

2020 Census 5. Language Services Operation (LNG)

Version: 6.1

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Major Revision Change History

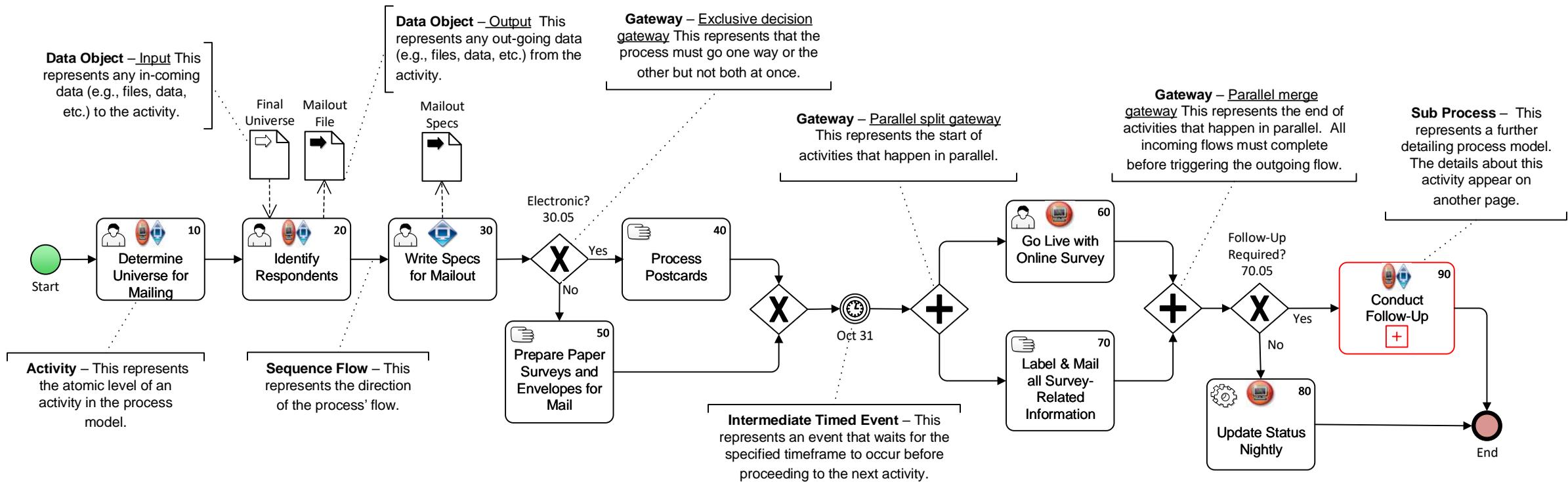
Date	Description	Author	Version #	Page #'s
12/31/2014	Baseline 1.0	Dan Ladino	1.0	All
04/24/2015	Baseline 2.0	Dan Ladino	2.0	All
08/14/2015	Baseline 3.0	Dan Ladino	3.0	All
12/11/2015	Version 3.1. Modified subprocesses and activity description based on SME review during lockup meeting on 12/2/2015.	Dan Ladino	3.1	All
01/06/2016	Baseline 4.0	Dan Ladino	4.0	
04/04/2016	Version 4.1. Applied changes to the Context diagram according to meetings with MITRE and Jenny Kim.	Dan Ladino	4.1	Context, 6
08/09/2016	Version 4.2. Applied changes to the Context diagram according to meetings with MITRE and Jenny Kim.	Dan Ladino	4.2	Context
08/26/2016	Version 4.3. Modified list of sources for activity 20	Dan Ladino	4.3	Context
09/01/2016	Version 4.4. Updated context model and page 6 to read "Pretest Non-English Content	Dan Ladino	4.4	Context, 6
09/28/2016	Version 4.5. Changed "Pre-test" to "Pretest"	Dan Ladino	4.5	5, 6
02/28/2017	Revised by SME – Multiple changes	Dan Ladino	4.6	All
05/30/2017	Baseline 5.0	Dan Ladino	5.0	All
08/17/2017	Baseline 6.0	Dan Ladino	6.0	All
03/05/2018	Updates based on meetings with SMEs	Dan Ladino	6.1	

Reading and Understanding the Model

Example Activity Model

BPM Purpose

- Describe Census Operations business processes – activities, resources and key milestones
- Provide the details necessary for non-subject matter experts to understand the business process
- Contribute to the requirements development process
- Facilitate the linkage of business processes to IT capabilities
- Capture Operations inputs and outputs



Data Object – Input This represents any in-coming data (e.g., files, data, etc.) to the activity.

Data Object – Output This represents any out-going data (e.g., files, data, etc.) from the activity.

