

Localization, Internationalization, and Accessibility

Making software that works for everyone

You are on an airplane. It is September 2016.
Eat?



05 12 16
179 12

Still September 2016. Eat?



Definitions

- i18n (internationalization): modification of a software or related technologies so that a software can potentially handle multiple languages, customs, and so on in the world.
- L10n (localization): implementation of a specific language for already-internationalized software.
- G11n (globalization): both i18n and L10n.
- A11y (accessibility): making software suitable for people with disabilities

Today

- Requirements can be hard to elicit
- I will prove this to you via tricky examples from an important domain.
- Sometimes you need exactly the right example to reveal a requirement. “Normal” examples hide the requirements.
- As a software engineer, you should know about these specific issues.

Two Messages Today

- Requirements analysis can require detailed domain knowledge.
- Internationalization is hard but important, and specific domain knowledge is helpful.

A Proposal

- Scope: an email system
- Functional requirement: The system shall support use by all users on Earth.

Requirements

- Tell me what I need to do.

Translation

- Look up all the strings in a table. Easy, right?

Unicode

- You're not using ASCII, are you? 😬

Characters

- Proposed requirement: “When a key is pressed on the keyboard, the character is inserted into the text buffer.”
- In which languages is this the right requirement?
- And what language is this document in, anyway?
 - Spellchecking...

Chinese

- Type “a”...

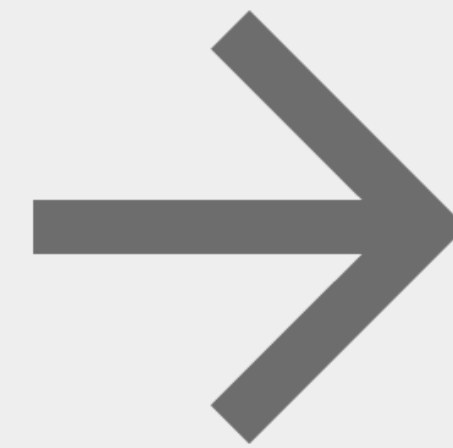


Capitalization

- “Users shall be able to make strings ALL-CAPS.”
- Not every language uses capitalization.
- Some languages have special word-final character forms (e.g. Hebrew).
- What properties does the *capitalize* operation have?
- Convert to all-caps: straÙe.

STRASSE or STRAÙE

Which One Is Back?



Let's Make a Table.

A Clock



Back to Dates.

- Requirement: ISO 8601 dates?
- Unambiguous, yes.

Japanese Dates

- 平成20年12月31日 = Heisei-20 year, Dec. 31 (Wed)
- Equivalently, 平20/12/31
- Also, 2008年12月31日
- Emperor Hirohito died January 8, 1989.
- How do you write 100 years from now in the Imperial calendar?

Decimal Formats

- 3,14159265359... = π if you are in parts of Europe.
- 3.000 = 10^3

Keyboard Shortcuts

- Only work if you can type the characters...
- “Save” in French is “Enregistrer”

New	⌘N
Open...	⌘O
Open Recent	▶
Close	⌘W
Save...	⌘S
Duplicate	⇧⌘S
Rename...	
Move To...	
Revert To	▶
Export as PDF...	
Show Properties	⇧⌘P
Page Setup...	⇧⌘P
Print...	⌘P

Nouveau	⌘N
Ouvrir...	⌘O
Ouvrir l'élément récent	▶
Fermer	⌘W
Enregistrer...	⌘S
Dupliquer	⇧⌘S
Renommer...	
Déplacer vers...	
Revenir à	▶
Exporter au format PDF...	
Afficher les propriétés	⇧⌘P
Format d'impression...	⇧⌘P
Imprimer...	⌘P

**"Since when
does
'enregistrer'
start with
'S'??" —
French
users.**

New	⌘N
Open...	⌘O
Open Recent	▶
Close	⌘W
Save...	⌘S
Duplicate	⇧⌘S
Rename...	
Move To...	
Revert To	▶
Export as PDF...	
Show Properties	⇧⌘P
Page Setup...	⇧⌘P
Print...	⌘P

⌘N	חדש
⌘O	פתח...
◀	פתח אחרונים
⌘W	סגור
⌘S	שמור...
⇧⌘S	שכפל
	שינוי שם...
	העבר אל...
◀	חזור לגירסה
	ייצא כ-PDF...
⇧⌘P	הצג מאפיינים
⇧⌘P	הגדרת עמוד...
⌘P	הדפסה...

