

A simulation of how Localizable Sentences encoded as ISO 10646 characters could be used in the seeking and the providing of information about relatives and friends after a disaster.

## Simulation 1

“Aunt Margaret, which country are we in now?”

“I am not sure, dear. The chef du train said that we are being diverted because there is heavy snow on our original route.”

Margaret Gattenford and her niece are on a tour of Europe.

Albert Johnson is watching the news on television.

"There are reports of heavy snow and avalanches. Some communications in the area are down and several trains are overdue. An Information Management Centre has been set up and people with relatives or friends in the area can contact the Information Management Centre."

The lady then reads a telephone number and an email address and they appear on the screen.

Albert Johnson writes them down, writing the email address first in case the information disappears from the screen before he finishes, yet he manages to write down both.

He goes to his computer.

He prepares a message.

He uses a system of cascading menus to select sentences. The choice of sentences is finite from a collection of sentences that have previously been encoded as characters, one character code for each of the sentences in the set. He adds information such as the name of his sister Margaret Gattenford and the name of his niece Anne Johnson.

The display on his computer displays the following text.

Is there any information about the following person please?

Margaret Gattenford

The person is female.

Also, is there any information about the following person please?

Anne Johnson

The person is female.

The person is the niece of the first person that was named.

The name of the enquirer is as follows.

Albert Johnson

The email address of the enquirer is as follows.

albert@example.com

The enquirer is the brother of the first person that was named.

Albert Johnson turns off the automated localization facility and the text that will be sent by email is displayed.

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Margaret Gattenford

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Anne Johnson

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Albert Johnson

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albert@example.com

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He clicks the send button.

The train has arrived at a station. It is snowing.

Everyone has been asked to get off the train and people have been informed that they are going to be transported to a nearby hotel by bus.

The chef du train hands a list of the names of everyone on the train to the chef du gare at the station.

The chef du gare will try to send the information to the Information Management Centre.

The Information Management Centre is a busy place.

Albert Johnson's email has arrived, along with many others.

Sonja has displayed the text upon the screen of her computer. It has been automatically localized into the local language.

Albert Johnson hears a noise from his computer.

There is an email, a reply from the Information Management Centre.

-Albert Johnson has his computer options set so that the email will be displayed with all localizable sentences already localized into English.

He looks at the screen. The following text is displayed.

The following question has been asked.

Is there any information about the following person please?

Margaret Gattenford

My answer is as follows.

The person is safe.

The following question has been asked.

Also, is there any information about the following person please?

Anne Johnson

My answer is as follows.

The person is safe.

Albert Johnson breathes a sigh of relief.

Out of interest, he turns off the automated localization facility and the text that was received by email is displayed.

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Margaret Gattenford

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Anne Johnson

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Albert wonders about into which language the localizable sentences were localized at the Information Management Centre.

Probably into a language that he does not know anything about at all.

A simulation of how Localizable Sentences encoded as ISO 10646 characters could be used in the seeking and the providing of information about relatives and friends after a disaster.

## Simulation 2

The simulation in pages 2 through to 7 simulates a basic scenario.

The second simulation builds upon that simulation to produce a more complicated simulation.

Please note that the section where Albert Johnson sends his first message is the same as in the first simulation.



“Aunt Margaret, which country are we in now?”

“I am not sure, dear. The chef du train said that we are being diverted because there is heavy snow on our original route.”

Margaret Gattenford and her niece are on a tour of Europe.

Albert Johnson is watching the news on television.

“There are reports of heavy snow and avalanches. Some communications in the area are down and several trains are overdue. An Information Management Centre has been set up and people with relatives or friends in the area can contact the Information Management Centre.”

The lady then reads a telephone number and an email address and they appear on the screen.

Albert Johnson writes them down, writing the email address first in case the information disappears from the screen before he finishes, yet he manages to write down both.

He goes to his computer.

He prepares a message.

He uses a system of cascading menus to select sentences. The choice of sentences is finite from a collection of sentences that have previously been encoded as characters, one character code for each of the sentences in the set. He adds information such as the name of his sister Margaret Gattenford and the name of his niece Anne Johnson.

The display on his computer displays the following text.

Is there any information about the following person please?

Margaret Gattenford

The person is female.

Also, is there any information about the following person please?

Anne Johnson

The person is female.

The person is the niece of the first person that was named.

The name of the enquirer is as follows.

Albert Johnson

The email address of the enquirer is as follows.

albert@example.com

The enquirer is the brother of the first person that was named.

