
Platforme za simultano tolmačenje - Zahteve in priporočila (ISO/DIS 24019:2021)

Simultaneous interpreting delivery platforms - Requirements and recommendations (ISO/DIS 24019:2021)

Simultandolmetschplattformen - Anforderungen und Empfehlungen (ISO/DIS 24019:2021)

Plateformes de distribution d'interprétation simultanée - Exigences et recommandations (ISO/DIS 24019:2021)

iTeh STANDARD PREVIEW
(standards.itih.ai)

[oSIST prEN ISO 24019:2021](http://standards.itih.ai/catalog/standards/sist/24019-2021)

Ta slovenski standard je istoveten z: prEN ISO 24019

<http://standards.itih.ai/catalog/standards/sist/24019-2021>
<https://standards.iteh.ai/catalog/standards/sist/24019-2021>

ICS:

01.020	Terminologija (načela in koordinacija)	Terminology (principles and coordination)
03.080.99	Druge storitve	Other services
91.040.10	Javne stavbe	Public buildings

oSIST prEN ISO 24019:2021**en,fr,de**

iTeh STANDARD PREVIEW **(standards.iteh.ai)**

[oSIST prEN ISO 24019:2021](https://standards.iteh.ai/catalog/standards/sist/63fafa4a-5d13-442f-84b8-2b428c9ef873/osist-pren-iso-24019-2021)

<https://standards.iteh.ai/catalog/standards/sist/63fafa4a-5d13-442f-84b8-2b428c9ef873/osist-pren-iso-24019-2021>

DRAFT INTERNATIONAL STANDARD

ISO/DIS 24019

ISO/TC 37/SC 5

Secretariat: DIN

Voting begins on:
2021-01-07Voting terminates on:
2021-04-01

Simultaneous interpreting delivery platforms — Requirements and recommendations

Plateformes de distribution d'interprétation simultanée — Exigences et recommandations

ICS: 91.040.10

iTeh STANDARD PREVIEW (standards.iteh.ai)

[oSIST prEN ISO 24019:2021](https://standards.iteh.ai/catalog/standards/sist/63fafa4a-5d13-442f-84b8-2b428c9ef873/osist-pren-iso-24019-2021)<https://standards.iteh.ai/catalog/standards/sist/63fafa4a-5d13-442f-84b8-2b428c9ef873/osist-pren-iso-24019-2021>

THIS DOCUMENT IS A DRAFT CIRCULATED FOR COMMENT AND APPROVAL. IT IS THEREFORE SUBJECT TO CHANGE AND MAY NOT BE REFERRED TO AS AN INTERNATIONAL STANDARD UNTIL PUBLISHED AS SUCH.

IN ADDITION TO THEIR EVALUATION AS BEING ACCEPTABLE FOR INDUSTRIAL, TECHNOLOGICAL, COMMERCIAL AND USER PURPOSES, DRAFT INTERNATIONAL STANDARDS MAY ON OCCASION HAVE TO BE CONSIDERED IN THE LIGHT OF THEIR POTENTIAL TO BECOME STANDARDS TO WHICH REFERENCE MAY BE MADE IN NATIONAL REGULATIONS.

RECIPIENTS OF THIS DRAFT ARE INVITED TO SUBMIT, WITH THEIR COMMENTS, NOTIFICATION OF ANY RELEVANT PATENT RIGHTS OF WHICH THEY ARE AWARE AND TO PROVIDE SUPPORTING DOCUMENTATION.

This document is circulated as received from the committee secretariat.



Reference number
ISO/DIS 24019:2021(E)

© ISO 2021

iTeh STANDARD PREVIEW (standards.iteh.ai)

<https://standards.iteh.ai/catalog/standards/sist/63fafa4a-5d13-442f-84b8-2b428c9ef873/osist-pren-iso-24019-2021>



