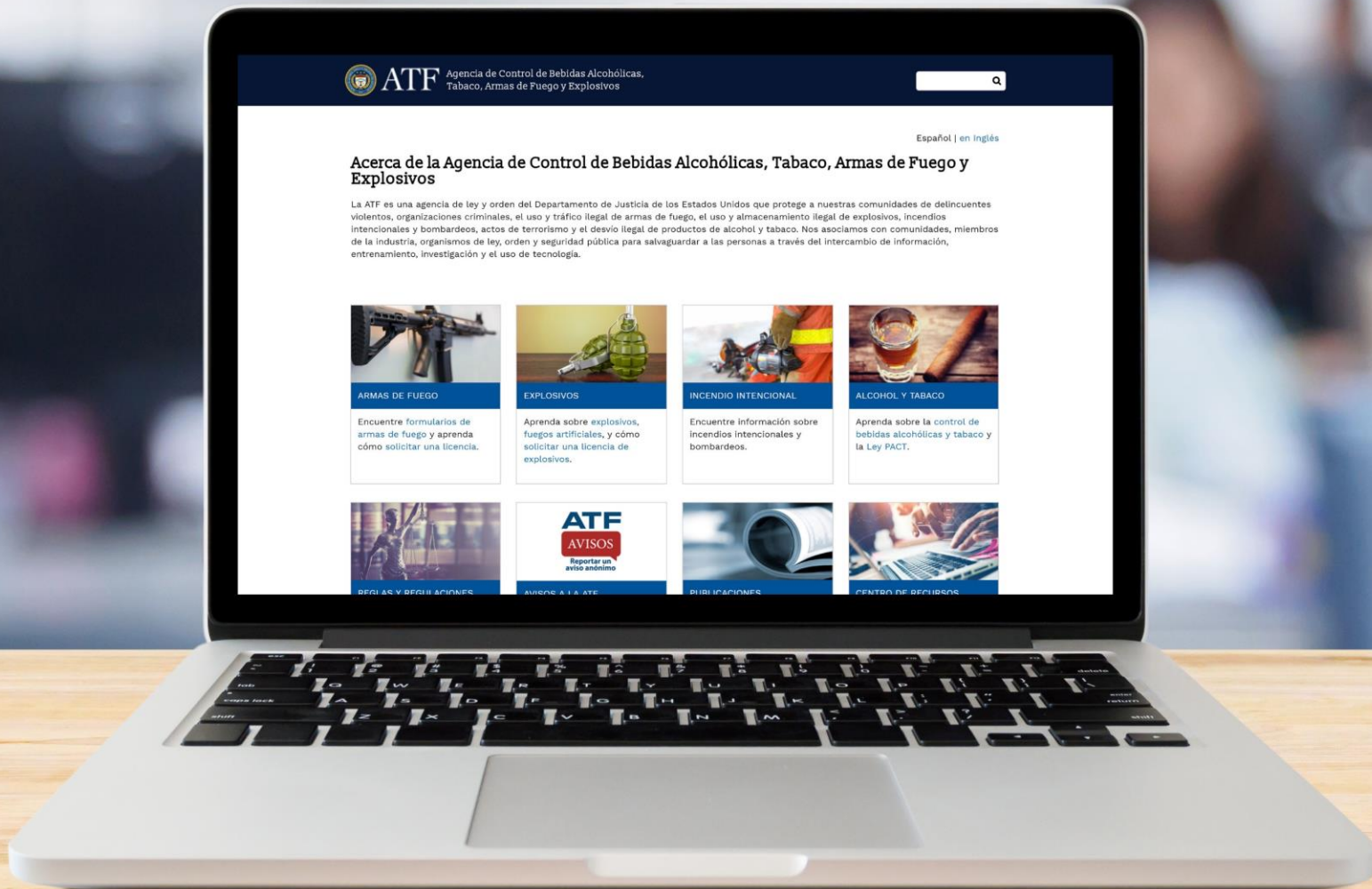
Find Arson News, Trainings, and
Videos

Alcohol&Tobacco



Find Alcohol and
Tobacco Publications and Q&As

ATF.gov en español



ATF

Agencia de Control de Bebidas Alcohólicas,
Tabaco, Armas de Fuego y Explosivos



[Español](#) | [en Inglés](#)

Acerca de la Agencia de Control de Bebidas Alcohólicas, Tabaco, Armas de Fuego y Explosivos

La ATF es una agencia de ley y orden del Departamento de Justicia de los Estados Unidos que protege a nuestras comunidades de delincuentes violentos, organizaciones criminales, el uso y tráfico ilegal de armas de fuego, el uso y almacenamiento ilegal de explosivos, incendios intencionales y bombardeos, actos de terrorismo y el desvío ilegal de productos de alcohol y tabaco. Nos asociamos con comunidades, miembros de la industria, organismos de ley, orden y seguridad pública para salvaguardar a las personas a través del intercambio de información, entrenamiento, investigación y el uso de tecnología.



