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ELRC Workshop Report for Finland

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1 Executive Summary

The second ELRC workshop in Finland took place on October 24 in the conference room Tallinn at the Radisson Blu Royal in Helsinki.

The workshop was organized in cooperation with the Finnish Language Cluster Kites. In the first ELRC workshop in Finland in 2016, the representatives of the association Kites as well as representatives from the Language Service Providers that are members of the association were amongst the participants of the workshop. For the second workshop the plan was to focus on the representatives of the public sector, but at the same time inform the Kites members about the continuation of the ELRC initiative and the progress in Finland. The workshop was therefore organized in collaboration with the association Kites that organized its annual symposium in the same venue at the same time. Traditionally, the Kites-symposium offers two simultaneous meetings during the afternoon session, where one focuses on business development and the other on technical development within the industry. The latter part was organized in collaboration with the ELRC workshop and so part of the Kites-symposium participants joined the ELRC workshop for the talks during the afternoon.

In addition to the actual joint presentations, the ELRC initiative had an opportunity for presenting dissemination materials at a stand in the Kites association exhibition, and the coffee and lunch breaks were synchronized so that the participants in both events had an opportunity to talk with each other in a less formal environment.

During the morning session, after the welcoming words by the ELRC Technology NAP *Krister Lindén*, the ELRC Public Services NAP *Taru Virtanen* and the EC representative *Mikael Reiman*, we first heard the presentation on what the ELRC initiative is by *Aivars Bērziņš* from *Tilde*.

The morning session continued with short snapshots on the challenges of multilingualism in the public sector: Christoffer Forssell from the Finnish Broadcasting Company YLE talked about how YLE copes with the growing demands of the increasing volume of translation and Carola Grönholm representing Kela, The Social Insurance Institution of Finland, presented the challenges that Kela faces in fulfilling the requirements for translation, as well as the means of coping with them. Taru Virtanen from the Prime Minister's Office discussed the language and translation guidelines adapted within the government, and Anni Airaksinen from Hansel explained the process and the quantity of the procurement processes within the language industry.

In the panel following the snapshots, the panellists *Christoffer Forssell* representing YLE, *Simo Kankkunen* representing the language technology sector at the *Prime Minister's Office* and *Jörg Tiedemann* representing the MT research at the *University of Helsinki* offered their points of view about MT in general, and the possibilities of MT in tackling with multilingualism in the organizations they represent.

The joint event with Kites after lunch started with the presentation by Erkka Vuorinen from European Commission's Directorate-General for Translation (DGT) about aspects of eTranslation in practice, Simon Dahlberg, Language Council of Sweden, Institute for Language and Folklore presented the eTranslation Termbank and Mary Nurminen from the University of Tampere and Maarit Koponen from the University of Turku talked about their project on accessibility of MT.

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The final two presentations were held after coffee by *Jarkko Reittu* from the *National Institute for Health and Welfare* on the myths and challenges of open data and data protection issues, and *Aivars Bērziņš* from *Tilde* representing the ELRC initiative described the benefits from sharing data, the support from ELRC in all issues that the resource providers might face during the process.



2 Workshop Agenda

2nd ELRC workshop in Finland Agenda

09:00 - 10:00: Registration and coffee

10:00 - 10:10: Welcome and introduction

Krister Lindén, ELRC Technology National Anchor Point in Finland, University of Helsinki

Taru Virtanen, ELRC Public Services National Anchor Point in Finland, Prime Minister's Office

Mikael Reiman, European Commission Representation in Finland

Session 1. Connecting a multilingual Europe: European context and local needs

10:10 – 10:25: The European Language Resource Coordination (ELRC)

Aivars Bērziņš, European Language Resource Coordination, Tilde

10:25 – 11:30: Multilingual Finland

Challenges in multilingualism

Christoffer Forssell, The Finnish Broadcasting Company YLE

Carola Grönholm, The Social Insurance Institution of Finland, Kela

Government language and translation guidelines

Taru Virtanen, Prime Minister's Office

Translation procurement in the public sector, Hansel as a case study

Anni Airaksinen, Hansel

11:30 – 12:00: Panel session: How MT can help, an outlook into current and future challenges

Moderator: Mikael Reiman, European Commission Representation in Finland

Panellists: Christoffer Forssell, YLE; Simo Kankkunen, Prime Minister's Office;

