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2. Table of Content

1. Document Information	2
2. Table of Content	4
3. List of Figures	5
4. Executive Summary.....	6
5. Human Support Interface: Collaboration Portal Progress since M12	7
6. Human Support Interface: Maturity	10
7. Conclusion.....	11

3. List of Figures

Figure 1 – A topic with an attachment	7
Figure 2 – A topic as voting. Two recipients as voters.	8
Figure 3 – Creating a topic with link to IATE #810817	8

4. Executive Summary

In version one (M6) of the LISE Service Web Service, ESTeam delivered the main portal and infrastructure. The portal is since then continuously available at <https://app.lise-term-services.eu>.

Version two (M12) has seen significant enhancements. It had been equipped with fully featured collaboration functionality. Site members can start new discussions (so-called *topics*), can reply to and comment on.

User feedback for the LISE Collaboration Portal has been received and important capabilities have now been implemented: file attachments, direct linking to IATE entries, and voting. Other feedback aspects received through project partner CrossLang (WP4) have been reviewed by ESTeam and those having the highest priority have been implemented.

LISE users are now equipped with a fully functional site in the LISE Collaboration Portal, that supports the exchange and sharing of terminology information and data, catering particularly for the needs of inter-institutional collaboration.

5. Human Support Interface: Collaboration Portal Progress since M12

Driven by user feedback gathered right after the launch of LISE Service version two, ESteam enhanced the LISE Collaboration Portal to fit the needs of the users.

Enhancements

Three major enhancements have been received and are now available in the LISE Collaboration Portal. They have been prioritised in favour of workgroup capabilities (as originally planned in D2.2.2 / M12).

Uploading of file attachments:

Major request, for instance to attach ESteam Tools reports, data delivered from the ESteam Language Server for review in the ESteam Tools.



Figure 1 – A topic with an attachment

Voting upon a topic: To find a common, majority-like decision amongst several users, there are now two types of topics – one for simple discussions, and one to create a voting. Voting then asks all recipients to cast a vote; creator of the voting topic sees progress, and can also close the topic, i.e. end the voting.

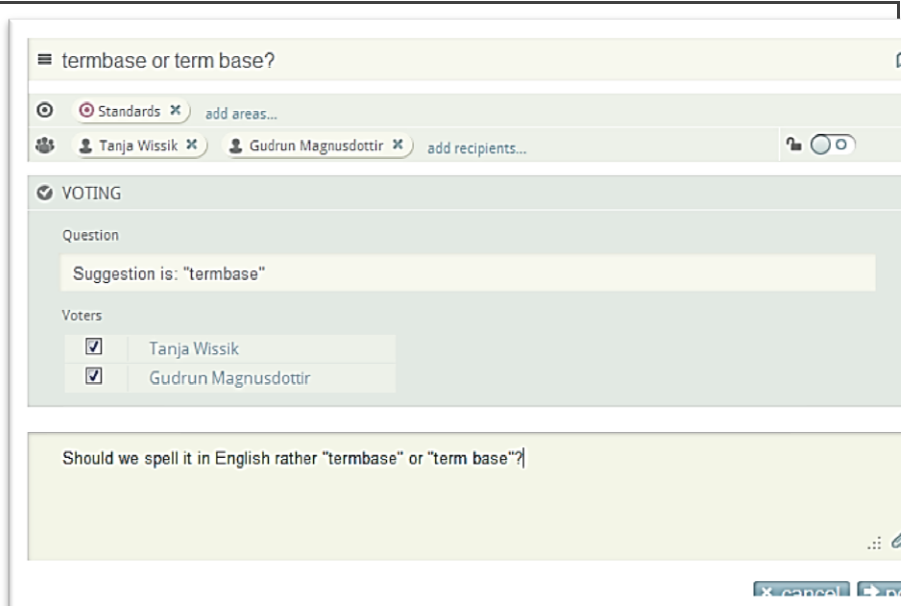


Figure 2 – A topic as voting. Two recipients as voters.

Linking to concrete IATE data records:

A major request in today's LISE situation, namely accommodating the fact that the "master" data is not running inside LISE respectively the Collaboration Portal, but at the EU premises at <http://iate.europa.eu>. When creating a new topic, the topic creator can link the topic directly to an existing IATE entry, so that every discussion participant immediately has the full context of what a topic is about.

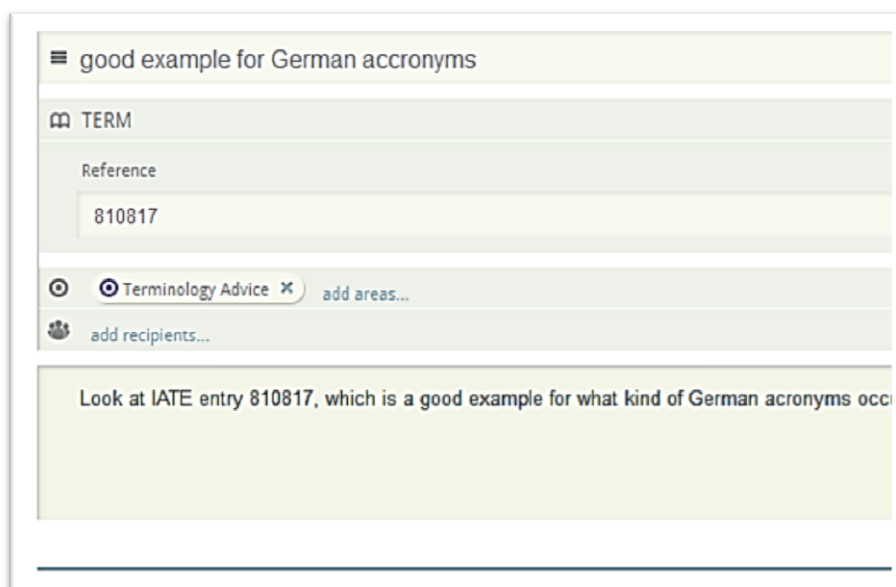


Figure 3 – Creating a topic with link to IATE #810817

The LISE Collaboration Portal as developed up to month 12 provided the basic platform for members to register and exchange information. Its uniqueness is the focus on inter-institutional exchange and very little training effort. Now, the capability to upload attachments makes the portal a real vehicle not only for information exchange but now also data exchange – a mandatory aspect in the LISE context: the data resides in master systems at customer's site but is processed through ETeam Language Server. The results that are then ready for review can then again be uploaded to the LISE Collaboration Portal using it as a vehicle to send data back for review. The Voting capability makes it a complete tool to support an inter-institutional decision making process.

The linking feature – as implemented for the IATE use case – makes it a custom solution for the IATE user group. This requires assessment for every new customer; it depends on the master terminology system and its capability whether it can provide an endpoint to link to. For LISE/IATE this has proved possible to implement since the IATE site <http://iate.europa.eu> provides such a direct linking capability.

6. Human Support Interface: Maturity

ESTeam has received several usability enhancement requests mainly as part of evaluation activities and testing together with project partner CrossLang. Also University of Vienna provided usability feedback. The LISE Collaboration Portal is delivered as a web browser application. Any important change is delivered relatively fast pending a decision to make the change. This is due to the fact that it is a software-as-a-service deployment.

Further, all defects that have been discovered in-house as well as through testing and evaluation have been resolved.

7. Conclusion

ESTeam envisages using the platform in future projects and commercially for specific government clients. To date, LISE has invited the IATE group to become the first external user of the LISE platform. Also the Austrian Parliament has showed interest to use such online collaboration application with its strong focus on inter-institutional capabilities. The portal is ready for production use and early adopters are welcome.