Deliverable D3.2.14
Task 8

ELRC Workshop Internal Report for Italy

Author(s):   Claudia Foti (Ministero della Giustizia)

Simonetta Montemagni (CNR-ILC)

Claudia Soria (CNR-ILC)

Dissemination Level: Confidential

Version No.:   V1

Date: 9.11.2018

Contents

1. Executive Summary

This document reports on the ELRC+ Workshop in Italy, which took place in Rome, on September 27th, 2018 at the premises of the *Scuola Nazionale dell'Amministrazione* (SNA) under the Presidency of the Council of Ministers. It includes the agenda of the event (section 2) and briefly sums up the content of each presentation and of the panel workshop session (sections 3 & 4).

The ELRC+ Workshop in Rome was attended by 82 people, among which: 55 people came from Public Administration, 9 from academia and research institutions, 5 from DSIs and Open Data Portal, 4 from EC, and 9 from other organizations.

The dedicated event page can be found at http://www.lr-coordination.eu/l2italy_agenda.

2. Workshop Agenda

08:30 – 09:30   Registration

09:30 – 9:45   **Welcome Addresses**
Stefano Battini, President of SNA
Paola Rizzotto, Head of Italian Department – DGT, EC
Simonetta Montemagni, ELRC – CNR-ILC

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

9:45 – 10:05   **Session 1.1 Connecting public services across Europe: ambitions and results so far (Video)**
Aleksandra Wesolowska, DG CONNECT – European Commission

10:05 – 10:25   **Session 1.2 Public services in the era of Artificial Intelligence: vision and perspectives**
Marco Bani, Capo della Segreteria Tecnica e dell'Ufficio comunicazione, Agenzia per l'Italia Digitale

10:25 – 10:45   **Session 1.3 The CEF eTranslation platform @ work**
D. Markus Foti, DGT, European Commission

10:45 -- 11:15   Coffee Break

11:15 -- 12:15   **Session 1.4 CEF in Italy: current needs, future challenges and good practices in Italian PA – Round Table**
Moderator: Claudia Foti, Public Services Anchor Point

- Barbara Altomonte, Dirigente del Servizio Comunicazione, Dipartimento Politiche Europee, Presidenza del Consiglio dei Ministri
- Rebecca Berto, ODR Advisor - Centro Europeo Consumatori Italia
- Paolo Cappelli, Ministero della Difesa
- Giuseppe Conte, Istituto Nazionale della Previdenza Sociale
- Mauro Draoli, Responsabile Servizio Strategie di Procurement e Innovazione del mercato, Agenzia per l'Italia Digitale

Session 2. Engage: hands-on data

12:15 – 12:35   **Session 2.1 The European Language Resource Coordination (ELRC) action**
Khalid Choukri, ELRC - ELDA

12:35 -- 12:55   **Session 2.2 ELRC in Italy**
Simonetta Montemagni, ELRC - CNR-ILC

12:55 – 14:00   Lunch Break

14:00 – 14:30   **Session 2.3 Preparing and sharing data with the ELRC repository – and what happens next**
Khalid Choukri, ELRC - ELDA

14:30 – 14:50   **Session 2.4 Can PA resources be shared and how?**
Gabriele Ciasullo, Responsabile Servizio Banche Dati e Open Data - Agenzia per l'Italia Digitale

14:50 -- 15:30   **Session 2.5 Identifying and managing your data: Questions & Answers Round Table**

15:30 – 15:45   **Discussion and Conclusions**

15:45 – 16:15   *Coffee Break & Networking*

3. Summary of Content of Sessions

3.1. Welcome and Workshop Objectives

Welcome speeches and presentation of the workshop objectives were the object of this first session.

The welcome speeches were given by Stefano Battini, President of the Scuola Nazionale dell'Amministrazione (SNA), and Paola Rizzotto, Head of the Italian Department of the Directorate-General for Translation (DGT).

Stefano Battini opened the session by thanking everyone on behalf of the hosting institution for their attendance. He emphasized the role of technology as a crucial instrument to strengthen the cohesion among EU countries.