Jörg Tiedemann, University of Helsinki

12:00 – 13:00: Lunch Break

Session 2. Engage: hands-on data

13:00 – 13:30: The CEF eTranslation platform @ work

Erkka Vuorinen, European Commission's Directorate-General for Translation (DGT)

13:30 – 14:00: eTranslation Termbank

Simon Dahlberg, Language Council of Sweden, Institute for Language and Folklore

14:00 – 14:30: Governments, NGOs, MT and accessibility

Mary Nurminen, University of Tampere and Maarit Koponen, University of Turku

14:30 – 15:00: Coffee Break

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15:00 – 15:30: Data sharing myths and challenges

Jarkko Reittu, National Institute for Health and Welfare

15:30 – 16:00: Identifying and managing your data and how ELRC can assist and help Aivars Bērziņš, European Language Resource Coordination, Tilde

16:00 – 16:30: Open discussion



3 Summary of Content of Sessions

3.1 Welcome and introduction

The workshop was opened by the representative of the European Commission, *Mikael Reiman*, together with the National Public Service Anchor Point *Taru Virtanen* from the Prime Minister's Office and the National Technical Anchor Point *Krister Lindén* from FIN-CLARIN, University of Finland.

3.2 The European Language Resource Coordination (ELRC)

In his introduction on the ELRC initiative, Aivars Bērziņš first presented the welcoming words on video by Director *Rytis Martikonis* (General DG DGT) and Deputy Director *Claire Bury* (General DG CONNECT) who presented the ELRC initiative in a wider context, with the background and the goals of ELRC put clearly forward and highlighted the importance of the contribution by the participants attending the national workshop. *Aivars Bērziņš* then explained the organization of ELRC and how it seeks to approach its goals: by collecting language resources, identifying the needs of public services and engaging the players within, as well as offering help and assistance in technical and legal issues, and in acting as an observatory for language resources across Europe.

3.3 Challenges in multilingualism / The Finnish Broadcasting Company YLE

After presenting the basic facts of the Finnish Broadcasting Company YLE, *Christoffer Forssell* provided a clear picture of what multilingualism in YLE means in practice: a massive translation effort, both inter- and intralingual, for a variety of listeners and spectators. Machine translation, AI and speech recognition offer possibilities that YLE explores as possible solutions and aids in fulfilling the needs of the growing number of both content and languages.

3.4 Challenges in multilingualism / The Social Insurance Institution of Finland, Kela

Kela's (the *Social Insurance Institution*) Translation Service is the second-largest government translation unit in Finland, providing translations into both Swedish and English, while other languages are provided by a contracted translation agency. *Carola Grönholm* also presented an impressive list of text types translated by, or for, Kela, and the role of translation tools in the current and future operations within Kela.

3.5 Government language and translation guidelines

Taru Virtanen discussed the language and translation guidelines compiled within the Government work group led by the *Prime Minister's Office*, and working in cooperation with the Ministry of Justice, Ministry of Education and Culture, Ministry of Finance and the Ministry of Economic Affairs and Employment. The Prime Minister's Office is responsible for translation and language services in Finnish and Swedish and in other languages for all ministries.

3.6 Translation procurement in the public sector, Hansel as a case study

After presenting *Hansel* shortly, *Anni Airaksinen* informed the participants of the procurement process taken care by Hansel on behalf of the public sector. The number of clients within translation services amount to over 200 clients, ranging from big players such as the Ministry of Justice and the Tax Administration to smaller ones, with an annual

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volume approximately 3,8 million euros. Also, the steps of the procurement process with quality and coverage issues were touched upon.

3.7 Panel session: How MT can help, an outlook into current and future challenges

In the panel following the snapshots, the panellists *Christoffer Forssell* representing *YLE*, *Simo Kankkunen* representing the language technology sector at the *Prime Minister's Office* and *Jörg Tiedemann* representing the MT research at the *University of Helsinki* discussed the possibilities of MT in tackling with the issues in multilingualism.

The first topic presented by the moderator *Mikael Reiman* form the *European Commission Representation in Finland* was a question on research on MT; whether we will see small improvements or a massive breakthrough. In *Jörg Tiedemann*'s view MT based on neural networks can offer such quality that people will be able to make use of, with incremental increase of quality instead of a big breakthrough. Coverage of languages and multilingualism and multimodality as broad as possible is the next ongoing step.

