Pragmatics for developing a terminological glossary: UNESCO's Internet Governance Glossary

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1. BACKGROUND FOR THE INTERNET GOVERNANCE GLOSSARY DEVELOPMENT

The swift development of information and communication technologies (ICTs), the growing knowledge societies and the political aim to reduce digital divides of all sorts are issues high on the agenda of decision makers in industry, public administration and academia. To improve the efficiency and effectiveness of specialised communication and knowledge sharing, the upgrading of existing methods and conceptions for new methods and application of tools are needed. There are several proposals for developing knowledge tools that contribute to the creation of suitable content that can be reused, re-purposed and enriched while fostering interoperability and sustainability. Glossaries properly developed are basic tools to leverage the efficiency and effectiveness of specialised communication and knowledge sharing.

For understanding the relation of a glossary and its value for the digital divide one needs to know about the digital divide and the issues that it comprises. In its general meaning, 'Digital Divide' refers to the gap between demographics and regions that have access to modern ICTs. Andy Carvin (2000) stated: "The digital divide is one of the most important civil rights issues facing our modern information economy." Nevertheless, access to the Internet, to Information and ICTs have proved not sufficient to reduce the digital divide, which as Carvin highlighted, is also about *content*, *literacy*, *pedagogy*, *and community*. Nowadays, it even goes beyond these dimensions. "Digital exclusion is part of a broader divide contributing to social and economic exclusion of people. Multiple

aspects: economic, geographic, languages, gender, etc." (Patru 2008). As a social issue, the digital divide is becoming manifest in several different forms, which different stakeholders and public or private organizations try to overcome. However, "Closing the digital divide will not suffice to close the knowledge divide for access to useful, culturally relevant knowledge is more than a matter of technology access." (ibidem)

> "Intergovernmental organizations such as UNESCO and global organizations such as the Internet Corporation for Assigned Names and Numbers (ICANN), in addition to regional organizations, non-governmental organizations (NGOs) and others are highlighting the indispensable role of languages in building inclusive Knowledge Societies. Each language offers a unique testimony of its civilization's cultural genius and contributes to the world's heritage – not to mention its crucial role in building intercultural *dialogue, reconciliation and peace.*" (UNESCO 2017)

UNESCO's message here: "In a globalized world with interconnected societies, intercultural dialogue is vital if we are to live together while acknowledging our diversity. In an uncertain world, the future of nations depends not only on their economic capital or natural resources, but on their collective ability to understand and anticipate changes in the environment - through education, scientific research and the sharing of knowledge." (Wikiprogress knowledgebase n.d.) Therefore, designing strategies that contribute to reduce the digital divide as well as defining principles that impact the information society have always been major topics of UNESCO's programmes and activities.

Statistical reports usually indicate an increase of Internet users and technology market penetration. Internet World Stats provide useful statistical information about Internet users in the world. Global Digital Snapshot provides key statistical indicators for the world's Internet, mobile technology and media users. Most of these figures show growing trends and predict amazing swift changes in the coming years. The accelerated change does not occur evenly in all sectors, as it should be. From the figures shown by the study of the Scientific Foresight Unit (STOA) on the 'language equality in the digital age' about the level of support of machine translation (MT) by language, only few languages benefit from good-quality software and resources in certain application areas, while the rest of languages have no software or resources for MT support. Even most of the languages used in the European Union do not enjoy equal

opportunities with respect to information, communication and the knowledge sharing that is required in our globalized world.

> "While multilingualism is one of Europe's greatest assets, it is also one of the most substantial challenges for the creation of a truly integrated EU. Around 80 languages are used in the EU, and language barriers have a profound effect, not only on the establishment of a common European identity, but also on worker mobility and cross-border e-commerce, trade and public services. This study, published by STOA in March 2017, charts the emergence of new technological advancements, based on increased computational power and access to big data, through which human language technologies (HLT) are becoming real solution to overcoming language barriers. However, most of the technical progress so far has been with only one language, English." (Pataki, Dawood 2017)

Not only MT, but also all areas that cover information and communication are subject to fast growth of the Internet and ICTs that bring about new options *to access*, *preserve*, *create*, *and share information and knowledge*. Sharing implies availability to people with the possibility to have global impact. Consequently, information and knowledge should be equally available to communities with highly developed specialised languages as well as those with less developed specialised language and terminologies.