COPYRIGHT PROTECTED DOCUMENT

© ISO 2021

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
3.1 Terms related to interpreting and language	2
3.2 Terms related to communicative events and participants	3
3.3 Terms related to interpreting equipment	4
3.4 Terms related to technology	5
4 Purpose and characteristics	5
5 Obligation to inform interpreters, speakers, signers and participants	6
6 End-to-end compliance	6
7 Requirements relating to sound and image	6
7.1 Audio characteristics	6
7.1.1 Sound pressure level	6
7.1.2 Input and output of the simultaneous interpreting delivery platform	6
7.1.3 Frequency response	6
7.1.4 Distortion	7
7.1.5 Noise and hum	7
7.1.6 Level consistency	7
7.1.7 Interference	7
7.1.8 Intelligibility	7
7.1.9 Quality of the speaker or signer's input	8
7.2 Hearing protection	8
7.3 Image transmitted to interpreters	8
7.3.1 Image quality	8
7.3.2 Image content	8
8 Transmission	8
8.1 Connection	8
8.2 Latency	8
8.3 Continuity of transmission	9
9 Interpreter interface	9
9.1 General	9
9.2 Accessibility	9
9.3 Hard console	9
9.4 Soft console	9
9.4.1 General	9
9.4.2 Headphones or headset connector	9
9.4.3 Indicators	9
9.4.4 Controls	10
9.4.5 Image of signed language interpreter	10
9.4.6 Handover procedure and control	10
9.4.7 Listening section	11
9.4.8 Microphone section	11
9.4.9 Outgoing channel section	12
9.4.10 Audience and broadcast indicator	12
9.4.11 Incoming images	12
10 Communication	12
10.1 General	12
10.2 Intercommunication	12

ISO/DIS 24019:2021(E)

10.3	Slow-down message.....	13
11	Microphones	13
11.1	Interpreter interface microphone	13
11.2	Behaviour of interpreter microphones.....	13
11.3	Speaker microphones.....	13
12	Interpreter headphones or headset.....	14
12.1	Headphones.....	14
12.2	Headset.....	14
12.3	Hearing protection.....	14
13	Requirements regarding signed language interpreting.....	14
13.1	General.....	14
13.2	Incoming sound.....	14
13.3	Incoming image.....	15
13.4	Interpreter's camera.....	15
13.5	Image of the interpreter.....	15
13.6	Background.....	15
13.7	Lighting.....	15
13.8	Screen.....	15
14	Working environments of the interpreter, speaker and signer	15
14.1	Interpreter's working environment.....	15
14.2	Any other location.....	16
15	Recording and webcasting.....	16
16	Confidentiality and data protection.....	16
16.1	General.....	16
16.2	Data protection.....	16
16.3	Information: confidentiality, integrity and availability.....	16
16.4	Operational procedures and responsibilities.....	17
17	Availability of technical support personnel.....	17
Annex A (informative) Sources of disturbances		18
Bibliography		19

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 37, *Language and terminology*, Subcommittee SC 5, *Translation, interpreting and related technology*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Using simultaneous interpreting delivery platforms is relatively new to interpreters. Parameters and conditions for using these services in settings where the interpreters are not at the same venue as participants, speakers and signers are evolving. Developers, providers, users and interpreters need information about requirements and recommendations relating to these platforms.

Early 2020 a Publicly Available Specification (ISO/PAS 24019, *Simultaneous interpreting delivery platforms — Requirements and recommendations*) was published to structure the very recent development of these platforms. At the same time, it was decided that a full-fledged standard was needed to go into more depth and detail regarding the requirements and recommendations for such platforms.

The pandemic public health situation affecting the entire world completely changed the meeting and conference market. It led to an unprecedented surge in the demand for distance meeting and interpreting facilities, in which simultaneous interpreting delivery platforms, amongst other technologies, play an important part.

This document contains requirements and recommendations for the use of simultaneous interpreting delivery platforms for spoken and signed language interpreting.

Equipment and facilities for simultaneous interpreting are also covered in ISO 2603, ISO 4043, ISO 20108 and ISO 20109. Conference systems, and their related interpreting systems, are covered in ISO 22259.

iTeh STANDARD PREVIEW (standards.iteh.ai)

[oSIST prEN ISO 24019:2021](https://standards.iteh.ai/catalog/standards/sist/63fafa4a-5d13-442f-84b8-2b428c9ef873/osist-pren-iso-24019-2021)

<https://standards.iteh.ai/catalog/standards/sist/63fafa4a-5d13-442f-84b8-2b428c9ef873/osist-pren-iso-24019-2021>

Simultaneous interpreting delivery platforms — Requirements and recommendations

1 Scope

This document specifies requirements and recommendations for using simultaneous interpreting delivery platforms at communicative events where the interpreters are not at the same venue as participants, speakers and signers.

In cases where interpreters are at the same venue as participants, speakers and signers, ISO 20109 shall apply to ensure a high level working environment and the acoustic performance of the overall conference system.

