

Newsletter
Volume 2006 - I
Issue 5 16-Jul-2006

Helping People Network

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2. Network Communication
3. Working with multiple languages

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Contact
Peter Maas, founder

1 Personal Message

Hi there,

we are pleased to present to You the fifth Newsletter, concentrating on the Network Communication methods and how we intend to work with multiple languages.

I hope You all got a basic understanding about the Network after reading the previous Newsletters. Of course, time will tell us how these working methods will work out in "real life", but I realized that we need to have a basic set to begin with. In the meantime, the development of the Network's website is ongoing and the organizations letter head and "business" cards have been printed.

In the next Newsletter we will go into Helping People Network's organization structure, the way it is to going to built from scratch and the different role(s) a Participant can choose to play in this Network.

Thanks & Bye for now! Have a good time!

Kind Regards,

Peter Maas

PS: feel free to forward our Newsletters to Your Friends and Family. When forwarding the Email message, please include subscribe-newsletter@helping-people.net in the CC-field of the message, so that we can add the Emailaddress(es) to our Mailinglist.

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2 Network Communication

2.1 Introduction

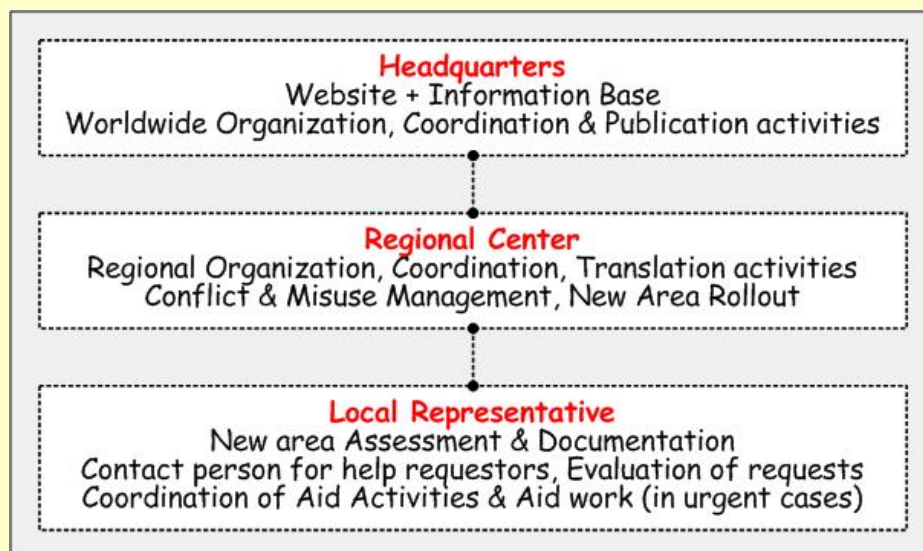
Helping People Network is a non-profit organization, a worldwide group of people who intend to help the needing people to find the help they need and to mediate between the needing and participating helping people.

In this era of the World Wide Web, we have a wonderful means of communication. Theoretically, everyone can send messages to everyone else. Unfortunately, indeed, only theoretically, because not everyone has access to it. In fact, the majority of the poor and needing people do NOT have access or the Internet is just not available at all.

Therefore, we need additional communication means. Of course, we can all come up with other familiar alternatives: telephone, fax, mail, messenger.

However, to "channel" information on a methodic and structured way, we will rely on the availability of the Internet and we will create an easy "access-point" to the Network's Website and Information Base.

The following paragraphs will talk about the Headquarters, the regional centers and the local representatives. Anticipatory on the following Newsletter, we can say that the organization is three levels deep:



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2.2 Communication Levels

2.2.1 The Network's Head Quarters

The Network's Headquarters are in Europe, the website is residing on an Internet server computer in a very secure location, whereby it's accessibility is guaranteed by the service provider, who also provides backup on a different geographical location. This facility ensures the continuity of the Network's information processing. In time, the Network will also provide it's own backup Internet servers on another continent.

2.2.2 Network's Regional Centers

Every continent will, depending on the volume of activities, have at least one regional center per language area. Between Headquarters and regional centers the Internet will also play a central role, because the Network requires swift transfer of information.

Communication between regional centers and local Network representatives will also use the Internet as far as possible. In rural areas, information exchange may also take place by telephone, fax or messenger.

2.2.3 Local Network Representatives

At first, a Local Network Representative will communicate with the help requestors and needing people on a personal basis. Afterwards s/he will report on his/her findings. If s/he has access to the Internet, the information can be entered in the Network's Website directly. If not, this information will be reported to the related Regional Center by an available phone, fax or messenger, where the people over there will enter the information into the Website.

2.3 Flow of information

In our previous Newsletters, we already defined what information is required for a help request. Furthermore, before starting activities in a new area, local Network representatives will gather relevant information and record it in the Network's Information Base. At the same time, messages and directives from Headquarters have to be forwarded to all relevant Network participants. For this purpose, access to the Network's website is required. If this access is not available, the information has to be forwarded to and by the regional center.

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2.4 Communication Network Integrity

To ensure the integrity of the Network, on a predefined regular basis, regional centers send "life signs" to the Network's Headquarters, whereas local Network representatives also contact their regional center. We call this "Grid control" and can be compared to the principle of polling in the computer world.

Regional centers keep in regular contact with their counterparts on the continent as well as their language related counterparts on the other continent(s).

In case a local representative or regional center did not send a "life sign" for two cycles, their "neighbours" will try to make contact and where necessary pay a visit and determine the situation and discuss the problems with the non-reporting Network representative. In case, s/he is not able to continue his/her activities, the predefined neighbours have to take over until his/her replacement is ready.