> "In its early development, the Internet would often be assessed from a technological perspective. However, during the last decade, other issues, often qualified as "soft", have emerged focusing on topics such as human rights, democracy, privacy, social equity, inclusion, local content creation, interdependence, and other cultural, educational, economic and political aspects of Internet use. Such discussions have been ongoing since the creation of the Internet Governance Forum (IGF), which resulted from the two World Summits on the Information Society (WSIS in Geneva, 2003, and Tunis, 2005) and WSIS+10 Review Process and outcomes. In this context, 'language' increasingly is recognized as an issue, as the utilization of language today is highly supported by ICTs and the Internet. Therefore, the lack of relevant terminology indirectly affects digital and knowledge divides.
>
> Today, the international community has several multi-stakeholder mechanisms for the dialogue and implementation of solutions to Internet governance issues. The WSIS events and IGF belong to some of the major ones. To participate in international multi-stakeholder processes, countries and their national representatives need also to be equipped with language tools that facilitate understanding, cooperation and coordination. One of the latter are the rapidly growing multistakeholder partnership mechanisms related to the governance of the Internet." (Infoterm, UNESCO, ICANN 2017: 12)

Generally speaking, when language tools are developed for different communities, ICTs take the lead, and the development of technological aspects has priority. But with respect to language tools, content development and resources are at the fore. Examples of language resources are: written and spoken corpora, computational lexicons, terminology databases, speech data collection and processing, etc. Basic software tools are also important for the acquisition, preparation, collection, management, customisation and use of these language resources and other kinds of content. However, as the utilization of language today is highly supported by information and communication technologies (ICT) and the Internet, the lack of relevant terminology indirectly, but inevitably, establishes digital and knowledge divides, which can manifest themselves in different ways. There is, therefore, a need for continuous terminology planning, institutional capacity building and effective coordination mechanisms at regional and country levels. (See: Infoterm, UNESCO, ICANN 2017)

Hence the development of terminologies that contribute to the exchange of information, knowledge and to active participation in specialised community discussions, constitutes not only a great opportunity for users of lesser developed languages but also for the development of structured content with a view to interoperability and sustainability.

There are several products with terms representing concepts such as thesauri, dictionaries, databases, glossaries. A glossary is a type of terminology resource whose value depends on the aim and way it is developed. Broadly,

> "A **glossary**, also known as a **vocabulary** or **clavis**, is an alphabetical list of terms in a particular domain of knowledge with the definitions for those terms.
>
> A **core glossary** is a simple glossary or defining dictionary that enables definition of other concepts, especially for newcomers to a language or field of study. It contains a small working vocabulary and definitions for important or frequently encountered concepts, usually including idioms or metaphors useful in a culture." (Wikipedia)

There are different types of glossaries: monolingual, bilingual (usually a list of words with equivalents and explanations in another language) and multilingual. Some of them may include pictures or symbols to represent concepts. There are also glossaries in the form of a vocabulary, including definitions of the concepts.

Such glossaries are valuable resources to understand the terminology of a domain or specific subject. If they are organized according to such domain/subject knowledge, they can be more useful for users to apprehend the concepts. Their value becomes more prominent in the new specialised fields whose quick development demands for practical solutions that later can be shared, updated, replicated or improved according to the needs of their users.

