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Discussion

As there was no possibility to review document N7090 (US contribution, submitted April 17) before the deadline for the submission of new contribution to the JTC1 ad hoc meeting on cross-SC CLA issues, this contribution is sent to be discussed at this meeting.

Contribution N7090 seems to ignore cross-SC work involving other SCs than SC2 or SC22.

One should mention that there is ongoing CLA work done in SC32, SC35 and SC36, and that there is a need to share all this information to maintain wide-open multi-disciplinary views on this topic which is a strategic direction of JTC1. There is also an urgent need to create a neutral meeting point to gather the experience of all SCs in this area.

SC32 is focusing on CLA in e-business, the development of which deeply depends on the accessibility of I.T. and the Internet to all citizens of all nations in their own language and culture. As good cases in point, efficient advertising, catalog ordering of goods and services and adequate delivery and after sale service, are needed to increase the market without limitations, and all of these require adaptation to the customer language and culture. Those elements are indeed the ultimate potential non-tariff trade barriers and will certainly be a cause of slowness in I.T. development if international standards are not developed to seriously deal with these issues technically in the respect of all world peoples.

To give some more examples involving in particular SC35 interactions with other SCs:

- In SC35, for example, keyboard issues certainly have to deal with SC2 (coded character sets). While currently the keyboard experts have a liaisonship with SC2, this might not always be the case (see in particular the last SC35 to SC2 liaison report SC2 N3661 – dated 2002-11-27). An issue recently came from the outside of ISO and has simultaneous links to keyboards, characters and sorting: see Standard project from ETSI on multilingual support on telephone keypads (ETSI project), which has potential link at once with SC35, SC22/WG20 and possibly SC2 projects.

- SC35 experts on user interface and user acceptance, dealing with icons and symbols, and SC2 experts on coded character set issues should share their areas of competence to increase their efforts in standardizing applications, having in view maximum user friendliness (which greatly involves adaptation to culture, but also a consistent approach in the standardization of objects – characters and symbols in this case). The same should occur in the standardization of universal printing applications for the usage of coded character sets, in particular the whole universal character set.

- SC35 has a project on evaluation of CLA in I.T. products, which deals with horizontal issues that cross the scopes of many SCs in JTC1. It is important that such an area of work be shared with all SCs.

- SC35/WG6 also deals with user interfaces for handicapped and elderly people, an issue that can also be considered having strong links with CLA, and nevertheless also with other fields of JTC1 SCs' activities (including SC2 for Braille, to give a simple example).

In the same vein, at its March 2003 Plenary, SC36 (e-learning) created a rapporteur group on "Accommodation for Culture, Language, and Function" and made a resolution (SC36 N 0467) that says:

Resolution 12: Trial Usage of New NP Criteria

SC36 recommends incorporating a set of additional criteria in its NPs and NP ballots, i.e., a new Section "E. Culture, Language, and Function Accommodation", as presented in

SC36/N0457. SC36 recommends to JTC1 that: JTC1 permit SC36 to launch a trial of adding the new Section E to its NP and NP Ballot;

SC36 recognizes the scope of SC35 User Interfaces and requests SC35 to review this set of criteria on cultural adaptability and to survey the other SCs as to their needs for such additional criteria.

Note: The E-section SC36/N0457 criteria do not mandate any culture, language, and function accommodation capability, i.e., "cultural adaptability". The criteria require that if any culture, language, or function accommodation capability is provided by the proposed NP, then the proposer is required to identify this capability.

SC36 refers to SC35 work in this resolution. It is certainly important that other SCs do not have to reinvent the wheel all the time in this field. There is, more and more, a need to coordinate all these activities in common on a voluntary basis and to make sure that all interested parties meet together.

Conclusions

1) Canada supports the proposal of SC36 requesting SC35 action. It appears that this proposal is justified by the SC35 priority scope to meet the JTC1 requirements for cultural and linguistic adaptability in the field of User Interfaces, and also by SC35 technological neutrality in the various dedicated application fields currently under development by the other SCs. Accordingly SC35 should be requested to develop its expertise in the field of CLA to act as a resource centre cooperating and servicing the other SCs as needed (for example reviewing the set of NP criteria on cultural adaptability so that it fit more and more closely the goals of each particular SC).

2) Canada proposes that, also on neutral ground, there be a yearly cross-SC ad-hoc meeting co-located and held prior to each JTC1 Plenaries to coordinate CLA efforts, and that this ad-hoc group report to the co-located Plenary afterward. All SCs should make a duty to attend such a meeting, even in observer mode for the beginning, if no expertise has been developed so far in each SC.