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4. Executive Summary

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

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

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.

The LISE Collaboration Portal will evolve as a module of Coreon, a new product offering in the terminology and taxonomy management market. See D6.2 for more information.

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:

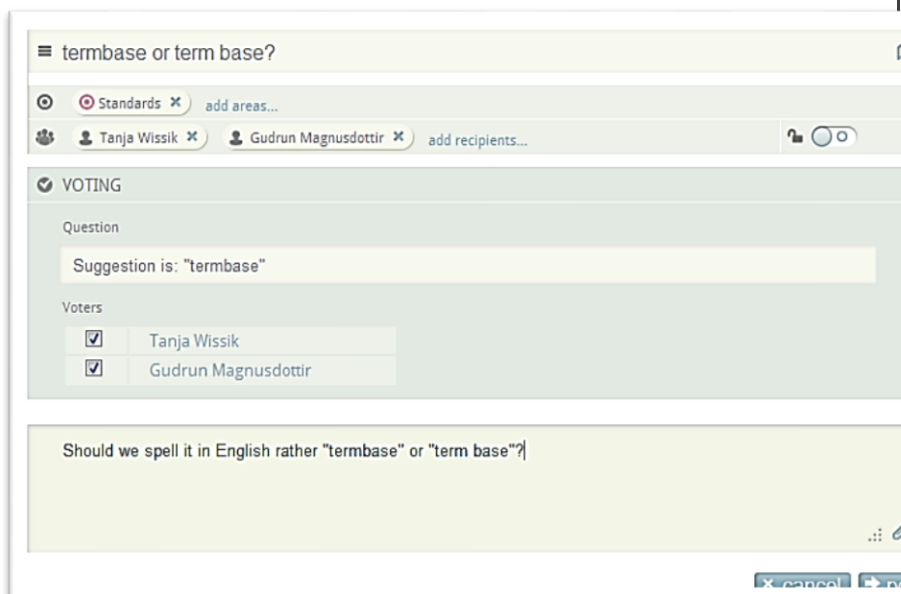
Major request, for instance to attach ESteam Tools reports, data delivered from the ESteam Language Server for review in the ESteam Tools.



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; the creator of the voting topic sees progress, and can also close the topic, i.e. end the



2 - A topic as voting. Two recipients as voters.

voting.

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 or the Collaboration Portal respectively, 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.

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 possibility of uploading attachments makes the portal a real vehicle not only for information exchange but also for data exchange – a mandatory aspect in the LISE context: the data resides in master systems at the customer's site but is processed through ETeam Language Server. The results that are ready for review can be uploaded to the LISE Collaboration Portal, thus using it as a vehicle to send data back for review. The Voting feature 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 characteristics (i.e. 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 possibility.

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 and EURAC 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. Collaboration Portal in Coreon

The collaboration portal platform will evolve into Coreon. Both are browser based applications, they have been developed from the same development team with the same technological architecture underneath.

In the first phase of the LISE exploitation (see D6.2), the Collaboration Portal as well as the EStool Tools will be positioned as a service, as they are today. 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.

For the second phase, the Coreon application and the LISE Collaboration Portal come together. The latter becomes part of the task management / communication modules. Activities happening in the Collaboration Portal then show up in a notification view, for instance under a user's task list. To fill in a translation is a task, as is the submission of a vote that was initiated through collaboration activities.

The screenshot displays the Coreon Collaboration Portal interface. On the left, a sidebar contains navigation links: 'Offices', 'Nice Class', and 'Status'. The main content area is divided into three sections: 'CONFLICTS', 'WARNINGS', and 'TASKS'. The 'CONFLICTS' section lists several items, including 'Conflict: Flat panel displays' and 'Conflict: Printing devices'. The 'WARNINGS' section lists items like 'Warning: Plants' and 'Missing translation: Plants'. The 'TASKS' section lists items like 'Voting: lcd or display?' and 'Missing translation: Plants'. On the right side, there is a 'Term Cloud' and a 'Concept Map'. The 'Term Cloud' shows a collection of terms related to displays and monitoring software. The 'Concept Map' shows a hierarchical structure of concepts, including 'Displays', 'Monitoring software', and 'LCD watches'.

4 - Collaboration Portal activities in Coreon

The screen also illustrates how the EStool Tools, the Collaboration Portal and the Coreon master data flow together. Data flaws spotted by the tools become tasks (some are more

serious problems, others less urgent), a user's to-do list holds open votings, discussions and other activities together. These modules would run within one system with the master data at hand and illustrating the context: see on the screen in the right bottom widget the concept map section that relates to a currently selected item in the *Conflicts* list. The collaboration module functionality then becomes another means of navigation through large data, namely by focusing on the next tasks and actions.