Paola Rizzotto welcomed the participants, by emphasizing the importance of eTranslation, the online machine translation service provided by the European Commission (EC), to support online services. She recalled that Machine Translation is among the "Building Blocks" of Digital Service Infrastructures, and as such among the funding priorities in the CEF program. To support an increasing number of online public services, the system needs to be further developed and adapted to the specific needs of these services as well as to the potential volumes of the new requests that will have to be addressed. This is why high-quality linguistic resources are needed for all languages, including Italian. She concluded by wishing all the participants a fruitful day of work, and encouraging the use of Machine Translation with no fear, as a complement and help for human translators.

Simonetta Montemagni, from the Institute of Computational Linguistics of the Italian National Research Council (CNR) and local ELRC Technology National Anchor Point, welcomed the participants to this important event aimed at fostering the development of a real multilingual Digital Single Market including Italy. The success of the event shows that the topic is of great interest and may help identify the needs and shared interests. She presented the objectives of the workshop, namely to approach potential providers of Language Resources, or textual data, from different domains, with particular attention to the domains for which public administrations provide online services for citizens. The CEF interest in Language Resources is in direct relation with the quality of Machine Translation systems, whose performance highly depends on the quantity and typology of data used for training. She invited all participants to fill the engagement form and to hand it over at the end of the workshop. She thanked the SNA for their valuable support in co-organizing and hosting the Workshop, Khalid Choukri, the ELRC Representative for the region, Markus Foti, the MT@EC/eTranslation Project Manager at the EC Directorate-General for Translation, all Italian speakers who accepted to contribute to the workshop, and the many participants from different Italian Public Administrations, agencies, research centres and companies.

3.2. Session 1.1: Connecting public services across Europe: ambition and results so far

A video presentation from Aleksandra Wesolowska (DG CONNECT) was played to the audience with live interpretation into Italian.

3.3. Session 1.2: Public services in the era of artificial intelligence: vision and perspectives

Marco Bani, Head of the technical secretariat and the communication office of the Agency for Digital Italy (AgID), illustrated the mission and the activities of AgID in the area of digital transformation. AgID manages the implementation of the Italian Digital Agenda's objectives, in coherence with the EU Digital Agenda, and contributes to the diffusion of new information and communication technologies, with the aim of fostering innovation and economic growth.

According to the Digital Economy and Society Index - DESI 2018 - Italy is growing, but there is still a gap between the supply of digital services and their actual use by the population. In the context of the European Digital Agenda, Italy has developed its national strategy by converting the EU objectives into initiatives aimed at the digital transformation of public administration. These initiatives have been developed into a three-year plan for information technology in the Public Administration, and contain operational indications (actions, times and objectives) for the development of four pillars: digital ecosystems, immaterial infrastructures (that include enabling platforms and data of the PA), physical infrastructures and cybersecurity. The Plan, created to effectively guide the digital transformation of the country, is becoming a reference for central and local administrations in the development of their information systems.

The use of Artificial Intelligence (AI) methods and tools applied to services is one of the sectors in which Italy is trying to achieve the objectives of the Three-Year Plan for Information Technology in Public Administration. For this specific purpose, an "Artificial Intelligence Task Force at the service of citizens" was set up to discuss the new possibilities offered by this type of technology. In the Public Administration, Artificial Intelligence can be used profitably in the healthcare, education and judiciary systems, public employment, security and, more broadly, in the management of relations with citizens, which can be simplified and at the same time be more effective, quick, and efficient.

The following nine challenges of Artificial Intelligence at the service of citizens were identified:

1. Ethics
2. Technology
3. Skills
4. Role of data
5. Legal context
6. Accompanying the transformation
7. Preventing inequalities
8. Measuring the impact
9. The human being

Today, Artificial Intelligence can drive vehicles, take care of elderly or sick people, perform dangerous or weary jobs and help make informed decisions based on the rational management of large amounts of data. Also, and most importantly in this context, AI can enable citizens to communicate in languages they do not know, help studying and increasing the cultural or entertainment experiences at their disposal. The White Paper includes a set of recommendations drafted by the Agency for Digital Italy, the Task Force and a community of more than 500 experts and citizens that should accompany the processes of development, modernization and improvement of the State and our society.