3 Working with multiple languages

3.1 Importance of languages

Local people best communicate in their own language. Network representatives therefor need to be able to talk to these people in this language. People often do not trust "foreigners" and even knowing a certain dialect will open "doors". Also the local community in which the needing people live, may raise "barriers".

3.2 Communication language

Referring to the three levels of organization on Page 2, languages are used as follows:

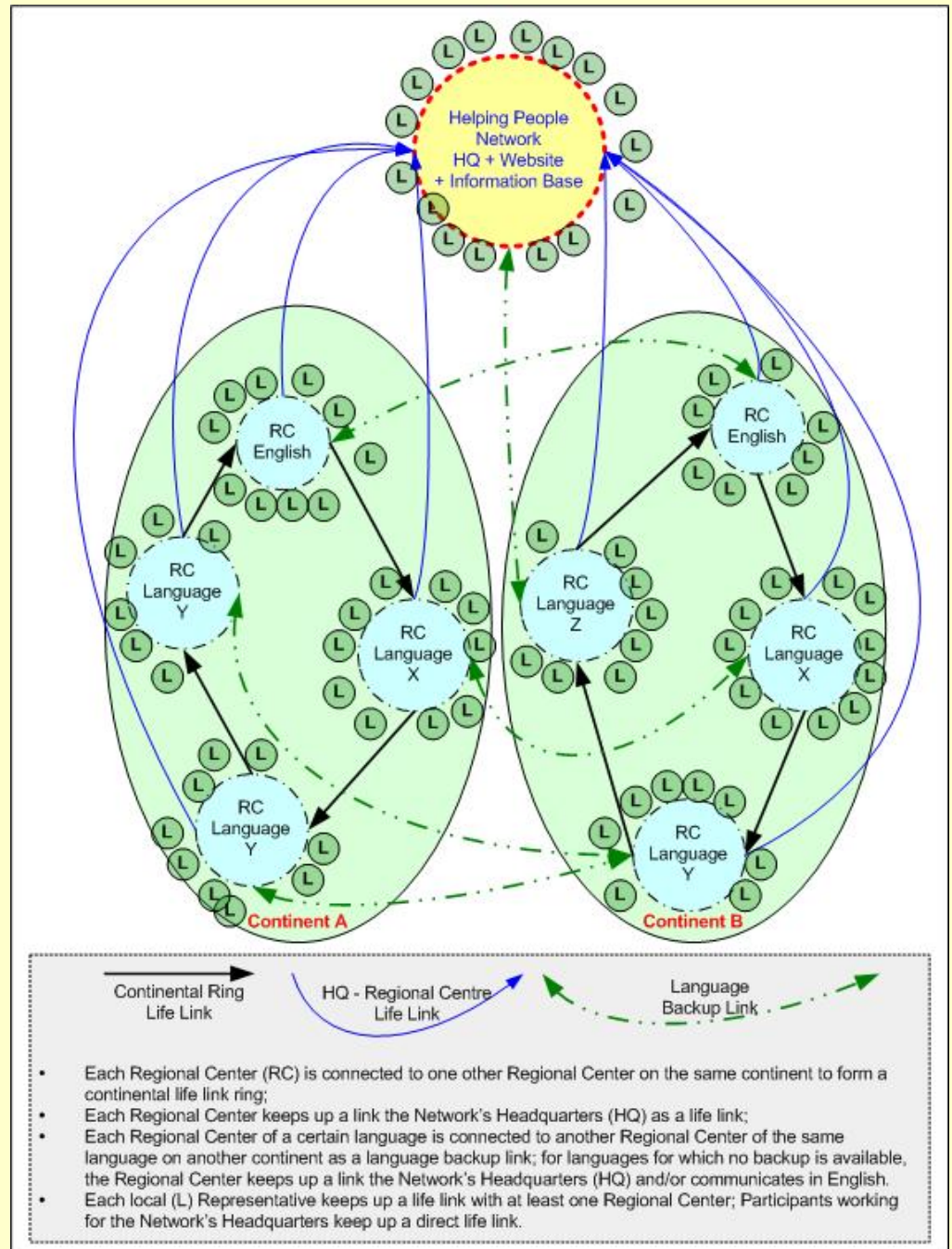
- Headquarters internal: English
- Headquarters to external organizations: English
- between Headquarters and Regional Center: English
- between Regional Centers: common regional language, in other cases English
- between Regional center and local Network Representatives: common regional language; documentation has to be translated to English
- between local Network Representatives and Help Requestor: local dialect, in other cases regional language.

The following diagram shows this principle:

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The main reasons for the "life sign" communication is:

1. to detect unavailability as early as the following agreed moment,
2. to minimize the size of the part of the Network that is unavailable and
3. to know better who is (still) available to work on outstanding help requests.

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3.3 Translation activities

Every document or publication issued within or from the Network, will have to be available in English as well as in the language of the region, where it was originating from. Furthermore, all of them are stored in the digital Information Archives. Everything from scanned peaces of paper or documents to mediafiles like photo's, audio- and video-recordings.

As You can see in the above diagram, Regional Centers using the same language are backed up by other Regional Centers in the same language to share the translation work. When a translation is finished it will be transferred to all regional centers in that language, after which it is distributed their local representatives.

Directives and documents issued from the Network's Headquarters, meant to be distributed throughout the Network, will also have to be translated by the Regional centers and forwarded to the local representatives.

By sharing the translation work messages can reach their destination more quickly. We plan to seek assistance with professional schools (as school project) and translation services.

But, we also wish to invite everyone to help us with the translation work. Of course, everyone interested in helping us with this work may expect greatest possible support from within the Network. We also would like You to ask around within Your circle of friends for assistance with the translations. As with everything we ask for assistance, even the smallest bit of help is highly appreciated.

Many Thanks in advance!

_____ End of Newsletter _____