Gateway – Exclusive decision gateway This represents that the process must go one way or the other but not both at once.

Gateway – Parallel split gateway This represents the start of activities that happen in parallel.

Gateway – Parallel merge gateway This represents the end of activities that happen in parallel. All incoming flows must complete before triggering the outgoing flow.

Sub Process – This represents a further detailing process model. The details about this activity appear on another page.

Activity – This represents the atomic level of an activity in the process model.

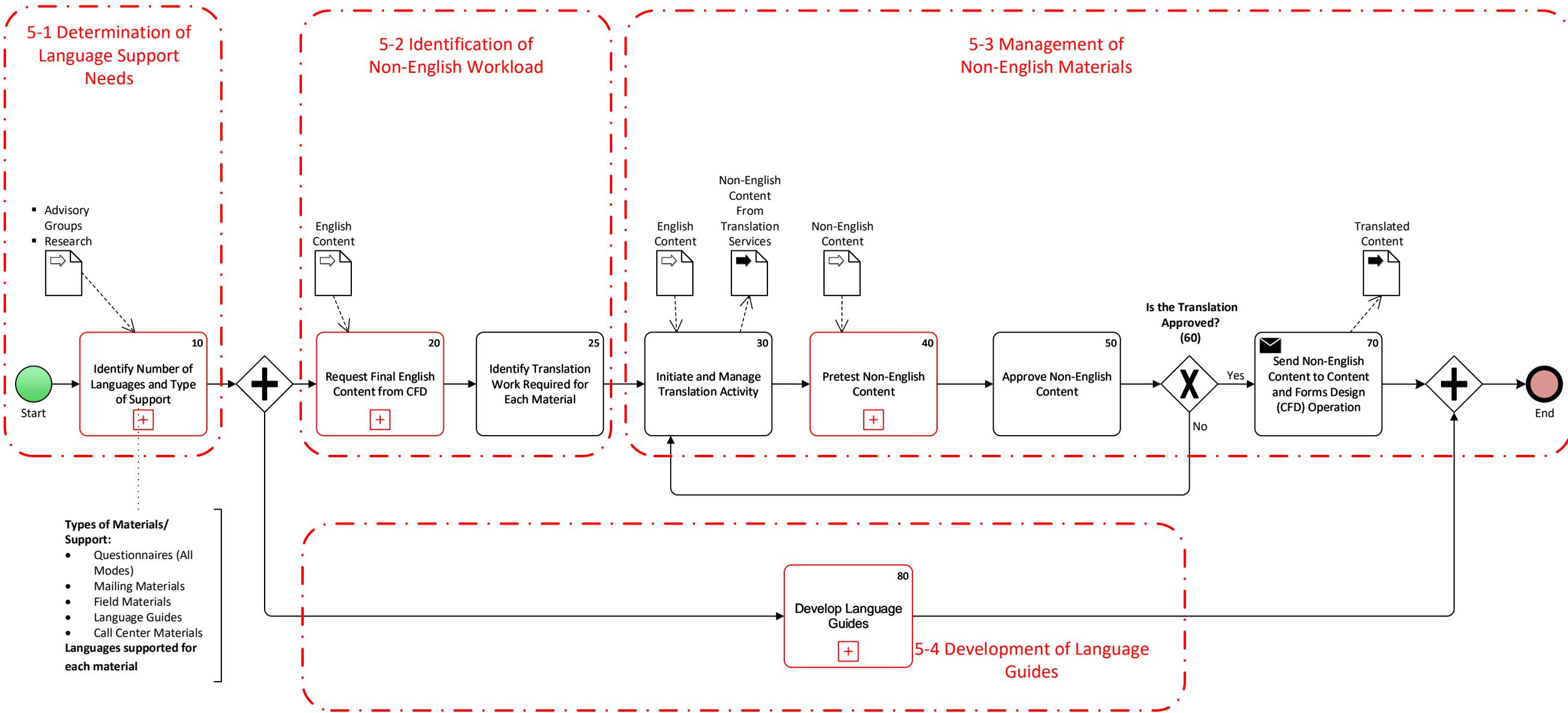
Sequence Flow – This represents the direction of the process' flow.

Intermediate Timed Event – This represents an event that waits for the specified timeframe to occur before proceeding to the next activity.