From these recommendations, experimental projects are expected to originate, aimed at testing the impact and the role of AI in Public Administration. Several entities (both local and national administrations) have requested the assistance of the Agency for the use of AI in their services and products. The scouting of possible AI projects in Public Administration is currently in progress.

The presentation ended with the illustration of the guidelines for the promotion of digital services in the Public Administration, aimed at defining the strategies of communication, marketing and storytelling with both citizens and companies as a target.

3.4. Session 1.3: The CEF eTranslation platform @ work

Markus Foti, Machine Translation expert at the DGT and MT@EC/eTranslation Project Manager, provided some background on automated translation at the EC. MT@EC, the EC statistical Machine Translation system launched in 2013, was mostly trained on EU legislation texts. In 2017, the system evolved into what is known today as eTranslation, the neural MT system. With CEF.AT, the purpose is to set up a secure service on the European cloud infrastructure. The platform is available for public administrations, system suppliers, Digital Service Infrastructures and EU institutions.

A quick demo was given on how the platform operates, how to upload the source text and then receive the translated output by e-mail, with the same formatting as the input document. One source text or document can be translated into all 24 EU languages and several documents can be sent simultaneously. Translated information remains confidential, and all documents processed are deleted from the server, meaning that the intellectual property rights are not transferred to a third party over the translation.

Markus Foti went on with the e-Translation on the N-Lex portal showing it was possible to look for words in the original language rather than look for translated words in a translated document. The same is also possible on the European Data Portal, making cross-language information research easier. He stressed that eTranslation was open to DSIs and public administrations in all Member states, plus Iceland and Norway. All interested institutions can contact the DGT and ask for the access credentials.

Next, Mr. Foti emphasized the importance of Language Resources in determining the performance of a Machine Translation system. eTranslation, unlike MT@EC, is a Neural Machine Translation (NMT) system. Since the machine learns differently, it can be used for translating texts from a wider domain with better results than statistical systems. At the moment, not all languages are covered by eTranslation: Italian will be available by the end of the year.

He then provided a comparative analysis of some examples of news translated using SMT and NMT highlighting the differences. Even with out-of-domain data, the NMT system gave better results. When using in-domain data such as legislation, the translation document can be used almost with no further corrections. Markus Foti concluded his presentation by emphasizing that key to success is to gather more data. By data he means any electronic text, both monolingual and parallel; more training data and more domain-specific training data. He encouraged all those present to share any data that they might have. He then presented some future improvements that result from users' requests, namely more languages and ended with the idea that the CEF eTranslation platform goal was to solve language problems.

3.5. Session 1.4: CEF in Italy: current needs, future challenges and good practices in Italian PA - Panel

This session was chaired by Claudia Foti (Public Services National Anchor Point). Ms. Foti prepared a number of questions in advance, suggesting the panellists to address the following points:

- Description of the current situation, with specific reference to translation needs in international exchanges, addressing how these exchanges are carried out, the languages used, outsourcing procedures, and challenges that must be met.

- Examples of best practices, i.e. specific actions implemented or planned regarding workflows, their aims, addressees and results achieved. Use of CAT and MT tools.

- Future challenges: the need to expand the language supply in the provision of online services or to expand existing services, domain-specific translation engines and strategies deployed to meet those challenges

- Support that CEF eTranslation can bring to the anticipated actions.

Panellists addressed these topics in the following way:

Barbara Altomonte, Head of Communication of the Department of European Policies, Presidency of the Council of Ministers.

Ms. Altomonte presented the Department of European Policies multilingual website designed and developed according to the AgID (Agency for Italy's Digitalization) guidelines as it was considered a strategic objective for the department. The multilingual version of the website (IT, EN, FR, ES, DE) was published in 2018 and a total of 500,000 words were translated. The website uses the open source content management system UMBRACO. A new service called "Europarole" (Eurowords) offers an explanation of the English terms mostly used by institutions in normative acts and official documents and their translation into Italian. The Department of European Policies meets translation needs with a combination of internal and external staff, including trainees, the REI network, and freelance translators. In-house translators do not use CAT tools while the translation agency works with SDL Trados.