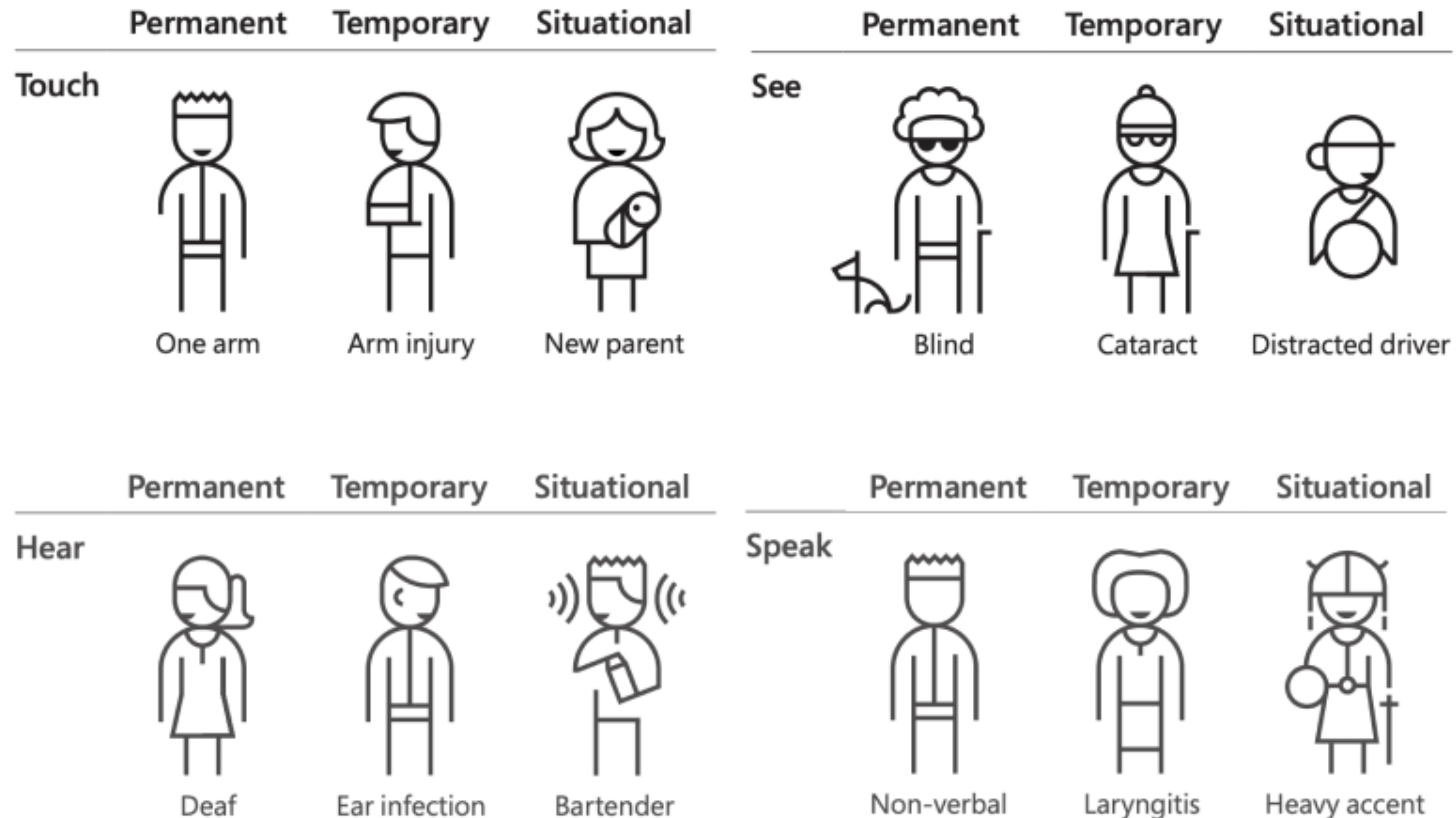
Time Zones

- What requirements are there for handling global times?

Culture



Accessibility



Accessibility Advice

- High contrast; don't rely on color (1/12 of men are color blind)
- Enable keyboard-only use
- Make clickable areas large
- Linear layout (for screen readers)
- Test! Can you use the app with a screen reader?
 -

Color Blindness

Normal



Red-Green Color Blind



For Web Sites

- Structure and organize with headers
- Use descriptive link text (not "click here for information about...")
- Use real text rather than images when possible
- Alternative text for images

Physical Disabilities

- Dexterity limitations (e.g. hand tremors)
- Inability to use keyboard/mouse
 - Control with tongue or blinking (e.g. quadriplegics)
 - Voice control
- Inability to use pointing devices (keyboard OK)

Conclusions

- Requirements affect costs
- But determining requirements can require extensive domain knowledge
- Internationalization domain knowledge is important