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Introduction

The MESSAGE project (Alert Messages and Protocols) was a research and technology transfer project carried out by the University of Franche-Comté, Besançon (FR) (coordinator) in collaboration with Universitat Autònoma de Barcelona, Spain (ES), University of Wolverhampton, Great Britain (GB), Uniwersytet Warszawski, Poland (PL) (partner universities) in the period January 2008 – August 2009. The aim of this project was to disseminate a controlled language (CL) ([ii. Terminology definitions](#)) methodology developed by the coordinator (FR) to the 3 partner universities and establish standards concerning the writing of alert messages and protocols for safety-critical applications (see Figure 1).

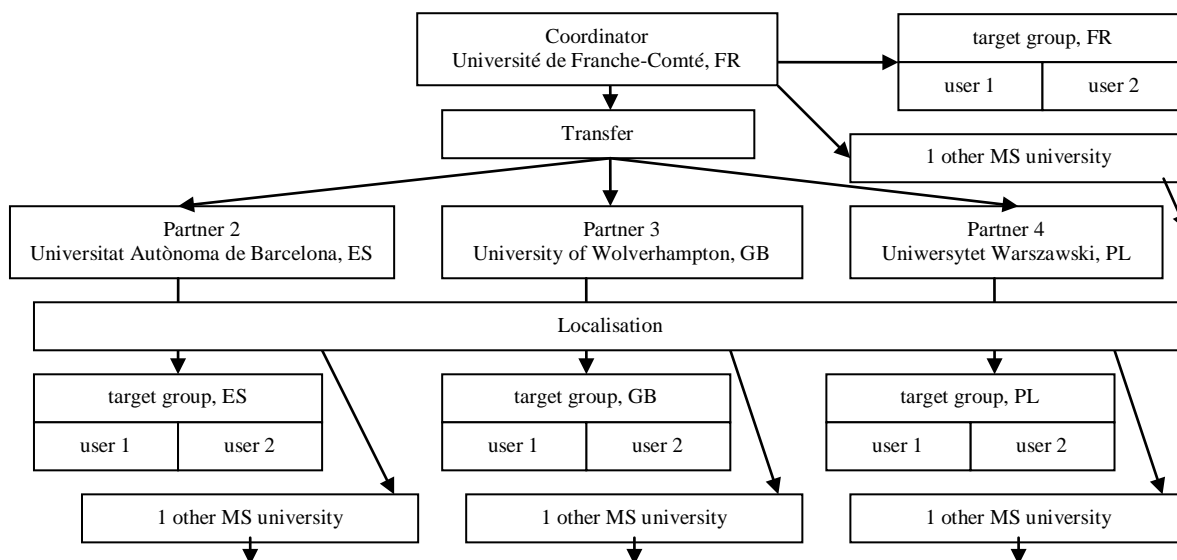


Figure 1: The MESSAGE project’s transfer of Controlled Language technology

Documents written in CLs are easier to read, understand and execute. They also facilitate translation into other languages.

The aim of the present document is to enable the addition of another Member State (MS) interested in developing a CL. A step-by-step description of the requirements and the procedure to be followed is detailed below.

This document is accompanied by the document *Standards for Controlled Languages*.

I. Requirements

The interested MS must have at its disposal the following human and material resources.

i. Human resources

- *Coordinator.*





Required skills: Good management, organisational and communication skills.

Role: Overall co-ordinator of the project. Must plan timetables, delegate work, follow-up delegated work, supervise and ensure the smooth execution of the project.

- *Linguists trained in Controlled Language (CL) techniques.*

Required skills: CL linguists are familiar with CLs and preferably have past experience in developing/applying CLs, must have good pedagogical and communication skills.

Role: CL linguists are required to conduct training sessions on CL for MS linguists and professionals/technical authors and verify and supervise the localisation of CLs in the MS linguist's languages.

- *Linguists fluent in MS language.*

Required skills: MS linguists are professionals with university degrees in linguistics, computational linguistics, Natural Language Processing or other related fields and must have a perfect command over the language in which the CL must be developed. They must be capable of explaining their language in linguistic terms to the CL linguists.

Role: MS linguists must attend the training session on CLs conducted by the CL linguists. The MS linguists will then adapt the methodology taught to the MS language. A CL will be developed by the MS linguists in the MS language.