ARMAS DE FUEGO

Encuentre formularios de armas de fuego y aprenda cómo solicitar una licencia.



EXPLOSIVOS

Aprenda sobre explosivos, fuegos artificiales, y cómo solicitar una licencia de explosivos.



INCENDIO INTENCIONAL

Encuentre información sobre incendios intencionales y bombardeos.



ALCOHOL Y TABACO

Aprenda sobre la control de bebidas alcohólicas y tabaco y la Ley FACT.



REGULAS Y REGLAS AJENAS



AVISOS A LA ATF



PUBLICACIONES



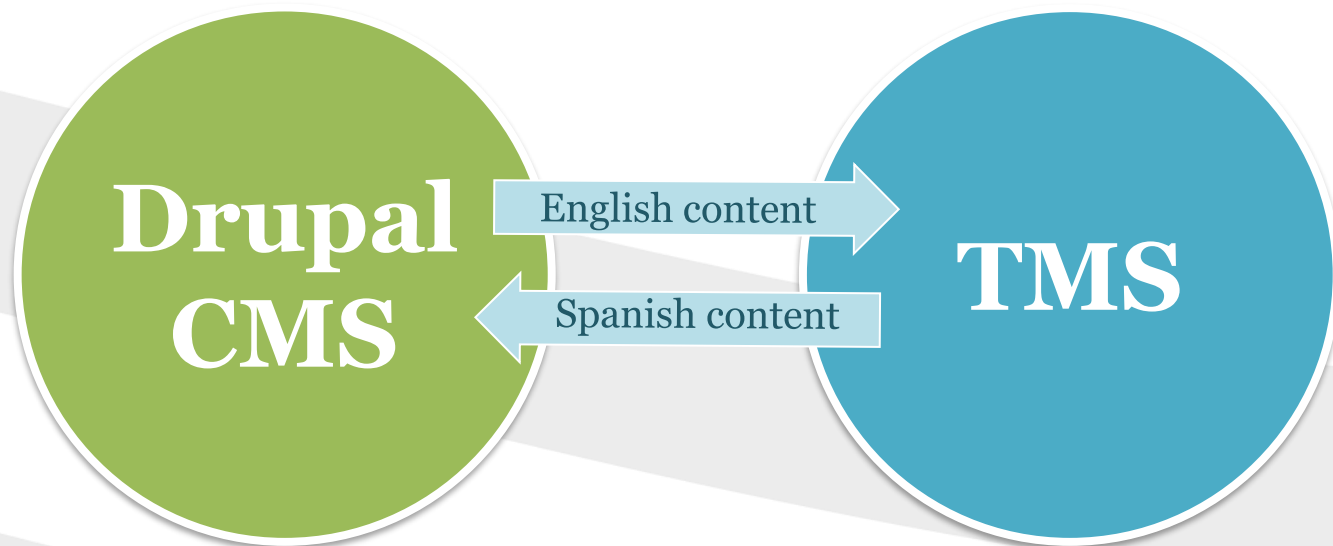
CENTRO DE REFUGIOS

Some terms you may hear...

Subject Matter Expert (SME)



Translation Management System (TMS)



Leveraging a Translation Vault/Memory



Cheetos!



Identifying the goal

Create an engaging and useful Spanish language ATF.gov microsite

- The challenge: Determine how much information needed to be translated and presented in Spanish

Evaluation of resources

- Human (People)
 - Core team: PM, developers, content administrators
- Technical (Tools)
 - Content Management System (CMS)
- Financial (\$\$\$)
 - Budget