Albert Johnson turns off the automated localization facility and the text that will be sent by email is displayed.

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Margaret Gattenford

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Anne Johnson

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Albert Johnson

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albert@example.com

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He clicks the send button.

The train has arrived at a station. It is snowing.

Everyone has been asked to get off the train and people have been informed that they are going to be transported to a nearby hotel by bus.

The chef du train hands a list of the names of everyone on the train to the chef du gare at the station.

The chef du gare will try to send the information to the Information Management Centre.

Unfortunately, when he tries to do so, he finds that all communication channels from the station are down, probably due to the snow.

So the chef du gare is unable to send the information to the Information Management Centre.

The Information Management Centre is a busy place.

Albert Johnson's email has arrived, along with many others.

Sonja has displayed the text upon the screen of her computer. It has been automatically localized into the local language.

Sonja reads the message and looks in the various documents, some of which are on the computer and some of which are available in handwritten form. Information is coming in almost continuously and some other people are doing their best to collate it and enter it into the local computer system.

She can find no mention of Margaret Gattenford and Anne Johnson.

She drafts a response, starting from a copy of the email that Albert Johnson sent, though the sentences are displayed in the language that she speaks, though the names are displayed exactly as Albert Johnson keyed them into his computer. Sonja uses a system of cascading menus to select sentences. The choice of sentences is finite from a collection of sentences that have previously been encoded as characters, one character code for each of the sentences in the set. On her computer the sentences are presented in her own language, which is not English. So the text below is not what is displayed on Sonja's computer: it is what will, if the message is sent, be displayed on Albert Johnson's computer.

Is there any information about the following person please?

Margaret Gattenford

My answer is as follows.

No.

The following question has been asked.

Also, is there any information about the following person please?

Anne Johnson

My answer is as follows.

No.

Sonja is not entirely happy about this reply. She wishes that there was a sentence that would say that there is no information available here at the present time and try to convey the situation that information is coming in almost all the time. So she thinks that once this disaster situation has been resolved, she will try to suggest some additional sentences to become encoded in a later edition of the standardization document. It would also be helpful to be able to send a reference number for each of the two people about whom the enquiry has been made.

Sonja is about to send the email, when she decides to add one more localizable sentence from the set she has available together with one line of text.

Albert Johnson hears a noise from his computer.

There is an email, a reply from the Information Management Centre.

-Albert Johnson has his computer options set so that the email will be displayed with all localizable sentences already localized into English.

He looks at the screen. The following text is displayed.

Is there any information about the following person please?

Margaret Gattenford

My answer is as follows.

No.

The following question has been asked.

Also, is there any information about the following person please?

Anne Johnson

My answer is as follows.

No.

Best regards,

Sonja

Albert Johnson is concerned that there is no information available about his sister and his niece.

He notes that there is a personal note at the end and feels somewhat reassured that he has not received just a computer-generated response.

Margaret Gattenford and Anne Johnson have arrived at the hotel.

Margaret Gattenford has been trying to use her mobile telephone yet still cannot get a signal.

Many people have gone to the dining room of the hotel and are eating a stew.

Margaret Gattenford feels that she needs something to eat, yet is rather concerned in case there is any gluten in the stew.

From hearing the staff talking to other people it is clear that although the staff are being friendly and helpful, they do not understand English. This is not an international hotel, it is just the local hotel near the station where the diverted train has stopped.

A member of staff is trying to use a mobile telephone, yet cannot get a signal.

Margaret Gattenford reaches for her mobile telephone and sets up a text message using one localizable sentence.

As he finishes trying, Margaret Gattenford calls out.

“Monsieur!”

The member of staff turns toward her and smiles.

Margaret Gattenford gestures that she would like to throw a message from her mobile telephone to his mobile telephone. He realizes what she wants to do and receives the message.

He looks up from the screen. It is clear from his gesture that he understands what she is trying to ask. He guides them to a small dining room. Some time later he returns with a tray and a meal of pasta and tomatoes.

Margaret Gattenford had thrown one character from her mobile telephone to the mobile telephone of the member of staff.

Upon receipt by the mobile telephone of the member of staff, the sentence represented by that character had been displayed localized into the language of the member of staff.

On the cascading menu from which Margaret Gattenford had selected the sentence, the sentence had been displayed in English. The text that was displayed was as follows.

Where can I buy a meal with no gluten-containing ingredients in it please?

Margaret Gattenford is content, for the pasta pieces on her plate are made in a special standardized shape that is only used for gluten-free pasta.