- *Technical authors from the emergency services/ Professionals involved in writing security protocols and alert messages.*

Required skills: Technical authors are professionals in various fields charged with the responsibility of writing protocols, alert messages and technical documentation needed in their respective domains.

Role: Technical authors are the true end users of the CL. They will be trained by the linguists in CL methodologies. This methodology must be incorporated in their work. Technical authors must also evaluate the CL developed and provide feedback on ways to improve it.

- *Archivist.*

Required skills: Organisational skills and basic computer literacy. Adequate training in Data Management.

Role: Responsible for archiving all project material to ensure easy retrieval. See Standards for Controlled Languages: V. Archive organisation standards.

- *Web designer*

Required skills: Adequate training in web design.

Role: The web designer is responsible for designing and updating the MS CL web site.

See: MESSAGE_Archives > Partner_1_FR> Introduction> Names

ii. Material Resources:

- *Corpora of non-controlled texts in the domains in which the CL must be developed.*





See: MESSAGE_Archives > Partner_1_FR > 3. Corpus
MESSAGE_Archives > Partner_2_ES > 3. Corpus
MESSAGE_Archives > Partner_3_GB > 3. Corpus
MESSAGE_Archives > Partner_4_PL > 3. Corpus

- *Lexical resources such as dictionaries and thesauri in the language in which the CL is to be developed.*





II. Procedure

The following is the procedure followed for the MESSAGE project. Certain steps are optional and depend on the situation in which the CL is to be developed.

As an aid to planning, [Example calendar.xls](#), based on the MESSAGE project calendar, contains an example Gantt diagram.

i. Preliminary steps

- *Define the consortium (in the case of an inter-university CL project)*

Establish partnership agreements between the consortium partners to develop CL technology. At least one partner of the consortium (i.e. the coordinator) must have linguists trained in CL techniques. Other partners must have MS linguists. Each partner is assigned a fixed designation, for example: Partner_No_COUNTRYCODE.

Example:

Partner_1_FR,
Partner_2_ES.

For information, 2 letter country codes can be found at:

http://www.iso.org/iso/country_codes/iso_3166_code_lists/english_country_names_and_code_elements.htm

Each Partner is responsible for creating a Controlled Language in their respective language.

See: MESSAGE_Archives > Consortium

- *CL training session by linguists trained in CL to MS linguists (if needed).*

If MS linguists are not trained in CL techniques, this must be done by linguists trained in CL techniques. This training session must include a theory session that covers the following points:

- What is a CL?
- Of what use is a CL?
- How does one create a CL?

MS linguists must be shown examples of existing CLs with the syntactic, semantic and lexical restrictions. This must be followed by a practical session where MS linguists apply CL rules to non-controlled texts in order to control them.

See: MESSAGE_Archives > Partner_1_FR > 5. Training Sessions

MESSAGE_Archives > Partner_1_FR_EN > 5. Training Sessions

- *Create a set of presentation standards for all official documents, power-point presentations and correspondences.*

These standards include logos, date format, authorised abbreviations, text format, power-point presentation models etc.

See: MESSAGE_Archives > Partner_1_FR > 8. Standards

MESSAGE_Archives > Partner_2_ES > 8. Standards

MESSAGE_Archives > Partner_3_GB > 8. Standards

MESSAGE_Archives > Partner_4_PL > 8. Standards





- *Identify the domains in which CL must be developed.*

Coordinator and MS linguists must decide the domains in which the CL is to be developed. For example, the domain of the Message Project was global security with sub domains such as civil security and aeronautics. If a particular TG ([ii. Terminology definitions](#)) has manifested interest in developing a CL in his/her domain then the domains can be chosen/adapted as per the TG needs.

ii. Contact

- *Identify potential TGs.*

Potential TGs are professionals working in the domain of the developed CL susceptible to be interested in incorporating CL techniques into their work. CLs can be used in numerous domains where clarity and unambiguity are important criteria in communicating messages. TGs can be identified through the Internet, personal contacts and official directories. A list of potential TGs can be made containing contact persons name, address, contact details, domain etc.

Other than professionals, TGs may also include other universities with a department of linguistics interested in developing CL technologies.

See: MESSAGE_Archives > Partner_1_FR > 7. Contacts and Target Groups > 1. Target Groups,
MESSAGE_Archives > Partner_2_ES > 7. Contacts and Target Groups > 1. Target Groups,
MESSAGE_Archives > Partner_3_GB > 7. Contacts and Target Groups > 1. Target Groups,
MESSAGE_Archives > Partner_4_PL > 7. Contacts and Target Groups > 1. Target Groups.