Ms. Altomonte then outlined the possible future developments, which include: a survey to check the website usability, the drafting of a new contract for outsourced translations with a possible provision to retain ownership of translation memories, greater integration of the IMI and SOLVIT platforms and decisions on the scope of desired multilingualism.

A decision will be taken in the future as to the number of languages that will be made available, based on access statistics.

Rebecca Berto, Legal Advisor to the European Consumer Centre in Bozen and ODR advisor.

After outlining ADR and ODR and their legal framework, Ms. Berto explained that, given the increase in cross-border transactions triggered by the European Single Market and globalization, ADR has become a viable alternative to court proceedings, as it meets specific needs of the parties. ADR/ODR is also best suited to cope with different cultures and legal backgrounds.

In particular, the ODR Platform, which was set up in February 2016 pursuant to Regulation 524/2013/EU, provides a single instrument that can be used to solve contractual disputes arising from the online purchase of goods and services in all EU languages. Traders are required to provide a link to the ODR platform. After explaining the phases of the ODR procedure, Ms. Berto showed a practical example of how the platform works: a complaint is filed by consumers in their own language and submitted to traders in the target language. The dispute resolution body is then chosen.

As a conclusion, after examining the outcome of the Commission Report on the functioning of the platform, Ms. Berto emphasized that a streamlined procedure also implies greater use of MT but that there is still some mistrust about its use, so that national contact points will continue to play a major role in this field. In its first year of activity the Italian ODR platform has handled 24,000 cases related to airlines, clothing manufacturers and IT companies. These three industries were the first to understand the potentials of ODR.

Paolo Cappelli, Officer at the Translation and Interpreting Unit of the Defence General Staff and Military Interpreter.

Mr. Cappelli outlined the translation and interpreting needs of the Italian Defence. Translators and/or interpreters translate into/from IT, EN, ES, DE, RU, HR-SR, AR, FA, and SL. The Defence Ministry's website is partly translated into English and French.

Mr. Cappelli then stressed that in the translation process three questions must be addressed: translate what, how, and based on what standards. A major issue that is encountered is to make authors understand that if a document, position or policy paper, is written to be processed or translated it must be drafted differently than if its "only" purpose is to be read. For translators working in public services it is common to translate speeches with a highly regulatory content or long lists of points. Writing texts having in mind who the addressee is can help improve the translation process.

Another point that was raised is the frequent, and unnecessary, use of Anglicisms and Latinisms that do not necessarily render the text clearer. A possible solution to these problems is to co-create a text involving translators/interpreters from the very first steps of the drafting process.

As to how texts should be translated, Mr. Cappelli made a strong call in favour of centralization of tools and training, standardization of translation equivalents in the target language (terminology management) and introduction of translation technologies. He made reference to the importance of having a "single command chain".

Mr. Cappelli also recalled the standards that govern the profession (ISO 704, 760, 22128 e 26162 for terminology, ISO 17100 on translation services, ISO 18587 on post-editing criteria, and ISO 11591:2015 defining the professional figures of translators and interpreters).

Part of the translation work is outsourced to language service providers based on very clear tender specifications. Mr. Cappelli highlighted how this implies hidden costs, because texts need to be cleaned up before being sent out for translation, and checked when they are returned. As for the ownership of translations, under Art. 11 of the Italian Copyright Law public, administrations own works created or published in their name or on their behalf.

As for the use of CAT tools, the Defence General Staff now uses Wordfast and has more than 410,000 TUs in the IT-EN combination, as well as glossaries with more than 25,000 entries.

Giuseppe Conte, Senior Director of External Relations, INPS (National Social Security Institute).

Mr. Conte illustrated the cross-border exchanges of INPS, highlighting that the Institute pays more than 350,000 pensions abroad and processes about 250,000 files with foreign counterparts. Much of the exchanges are carried out through forms, which greatly helps understanding and reduces translation costs.

Interactions with users have become more demanding now that Italy is an immigration country. Translation requests are handled by in-house translators (EN, FR, DE, ES and PT) and outsourced for languages that are not covered internally, with ensuing costs associated with the need to anonymize or delete sensitive data. Mr. Conte explained that translations are often anonymized manually before being outsourced and that there are only few in-house translators left.