Key:	Activities	Gateways	Data Objects	Other
Events				
Start:	Activity at atomic level:	Exclusive:	Input:	Sequence Flow:
End:	Activity containing a sub process:	Parallel:	Output:	Association:
Intermediate Timed Event:	Activity involving: → USER interacting with a system or software: Activity → MANUAL activity (no system/software involved): → SERVICE or batch processing: Activity → Any system developed specifically for Census' use: → Both a system developed specifically for Census' use <u>and</u> COTS products: → SENDING a message: Activity → RECEIVING a message: Activity → RECURRING steps: → Any commercial-off-the-shelf (COTS) products: <i>Note: If numbering, number by 10s to leave room for additional activities between initial activities, just in case they are needed.</i>	Event Based:	Data Store:	Annotation: <small>This file is created by the SME before this process kicks off.</small>

2020 Census 5. Language Services Operation (LNG)

Purpose: Assess and support language needs of non-English speaking populations for all modes and other mailing and field materials, determine the number of languages and level of support required, optimize non-English content, and ensure cultural relevancy and meaningful translation of non-English materials.



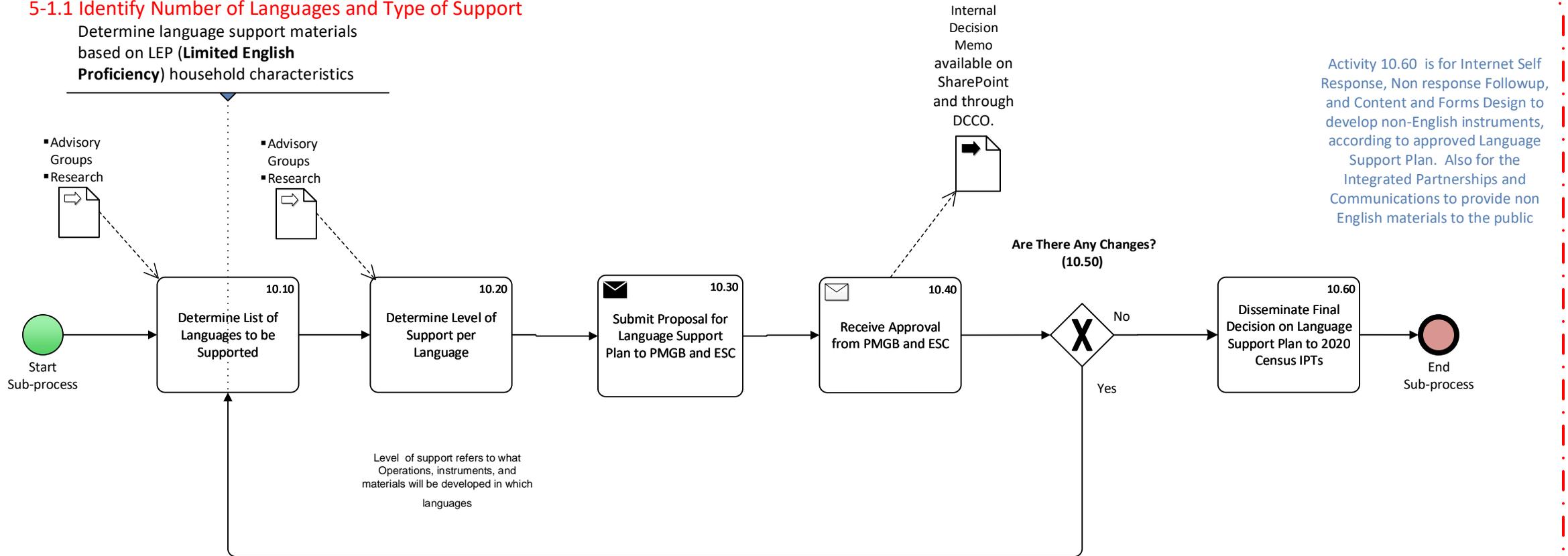
10. Identify Number of Languages and Type of Support

Purpose: Perform language needs research and to develop the support language plan for the 2020 Census.

5-1 Determination of Language Support Needs

5-1.1 Identify Number of Languages and Type of Support

Determine language support materials based on LEP (**Limited English Proficiency**) household characteristics