> "[...] a language which lags behind in its terminology for a given domain or across many domains, risks losing the ability to communicate in different thematic domains of that language over time. A language community whose language has not developed scientific and technical terminologies is unavoidably forced to use some other, more developed foreign language for thematic domain communication." (UNESCO 2017)

After having outlined some of the issues in connection with the digital divide and the role of a glossary, this article intends to summarize the main aspects about the methodology for the Internet Governance Glossary (IGG) development and is directed towards raising awareness about the different possibilities when planning and developing this type of language resource, as well as the potential use it can have for 'continuous terminology planning, institutional capacity building and effective coordination mechanisms at regional and country levels'. It also aims at sharing the IGG experience which can be scaled up or replicated by other communities that do not enjoy the possibilities of those with highly developed specialised languages. At the same time, it can be an example for many communities which do not participate in multi-stakeholder processes due to the lack of terminology in new domains or across new domains.

> "Under this aspect, Arabic-speaking countries and communities currently have limited opportunities to be fully engaged in constructive dialogue and joint action in multi-stakeholder processes due to the inadequate use of supportive language tools. Hence, solutions are needed to strengthen technical terminology in the Arabic language to facilitate the dialogue on the use of Arabic on the Internet, in an effective, efficient, and coordinated manner.
>
> Partners involved in the IGG project commonly agree that the Internet should serve all people around the world." (Infoterm, UNESCO, ICANN 2017: 12)

Finally, this article is an opportunity to reach a wider audience and to show the actions that major organizations such as UNESCO and ICANN, here in cooperation with Infoterm, are undertaking to accomplish their societal missions.

2. OVERVIEW OF THE METHODOLOGY

The Internet Governance Glossary Methodology describes "a framework to establish an Arabic glossary of Internet governance terms to support engagement in multi-stakeholder Internet governance and policy making processes by Arabic-speaking communities on various platforms, including the World Summit on Information Society (WSIS) and Internet Governance Forum (IGF)." (Infoterm, UNESCO, ICANN 2017: 7)

From the very beginning, the IGG project was developed with the aim to provide Arabic-speaking countries and communities with a glossary on Internet governance (IG) along with a generic methodology for the creation or harmonization of terminology based on international standards. However, the real challenge was to live up to the stated expectations that

> "[...] Arabic speaking countries will use the glossary of Internet governance terms developed in a collaborative, accurate and multi-stakeholder way;
> - To help formulate joint agendas, contribute to decision making processes, communicate more effectively and encourage their engagement in multi-stakeholder IG mechanisms;
> - To participate in all kinds of multi-stakeholder processes;
> - To build institutional capacities of and coordination mechanisms among regional and national organizations working on language issues with a view to contributing to the promotion of and access to the Arabic language on the Internet." (Infoterm, UNESCO, ICANN 2017: 13)

Regarding the glossary itself, five major phases were conceived to achieve the expected results:

- Screening key documents for identifying core concepts in the field of Internet governance (IG).
- Preparation of a draft glossary of IG terms in English.
- Public consultations.
- Localization of the glossary of IG terms into Arabic and subsequent validation process.
- Distribution.

Parallelly, in relation to the methodology, it was necessary to outline the preliminary considerations under four broad categories:

- *Terminology work from the point of view of methodology:* considering the subject field, target audience, and purpose of the IGG;
- *Kinds of workflow design and planning:* adaptation of the major phases (according to ISO 15188:2001), rules of major International

Standards of ISO/TC 37 "Language and terminology", and good practice examples;

- *Documents to be consulted for the preparation of the IGG, in addition to expert and policy documents provided by UNESCO:* existing glossaries, additional sources, defining criteria to evaluate the documents;
- *Term candidates and their contexts in the documents:* taking into consideration the kind of information provided by the term candidates' sources. Three cases were identified: without defining context, cases of insufficient context, and terms used inconsistently in different texts.