The greatest challenge is the translation (at least) into English of the INPS website which is extremely complex and rich. MT may be a good option in this regard.

Mauro Draoli, Senior Officer of the Procurement and Market Innovation Strategies Service, Agency for Italy's Digitalization

Mr. Draoli's contribution was mainly focused on models for service dissemination in European public administrations. He highlighted the need to design and plan technical and administrative models for service innovation and management with a view to the long-term time frame.

He also stressed that supply and award methods for support services should be designed in a way that is consistent with relevant regulations, including the Public Procurement Directive. He insisted on the need to propose simple models for public administrations to "join" services, even in cases in which this would imply future costs.

Mr. Draoli stressed the need to monitor the performance of services offered by public administrations and to compare it with solutions provided by private competitors on the market.

He insisted on the fact that complex end-to-end translation services imply high overhead costs for Public Administrations, especially for tendering and award procedures.

The lifecycle paradigm should not be confined to the cost of outsourced services only, but should include additional and hidden costs. Before adopting a service, attention should be paid to its benefits, impact on the service lifecycle, and duration.

In this context, the free provision of services may be interesting. It would be useful if CEF could provide information on qualitative assessment, future evolution and competitiveness on the market for e-translation services, from the planning stage on. This would allow public administrations to evaluate the adoption of an automatic translation system, its impact on the life cycle, costs, and duration of the service. Mr. Draoli emphasized that, even if a service may be acquired free of charge, it may then entail hidden costs, as specified in the Italian Public Procurement Code.

3.6. Session 2.1 The European Language Resource Coordination (ELRC) action

Khalid Choukri (ELDA) presented the action of the European Language Resource Coordination and introduced the organizations that form the consortium: Tilde, ELDA, DFKI and ILSP. Then, Choukri described the role of the National Anchor points (NAPs); in the case of Italy: Claudia Foti representing the Italian public administration and Simonetta Montemagni as Technical NAP.

Mr. Choukri then continued with a description of the goals of the ELRC actions: gathering Language Resources, identifying needs of the public sector and fostering the engagement of the public sector in the identification of language resources that the EC translation system can use to improve its engines. ELRC, he explained, is providing potential Language Resource providers with technical and legal support and is in fact an observatory of Language Resources, gathering information from workshops such as this one.

Mr. Choukri emphasized that the action's core activity was to identify data in to the domain of public services to improve the EC translation engines. He also reported that more than 90 resources have already been released, accounting for more than two million translation units. These figures remain however below the expectations, in particular in the case of the number of resources gathered for Spanish.

Mr. Choukri ended his talk by underlying again the importance of eTranslation to manage the actual needs for multilingual communication and exchange of information in Europe on the one hand, and the important role of sharing Language Resources on the other hand. He then showed the ELRC web site, and the ELRC-Share repository to facilitate the access, sharing and contribution of Language Resources, as well the contact forms and help-desk for requesting technical and legal assistance for those interested in contributing with resources.

3.7. Session 2.2: ELRC in Italy

After presenting the Italian ELRC Team, Simonetta Montemagni started by emphasizing that multilingual communication between European public administrations requires the specialization of Machine Translation systems. This specialisation concerns the domains and textual genres to be dealt with and that such a specialization can only be achieved by gathering textual and linguistic data available from Italian public administrations, which can significantly contribute to tailoring and improving the results for Italian.

She illustrated the actions carried out in Italy during the first ELRC phase (2015-2017) and the results achieved: among the 26 languages targeted by ELRC, in April 2017 Italian turned out to be the sixth language for contributed resources. Collected resources include: mono-, bi- and multilingual corpora and domain terminologies, as well as translation memories. As for textual

corpora, textual genres include administrative acts, laws, manuals, web sites; some of them are linguistically annotated; multilingual corpora often include alignment (at different levels, mainly sentence and paragraph levels). At the end of the first ELRC phase, resources collected for Italian included: bi- and multilingual corpora, for a total of 5.471.657 tokens; a linguistically annotated monolingual corpus, for a total of 25.218.385 tokens; more than 10.000 translation units.

