



Terminology management at SAP

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PUBLIC



Originally “**S**ystems,
Applications and **P**roducts
in Data Processing”

THE BEST RUN 

Or, how does terminology get ...



... from SAP ...

... to the customers?

Agenda

Overview of SAP SE (short version)

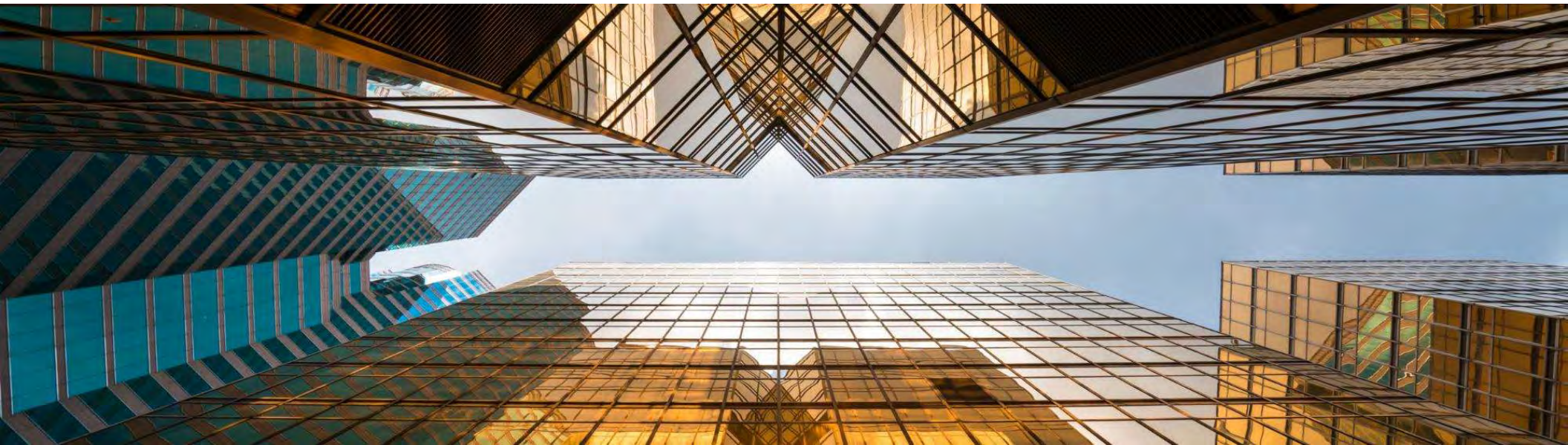
Terminology management at SAP

Summary and Q&A

Appendix

- SAPterm logon information for on-premise system access

Overview of **SAP SE** (short version)



SAP AG – back when I started (1995)

5000

SAP employees worldwide

41

Countries

4

Industry-specific solutions

15

Languages

19

Country subsidiaries

4300+

SAP customers worldwide

€1.5 bn

Total revenue



SAP SE – today (2020)

100,000+

SAP employees worldwide

180

Countries

25

Industry-specific solutions

50

Languages

130

Country subsidiaries

440,000+

SAP customers worldwide

€ 27.3 bn

Total revenue (FY 2019 est.)



The background of the image is a dark, starry space. A large, glowing orange network of lines and dots is superimposed on this background, forming a complex, interconnected web that resembles a globe or a data network. The lines are thin and bright, connecting numerous small, glowing orange dots. The overall effect is one of dynamic connectivity and global reach.