Approaching Internet Governance as a specific subject helped to identify dimensions and representative core concepts under the following perspective:

> "The matter of how the Internet is governed is a critical one. How we manage this precious, global resource directly impacts our economic and social opportunities far into the future.
>
> **The Challenge**
> Internet governance refers to the processes that impact how the Internet is managed.
>
> As policy makers and technical experts work to connect the remaining two-thirds of the world's nations, the WAY in which the Internet is governed will likely have an impact on how we use it and how it evolves.
>
> [...] The need to create a clear and simple ways for everyone - regardless of background - to understand and be a part of how the Internet is run is critical. [...] In the policy world, this is talked about as the "multi-stakeholder approach." Basically, it means that everyone who has a stake in the future of the Internet needs to have a voice in how it's run." (Internet Society)

In brief, it can be said that a dynamic field such as IG undergoes rapid technical and conceptual development. Politically, it is a highly sensitive field with many controversial terms implying strategic importance for industry, society and policies/public administration. Besides, the cultural dimension of the Internet has great impact on the preservation of the cultural heritage. As IG is essential for every country and every citizen, the IGG contributes to clarifying core terms and facilitates a better understanding to all interested parties.

The methodology of preparing the IGG while following international standards had to be adapted to cope with the characteristics mentioned above. Based on the state of the art of literature in the field, it was struc-

tured into seven dimensions: Internet governance general; infrastructure and standardization; economic dimension; legal dimension; development and socio-cultural dimension; stakeholders, and organizations, forums, networks, groups, conferences, regulations and legal instruments. Formulations were crafted as neutral as possible from the point of views of interest groups. At the same time, IGG entries were formulated as user-friendly as possible addressing well-educated readers. In other words, the needs of the average users had to be duly considered. Internet Governance has adopted the multi-stakeholder approach whose flexibility allows "Individuals and organizations from different realms participating alongside each other to share ideas or develop consensus policy." (Internet Society 2016) From the experts' point of view this approach aims at setting on a number of tools or practices rather than one single solution. Hence, stakeholder' critical issues had to be carefully addressed, as they are not the same for each stakeholder. Bearing in mind the need for translation was another requirement to be followed. This resulted in an alphabetical index as a practical quick-finder for looking up the IGG terms.

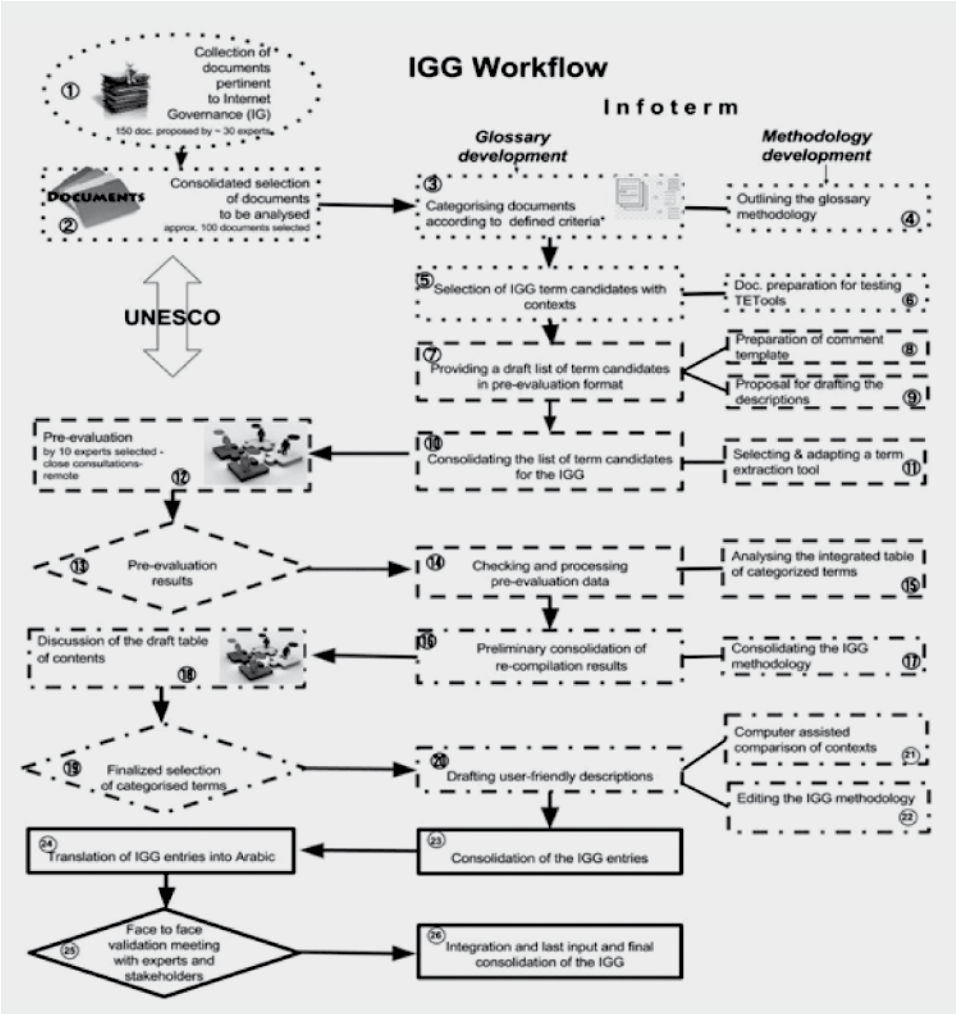
Based on international standards and best practices, a generic methodology was conceived regarding the following facets:

- Evaluation and selection of sources.
- Structuring the whole field of Internet Governance into dimensions.
- Systematic approach concerning the design of
  - the glossary structure (macrostructure),
  - the individual glossary entries (microstructure),
    - term-related information,
    - description-related information,
    - additional information.
- Overall layout of the IGG publication.

For pragmatic reasons, a combination of descriptive and prescriptive approaches following terminology theory and terminology work was chosen. *This approach took into account specialised lexicography approaches which focus on the terminology occurring in the specialised communication of a domain.* In real terminology work practice, depending on the purpose and the resources (in terms of human resources and technology) available, each project requires an adapted workflow. Best practices illustrate how researchers have duly adapted the rules of major International Standards of ISO/TC 37 "Language and terminology".

The following diagram shows the IGG workflow model designed for its development phases.

Figure 1: IGG workflow model



> "[While] formulating the descriptions, special care had been taken to provide cross-references to conceptually related entries. This and the harmonization of style, layout etc. of all entries necessitated a meticulous adaptation of the formulations." (Infoterm, UNESCO, ICANN 2017: 24)

In fact, a final process to agree on all modifications to the Glossary and to finalise the description of the methodology took place after step 26.

In a nutshell, the IGG development process can be explained by the following chart:

Figure 2: IGG development process summary chart

The constitution of the corpus was conceived from three main points:

- criteria to evaluate the documents,
- document coding,
- categorization of documents.

> "The categorization of the documents was based on a systematic approach from the outset. First, each document underwent reading strategies by terminology experts, such as scanning and skimming, to categorize them. [During] this process, documents were compared and the categorization aligned, when, for instance, they belonged to the same type. In some cases, however, the categorization was heightened or lowered, compared to similar documents, depending on their pertinence for the IGG project. In some other cases, a categorization was not possible, because the document did not contain pertinent/relevant terminology or did not add new information.
>
> All in all, the term extraction process started with a selection of about 25–30 documents. However, this analysis and categorization did not mean that the other documents were to be disregarded, but it was geared towards making the whole endeavor efficient/manageable from the beginning. In this connection,

special care was necessary not to lose focus: i.e. not to get too much involved in related aspects, such as ICT or economic terminology. Otherwise, the IGG would easily go far beyond the core IG terminology. Nevertheless, ultimately more than 150 sources were used for extracting and evaluating terms." (Infoterm, UNESCO, ICANN 2017: 28)

After the intellectual selection of core concepts, a term extraction software tool was chosen to identify the best contexts (or rather co-texts) for the description of the terms.

The structure of individual entries for terms and proper names followed an adapted systematic approach basically focused on the following aspects:

- The method for compiling the IGG, including the methodology of managing the great amount of documents.
- The macrostructure and microstructure of the IGG.
- The layout of the entries, including the use of symbols.