During this second phase of the ELRC initiative, the collection of resources is continuing. Resources have already been identified which are still to be converted and transferred to the ELRC-SHARE Repository. Simonetta Montemagni invited workshop participants to contribute to the initiative with their resources. Among the main obstacles encountered, she mentioned undervalued text data, legal uncertainty and lack of data plans and protocols.

3.8. Session 2.3 Preparing and sharing data with the ELRC repository – and what happens next

Mr. Khalid Choukri gave an extensive presentation of the ELRC services for gathering and sharing resources. He complemented his presentation with new CEF actions to be carried out by the ELRI consortium.

ELRI, the European Language Resource Infrastructure, is a complementary action to boost the gathering of resources by creating national repositories. This is under the provision that some data that cannot be shared with foreign administration, can still be processed in a repository managed by an Italian authority. At the time of the workshop, ELRI repositories are being implemented in the consortium countries, namely France, Ireland, Portugal and Spain. The objective is to make the solution available throughout the rest of the Member states, at a later stage.

3.9. Session 2.4 Can language data from Public Administrations be shared and how?

Gabriele Ciasullo, Responsible for the Databases and Open Data (*Banche Dati e Open Data*) within the Agency for Digital Italy, opened his presentation by introducing the European legislation on reuse of Public Sector Information (PSI). The Directive 2003/98/CE of November 17th 2003 modifies the Directive 2013/37/EU of June 26th 2013, and the national legislation implementing it, namely the Legislative Decree n. 36 of January 24th 2006 further modified by the Legislative Decree n. 102 of May 18th 2015. In particular, he went through the Directive PSI in Italy, article by article, and discussed properties and prerequisites of open data in Italy.

After describing the National Open Data Portal dati.gov.it and the promotion role of the Agency for Digital Italy, he reported that the latest EDP report on Open Data maturity reveals that Italy has made considerable efforts to improve the publishing of Open Data. By putting a high priority on Open Data in 2017, Italy has moved from the "Followers" country cluster to "Trendsetters" (along with 13 other countries): i.e. it has implemented an advanced Open Data policy with extensive portal features and national coordination mechanisms across domains. The key features that contributed to this achievement include:

- the national strategy articulated around the "Data and Open Data Management" Protocol and the "datasets dynamic basket" to be used as the basis for carrying out the monitoring actions envisaged in the area of Open Data;
- the new version of the dati.gov.it portal;
- the analysis of the maturity degree of open data;
- open data promotion through public initiatives (online seminars and courses);
- the initiative "Open Data 200 Italy" aimed at carrying out the first comprehensive, internationally comparable study of Italian companies that are using open data to generate business, develop products and services, and create social value;

- the selection of the dati.gov.it portal as an example of best practice.

This fact is also confirmed by the *Digital Economy and Society Index* (*DESI*) according to which Open Data in Italy is a growing area. Indeed, in the Digital Public Services chapter, the Open Data value has progressed significantly from 52% in 2017 to 81% in 2018, placing Italy in 8th position in the country ranking. Mr Ciasullo then introduced more recent developments concerning the New European Interoperability Framework. He elaborated on its conceptual model, the underlying interoperability principles and the central role of multilinguality and geospatial data in the design and implementation of digital public services. He went on describing a system of registers to support interoperability, with particular emphasis on the definition of controlled vocabularies (based e.g. on EU glossaries, vocabularies and the central INSPIRE Registry and MSs Registries) helping to communicate clearly and unambiguously when designing, assessing and documenting interoperable digital public services.

3.10. Sessions 2.5 and 2.6 - Identifying and managing your data: Questions & Answers + conclusion and discussion

Katia Castellani, Khalid Choukri, Claudia Foti, Markus Foti and Simonetta Montemagni answered questions from the floor. Due to the little time left, it was only possible to answer a few questions. Most of the questions revolved around technical details about the amount and type of data that could be of interest for ELRC. Some participants commented on the need for more dissemination events that can eventually lead to better awareness on the availability of MT tools for the Public Administration. There is wide concern about the lack of coordination among Public Administrations and the shortage of funding that further prevents the circulation of knowledge and the creation of new skills among the professional translators working with the Public Administrations.

