EU Digital Framework
for Sign Languages

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IO2

E-glossary and knowledge sharing platform

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INTRODUCTION

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General aim of the Intellectual Output 2

The 2nd IO aims at developing the E-Glossary and the Digital Learning Platform that will host it, together with the other related Educational contents produced by the project.

The e-glossary will be formed by the (at least) 500 lemmas identified before in the different sub-domains of ICT, each of them enriched by a video footage showing how to adequately sign them plus additional information on how they have been originated and usage scenarios.

P0 - Turin Institute for the Deaf and P1 – Equalizent, due to their wide expertise in the field, will hold the responsibility of delivering new signs for the terms of the glossary that are currently missing in IS and European sign languages. The new signs will be developed in accordance with the standards of new word formation in IS. P0 and P1 will then create short videos to showcase how all the signs included in the glossary should be correctly performed.

At the same time, P2, P3, P5 and P6 will elaborate adequate usage scenarios for the core fields of application of the glossary's terms. The usage scenarios can be multimodal (texts, images, videos, etc.), and delivered in a variety of supports, provided that the necessary degree of deaf accessibility should always been guaranteed.

These videos should also present success stories of fair inclusion related to D/deaf employees, particularly in ICT professional contexts. Live recordings and animation will be used and combined, if necessary. The other partners will give a contribution with the development of the scripts. In addition, challenges, online exercises proposals for activities guiding the use and adoption of the signs in real-life situations should be developed.

INTRODUCTION

General aim of the Intellectual Output 2

APEA has created 3 scenarios using the terms that all partners have build in IO1.

The 1st scenario is about a Job interview for a call center Cybersecurity and it uses 14 terms (in blue in the scenarios) along the 5 Domains chosen by the Project .

The 2nd scenario was produced as a Application assistance request that provides help to everyday person and it uses 30 terms (in blue in the scenarios) along the 5 Domains chosen by the Project.

The 3rd scenario is a Computer programming meeting and it uses 40 terms (in blue in the scenarios) along the 5 Domains chosen by the Project.

SCENARIO I

SCENARIO I

Job interview for a job in Cybersecurity

Interviewer: Hi, good morning/afternoon. Nice to meet you. So Pedro, please introduce yourself.

PS: My name is Pedro Santos, I'm 28 years old. I work in computer programming for 5 years. I'm a very productive person, I like teamwork and I'm a fast learner. In the company where I worked before, my supervisors complimented my work.

Interviewer: What kind of compliments did they give you?

PS: They complemented how good I was working with coding, and that I was an important member in the Cybersecurity team. I also received very good feedback from customers. They complemented my patience, empathy, and good capacity to resolve their problems.

Interviewer: What is the reason you are unemployed?

PS: So, I loved my work, but I was victim of cyberbullying. My colleagues made fun of me because I'm deaf and I can't communicate like hearing people do. So they attacked me by e-mail and text messages, say awful thing about me and made fun of my condition. So I reported this to my supervisor and the company didn't do anything about my problem. I wrote an e-mail to the company in order to explain this problem, but never receive an answer. So I decided to quit the job and start over in a different company.

Interviewer: I'm so sorry to hear that. I can't imagine what it is to be in your skin. But why should we hire you?

PS: You should hire me because, I will create a more efficient software for your company. My work is to facilitate the job to everyone from hearing communication to visual communication and create the best quality assessments with dashboard. Furthermore, I'm a good worker, I'm proactive, I'm resilient, respectful, and I like to learn new things everyday.

SCENARIO I

Job interview for a job in Cybersecurity

Interviewer: Why do you want this job?

PS: First, I want this job because I want to feel productive and useful in society again. Second, I know I will be an advantage for your team with the application of my work. Third, I want to develop as a professional in this company, and I want to learn more with all of you

Interviewer: Do you use security systems in your house? What do you use?

PS: So, in my house I do secure the password setup of my computer, my tablets and my phone. I upgraded my router, I deactivated my WPS (because it can open unwanted doors), I created a guest network, I changed my SSID (Wi-Fi name) and I created a cryptology pattern.

Interviewer: Can you describe your strengths and weaknesses at a professional level?

PS: I consider myself a very good analytic and practical professional, and I can work with many programs like HTML, CSS, Java, JavaScript, PHP as also Python, C and C++. So, my weakness, I don't consider this my weakness but rather something I can't control… my communication. I use sign language, but if my team doesn't understand it, I can communicate by writing on a paper or by e-mail.

Interviewer: Ok… I think I have enough information. Do you have any questions?

Pedro: Yes, please. Well, in your recruitment add there is no information about the salary. So, what is the monthly salary? Do you pay extra hours? How are the contract terms? Does your company accept deaf or hard hearing people?