The second question deals with the usability of the EU based MT translation systems for the Prime Minister's Office translation services, and *Simo Kankkunen* pointed out that the integration of MT developed within the EU into the systems used in the governmental translation aids is technically possible but the cloud storage systems employed is an issue that is difficult to overcome in the public administration. Most of the data produced by Prime Minister's Office are public and nowadays the translated material is divided in different TMXs and can be submitted.

Thirdly, IPR issues were considered. Multilingualism in YLE means that a lot of bilingual material is produced as different language versions of the programmes, whereas news material is more seldom translated, says *Christoffer Forssell*. Subtitling could be used more extensively than today. IPR issues need to be addressed in sharing the data, especially web content and AV translations.

The fourth question that the panel addressed touched upon anonymization and personal data in general. GDPR is a problem and it is not easy to remove all sensitive data from the material. However, the data sets do not need to be completely public or open, since their usage can first of all be limited to improving the MT system in question, and secondly the data shared can be technically manipulated (e.g. shuffled) instead of transmitting whole documents. Another solution would be creating a body to certify that the shared data is personal data free. A more pragmatic view should be adopted, as suggested by *Jörg Tiedemann*.

Finally, the issue of the quality of the MT and how to guarantee it was addressed. The first point noted was that quality comes from the providers, and it is therefore important to share the original documents rather than offering materials to be scraped from the internet, which often leads to noisy data, even if automatic ways of filtering out the noise are used. Confidence to share the original data is therefore important. *Christoffer Forssell* also mentioned supportive texting, which could make subtitling available through MT for languages that do not enjoy wide support. Maybe raw MT could be an answer, as used by the Swedish SVT in the mobile apps, which is a good example of MT as an aid in producing raw (semiautomatic) translations for all languages. The impact of increased volumes of data was also briefly discussed, and *Jörg Tiedemann* stated that increasing data will be the most crucial thing in improving the results. As will world knowledge covering information needed for personalized and more specific results in the future.



3.8 The CEF eTranslation platform @ work

Erkka Vuorinen from the EC's Directorate-General for Translation offered a comprehensive talk on the history of MT from Systran via MT@EC to eTranslation in the Commission's Translation Services, including an overview of the organization and the volume of translation work (more than 2 million pages in 2017, out of which appr. 80.000 pages in the department of Finnish. Also, the quality of the translation by MT@EC compared to eTranslation was discussed, as well as the results of a questionnaire for the translators showing an increase in the positive attitudes towards eTranslation.

3.9 eTranslation Termbank

In his presentation on the project eTranslation Termbank, *Simon Dahlberg* from the *Institute for Language and Folklore*, Sweden, highlighted the importance of providing terminological resources for the development of the eTranslation system within the domains of health, business legislation and customer protection. The goal is to support the DSIs of eHealth, e-Justice and Online Dispute Resolution in the European Union.

3.10 Governments, NGOs, MT and accessibility

Mary Nurminen from the University of Tampere and Maarit Koponen from the University of Turku highlighted the importance of proper planning and resourcing in the development of MT the role of MT in the digitalization of public services and presented some example projects on MT and some results of their research into the concept of accessibility.

3.11 Data sharing myths and challenges

Challenges covering data protection issues in sharing data were presented by *Jarkko Reittu* from the *National Institute for Health and Welfare*. After presenting the challenges, the options for tackling with these challenges were discussed, as well as the basic concepts and also the concepts of pseudonymization and anonymization.

3.12 Identifying and managing your data and how ELRC can assist and help

The workshop was concluded by the presentation by *Aivars Bērziņš* from *Tilde* and representing the *ELRC*. The support by ELRC was described and questions on data security covered by this presentation.

3.13 Conclusions

After the last presentation, the audience were given an opportunity to present questions or comments for the presenters, both during the afternoon session and before. The questions that were presented were answered by the presenters, after which the audience was invited to join the Kites symposium for its final keynote by *Ville Tolvanen* whose talk was adequately named *Digitalisaatio tai kuolema* (Digitalization or Death). The Kitessymposium participants were therefore followed by the ELRC workshop participants to finalize the day with the Kites-symposium and join them for their post-symposium celebrations at the venue.