They concluded by thanking everyone for attending, in particular the host, the interpretation team, the speakers and the audience. Finally, they reminded all participants to fill the feedback and ELRC engagement forms that were given out at the beginning of the day

4. Synthesis of Workshop Discussions

The most important topics that have emerged from the presentations and discussions can be summarised as follows.

- According to the Digital Economy and Society Index - DESI 2018 - Italy is growing, but there is still a gap between the supply of digital services and their actual use by the population.

- In the Public Administration, Artificial Intelligence can be used profitably in the healthcare, education and judiciary systems, public employment, security and, more broadly, in the management of relations with citizens, which can be simplified and at the same time be more effective, quick, and efficient.

- Artificial Intelligence can enable citizens to communicate in languages they do not know, help studying and increasing the cultural or entertainment experiences at their disposal.

- In the Public Administration translation work, a streamlined procedure also implies greater use of MT but that there is still some mistrust about its use.

- Translation tools and training should be centralized, translation equivalents standardized and translation technologies introduced.

- In many Public Administrations, part of the translation work is outsourced to language service providers based on very clear tender specifications. This implies hidden costs, because texts need to be cleaned up before being sent out for translation, and checked

when they are returned. Complex end-to-end translation services imply high overhead costs for Public Administrations, especially for tendering and award procedures.

● In this context, the free provision of services may be interesting: it would be useful if CEF could provide information on qualitative assessment, future evolution and competitiveness on the market for e-translation services, so that public administrations may evaluate the adoption of an automatic translation system, its impact on the life cycle, costs, and duration of the service. Mr. Draoli emphasized that, even if a service may be acquired free of charge, it may then entail hidden costs, as specified in the Italian Public Procurement Code.

The second Italian workshop was attended by a higher number of members from the Public Administration and the Academia than the first one, which testifies the increased awareness on the possible uses of MT in Public Services.

It provided an opportunity to disseminate knowledge about the existing tools to meet ever-increasing translation needs and to focus on the importance and value of Language Resources. Even for those public services that are already using Machine Translation in their cross-border exchanges, the workshop was useful because it shed light on how the system works, how it could be specialized to meet specific needs, and in what way it is possible to contribute resources.

It was also a valuable opportunity for public service translators to meet and exchange information on their organization and working methods and for managers to look for alternative solutions to cope with the new challenges posed by multilingualism.

4.1. ELRC and Open language data in Italy

Italy has embraced the PSI Directive 2003/98/CE since 2006. The PSI Directive in Italy, as further modified in 2015, aims at facilitating the re-use of data from European public administrations. In particular, the directive requires the administrations to make their data available, both for commercial and non-commercial purposes, in compliance with the legislation on the protection of personal data. The directive also extends this provision to cultural institutions such as libraries, including university libraries, museums and archives, previously excluded.

The national open data portal, dat.gov.it, collects the open data coming from different PAs. It contains around 22.470 datasets.

The portal is supported by the Agency for Digital Italy, and offers monitoring and counselling activities. After describing the national open data portal dati.gov.it and the role of the Agency for Digital Italy for its promotion.

Italy has made considerable efforts to improve the publishing of Open Data: In the 2017 survey (July 2016 - June 2017) Italy is in first places, and well positioned in the 32 monitored countries, gaining different positions compared to 2016.

The Italian situation regarding Open language data was explicitly addressed by the presentation given by Gabriele Ciasullo (see section 3.9 above).

4.2. Success Stories and lessons learnt

The ELRC+ workshop contributed to increase the awareness among the represented Italian Public Administrations that there is a need for automatic translation and that eTranslation is an option. Since the last workshop in 2016, ELRC Italy has delivered a significant set of Language Resources (i.e. corpora, terminologies and translation memories), and we are confident that there will be more soon. During the workshop several participants contacted the organizers to offer their Language Resources: interestingly, some of them represented institutions that were not involved before in ELRC. Following this contact, informal discussions are currently on-going with the relevant people/organisations.

5. Workshop Presentation Material

The presentations are published on the Italian (http://www.lr-coordination.eu/it/l2Italy_agenda) and English (http://www.lr-coordination.eu/l2italy_agenda) agenda pages of the ELRC website, at and respectively.