- *Initiate contact with TGs.*

MS linguists must initiate contact with potentially interested TGs. This can be done through direct contact or via e-mail or post. Pamphlets and brochures containing detailed information about CLs and their utility must be sent to TGs as information. A website must be created where potential TGs can access information about the MS localised controlled language.

See: MESSAGE_Archives > Partner_1_FR > 7. Contacts and Target Groups > 3. Leaflet, 4. Letter,
MESSAGE_Archives > Partner_2_ES > 7. Contacts and Target Groups > 3. Leaflet, 4. Letter,
MESSAGE_Archives > Partner_3_GB > 7. Contacts and Target Groups > 3. Leaflet, 4. Letter,
MESSAGE_Archives > Partner_4_PL > 7. Contacts and Target Groups > 3. Leaflet, 4. Letter.
<http://message-project.univ-fcomte.fr/index.html>

iii. Localisation

- *Localisation of general CL rules to MS language by MS linguists.*

CL rules and methodology taught by the CL linguists must be adapted to the MS language. At the end of this step, a localised CL must be created by the MS linguists in the chosen domains. Each general CL rule must be analysed keeping the MS language in mind and language specific rules must be added at this stage. The CL can be further adapted to suit domain needs of the TGs.

See: MESSAGE_Archives > Partner_1_FR > 2. Controlled Language
MESSAGE_Archives > Partner_2_ES > 2. Controlled Language
MESSAGE_Archives > Partner_3_GB > 2. Controlled Language
MESSAGE_Archives > Partner_4_PL > 2. Controlled Language





iv. Outreach

- *Training session with professionals/technical authors from TGs.*

Once contact has been established with interested TGs, CL and MS linguists must then conduct a training session for the professionals/technical authors. This training session must include general information about CLs and a presentation on the localised MS CL. Concrete examples using texts written by the professionals/technical authors before and after control by the linguists must also be included.

See: MESSAGE_Archives > Partner_1_FR > 5. Training Sessions
MESSAGE_Archives > Partner_2_ES > 5. Training Sessions
MESSAGE_Archives > Partner_3_GB > 5. Training Sessions
MESSAGE_Archives > Partner_4_PL > 5. Training Sessions

- *Evaluation*

TGs and linguists must evaluate the CL methodology and the localised MS CL. This can be done through subjective questionnaires, comparisons of texts before and after control and objective exercises of activities in the TG domains (Example: Was the controlled protocol executed faster? Were there fewer errors in execution?). As far as machine translation is concerned, controlled texts ought to give fewer errors. This can be verified by translating uncontrolled and controlled texts in available online translation resources (e.g. SYSTRAN, Google) and comparing results.

NB: The current state of freely available machine translation tools does not permit one to have a correct evaluation of translations obtained through CLs as one cannot determine if the errors were due to the faulty functioning of the translation tool or due to deficiencies of the CL. To correctly evaluate CLs it is preferable to use a home-grown machine translation tool or a tool with manipulable dictionaries where lexical entries can be changed as per the CL rules.

See: MESSAGE_Archives > Partner_1_FR > 9. Evaluation
MESSAGE_Archives > Partner_2_ES > 9. Evaluation
MESSAGE_Archives > Partner_3_GB > 9. Evaluation
MESSAGE_Archives > Partner_4_PL > 9. Evaluation

v. Further Dissemination

- *Dissemination of CL methodology*

The aim of the Add-MS kit is to disseminate CL methodology. Trained MS linguists must therefore train linguists in other MS states in CL methodologies.





III. Appendices

i. Abbreviations

CL = Controlled Language

ES = Spain

FR = France

GB = Great Britain

MS = Member State

PL = Poland

TG = Target Group

ii. Terminology definitions

- Control Language =
A controlled language is a sub-set of a standard natural language, defined by restrictions concerning the lexicon and syntactic rules.
- Professional =
A skilled practitioner or an expert in a domain.
- Target Group =
People susceptible of being interested in CL methodology and use, for example: industrialists and professionals working in related domains, academicians and linguists.





IV. Notations

TNR, 12, CAPITAL, ITALICS= Variable to be filled in as suitable.

TNR, 12, Font colour: Grey = Document Name

End of document