Sonja is going back through the emails from various people to whom she had had to reply that no information is available.

She studies the email from Albert Johnson.

Other people have been adding information to the database.

She finds that Margaret Gattenford and Anne Johnson are safe.

Sonja is pleased.

She prepares a new email to send to Albert Johnson.



Albert Johnson hears a noise from his computer.

There is an email, a reply from the Information Management Centre.

-Albert Johnson has his computer options set so that the email will be displayed with all localizable sentences already localized into English.

He looks at the screen. The following text is displayed.

The following question has been asked.

Is there any information about the following person please?

Margaret Gattenford

My answer is as follows.

The person is safe.

The following question has been asked.

Also, is there any information about the following person please?

Anne Johnson

My answer is as follows.

The person is safe.

Best regards,

Sonja

Albert Johnson breathes a sigh of relief.

Out of interest, he turns off the automated localization facility and the text that was received by email is displayed.

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Margaret Gattenford

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Anne Johnson

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Sonja

Albert wonders about into which language the localizable sentences were localized at the Information Management Centre.

Probably into a language that he does not know anything about at all.

A simulation of how Localizable Sentences encoded as ISO 10646 characters could be used in the seeking and the providing of information about relatives and friends after a disaster.

### Simulation 3

The simulation in pages 2 through to 7 simulates a basic scenario.

The second simulation, in pages 9 to 17, builds upon that simulation to produce a more complicated simulation.

Please note that the section where Albert Johnson sends his first message is the same as in the first simulation.

The third simulation is a variation on the part of the first simulation where Sonja has displayed the text upon the screen of her computer and the text has been automatically localized into the local language. In this variation, the automated localization facility is not available on the computers at the Information Management Centre and Tanja is trying her best to help.

The Information Management Centre is a busy place.

Albert Johnson's email has arrived, along with many others.

Tanja has displayed the text upon the screen of her computer.

There are twelve lines. On each of eight of them, one black rectangle is displayed. On each of three other lines there are two words in characters from the Latin alphabet: the pairs of words look like they could be the names of people.

On the remaining line is an email address.

Tanja has read of how Localizable Sentences encoded as ISO 10646 characters could be used in the seeking and the providing of information about relatives and friends after a disaster and wonders if this is the system in action.

Tanja wonders what to do.

Tanja remembers reading about the system and searches on the internet.

Adding an automated localization system to the email system of her computer will take time and she would need to read about it all first, yet there is an alternative.

Tanja downloads from the internet a font that includes glyphs for the characters. She installs it temporarily onto her computer.

Tanja opens a wordprocessor program then copies the text of the email onto the clipboard of her computer and pastes it into a wordprocessor document.

There are still eight black rectangles.

Tanja highlights the message and formats it with the font that she has downloaded. The symbols for the localizable sentences are displayed.

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Margaret Gattenford

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Anne Johnson

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Albert Johnson

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albert@example.com

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Tanja wonders what the symbols mean.

Tanja goes back to the internet and downloads a pdf document that lists both the symbols and also the sentences that they represent, with the text of the sentences localized into her native language. The pdf documentation also includes some explanatory text about the system.

Tanja realizes that she probably has all of the information that she needs in order to be able to understand the email.

Tanja starts to read the explanatory text. She notes that the symbols are listed in groups based around the design in the leftmost area of the symbol and that there is an index page of those designs.

Tanja finds that finding out the meaning of the message is not difficult.

Tanja realizes that three of the lines of text do indeed refer to the names of people.

Now that she understands what the email is asking, she looks through the information that is arriving for information about Margaret Gattenford and Anne Johnson.

Tanja prepares a reply using the wordprocessor.

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Margaret Gattenford

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Anne Johnson

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It took a while, yet she is learning and if another message arrives using this system she will be quicker to understand it and produce a reply.

Tanja prepares an email and copies the text of her reply from the wordprocessor to the email system. Ten lines of text, eight black rectangles.

Tanja is about to click the send button when she hesitates.

Tanja copies some text from another document onto the clipboard, just to make sure that the text of the message has been cleared from the clipboard. Then, she copies the text of her reply from the email system onto the clipboard.

Tanja open a new document on the wordprocessor and pastes from the clipboard into the new document. The display of the text includes eight black rectangles! Tanja formats the text with the font that she downloaded from the internet and, yes, the symbols are displayed.

Tanja is satisfied, the check took time, yet she has assured herself that the characters were not refused by the email system.

Tanja clicks the send button.