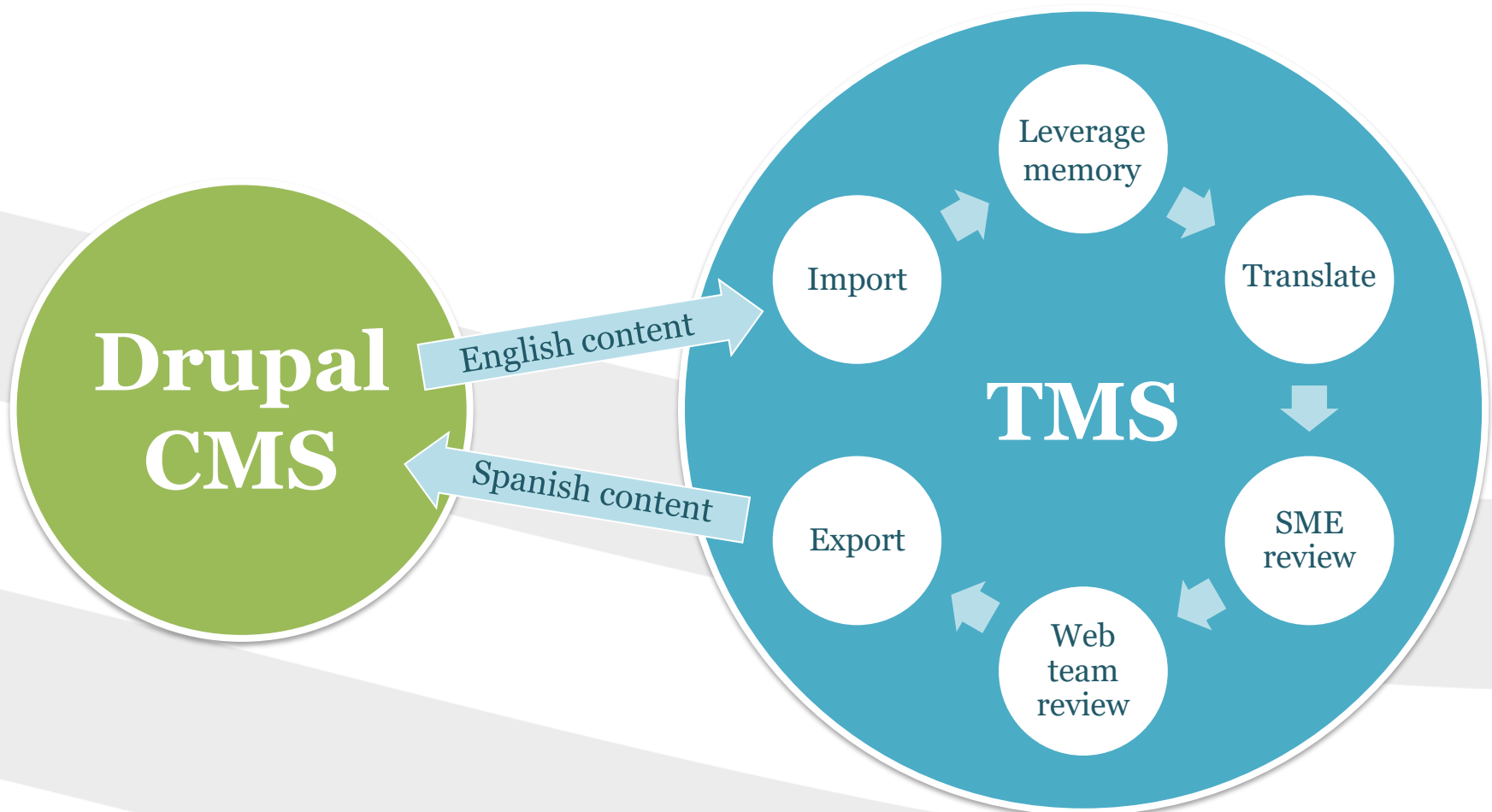
Required resources

- Human (People)
 - Core team: PM, devs, content admins
 - **Translators and SMEs**
- Technical (Tools)
 - CMS
 - **TMS, modules, documentation**
- Financial (\$\$\$)
 - Budget
 - **Contract for translators and TMS**

Market research

- Translation Management System (TMS):
 - Drupal compatible
 - Translation memory and vault
 - Human and machine translation options
 - Flexible workflows
 - Ability to create and maintain glossaries
- Translators
 - Quality and subject matter knowledge
- Price/best value

TMS Workflow



Subject Matter Experts (SMEs)

- Recruiting volunteers
- TMS training
- Assignments
- Content review

Project in motion

- Communication between TMS and CMS
- Identify list of top 100 URLs
- Training content administrators
- Starting to translate entities!

You be the judge....

- Who thinks we were on the right track?
- Did you notice any red flags so far?



