

**Project/  
Open**

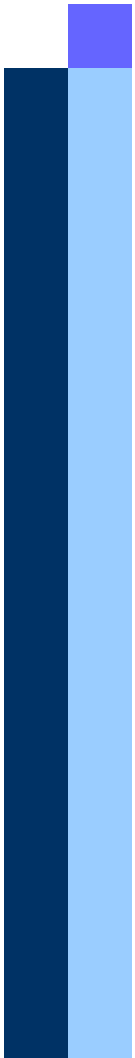
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**Translation  
Agency**

**Internet Project  
Collaboration**

## **Business Scenario**

- This scenario describes how a project is finished faster and with higher quality due to improved communication over the Internet.



# Project/ Open

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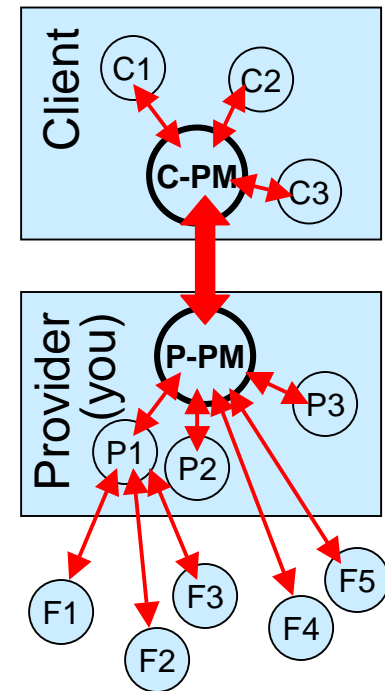
- Let's assume that you have managed to sell a large project to one of your main clients.
- As usual, the expectations from the client side are high
- You have subcontracted a number of freelancers to deal with specific needs and to increase the project speed.
- Also, the client tells you to involve a number of employees in the project and to keep them up-to-date with the advances on a weekly base.

## A New Project



## Project Organization

- Showing the project organization using a diagram, we can identify:
  - The provider side project manager (P-PM)
  - The client-side project manager (C-PM)
  - Provider staff (P1 - P3)
  - Client staff (C1 - C3) and
  - A number of freelancers (F1-F5).
- Communication typically flows through Email and telephone



## Team Communication

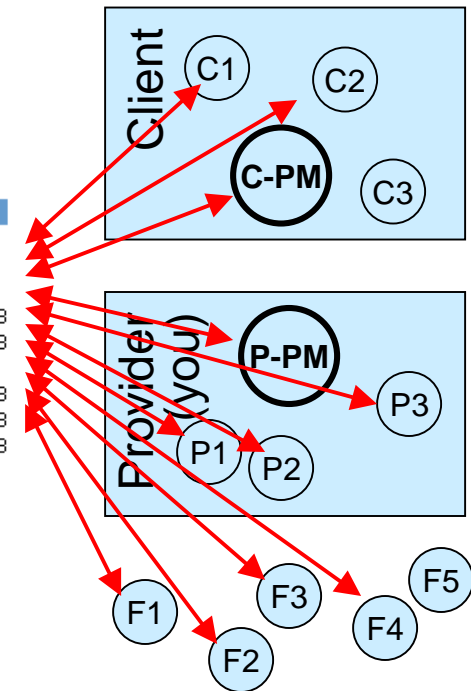
- However this time, the management needs to reduce the project management effort due to the size of the project and the reduced margin.
- Communication needs to be faster because of the tight deadline.
- Also, the client wants to receive weekly status reports and access to temporary results.