 ${\bf Image~1~Afternoon~session~at~the~ELRC/Kites~event.~Photo~by~Arne~Larsson}$



4 Synthesis of Workshop Discussions

There were three main types of questions and comments that were made by the audience.

The first one concerns **data protection** issues, and the potential cases of sensitive data that are embedded in the material in the TMXs and other translated materials within the public sector translation services. Since the data has not originally planned as open data, these questions have not required attention before and it is in most cases now difficult to isolate sensitive data amongst the potentially open or public data. The question was also addressed from the point of view of submitting data, and how the security and data protection issues are covered there. This question was later addressed by *Aivars Bērziņš* in more detail in his presentation on data management.

The second question concerned the **accessibility of the data** submitted to ELRC-SHARE, whether it can be obtained by other initiatives and development projects. It was pointed out that this question depends on the licenses under which the data is submitted to ELRC-SHARE.

The third question concerns **the quality of MT**. Quality comes from the data providers, and it is therefore important that original documents are submitted rather than material to be scraped in the internet, where it is difficult to get the content without creating any noise. The latter therefore produces noisy data that needs to be cleaned. Automatic ways of filtering out the noise exist but they do not remove all noise.

4.1 ELRC and Open language Data in Finland

The open data administration in Finland was not represented in the workshop presentations. There is, however, a growing interest within the public sector to publish data in the portal for open data (avoindata.fi, opendata.fi). The recommendation is to publish the data under Creative Commons 4.0 (in this context defined as JHS-189).

At the moment, there are 1.635 datasets out of which 1.313 are open data resources and 322 are tools available in the opendata.fi-portal. Most of the data available is licensed as CC BY-4.0. Most of it is still numerical data derived from the areas such as traffic, population, maps, construction industry and finance. Numerical data is not less valuable than language data but for the purpose of training a MT system with bilingual or multilingual data, the contents of the open data portal are not optimal just yet. Most of the organizations providing open data in the portal are regional administration (853) and public administration (662). Several universities, associations and funds, and enterprises are also among the open data providers.

However, there is a strong commitment towards maintaining Finland's top position in offering its citizens digital services (Digital Economy and Society Index, DESI 2018), indicating the growing interest in increasing open data in the future. Maintaining the language rights in the digitalization process requires extensive translation efforts, where also terminological resources play a role.

4.2 Success stories and lessons learnt

Due to the efforts in digitalization, combined with the awareness of the importance of open data and the GDRP, there is interest among the public sector in collaborating in efforts to plan and realize means for better dissemination of public information in the future. The invitations to the second ELRC workshop will result in discussions with the representatives

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of the public sector, starting with the representatives of the Ministry of Justice with the intention to discuss the latest report of the government on the application of the language rights 2017. The ministry has recently developed an indicator tool for following-up the implementation of the linguistic rights. We feel that ELRC with its goal to enhance open data has both an opportunity to increase awareness about open data as well as the importance to promote terminological resources and to improve eTranslation within the ELRC initiative.

Since the governmental translation activities in Finland are centralized, the ELRC workshop seeks to establish contacts with other public sector organizations, such as the Association of Municipalities, the Bank of Finland as well as Kela, Statistics Finland and the Finnish Centre for Pensions will be contacted for further discussion about submitting data. Discussions about possible data to be submitted are also agreed with the Research Institute for the Languages of Finland.

The technical details that were mentioned during the workshop presentations and discussions also included some new perspectives to MT, such as supportive texting or the value of raw MT, as well as text type or personalised specific MT via increasing the metadata that could make differentiation possible in the TMXs.



5 Workshop Participants

A total of 105 invitations were sent out but it should be noted that several of the invitations were sent to generic email addresses, as requested in the web pages of the projects (such as the digitalization and open data initiatives, and communications services), and in several cases the invitation was sent forward to other interested parties in the same organization by the persons invited. Since the Prime Minister's Office takes care of the translation tasks of all ministries in Finland, and given the limited space in the workshop, a decision was made not to send invitations to the representatives of the ministries, with the exception of those involved in the digitalization processes or the open data initiative in Finland.

Out of the 68 registrations that include the administrative and the technical staff, 2 people cancelled in advance and there were 2 instances of no-show. The information about the presentations online were sent to all registered participants, including the cancelled and the no-shows.