Translating in the dark...

without a completed information architecture

- No content definition
- Unstructured content
- No focus on content relationships

Content inventory

Unsupported Features: There are some features in your workbook that we can't show in the browser. Learn more...																			
IA Category	Sent for Translation	SME Review	SME	Sections	Page Title	URL	Translate	Contains	Questions/Comments	ID #	ID #	ID #	ID #	ID #	ID #	ID #	ID #	ID #	ID #
Splash Page					ATF.gov	www.atf.gov	Yes	PPP		2126	2701	2051	2161	2176	2171	2171	2171	2171	2171
A&T	Yes			Landing Page	Alcohol & Tobacco	https://www.atf.gov/alcohol-tobacco	Yes	PPP		2886									
A&T	Yes				Prevent All Cigarette Trafficking Act of 2008	https://www.atf.gov/alcohol-tobacco/prevent-all-cigarette-trafficking-act-pact-2008	Yes	Basic											
Arson				Landing Page	Arson	https://www.atf.gov/arson	Yes	PPP		1861	1856	1961	2001						
Arson				BATS	Bomb Arson Tracking System (BATS)	https://www.atf.gov/explosives/bomb-arson-tracking-system-bats	Yes	PPP		1641	1631	1636	1651						
Arson				BATS Q&As	BATS Questions & Answers	https://www.atf.gov/explosives/bats-questions-answers	Yes/Later	Both		2006									
Arson				ATF Fire Research Laboratory	ATF Fire Research Laboratory	https://www.atf.gov/arson/atf-fire-research-laboratory	Yes	PPP		2351	1426								
Arson				Arson & Explosives Training Program	Arson & Explosives Training Program	https://www.atf.gov/arson/arson-explosives-training-program	Basic		Does not fall under any current IA category.										
Arson				U.S. Bomb Data Center	U.S. Bomb Data Center	https://www.atf.gov/explosives/us-bomb-data-center	Basic		Does not fall under any current IA category.										
Explosives				Landing Page	Explosives	https://www.atf.gov/explosives	Yes	PPP		1901	1806	2336	2396	2341	2361	2361	2361	2361	2361
Explosives	Partially			Apply for a license	Apply for a license	https://www.atf.gov/explosives/apply-license	Yes	PPP	Image not uploaded	1656	1661								
Explosives				Q&As	Explosives Q&As	https://www.atf.gov/questions-and-answers/explosives-qas	Yes/Later	Both		1811									
Explosives	Yes			Fireworks	Fireworks	https://www.atf.gov/explosives/fireworks	Yes	Basic	Page contains images										
Explosives	Yes			Fireworks Safety and Security	Fireworks Safety and Security	https://www.atf.gov/explosives/fireworks-safety-and-security	Yes	Basic	Page contains images										
Explosives	Partially			Current Licenses	Current Licenses	https://www.atf.gov/explosives/current-licenses	Yes	Basic	Page contains image										
Explosives	Partially			Explosives Safety and Security	Explosives Safety and Security	https://www.atf.gov/explosives/explosives-safety-and-security	Yes	Basic	Page contains image										
Explosives	Partially			Suspicious or Dangerous Items	Suspicious or Dangerous Items	https://www.atf.gov/explosives/suspicious-or-dangerous-items	Yes	Basic	Page contains images										
Explosives	Yes			Discontinue Being a Federal Explosives Licensee	Discontinue Being a Federal Explosives Licensee	https://www.atf.gov/explosives/discontinue-being-federal-explosives-licensee-fel	Yes	Basic											
Explosives	Yes			Report Explosives Theft or Loss	Report Explosives Theft or Loss	https://www.atf.gov/explosives/report-explosives-theft-or-loss	Yes	Basic											
Explosives	Partially			Binary Explosives	Binary Explosives	https://www.atf.gov/explosives/binary-explosives	Yes	Basic	Page contains image										
Explosives				Table of Distances	Table of Distances	https://www.atf.gov/explosives/table-distances	Yes	Basic	Pages contains tables (and anchors)										
Explosives				555.218 Table of distances for storage of explosive materials (high)	555.218 Table of distances for storage of explosive materials (high)	https://www.atf.gov/explosives/555218-table-distances-storage-explosive-materials-high	Yes	Basic	This page contains a table										
Explosives				555.220 Table of distances of ammonium nitrate and blasting agents from explosives or blasting agents	555.220 Table of distances of ammonium nitrate and blasting agents from explosives or blasting agents	https://www.atf.gov/explosives/555220-table-distances-ammonium-nitrate-and-blasting-agents-explosives-or-blasting-agents	Yes	Basic	This page contains a table										
Explosives				Ammonium Nitrate Security	Ammonium Nitrate Security	https://www.atf.gov/explosives/ammonium-nitrate-security	Basic		Does not fall under any current IA category.										
Explosives				Plastic Explosives Reminder	Plastic Explosives Reminder	https://www.atf.gov/explosives/plastic-explosives-reminder	Basic		Does not fall under any current IA category.										