Everything
is changing
faster than ever



The way value is
created and measured
is changing, too

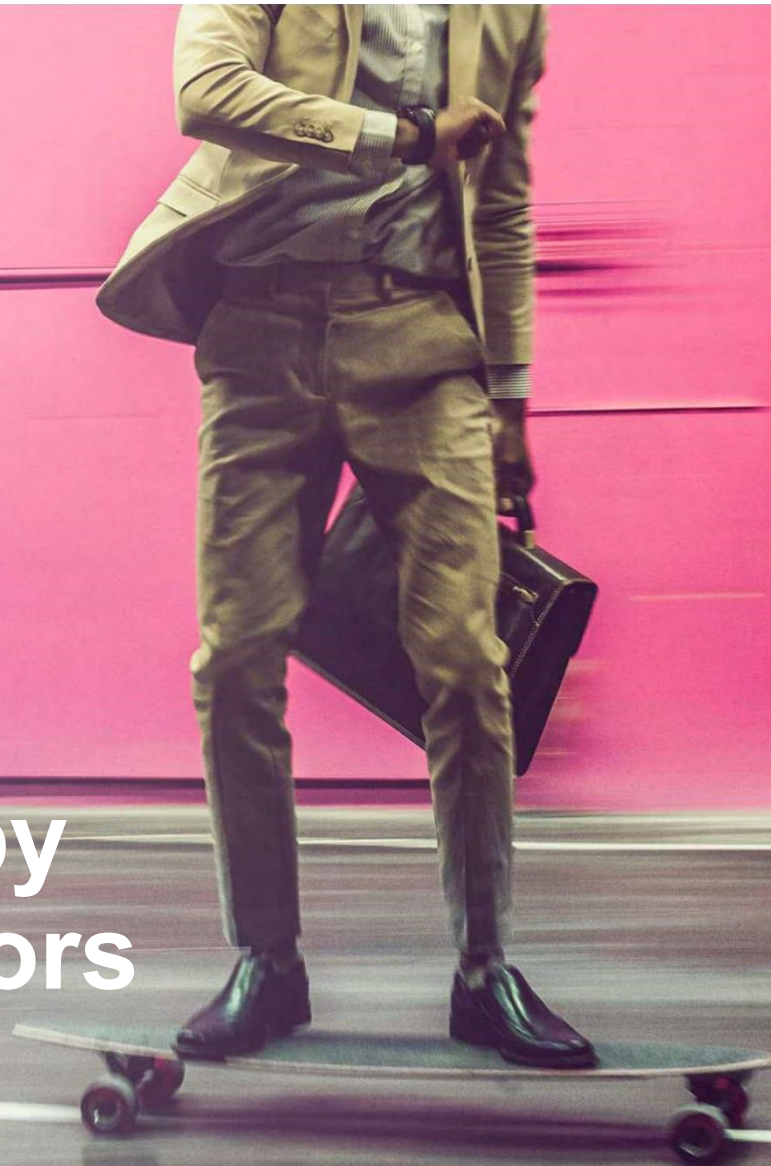
A woman with long dark hair is shown in profile, wearing a black VR headset. She is looking towards the left. The background is dark with several out-of-focus, colorful bokeh lights in shades of red, blue, green, and yellow. The overall mood is futuristic and immersive.

**Disruptive business
models are **reshaping**
industries**

The background features a complex geometric pattern of black and white diagonal stripes. Overlaid on this are several translucent, 3D-style rectangular bars in vibrant colors: red, blue, and yellow. The bars appear to be floating or layered, creating a sense of depth and movement. The overall aesthetic is modern and technological.

Rapid growth
in data volume
is **overwhelming**
decision-makers

**Best-run
businesses**
create value by
being disruptors





**Best-run
businesses are
intelligent
enterprises**



**They manage
resources
effectively**

A close-up photograph of a human hand reaching upwards, palm facing up. The hand is positioned in the lower center of the frame. In the background, a bright sun is shining from the top center, creating a strong lens flare and illuminating the scene with a warm, golden light. A faint rainbow is visible in the background, arching across the sky. The overall mood is one of hope, aspiration, and connection to nature.

And they're grounded
in **purpose**

77% of the world's
transaction revenue
touches an **SAP** system.

SAP


A nighttime photograph of a cityscape, likely Taipei, Taiwan. The most prominent feature is the Taipei 101 skyscraper, which is brightly lit with green and red lights and has a glowing spire. The city below is a dense collection of buildings, many with lit windows, creating a warm, golden glow. The sky is dark with some light clouds, and the overall atmosphere is that of a bustling metropolis at night.



SAP systems touch
\$23 trillion of consumer
purchases around the world.