After that, a semi-systematic approach for ordering the individual entries in the glossary was applied. As mentioned, the glossary was divided into dimensions and the entries were grouped according to their conceptual relations as much as possible.

"Because most of the terminological entries listed in the draft IGG were selected from different sources related to the IG subject area, decisions for a unified, systematic approach for handling terms and descriptions has been necessary from the outset (which was positively confirmed during the work on the IGG). However, this unified approach does not mean that each individual entry is uniformly presented in the same way [...].

The IG glossary includes a number of terms or names which are relatively new, nevertheless widely used without common agreement/standardized definition within the IG communities. Other terms are widely used and well defined, and therefore, can be considered as 'standard'. Some infrequent terms may be important for clarification, although they are very rarely used. Term extraction tools usually cannot differentiate between important/significant occurrences and non-significant ones. Therefore, statistical evidence only was not enough to determine the importance of a term or to identify a good description or explanation from the context." (Infoterm, UNESCO, ICANN 2017: 30)

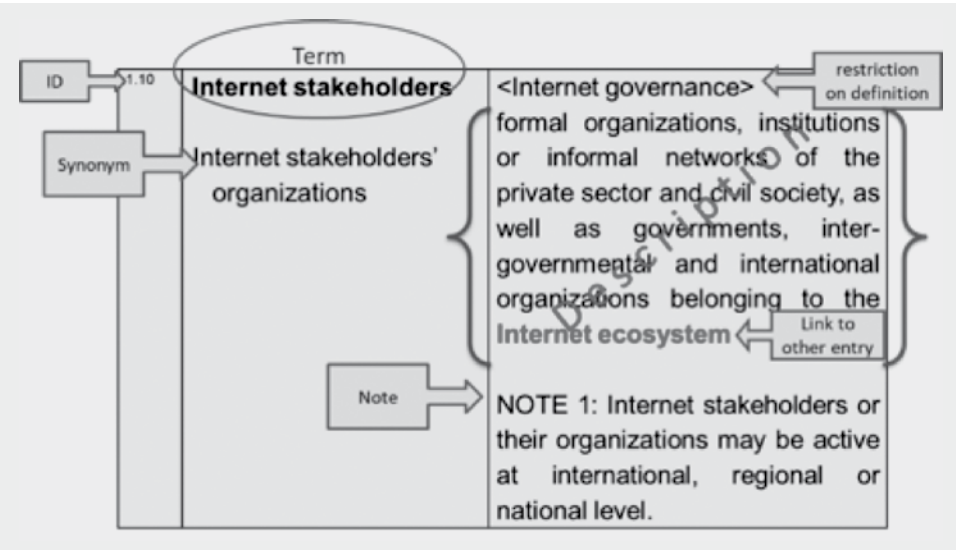
Due to the target audience, the microstructure of the IGG entries was considerably simplified:

- Term or name level (with examples).
- Description level (with examples).
- Term usage and relations.
- Orthographic and other writing conventions.

- Description rather than definition.
- Cross-referenced terms.
- Notes.

At the same time, the use of lexicographical symbols (such as different kinds of parentheses, abbreviated indications, etc.) was kept to a minimum and used consistently for the sake of clarity and user friendliness. The entry sample below shows the elements of the microstructure in its final layout:

Figure 3: Entry sample + microstructure elements



The IGG layout reflects the macrostructure and organization of the final document as well as the glossary entries according to the IG dimensions.

ProTerm: an effective tool for term identification and extraction

Term identification and extraction tools play an important role when developing this type of resource and cannot be ignored. However, the key issue is how to select the most convenient tool for a given case as well as making the best use of it. Testing several term extraction tools indicated the advantages that some of them offer, the tasks that can be executed and the need of combining several tools so that a complete term extraction could be effectively carried out. In theory, it sounds simple, but in practice drawbacks in terms of data retrieval, complexity of tasks, formats

interoperability and investment of time, are questions that MUST be carefully considered at the beginning of such a project. Below is a generalized list of the constraints experienced with some of the evaluated tools:

- Limitations with respect to the volume of text to be processed.
- Constraints concerning the formats of the texts.
- Tools programmed for bilingual extraction (especially, to feed translation memories).
- Flaws in identifying term candidates.
- Frequency of occurrence was not really an indicator of the relevance of a term.