Explosives				How Request Variances, Exemptions, and Determinations	How Request Variances, Exemptions, and Determinations	https://www.atf.gov/explosives/how-request-variances-exemptions-and-determinations	Basic		Does not fall under any current IA category.										
Explosives				Accelerant and Explosives Detection Canines	Accelerant and Explosives Detection Canines	https://www.atf.gov/explosives/accelerant-and-explosives-detection-canines	Basic		Does not fall under any current IA category.										
Explosives				International Response Team	International Response Team	https://www.atf.gov/explosives/international-response-team	Basic		Does not fall under any current IA category.										
Firearms	Partially			Landing Page	Firearms	https://www.atf.gov/firearms	Yes	PPP	This page will need to be built out.	1256	1286	2336	2341	2346	2871	2871	2871	2871	2871
Firearms	Partially			Apply for a license	Apply for a license	https://www.atf.gov/firearms/apply-license	Yes	PPP	Page contains an image	1591	1601								
Firearms				Q&As	Firearms Q&As	https://www.atf.gov/questions-and-answers/firearms-qas	Yes/Later	Both	Contains a table	1796									
Firearms	Partially			Curios & Relics	Curios & Relics	https://www.atf.gov/firearms/curios-relics	Yes	Basic	Contains an image and links to the document										
Firearms				FFL List	Listing of Federal Firearms Licensees (FFLs) - 2017	https://www.atf.gov/firearms/ffl-listing-federal-firearms-licensees-ffls-2017	Yes	Basic	This is a table.										
Firearms				National Tracing Center	National Tracing Center	https://www.atf.gov/firearms/national-tracing-center	Yes	Basic	Contains tables										
Firearms				Forms	Firearms Forms	https://www.atf.gov/firearms/firearms-forms	Yes	View											
Firearms				Tools & Services for Firearms Industry	Tools & Services for Firearms Industry	https://www.atf.gov/firearms/tools-services-firearms-industry	Basic		Does not fall under Spanish IA category.	1221	1341	1296	1336	1346					
Firearms				Discontinue Being a FFL	Discontinue Being a FFL	https://www.atf.gov/firearms/discontinue-being-federal-firearms-licensee-df	Basic		Does not fall under Spanish IA category.										
Firearms				Learn About Firearms Safety & Security	Learn About Firearms Safety & Security	https://www.atf.gov/firearms/learn-about-firearms-safety-and-security	Basic		Does not fall under Spanish IA category.										
Firearms				Instructions for Form 7 - Application for FFL	Instructions for Form 7 - Application for FFL	https://www.atf.gov/firearms/instructions-form-7-application-federal-firearms-license	Basic		Does not fall under Spanish IA category.										
Firearms				Report Firearms Theft or Loss	Report Firearms Theft or Loss	https://www.atf.gov/firearms/report-firearms-theft-or-loss-0	Basic		Does not fall under Spanish IA category.										
Firearms				Tools & Services for Law Enforcement	Tools & Services for Law Enforcement	https://www.atf.gov/firearms/tools-services-law-enforcement	PPP		Does not fall under Spanish IA category.	1141	1146	1181	2011						
Firearms				NIBIN	NIBIN	https://www.atf.gov/firearms/national-integrated-ballistics-information-network-nibin	Basic		Does not fall under Spanish IA category.										
Firearms				Firearms and Ammunition Technology	Firearms and Ammunition Technology	https://www.atf.gov/firearms/firearms-and-ammunition-technology	Basic		Does not fall under Spanish IA category.										
Resources				Landing page	Resource Center	https://www.atf.gov/resource-center	Yes	PPP		1356	1361	1366	2401	1376					
Resources				Download Forms	Forms Library	https://www.atf.gov/resource-center/forms-library	Yes/Later	View	We have publications that come in Spanish, no forms at this time. Should we keep this?										
Resources				Order Paper Forms	Distribution Center Order Form	https://www.atf.gov/distribution-center/order-form	Yes/Later	Basic	Form - We have publications that come in Spanish, no forms at this time. Should we keep this?										
Resources				Fact Sheets	Fact Sheets	https://www.atf.gov/resource-center/fact-sheets	Yes/Later	View											
Resources				Publications Library	Publications Library	https://www.atf.gov/resource-center/publications-library	Yes	View											
Resources				FAQs	Questions and Answers	https://www.atf.gov/questions-and-answers	Yes	Both	In Spanish ensure it is listed as Q&As	1091									
Resources					Data & Statistics	https://www.atf.gov/resource-center/data-statistics			Does not fall under Spanish IA category.										
Resources					Freedom of Information Act (FOIA)	https://www.atf.gov/resource-center/freedom-information-act-foia			Does not fall under Spanish IA category.										