SCENARIO I

Job interview for a job in Cybersecurity

Interviewer: In our company, new employees start with the salary of €1500 per month and a one-year contract. Our employees don't work extra hours. We support the integration of good professionals, whatever is their physical condition, so yes, we hire deaf and hard hearing people.

Pedro: Thanks a lot for your information. I am definitely interested to work in your company and dedicate myself to the improvement of cybersecurity.

Interviewer: Thanks for coming to this interview. Withing few days, our company will send you the date for a practical test, which is the second step in our hiring process.

Pedro: Perfect! I will be waiting for our second meeting. Thanks a lot for this opportunity and have a nice day!

Interviewer: I wish you a nice day too!

SCENARIO II

SCENARIO II

Application assistance request

IG: Hi Paul, I received your assistance request and I am here to help you!

PS: Hi Ian, we have multiple problems with the application (app), I'm not sure, but it looks like a bug. I've been doing tests on my desktop, as I told you in the assistance request. I started by downloading the documentation to check if there were any troubleshooting we could do. We removed the user agent, deleted folders and cleaned the browser cache. Then we downloaded the executable client. It took a long time to download because it has a lot of gigabytes and our bandwidth is low. Next we double clicked and installed it, but the problem persists. We have checked the database but everything seems to be ok!

IG: Thank you for the description! Can you give me access to your computer, I need to check some things in the manager menu.

PS: Yes of course!

IG: Can we access the manager interface? I prefer to use the user interface (UI) for being more user-friendly, if you don't mind.

PS: Of course not! You can use the user-friendly mode.

IG: Paul, can I change the keyboard language to ENG, it made it a lot easier!

PS: Yes, you can change it!

IG: I've been checking the menu, but I don't find any problem at the software level either. Can we check the server? What is the address and the protocol? Its http or https?

PS: Yes, you can access the server. The protocol its http://10.10.10.10.

IG: I have checked the RAM, CPU and disk but I don't find any problems. I'll enable debugging on this server and run the new debug application, it's a beta version, but it's the most updated. Let's wait for the debug file.

PS: OK let's wait.

IG: Paul, It's taking a long time and I have another assistance request to make, when you're done, you can export the file and send it to me by e-mail so I can analyse it?

PS: Yes of course, I can do that! When the export file is finished, I will give you feedback.

IG: Thanks Paul. I'll wait for your feedback!

PS: Thanks Ian, bye bye!

SCENARIO III

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Computer programming meeting

RS: Good morning, this is Roberta Santos speaking from Santos Company, from Portugal. I have a meeting scheduled with Ann Shephard.

AS: Good morning, Roberta. This is Ann Shephard speaking. I was waiting for your call. How are you doing?

RS: I am doing fine, thanks. I hope you're good as well? We're still teleworking, isn't it?

AS: Yes, correct, we are teleworking too. I am great, thanks for asking. Let's start the meeting on the online platform, yes? Did you get my e-mail?

RS: Yes, I got your e-mail, thanks! Nevertheless, I am having some problems; can you help me out, please? I am trying to double click on the link, but the program isn't starting to download. What should I do?

AS: Just a minute, please. I was busy on my laptop but I will switch to my desktop, to have access to the computer network, the server, the scanner and the printer.

RS: Ok, no problem. In the meantime, I am trying to start to download the program, but possibly there's a Trojan horse or another virus on my computer, which is interfering. Also, the wi-fi connection isn't the best these days, due to instability of the internet and server problems, or maybe because of the router. Sometimes the connection goes down and my computer loses connection and is offline for some seconds.

AS: I am ready to start.

RS: And finally, I am ready too! Let's hope my internet connection will hold on! So, the topic of our meeting is computer programming and the debugging of the program ALS.

AS: Yes! What's the programming language in this case? Java, JavaScript, or another programming language?

RS: In this case, the programming language is Java. Let me just look for a document on my desktop… It's a folder with an Excel-document with quite a big amount of file size, due to the data information about cyberbullying and computer security. Besides this Excel-file, the folder contains also a huge number of pictures in JPEG, so the folder has really lots of megabytes or maybe even gigabytes! I have to put this document on an extern drive, because it takes such a large amount of memory on my computer!

AS: I agree! It's always better to upload folders with many gigabytes on a backing storage, to make the computer run faster. If your extern memory disk isn't too full due to the back-ups, of course.

RS: You are absolutely right! What's the URL I should enter?

AS: The URL is in the e-mail I sent you after our last meeting. But last time, the site had been visited by hackers, who installed a bug in the application. I hope the problem is solved by now!

RS: As my keyboard is QWERTY, I had difficulties to type fluently when I was at your company on our last meeting – do you remember? And I had forgotten my user name, which caused delay at starting the meeting. But now that all of that is solved, let's begin! Let's rock and roll!

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