Fortunately, ProTerm, a non-open source tool to identify pertinent terms and names was found during the explorations and inquiries carried out. ProTerm proved to have the right functionalities required for term identification and extraction for the IGG while counting on the required training and support to execute the screening of the terms and the sequence of tasks in a quick and effective way. Thus, ProTerm was selected. Below some of its outstanding characteristics worth being remarked:

- Tool for terminology work and text analysis (ProComStrasser).
- Extracts new terms from a variety of documents.
- Offers assistance in indexing and searching for information units.
- Enables keyword-independent navigation through the content of documents based on statistical analysis.
- Compatible with most established file formats and interfaces for prevalent formal languages and IT standards.

Before applying ProTerm, a list of preselected term candidates for the IGG was drafted and then consolidated. Based on this consolidated list, the tool could be applied in a targeted way, showing good results for the already identified terms and their co-texts. It showed the frequency of their occurrences (sometimes with different results depending on orthographical variants, or different word combinations.). ProTerm also permitted to check each term occurrence in the tool format or in the original document. This possibility contributed to clarify and unify the explanations and to filter the differences and similarities in the respective field or subfield.

> "In any case, the results of applying ProTerm at that stage were categorically better than using ProTerm for term identification without preselected terms. In this connection, some interesting observations could be made with respect to the frequency of occurrences of terms and names in the collection of documents...

> By means of ProTerm it was possible to look at the context not only during the process of term identification (when it is displayed in plain text format), but also check the contexts in the documents residing in the tool in their original version with the original layout and in combination of non-verbal representations. Therefore, it is necessary to look into the original document many times in order to understand some contexts." (Infoterm, UNESCO, ICANN 2017: 42)

At the end, it can be said that the creative and thoughtful use of the ProTerm significantly contributed to optimal results. The experts' assessment in evaluating the proposed formulations of the entries and the keen use of ProTerm was a great contribution towards reaching the IGG objectives.

3. CONSIDERATIONS FOR FUTURE DEVELOPMENTS

After finishing the IGG glossary and the description of its methodology, the following suggestions were given under the perspective of the generic applicability of the methodology, content sustainability, documenting processes, collaborative and interdisciplinary work, translation into other languages and adapting purposes:

- As a dynamic field, Internet governance and its terminology will continue to emerge rapidly. Therefore, the expansion and revision of the IGG will require some work in the future.
- Such future work would be substantially facilitated by language technology designed for organizing a continuous updating of the data through cooperative approaches.
- It is always advisable, when preparing such glossaries, to bear in mind future needs for translation into other languages. The localization into Arabic could be a model for other language versions.
- There may be more synonyms or fewer synonyms in other languages; regional variants could be marked by a geographical indicator after the respective synonym. There may be more notes or fewer notes to entries in other languages.
- Terms used in each language should be as widely accepted as possible; therefore, the consensus of collaborating experts is of great importance.
- During updating and expansion, it is essential to systematically keep record of all intermediary versions (versioning control) until the final version is achieved.

- Cooperative and participatory methods should be promoted, as well as interdisciplinary work including experts from the field.
- The way the entries were developed allows for technical upgrading with a more dynamic system.

The localization into Arabic was another big task that, if properly documented, could become a training resource for translators. In any case, it is valuable to share and disseminate this and similar experiences so that they can be replicated, scaled up, or reused by diverse interested communities in different fields which require knowledge sharing and communication.

Visiting the IGG website and studying the description of the methodology could generate new ideas for examples and reuse in other scenarios, such as teaching and training, language or terminology planning, content creation, localization.