Risk identification and management

- Loss of key personnel
- Knowledge transfer within core team
- Losing ATF SMEs
- Technical integration out of sync with content sorting
- Other projects and priorities
- Scope changes

Change in scope

- Scope and content inventory expansion
- Change in priorities
- Decide between human vs. machine translations
- Leverage the memory and vault
- Final review

Content inventory: tracking status

Web Media ▶ Pages-Nodes-FPP translations.xlsx

Microsoft Excel Web App

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
	Target Stage	URL	Page Name	Node ID	Taxonomy ID	Panel ID	View	Other item	Final Quality Checks (initials + comments)	MJ Spanish style review	Translated?	Translation Status	Comments	EN link doc - Add (en inglés) to SP page	
1	Phase 1	/				2051		AB - x	Issue: repeated twice "y" (organismos de lev.		yes	100%	Downloaded to PROD (10/30 - NP)		
2						3286		AB - x	x		yes	100%			
3						3291		AB - x	x		yes	100%			
4						3296		AB - x	Encuentre : fixed (5/22 - AB)		yes	100%			
5			Homepage	node/33496		3301		AB - x	x		yes	100%			
6						3306		AB - x	I recommend to remove ". y más." : fixed (5/22 -		yes	100%			
7						3326		AB - x	x		yes	100%			
8						3316		AB - x	x		yes	100%			
9						3321		AB - x	Encuentra: fixed (5/22 - AB)		yes	100%			
10								(fixed) AB - change title to contain rate	x		yes	100%	MJ says: Are we translating panel 3096 - https://edit.atf.gov/admin/estructura/fieldebla		NO
11						3026		AB - x							
12	Phase 1	/firearms	Firearms	node/186		1286		AB - x	See notes in Word Doc: fixed (5/22 - AR)		yes	100%			
13						3611		AB - x	x		yes	100%			
14						3471		AB - x	x		yes	100%			
15						3071							Hidden in ES; replaced by panel #3611		
16	Phase 1	/firearms/apply-license	Apply for a License	node/30966		1601		(fixed) NP - Page URL is still in node format			yes	uploaded	This panel will not be visible in SP		
17						1591		(fixed) SA-C: Title of this View is still in	See notes in Word Doc		yes	100%	Downloaded to PROD (10/17 - NP)	SEE COMMENT	Yes
18	Phase 1	/firearms/curios-relics	Curios and relics	node/29776				AB - x	See notes in Word Doc: fixed (5/22 - AB)		yes	100%	Downloaded to PROD (1/29 NP)		
19	Phase 2		FFL List	node/44406									phase 2		
20	Phase 1	/firearms/national-tracing-center	Tracing Center	node/29316				SA-C x	See notes in Word Doc		yes	100%	Downloaded to PROD (10/17 - NP)		
21						3641		(fixed) SA-C: View Title "All Firearms Q&As by"			yes	100%	This panel was created to display only the Firearms Q&As that will be translated on Phase It contains ALL the Firearms Q&As category links - it will only be translated and displayed		
22	Phase 1	/questions-and-answers/firearms-qas	Firearms QAs	node/27096		1796							Create a ticket to translate view		
23	22						View: NEXT ORA and	(fixed) AB - change title and headlines to (fixed) AB - term not translated	See notes in Word Doc						
24	Phase 1		QA > ATF Form 4473		241				See notes in Word Doc		yes		(in ATF - Prod project)		

Recommendations, part I

- Look at the role, not the person
- Know your TMS tool
- Create an information architecture early
- Content phases and prioritization
- Create a technical integration plan

Our solution: Reviewathon!