In conjunction with ISO 20108, this document provides requirements and recommendations for ensuring the quality of sound and images and their transmission to interpreters and from interpreters to participants, and for the configuration of the interpreter's working environment.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 639-3, *Codes for the representation of names of languages — Part 3: Alpha-3 code for comprehensive coverage of languages* oSIST prEN ISO 24019:2021

https://standards.iteh.ai/catalog/standards/sist/63fafa4a-5d13-442f-84b8-4b4387340e21/iso-2603-2016
ISO 2603:2016, *Simultaneous interpreting — Permanent booths — Requirements*

ISO 4043:2016, *Simultaneous interpreting — Mobile booths — Requirements*

ISO 9241-410, *Ergonomics of human-system interaction — Part 410: Design criteria for physical input devices*

ISO 20108:2017, *Simultaneous interpreting — Quality and transmission of sound and image input — Requirements*

ISO 20109:2016, *Simultaneous interpreting — Equipment — Requirements*

ISO 22259:2019, *Conference systems — Equipment — Requirements*

IEC 60268-4, *Sound system equipment — Part 4: Microphones*

IEC 60268-7, *Sound system equipment — Part 7: Headphones and earphones*

ITU-R BT.1359, *Relative timing of sound and vision for broadcasting*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

ISO/DIS 24019:2021(E)

3.1 Terms related to interpreting and language

3.1.1

interpreting

interpretation

rendering spoken or signed information from a source language to a target language in oral or signed form, conveying both the language register and meaning of the source language content

[SOURCE: ISO 20539:2019, 3.1.10]

3.1.2

interpret

render spoken or signed information from a source language to a target language in oral or signed form, conveying both the language register and meaning of the source language content

[SOURCE: ISO 20539:2019, 3.1.9]

3.1.3

interpreter

person who *interprets* (3.1.2)

[SOURCE: ISO 18841:2018, 3.1.3]

3.1.4

simultaneous interpreting

mode of *interpreting* (3.1.1) performed while a *speaker* (3.2.4) or *signer* (3.2.5) is still speaking or signing

[SOURCE: ISO 18841:2018, 3.1.13, modified – The words “or signer” have been added.]

3.1.5

relay interpreting

interpreting (3.1.1) that occurs when an *interpreter's* (3.1.3) input comes from another interpreter's rendition and not directly from the *speaker* (3.2.4) or *signer* (3.2.5)

[SOURCE: ISO 20539:2019, 3.4.14]

3.1.6

distance interpreting

remote interpreting

interpreting (3.1.1) of a *speaker* (3.2.4) or *signer* (3.2.5) in a different location from that of the *interpreter* (3.1.3), enabled by information and communications technology

[SOURCE: ISO 20539:2019, 3.4.15]

3.1.7

spoken language

language expressed orally

[SOURCE: ISO 20539:2019, 3.4.4]

3.1.8

spoken language interpreting

interpreting (3.1.1) between two *spoken languages* (3.1.7)

[SOURCE: ISO 20539:2019, 3.4.5]

3.1.9

signed language

language which uses a combination of hand shapes, orientation and movement of the hands, arms or body, and facial expressions

[SOURCE: ISO 20539:2019, 3.2.3]

3.1.10**signed language interpreting**

interpreting (3.1.1) between two *signed languages* (3.1.9) or between a signed language and a *spoken language* (3.1.7)

[SOURCE: ISO 20539:2019, 3.4.6]

3.1.11**signed language interpreter**

person who *interprets* (3.1.2) *signed language* (3.1.9)

3.2 Terms related to communicative events and participants**3.2.1****communicative event**

encounter between two or more parties during which information is transmitted

[SOURCE: ISO 20539:2019, 3.4.8]

3.2.2**participant**

person who takes an active part in a *communicative event* (3.2.1)

[SOURCE: ISO 22259:2019, 3.25, modified – The word “communicative” has been added.]

3.2.3**audience**

group of listeners or spectators at a *communicative event* (3.2.1)

[SOURCE: ISO 22259:2019, 3.28, modified – The word “communicative” has been added.]

3.2.4**speaker**

person addressing others using *spoken language* (3.1.7)

[SOURCE: ISO 20539:20189, 3.4.9]

3.2.5**signer**

person addressing others using signed language (3.8)

[SOURCE: ISO 20539:2019, 3.4.10]

3.2.6**moderator**

person responsible for facilitating interaction between people at a *communicative event* (3.2.1)

3.2.7**operator**

person responsible for the operation of technical equipment

[SOURCE: ISO 20539:2019, 3.5.2.16]

3.2.8**end user**

person or group of persons that ultimately uses the service delivered

[SOURCE: ISO 20539:2019, 3.2.6]

iTeh STANDARD PREVIEW
(standards.iteh.ai)

<https://standards.iteh.ai/catalog/standards/sist/63fafa4a-5d13-442f-84b8-2b428c9ef873/osist-pren-iso-24019-2021>