The participants sectors were as follows Participants public administration 42 Participants LSPs 6 ELRC Consortium & EC 3 Other, Open source initiatives 1 Other, Institutet för språk och folkminnen, Sverige 2 Local organizer staff members 5 Other, interpreters, voice technician, student 5 assistants 64 total



6 Appendix

6.1 Localised invitation letter

Kutsu Suomen toiseen ELRC-työpajaan 24.10.2018, Helsinki

Hyvä X

Tervetuloa Suomen toiseen **European Language Resource Coordination (ELRC)** - työpajaan, joka järjestetään Helsingissä keskiviikkona 24.10.2018 Radisson Blu Royal - hotellissa, Runeberginkatu 2.

Työpaja liittyy ELRC-hankkeen tavoitteisiin parantaa EU:n kehittämää konekäännösjärjestelmää CEF eTranslation, joka on julkisen sektorin vapaasti käytettävissä. Työpajassa kuulemme kokemuksia konekäännösjärjestelmän käyttämisestä, eTranslation Termbank -hankkeesta, konekääntämisen kehittämisestä sekä monikielisyyden toteutumisesta käytännössä ja ELRC-hankkeen mahdollisuuksista olla tässä apuna. Paneelissa pohditaan, voiko konekäännös ratkaista monikielisyyden haasteita. Kieliaineistojen keräämiseen liittyvästä tietosuojasta kuullaan asiantuntijaesitelmä.

Työpajan järjestää Suomessa Helsingin yliopiston koordinoima FIN-CLARIN-hanke ja ajantasainen ohjelma löytyy myös Kielipankin sivulta https://www.kielipankki.fi/suomentoinen-elrc-tyopaja/. Osa ohjelmasta järjestetään yhteistyössä Suomen kieliklusteri Kitesin (www.kites.fi) kanssa. Virallinen kutsu ja alustava ohjelma ovat ohessa liitteenä (pdf). Tilaisuuden kieli on suomi, ja englanninkieliset esitykset tulkataan suomeen ja suomenkieliset englantiin.

Tilaisuus on maksuton, mutta siihen pyydetään ilmoittautumaan ennakkoon sivun http://lr-coordination.eu/l2finland kautta tarjoilujen järjestämiseksi. Rekisteröityminen paikan päällä alkaa klo 9, itse tilaisuus alkaa klo 10 ja päättyy klo 16.30.

Tervetuloa mukaan! Vastaan mielelläni kaikkiin tilaisuutta ja ELRC-hanketta koskeviin kysymyksiin. Kutsua saa mielellään edentää asiasta kiinnostuneille.

Parhain terveisin, ELRC-hankkeen puolesta

Hanna Westerlund

Hanna Westerlund

Projektisuunnittelija

Helsingin yliopisto, Humanistinen tiedekunta

Digitaalisten ihmistieteiden osasto

FIN-CLARIN / Kielipankki

hanna.westerlund@helsinki.fi

Osoitelähde: osallistuminen Suomen ensimmäiseen ELRC-työpajaan 19.2.2016

Official, as attachment:



Kutsu

Tervetuloa Suomen toiseen **European Language Resource Coordination (ELRC)** - työpajaan, joka järjestetään Helsingissä keskiviikkona 24.10.2018 Radisson Blu Royal - hotellissa, Runeberginkatu 2.

Kielet ja niiden monimuotoisuus ovat eurooppalaisen kulttuurin, kaupan ja yhteistyön perusta. EU-komissio tukee tiedonkulkua eurooppalaisten kansallisten viranomaisten välillä ja kehittää tavoitteen tueksi konekäännösalustaa **Connecting Europe Facility** rahoituksella. CEF eTranslation -käännösalusta on kaikille julkisen sektorin toimijoille maksuton, EU:n käännösyksikön kehittämän **Euroopan komission konekäännösjärjestelmän MT@EC:n** pohjalle rakentuva palvelu. CEF-rahaston tavoitteena on parantaa konekäännösjärjestelmän kattavuutta ja laatua sekä rakentaa siitä yhteensopiva yhteiseurooppalaisten julkisten sähköisten palvelujen kanssa.