- New SME recruitment blast
- Re-engaged inactive SMEs
- Hosted SME meetup (with coffee and cookies)
- Focused on reviewing the remaining content
- Live technical assistance with TMS

What we found in the Reviewathon

- Inconsistent translations
 - Names of agencies and offices
 - Dialect differences



Buró?
Departamento?



Pista?
Confidencia?

Solution: Glossary



ATF English-Spanish Glossary Glosario inglés-español de la ATF

Last reviewed July 8, 2019
Última revisión 8 de julio de 2019

This glossary is not a legal document and none of the terms found in it should be understood to change the meaning of any provisions of law, regulations, or any other authoritative precedent. Although a reader may understand terms as translated to have particular meanings, the legal meanings of the terms are controlled by the law, regulations, and administrative and judicial decisions. A periodic review is made to determine whether any additions, deletions, or revisions are needed.

English to Spanish	Inglés a español	2
Spanish to English	Español a inglés	10
Acronyms	Acronimos	17
Style guide	Manual de estilo	23

Spanish to English Español a inglés

A

Academia Nacional de Examinadores de Armas de Fuego
National Firearms Examiner Academy (NFEA)

Administración de Alimentos y Medicamentos
Food and Drug Administration (FDA)

Administración de Control de Drogas
Drug Enforcement Administration (DEA)

Administración de Incendios de los Estados Unidos
U.S. Fire Administration (USFA)

Administración de Seguridad y Salud en Minas
Mine Safety and Health Administration (MSHA)

Administración de Seguridad y Salud Ocupacional
Occupational Safety and Health Administration (OSHA)

Agencia de Control de Bebidas Alcohólicas, Tabaco, Armas de Fuego y Explosivos
Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)

Agencia de Impuestos y Comercio de Alcohol y Tabaco
Alcohol and Tobacco Tax and Trade Bureau (TTB)

agente de detonación
blasting agent

Agente Especial
Special Agent (SA)

Agente Especial a Cargo
Special Agent in Charge (SAC)

Agente Especial Adiestrador de Caninos
Special Agent Canine Handler (SACH)

Agente Residente a Cargo
Resident Agent in Charge (RAC)

Archivo Nacional de Registro y Transferencia de Armas de Fuego
National Firearms Registration and Transfer Record (NFRTR)

Alguacil Federal
U.S. Marshal

ametralladora
machinegun

arma corta
handgun

arma de fuego
firearm

arma larga
long gun

armazón (arma de fuego)
frame

artefactos pirotécnicos
articles pyrotechnic

Asistente Agente Especial a Cargo
Assistant Special Agent in Charge (ASAC)

Asistente Fiscal Federal
Assistant U.S. Attorney (AUSA)

Asociación para la Reducción de Crímenes Violentos
Violent Crime Reduction Partnership (VCRP)

B

bebidas alcohólicas
alcohol/alcoholic drinks

bomba de estruendo
cherry bomb

Buró Federal de Investigaciones
Federal Bureau of Investigation (FBI)

What we found in the Reviewathon

- Undefined acronyms
 - Need to define and explain English acronyms when using them in Spanish
- Unmarked external links to English pages

Solution: Style guide



ATF English-Spanish Glossary Glosario inglés-español de la ATF

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Links Enlaces

For links to English-only webpages, add “(en inglés)” at the end to alert readers that the language will be different at the destination. The hyperlink should include both the link text and “(en inglés)”.

[Press Advisories](#)

✓ [Avisos de prensa \(en inglés\)](#)

✗ [Avisos de prensa](#) (en inglés)

Acronyms and abbreviations Acrónimos y abreviaturas

Only use acronyms and abbreviations when absolutely necessary. If an acronym occurs just once or twice on a webpage, avoid the acronym altogether and spell out the full name each time.

Use the English version of the acronym instead of the Spanish. This helps bilingual readers better understand other technical or legal content that is only available in English.

Special Response Team (SRT)

✓ **Equipo de Respuesta Especial (SRT, por sus siglas en inglés)**

✗ Equipo de Respuesta Especial (ERE)

The first time an acronym is used on a page, spell out the full name and place the English acronym in parentheses. To avoid confusing the reader when the English acronym doesn’t match the Spanish name, include a comma and “por sus siglas en inglés” after the English acronym inside the parentheses.

Public Information Officer (PIO)

✓ **Oficial de Información Pública (PIO, por sus siglas en inglés)**

✗ Oficial de Información Pública (PIO)

What we found in the Reviewathon

- Literal translations of technical terms
 - Firearms and explosives industry jargon
 - Law enforcement and legal terms

Cakes and candles



Cakes and candles



Solution: Add to glossary!