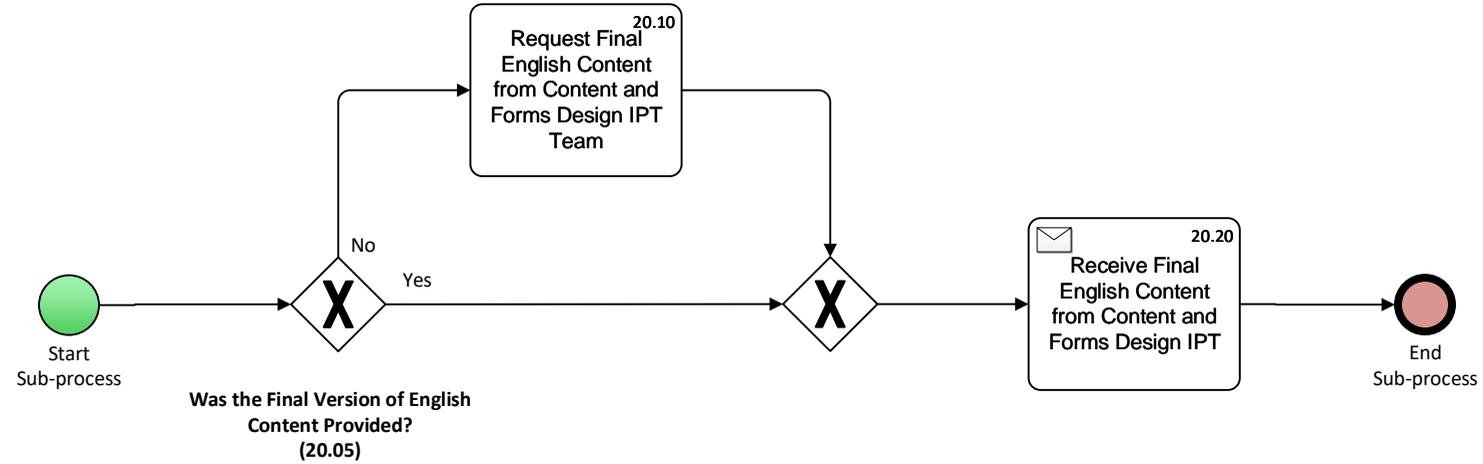


PMGB: Portfolio Management Governance Board
ESC: Executive Steering Committee.

20. Request English Content

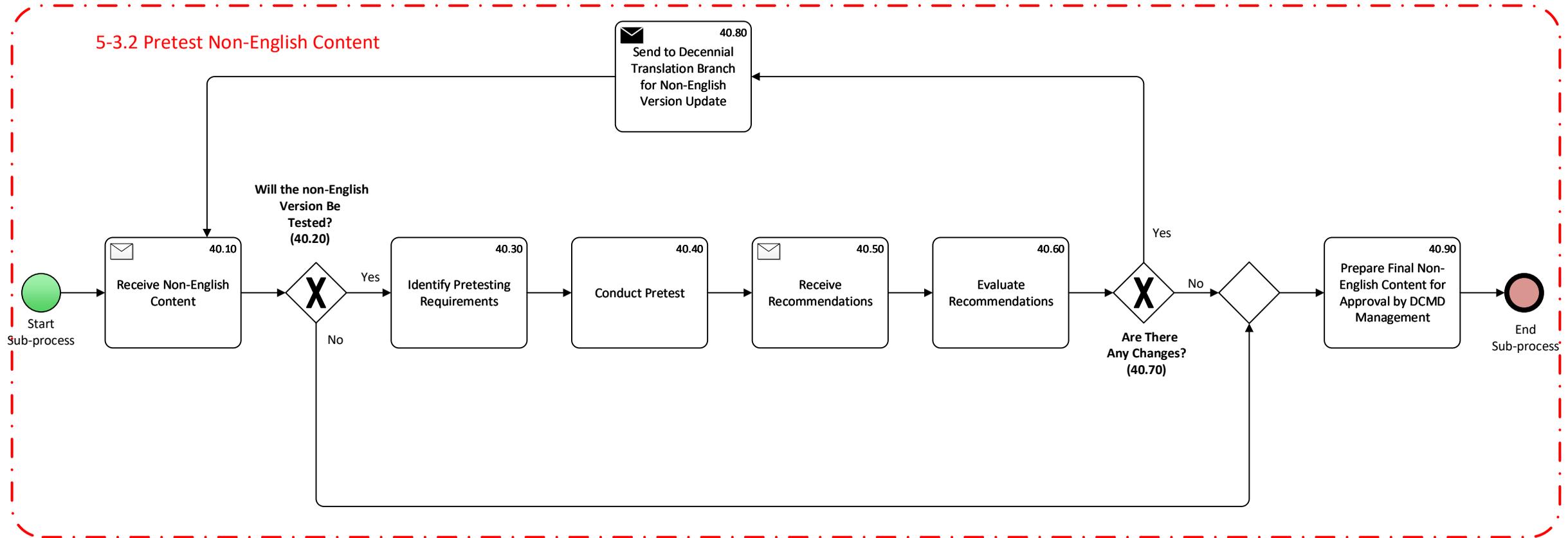
Purpose: To request from the Stakeholders and Sponsors the English content for the production of non-English materials according to the language support plan.

5-2.1 Request English Content



40. Pretest Non-English Content

Purpose: To verify and pretest the translated content for accuracy and appropriateness prior to submitting content for approval.



80. Develop Language Guides

Purpose: To design and develop the Language Guides in support of the 2020 Census.