# Centralized Communication

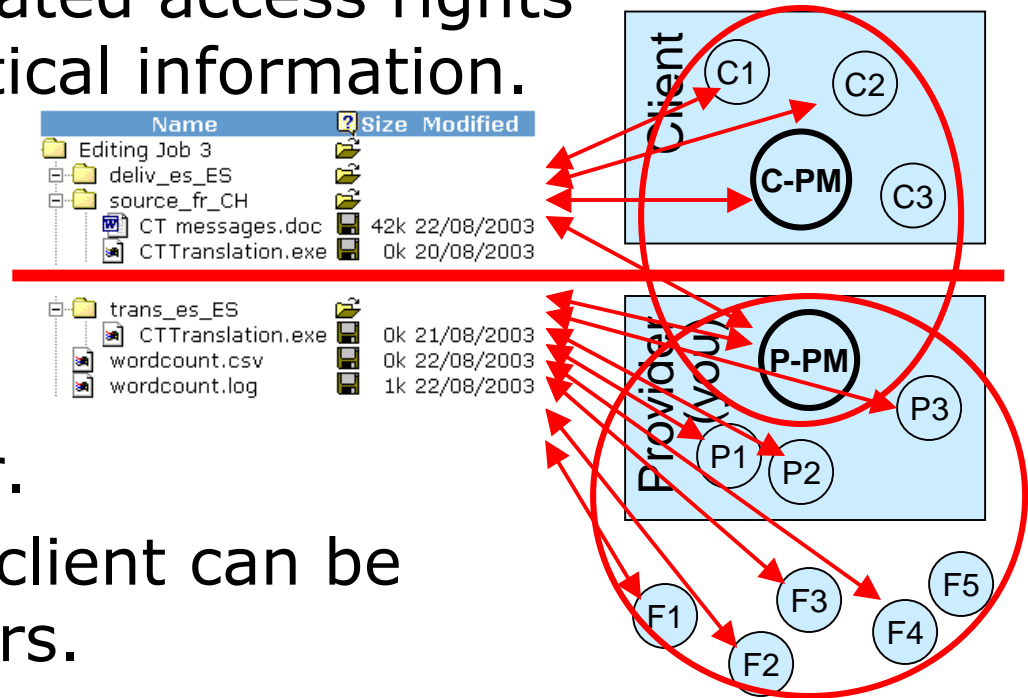
- To improve communication, a common file space with all important documents is shared by all team members
- Bulletin boards (discussions) allow for a free flow of information

Name	Size	Modified
Editing Job 3		
deliv_es_ES		
source_fr_CH		
CT messages.doc	42k	22/08/2003
CTTranslation.exe	0k	20/08/2003
trans_es_ES		
CTTranslation.exe	0k	21/08/2003
wordcount.csv	0k	22/08/2003
wordcount.log	1k	22/08/2003



