

Remote Video Interpretation Service

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Organisation: Translation Bureau - Government of Canada

Country: Canada

Level of government: Central government

Sector: General public services

Type: Digital, Public Service

Launched in: 2015

Overall development time: 2 year(s)

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Description

Traditionally, interpreters travelled to the event and worked out of a booth in the event room. However, a recent Translation Bureau pilot project for remote interpretation has eliminated the need to have an interpreter physically present at event locations. Remote interpretation is a turnkey, distance service (i.e. it increases availability and access to interpretation and the availability of potential interpreters regardless of location) by interpreters delivering their services using online software and other technologies.

Why the innovation was developed

- Generates significant savings (reduces travel costs for interpreters and eliminates costs for rental and installation of interpretation booths),
 - Creates process efficiencies (immediate business needs can be met with little planning)
 - Improves client satisfaction,
 - Encourages bilingualism and adherence to official languages requirements,
 - Increases the availability of potential interpreters, regardless of their location
 - Increases the reach of regional and international (multilingual) offices' service delivery
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Objectives

Improve efficiency, Improve user satisfaction

- To reduce costs
 - Improve client satisfaction
 - Increase efficiency
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Main beneficiaries

Civil Society, Government bodies, Government staff

- All government departments
 - Senior officials
 - Parliamentarians
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Results

Efficiency

- Provides the opportunity to, in many cases, reduce travel costs for interpreters and eliminate costs for rental and installation of interpretation booths.
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Effectiveness

Service quality

Accessibility:

- Increased availability and access to interpretation
- Increased availability of potential interpreters regardless of location.
- Increased reach for regional, remote, and international (multilingual) offices (bridge the distance).
- Provides a portable mobile solution.

Responsiveness:

- Encouraged bilingualism and respect of official languages requirements.

Development

Design

By the Strategic Reengineering Team who thought that this service could get a large acceptance and fill a great need within the federal government.

Testing

- Testing remote interpretation at various events
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Challenges and solutions

- Limitation of bandwidth
 - Availability of suppliers
 - In response, when possible, we use an external network to increase bandwidth and make sure that it's more stable in cases of competing streams (ie: video and audio).
 - We established a partnership with the department in charge of videoconferencing to ensure high quality output and input (transmission and reception of audio and video).
 - Locations of events are not consistent and may mean that the private industry facility is not adequately equipped with the technology necessary to ensure quality sound and output, and may require on-site techs to manage equipment.
 - We modified our offering as remote interpretation is more suitable for short meetings and not full day events.
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Partnerships

Various client departments

Other Public Sector

Various organisations within the government of Canada were contacted to participate in pilot projects.

Lessons Learned

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