ATF English-Spanish Glossary Glosario inglés-español de la ATF

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*Tabaco, Armas de Fuego
y Explosivos*

C

cake (explosive)
caja de tiro multiple

caliber
calibre

**Certified Explosives
Specialist (CES)**
*Especialista Certificado
en Explosivos*

**Certified Fire Investigator
(CFI)**
*Investigador Certificado
en Incendios*

**Chemical Facility Anti-
Terrorism Standards
(CFATS)**
*Estándares de
Antiterrorismo para
Instalaciones Químicas*

**Resident Agent in Charge
(RAC)**

*Agente Residente a
Cargo*

responsible person (RP)
persona responsable

revolver
revólver

rifle
rifle

roman candle
vela romana

rule/ruling
regla

S

Safe Explosives Act (SEA)
*Ley de Explosivos
Seguros*

safety fuse
mecha lenta

What we found in the Reviewathon

- Inadequate training and support for TMS
 - Led to frustrated, tired SMEs

Recommendations, part II

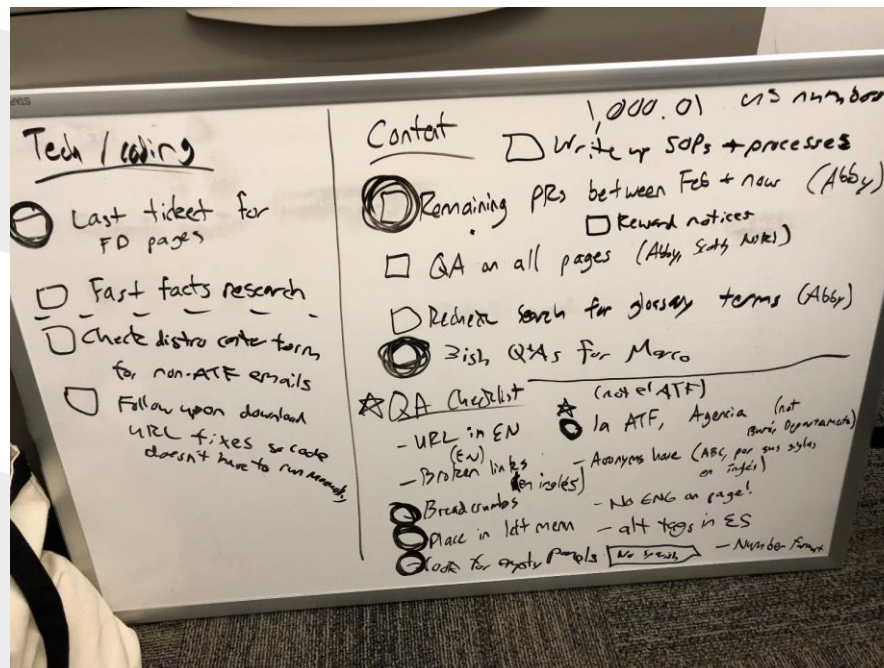
- Hire your own translators
- Research if your agency/company has programs to support foreign language
- Maintain open communication and follow up with your SMEs
- Start glossary and style guide early
- Document your processes

Getting to the finish line

- For last month, made this project a top priority
- Defined “done” for first phase and stuck to it
- Leveraged TMS memory and used machine translation for repetitive, less complex content
- Planned alpha, beta and public launches

The final checklist

- Went through all 400+ Spanish pages again with a quality assurance checklist
- Updated old translations to match the glossary



Public launch!

July 2, 2019



Just starting out?

- Top recommendations:
 - Create and define your information architecture
 - Document everything and keep everyone updated on the project's status
 - Start your glossary and stylesheet early
 - Separate your tool from your translators
 - Define “done”
 - Keep a bag of Cheetos handy!!



Downloadable examples

- [ATF English-Spanish Glossary and Style Guide](#)
- [Quality assurance checklist for translated pages](#)

Resources

- LEP.gov for information on the Limited English Proficiency executive order
- Digital.gov's [list of links to government bilingual glossaries, dictionaries and style guides](#)
- Our favorite Spanish style guides:
 - [USAgov Bilingual Style Guide](#)
 - GSA's [Spanish Language Grammar Guide](#)
 - NIH's [Spanish Style Guide](#)

Questions?

There are some questions we won't be able to answer on the recording, but will be happy to answer after the presentation.

Get in touch with us:

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