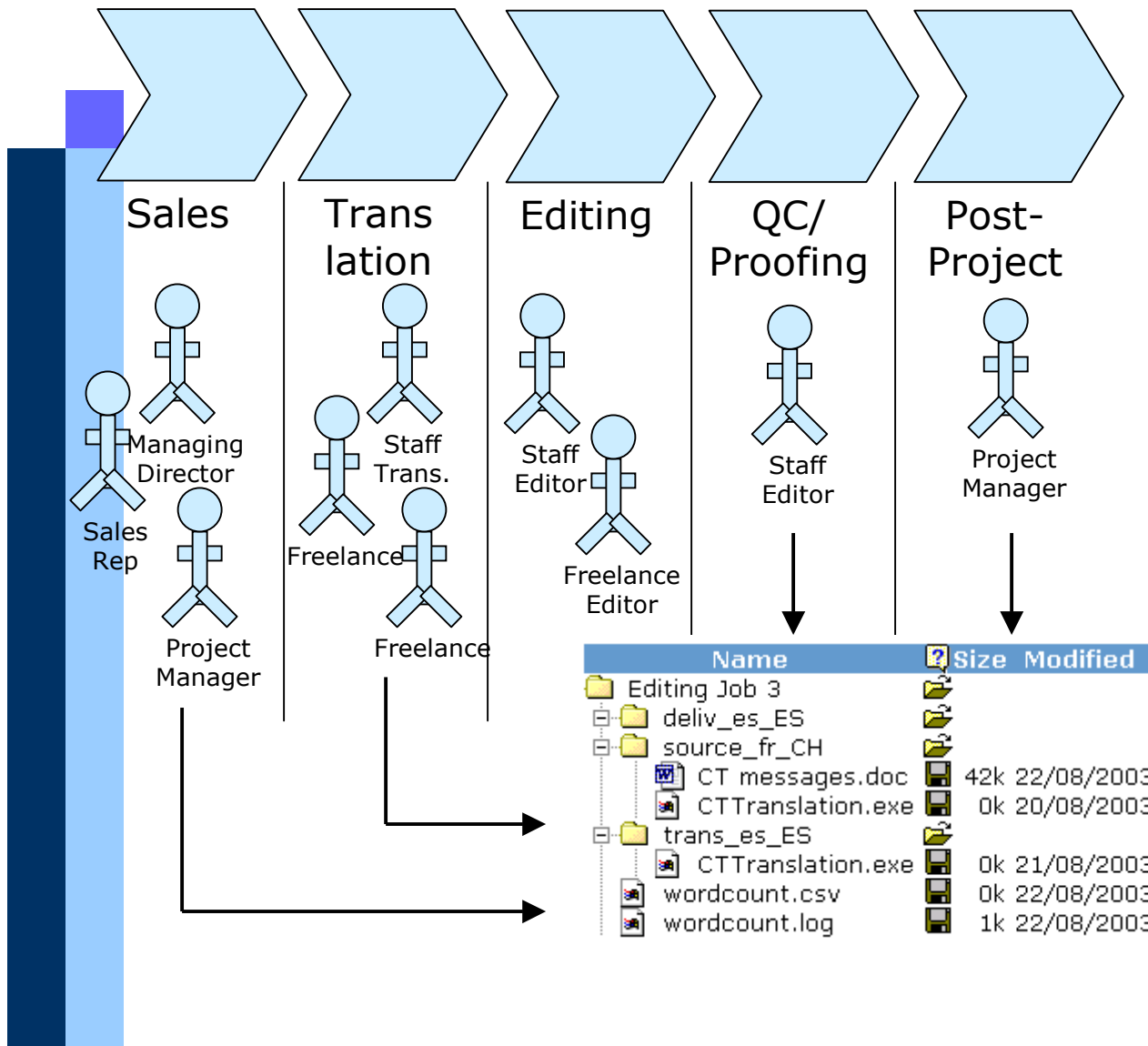
## Communication Spheres

- However, differentiated access rights allow to protect critical information.
- Visibility of information depends on the profile of each team member.
- The identity of the client can be hidden to freelancers.
- The presence of freelancers in the project can be hidden to the client.



# Project/ Open

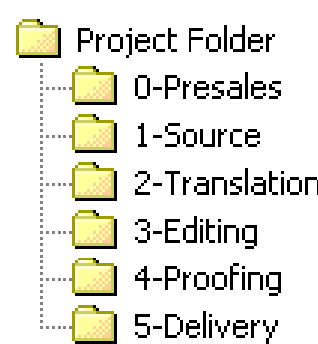
## Project Phases



- All project documentation is collected in a folder on the local server.
- In-house staff can work with local files
- The contents of the folder are available over the Internet.

## File Permissions

- Folder Permissions can be set as a function of the role of a team member in a project.
- Additional Folders and profiles allow to adapt to custom specific project phases
- Read/Write permissions for each profile/folder can be modified to adapt to open or closed project policies.

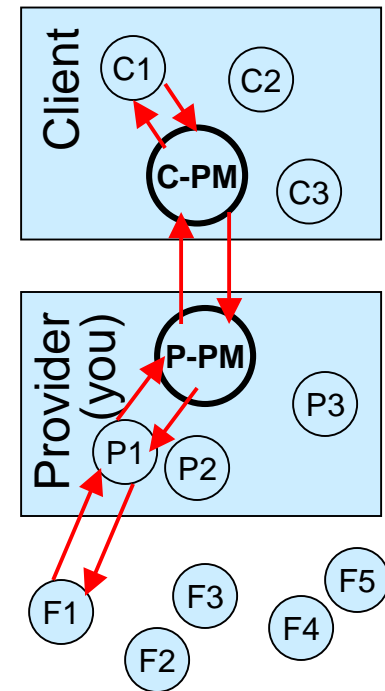


A diagram showing a folder hierarchy. The root folder is 'Project Folder'. It contains five sub-folders: '0-Presales', '1-Source', '2-Translation', '3-Editing', and '5-Delivery'. Each folder is represented by a yellow folder icon.

	Profile				
	P-PM	C-PM	Trans.	Editor	QC
Project Folder	R/W	-	-	-	-
0-Presales	R/W	R/W	R	R	R
1-Source	R/W	-	R/W	R	R
2-Translation	R/W	-	R	R/W	R
3-Editing	R/W	-	R	R	R/W
4-Proofing	R/W	R	R	R	R
5-Delivery	R/W	-	-	-	-

## Incident Workflow

- Open questions, issues and other incidents can be assigned to project members.
- The responsible person can mark the incident as “resolved”, causing a notification to the initiator.
- Or the responsible person can assign the incident to another person, “escalating” the issue or “delegating” the issue to somebody capable of resolving the issue.



# Project/ Open

- Bulletin Boards (Internet discussions) allow project participants to communicate, while maintaining a written trail of the communication.
- Two bulletin boards are available for each project, for client and provider discussions.
- The project manager can pass messages between the two boards.

## Bulletin Board