CONCLUSIONS

The IGG methodology represents a practical adaptation and application of established terminological principles and methods – especially those formulated in standards of ISO/TC 37. It could be further adapted for different purposes in various domains or subjects, as well as for different target groups at various educational levels.

The IGG methodology shows that the principles and methods of terminology work in a strict sense can be adapted to the needs of specific target users. The IGG methodology was developed

- targeting well-educated users who are not necessarily Internet or ICT experts,
- selecting and describing major concepts in a semi-systematic way,
- bearing in mind that "translation" is facilitated into other languages – first into Arabic – where basic terminology on Internet Governance is less developed,
- actively involving knowledgeable representatives of the future target users.

The IGG methodology does not replace a systematic terminology, but can serve as a good starting point for terminology work in a very dynamically developing subject such as Internet Governance. Thus, terminological glossaries can be used for developing structured content to enrich digital environments.

A resource like the IGG "can be seen as an initiative to comply with the need for continuous terminology planning, institutional capacity building and effective coordination mechanisms at regional and country levels". (UNESCO 2017) The IGG or similar types of terminological resources can greatly benefit the involvement and participation in the communication processes of countries and communities with less developed specialised language and terminologies.

In this connection, it needs to be said that the demand for content quality and content curation is becoming a critical requirement in the framework of Internet of Things (IoT) developments. In any case, if high content quality needs to be assured, best practice terminological processes based on pertinent standards must be followed.

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Sparti informacinių ir komunikacinių technologijų plėtra, didėjantis žinių visuomenės ir politinis siekis mažinti įvairių rūšių skaitmeninę atskirtį yra prioritetiniai klausimai, kuriuos kelia pramonės, viešojo administravimo ir akademinės politikos formuotojai. Kad būtų galima pagerinti specializuotos komunikacijos ir dalijimosi žiniomis efektyvumą bei naudingumą, gali reikėti tobulinti esamus metodus ir kurti naujų metodų bei priemonių taikymo koncepcijas. Yra ne vienas žinių tvarkybos priemonių plėtojimo pasiūlymas, prisidėjęs prie kūrimo tinkamo turinio, kurį būtų galima naudoti pakartotinai, taikyti kitais tikslais ir papildyti, tuo pat metu gerinant sąveikumą bei tvarumą. Gerai parengti žodynai yra pagrindiniai įrankiai specializuotos komunikacijos ir dalijimosi žiniomis efektyvumui ir naudingumui gerinti.

Straipsnyje aptariami kai kurie praktiniai terminų žodynų rengimo, remiantis UNESCO interneto valdymo žodyno (IGG) sudarymo patirtimi ir metodika, aspektai. IGG metodika apima praktinį nustatytų terminologijos principų ir metodų, ypač pateiktų ISO TK 37 standartuose, pritaikymą ir naudojimą. Ją galima taikyti skirtingiems tikslams įvairiose srityse, taip pat skirtingoms įvairių išsilavinimo lygmenų tikslinėms grupėms.

IGG metodika parodo, kad terminologinio darbo principai ir metodai gali būti pritaikyti specialių tikslinių naudotojų poreikiams. IGG metodika nepakeičia sisteminės terminologijos, bet gali būti panaudota kaip labai dinamiškai besiplėtojančios srities, tokios kaip interneto valdymas, terminologinio darbo geroji praktika.

Žodyno pasvetainėje (http://en.unesco.org/internet-governance-glossary/about-igg) rašoma, kad tokį išteklių kaip IGG galima laikyti iniciatyva patenkinti tęstinio terminologijos planavimo, institucinių gebėjimų gerinimo ir veiksmingų regioninio bei nacionalinio lygmens koordinavimo mechanizmų poreikį. Tokie ištekliai gali daug prisidėti prie šalių ir bendruomenių, kurių specialiosios kalbos ir terminijos nėra pakankamai išplėtotos, įsitraukimo ir dalyvavimo gerinimo.

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