ELRC-työpajassa keskustelemme julkisen sektorin monikieliseen toimintaan liittyvistä tarpeista ja pohdimme, miten automaattinen konekäännösalusta pystyisi paremmin vastaamaan näihin tarpeisiin. Kuulemme konekäännösjärjestelmän kehittämiseen ja käyttämiseen liittyviä puheenvuoroja ja pyrimme hahmottamaan yhdessä työpajaan osallistuvien julkishallinnon toimijoiden ja ELRC:n asiantuntijoiden kanssa, millaisia vaatimuksia konekäännösjärjestelmän tulee täyttää. Tavoitteena on tunnistaa konekäännösalustan kehittämisessä tarvittavia kieliresursseja ja seminaarissa kuulemme niiden kokoamiseen ja luovuttamiseen liittyvistä erityisistä juridisista kysymyksistä.

Suomen työpajan järjestää Helsingin yliopiston koordinoima FIN-CLARIN-hanke ja tilaisuuden ajantasainen ohjelma löytyy Kielipankin sivulta https://www.kielipankki.fi/suomen-toinen-elrc-tyopaja/. Osa ohjelmasta järjestetään yhteistyössä Suomen kieliklusteri Kitesin (www.kites.fi) kanssa.

Alustava ohjelma on tämän kutsun liitteenä. Työpajan kieli on suomi, ja englanninkieliset esitykset tulkataan suomeen ja suomenkieliset englantiin.

Työpaja on maksuton, mutta siihen pyydetään ilmoittautumaan ennakkoon sivun http://lr-coordination.eu/12finland kautta.

Kaikissa työpajaan liittyvissä asioissa ja kysymyksissä ota yhteys paikalliseen järjestäjään Hanna Westerlund, FIN-CLARIN, hanna.westerlund@helsinki.fi, puh. 050 4155472.

Tervetuloa työpajaan!



6.2 Localised agenda

Suomen toinen ELRC-työpaja 24.10.2018 Ohjelma

09:00 – 10:00: Ilmoittautuminen ja kahvi

10:00 – 10:10: Tervetulotoivotus ja alkusanat

Krister Lindén, ELRC, tekninen kansallinen yhteyshenkilö

Taru Virtanen, ELRC, julkisten palvelujen kansallinen yhteyshenkilö

Mikael Reiman, Euroopan komission Suomen-edustusto

Monikielistä Eurooppaa yhdistämässä: paikallistason tarpeet ja eurooppalainen konteksti

10:10 – 10:25: The European Language Resource Coordination (ELRC)

Aivars Bērziņš, Eurooppalaisten kielivarojen koordinaatio, Tilde

10:25 – 11:30: Monikielinen Suomi

Monikielisyyden haasteita

Christoffer Forssell, YLE

Carola Grönholm, Kela

Valtioneuvoston kieli- ja käännöslinjaukset

Taru Virtanen, Valtioneuvoston kanslia

Käännöspalvelut yhteishankintana – Hanselin/valtionhallinnon esimerkki

Anni Airaksinen, Hansel

11:30 – 12:00: Paneelikeskustelu: Konekäännöksen mahdollisuudet nykyisissä ja tulevissa haasteissa

Moderaattori: Mikael Reiman, Euroopan komission Suomen-edustusto

Panelistit: Christoffer Forssell, YLE; Simo Kankkunen, Valtioneuvoston kanslia;

Jörg Tiedemann, Helsingin yliopisto

12:00 – 13:00: Lounas

Osa 2. Työkaluja ja aineistoja: tilannekatsauksia ja yhteistyötä

13:00 – 13:30: eTranslation työkaluna Euroopan komission käännöstoimessa – käytännön kokemuksia

Erkka Vuorinen, Euroopan komission käännöstoimen pääosasto (DGT)

13:30 – 14:00: eTranslation Termbank

Simon Dahlberg, Språkrådet, Institutet för språk och folkminnen, Ruotsi

14:00 – 14:30: Governments, NGOs, MT and accessibility

Mary Nurminen, Tampereen yliopisto ja Maarit Koponen, Turun yliopisto

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14:30 – 15:00: Kahvi

15:00 – 15:30: Aineistojen jakamisen myyteistä ja haasteista Jarkko Reittu, Terveyden ja hyvinvoinnin laitos

15:30 – 16:00: Identifying and managing your data and how ELRC can assist and help Aivars Bērziņš, Eurooppalaisten kielivarojen koordinaatio, Tilde

16:00 – 16:30: Keskustelua