



Globalization Workflow Statement of Work

This Statement of Work (SOW) gives an overview of the current workflow issues facing the Globalization group at Sun Microsystems, Inc. It also provides the desired outcome of Sun's Globalization Workflow assessment. This document is not a full set of requirements; those requirements will be delivered at the Request for Proposal phase. Use this document for background in completing the questionnaire that accompanies it.

1. Scope

Sun's globalization workflows today are multifaceted and complex. The Globalization group charter includes the improvement of Sun Microsystem's globalization processes. The Globalization group is assessing the globalization workflow systems marketplace with the goal of architecting a solution to make Sun's internal globalization workflows more efficient, less complex, and improve scalability.

2. Current Sun Tools, Tasks, Interfaced Systems/Components in Globalization Process

2.1 Existing Globalization Workflow Tools

Today Sun has more than one localization workflow capable of interacting with Content Management Systems (CMS).

- a) The Sun Globalization group supports and maintains a Globalization Portal: a portal developed to automate the translation process in order to make our processes more efficient and consistent, to improve quality, reduce cost and time to market. The Globalization Portal Technology portfolio consists of:

Web Based Workflow (Globalization Portal)*

- Translation Memory (SunTrans 2)
- Translation Editor (Sun Translation Editor)
- Other translation memories such as Trados (used to support FrameMaker files)
- Glossary Tool (Sun Gloss)
- Translatability Tool (Sun Proof)

*Interacts with Translation Technologies

The Sun portfolio also includes the following technologies which can interface to Sun's current Globalization Portal:

Information Management System (IMS), with the following components -

- Project Administration
- Project Budgeting / Cost Estimation
- Resource Management Tool
- Time Tracking System
- Expense Tracking
- Finance Cross Charge Interface
- Interacts with Vendor Profile Database
- Web Based Documentation Tools
- Project Repository Management
- CMS Interfaces

b) Sun also licenses a third party workflow and translation memory solution, which provides customizable workflows and reports, but has a different translation memory format from that used for the rest of Sun's content.

2.2 Customer Driven Process Tool

Sun's customer driven process comprises a tool that allows internal Sun customers to upload files via a web form (this tool is currently internal only, with plans to make it accessible/available externally). The web form allows customers to select target languages for translation, and give vendor instructions. The tool also allows quotes to be posted by vendors, and to be approved by the customer. When translated files have been posted to the site by the vendor, the customer can retrieve those translated files and post review comments for the vendor. The vendor can then upload final files. The translation memory format for these projects is Trados.

2.3 Other Processes

Occasionally, Sun has projects that do not fit into any of the above tools/processes. There are two main reasons for diverting from the other tools/processes:

- the file type is not supported by any of the tools,
- and/or the systems today are not flexible enough to handle customized workflows that are customer/project specific.

About 20% of the content localized at Sun does not go through a central Globalization group and translation memories for these products are generally not shared with the other 80% of Sun's localization efforts.

2.4 Current Tasks

Following is a list of the tasks and processes used in the translation process flow.

- Internal customer submits request for work via a web form or e-mail template.
- Globalization program manager responsible for that customer's product line then retrieves files and submits them via one of the above processes.
- Translation project managers resource vendors and manage schedules.
- A glossary is created if the project is new, or Sun's existing glossary is shared with vendors.
- Vendors translate.
- Internal and external reviewers suggest changes to terminology. Sometimes the reviewers are linguists that specialize in a product line, at other times they are SMEs (Subject Matter Experts) whose main jobs are not as linguists.
- For software projects, localization experts check for consistency between software and documents.
- For software, localization testers perform functional tests.
- Files are finalized by vendors.
- Translation memory is stored.
- Files are deployed.
- Occasionally, internal customers go directly to vendors and do not leverage the processes established by Sun's Globalization Group.

2.5 Components

The current and emerging Sun globalization workflow system interfaces with the following components:

- Interwoven content management system, with Teamsite, customized for specific Sun marketing content
- Multiple content management systems storing documentation, and other content types (for example, Sibersafe).
- A proprietary internal financial application with globalization reporting capabilities (see Section 2.1).
- Glossary tools: an open source repository and glossary management system.
- An internal localization engineering tool (ULA) that looks for updated software message files from software CVS/SCCS workspace and generates .ula files with all new messages for translation once a certain state is reached. When the .ula files are translated, ULA automatically regenerates translated files and check the files back into the SVS/SCCS workspace.
- Existing translation memory assets from SunTrans, Trados, and Sun's third party workflow solution.

2.6 Existing Globalization Process

See Appendix A for a diagram of the existing Globalization process.

3. Changes Needed

The following is a high level set of changes that Sun wants in an improved workflow solution. A full set of requirements will be presented at the Request for Proposal (RFP) phase.

3.1 Consolidate Translation Memory Format

The Globalization group uses 3 main translation memory formats which are not 100% interchangeable. All three formats are TMX compliant. Sun Microsystems is looking for one tool that

- can handle all of our supported file types and all of our user scenarios,
- can integrate with Sun's content management and other back-end systems.

The translation memory must be Sun-owned and must not reside with a vendor.

3.2 Increase User Efficiency

Sun Microsystems is looking for a tool that is more efficient, more extensible, and more easily configured than our existing systems.

- Tool must support collaboration with open source communities.
- This tool should also provide up-front pricing based on preset vendor negotiated pricing and file types.
- In addition, this tool/system must support all of Sun's existing file types and must have the capability to add new file types as they are introduced.