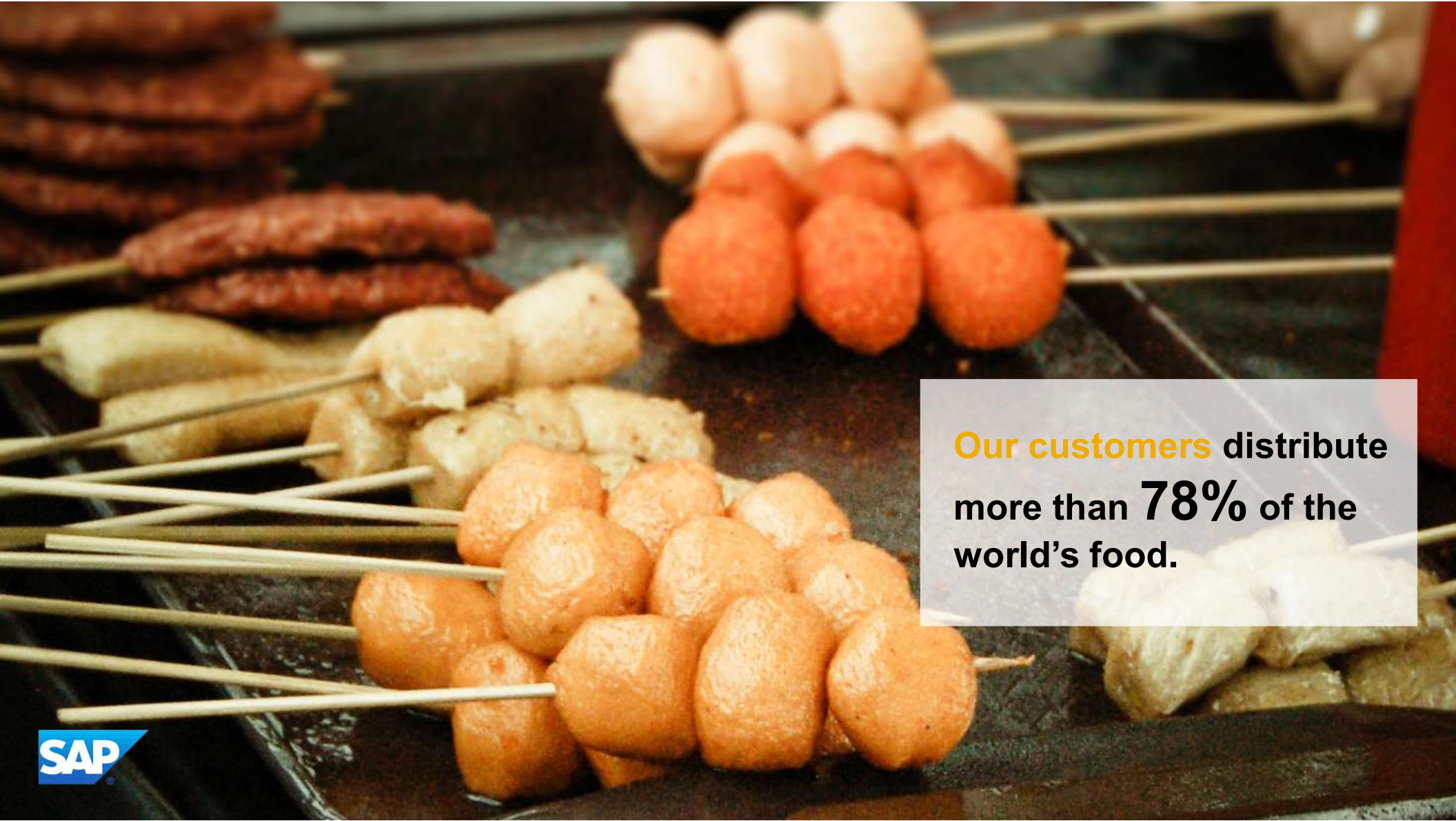
SAP

note: \$ currency amount is in USD



SAP HANA can increase analysis speed by more than **10,000x**, equal to walking from California to New York in 6 minutes.

SAP



Our customers distribute more than **78%** of the world's food.