3.3 Increase Customer Satisfaction

An important Sun objective in evaluating new globalization workflow technology is to increase Sun's internal customer satisfaction. Sun's internal customers want

- a more transparent process
- quicker real time quoting and reporting of cost information
- different kinds of workflows some with a subject matter expert review, some without, some with a technical review, some without

Sun, like many internet-focussed businesses today, has key requirements to meet the needs of communities and partners.

4. Core Needs for a New Workflow System

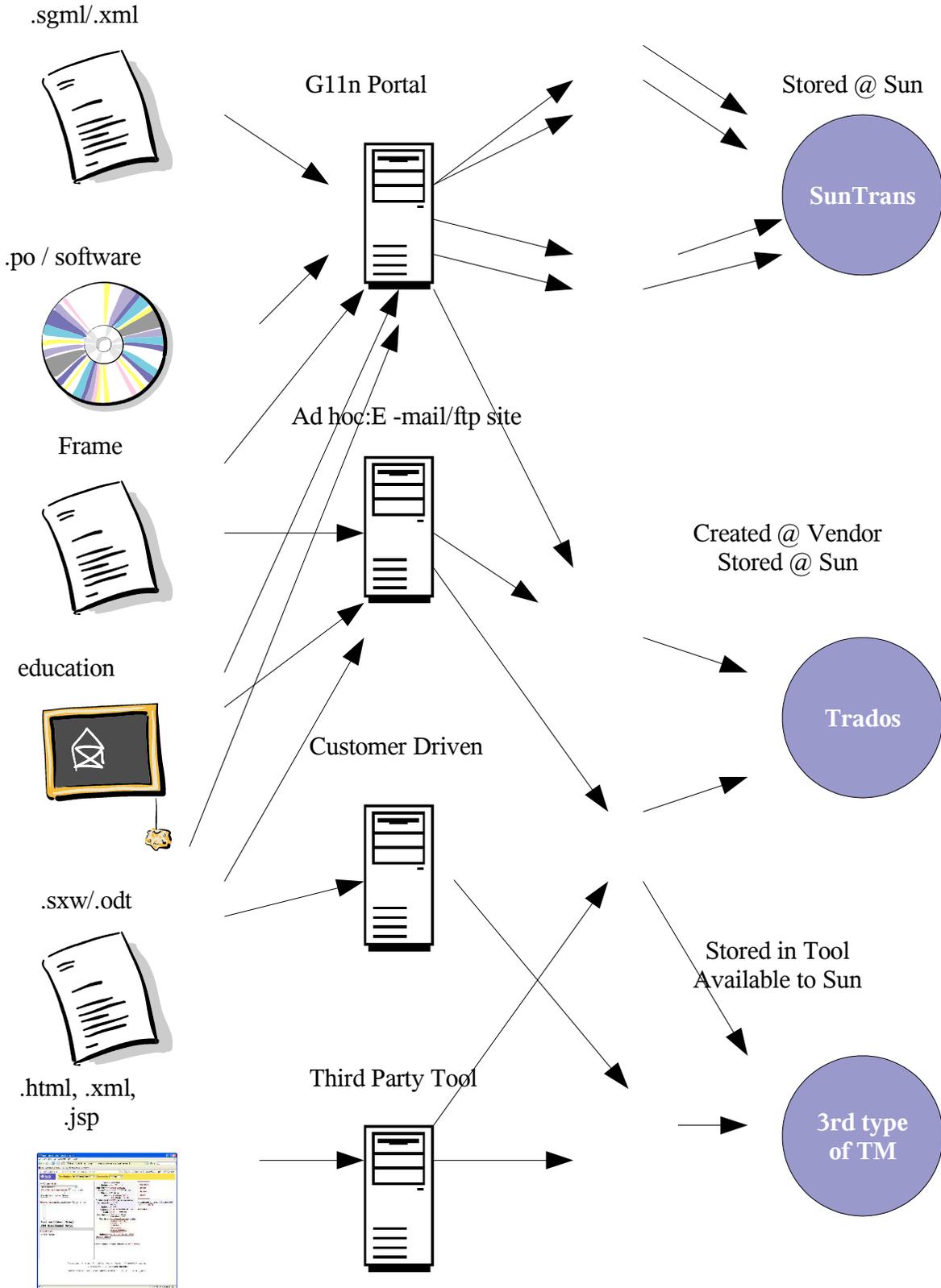
Sun's formal requirements will be detailed specifically in the BRD (Business Requirement Document) and in the RFP (Request for Proposal). Following is a brief overview of core needs. The following are provided for assistance in completing the accompanying questionnaire.

- An online globalization workflow engine with a downloadable client for translators and reviewers that supports all of the above mentioned processes for all of Sun's globalized product deliverables: Software, Hardware, Storage, Marketing, Legal, Corporate (Human Resources – internal only) and Education (external only).
- A workflow that can be configured to support the needs of different Sun internal customers
- A workflow that allows for multiple vendors to work on one project and supports collaboration.
- A simplified process for submitting files to localization. The process should be simple enough that any Sun project can be processed easily.
- A quicker process for creating real world translation cost estimates and schedules.
- Reporting capabilities to show cost savings from translation memory, project resource, job status, etc.

4.1 New Globalization Process

See Appendix B for a diagram of the new, desired Globalization process.

Appendix A: Existing Globalization Processes Diagram



Appendix B: New Process