A close-up photograph of a doctor's hand holding a black stethoscope. The doctor is wearing a white lab coat. The background is a brightly lit hospital hallway with a large potted plant on the right and a blurred doorway in the distance.

Our customers
produce more than
82% of the world's
medical devices.

SAP
®

Our customers fly more
than **2.5 billion**
of the world's passengers.



SAP[®]




Our customers
produce more than
62% of the world's
movies.

SAP

80% of the sports and entertainment organizations in the Forbes Global 2000 are **SAP customers**.

The SAP logo is located in the bottom left corner of the image. It consists of the letters 'SAP' in white, bold, sans-serif font, set against a blue trapezoidal background that tapers to the right.


A close-up, low-angle shot of a line of soccer players' feet on a green grass field. The players are wearing white socks with blue stripes and dark athletic shoes. The focus is sharp on the feet in the foreground, with the background slightly blurred.

Our customers
produce more than
86% of the world's
athletic footwear.

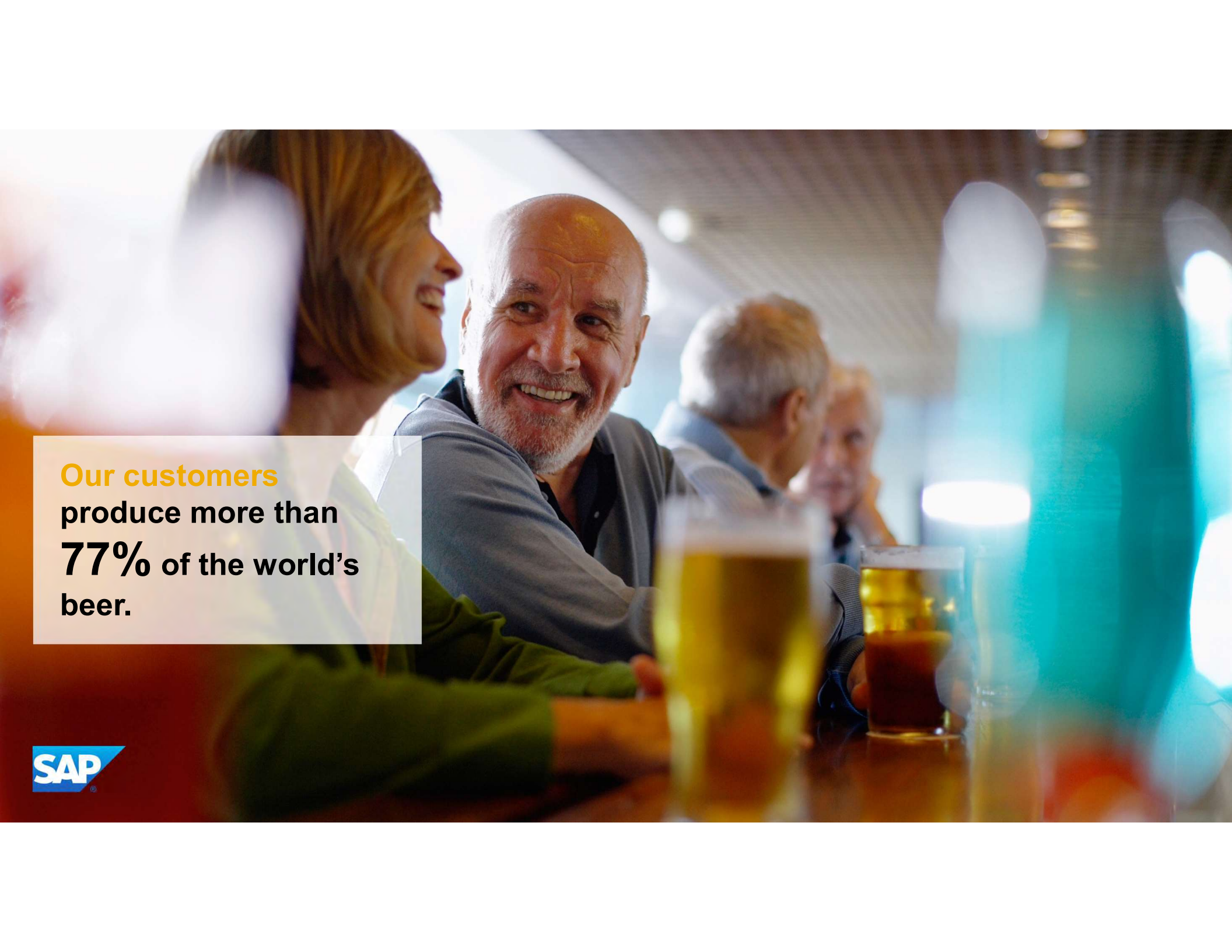
SAP

Our customers produce more than **82%** of the coffee and tea we drink each day.





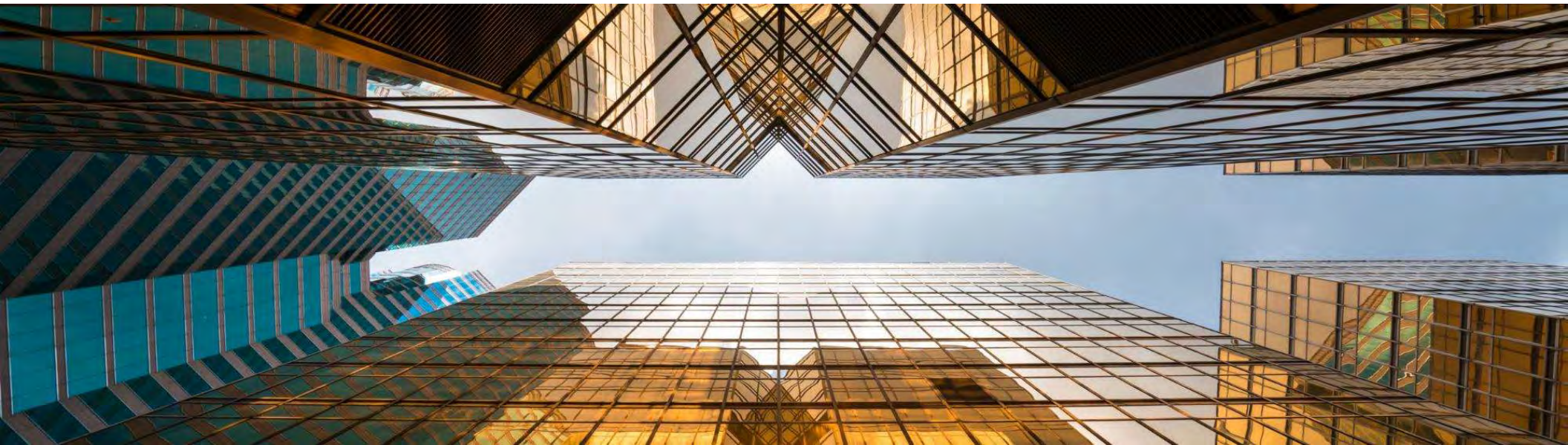
Our customers
produce more than
79% of the world's
chocolate.



Our customers
produce more than
77% of the world's
beer.

SAP
®

Terminology management **at SAP**



The business environment: SAP SE and its products

SAP:

- ... is active in 180+ countries and supports over 440,000 customers
- ... offers standardized software and support for general business processes and specialized processes for 25+ industry sectors
- ... pursues a worldwide, distributed development and sales strategy

This means:

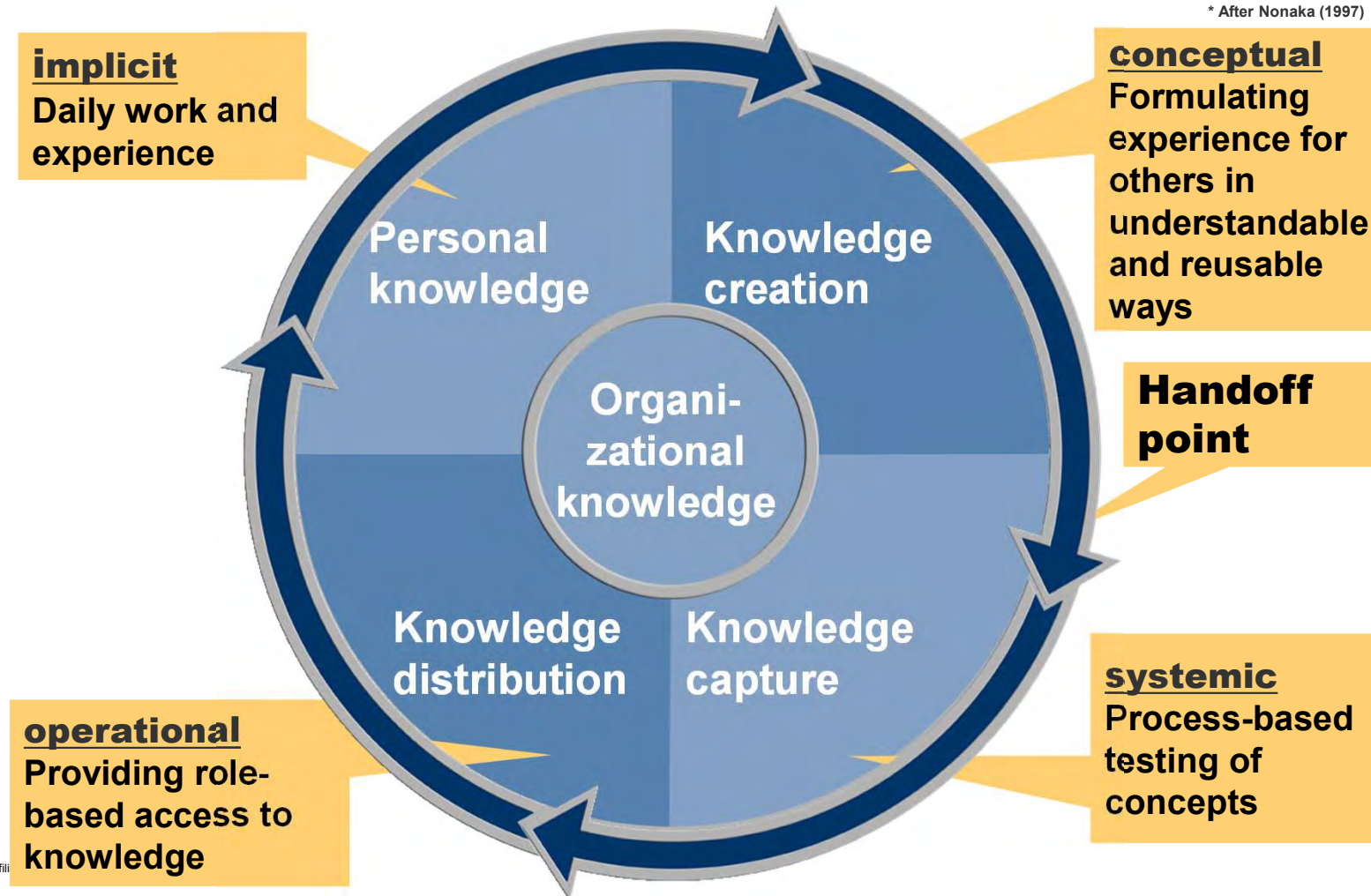
- ... dozens of standard logon languages (plus special project languages)
- ... specialized terms are required from every conceivable branch of business for all of these languages
- ... term information is needed by 100,000+ internal SAP employees and by hundreds of *millions* of external customers, partners, and consultants

This results in:

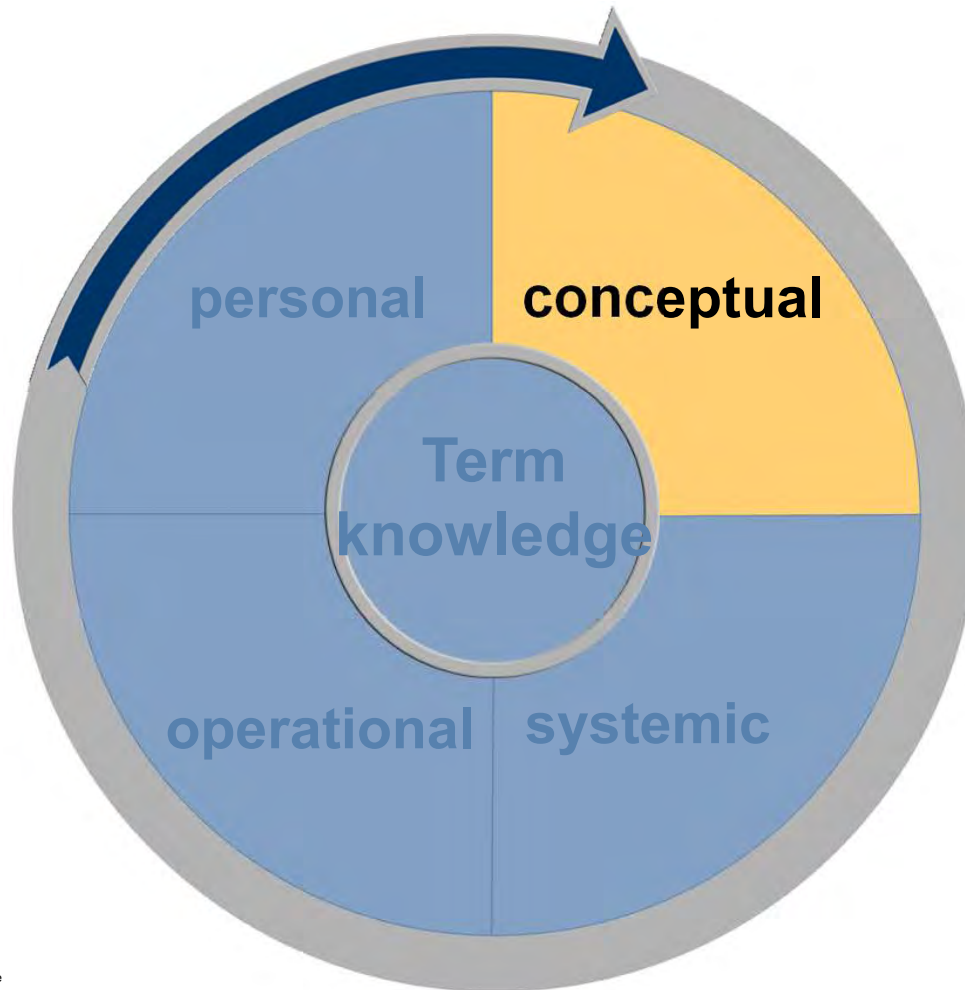
- ... a unique terminology management challenge – no other company attempts to cover as many subject areas in depth in as many languages as SAP!

Terminology management = Knowledge management *

* After Nonaka (1997)



Terminology and conceptualization



Create concepts and formulate for others

- Define terminology standards based on international norms
- Require all “language workers” to enforce standards for terms and definitions in their teams
- Train employees in terminology work

Terminology: SAP example (local frontend)

The screenshot shows the SAP Transportation Cockpit - Transport. Manager interface. The breadcrumb navigation path is Planning > Planning > Transportation Cockpit. The main title is "Transportation Cockpit - Transport. Manager". Below the title is a toolbar with buttons for Save, Show Map, Plan Selected Items, Transportation Proposals, Optimizer Planning, and Optimizer Explanations. A left-hand navigation menu is visible, with "Transportation Cockpit" selected. The main content area displays a table of Sales Orders.

Sales Order	City (Loading)	City (Unload...)	Earliest A...	Product	Gross Weight
46527	Lava	Calais	24.09.2010	RIOJA WINE@QV5500	15.000,00
	Folkestone	London		RIOJA WINE@QV5500	15.000,00
46532	Bern	New York	24.09.2010	CHOCOLATE@QV5500	25.000,00
47450	Appleton	Halbergmoos	17.11.2010	VEAL SAUSAGE@QV...	1.250,00

Callouts on the right side of the image identify the following elements:

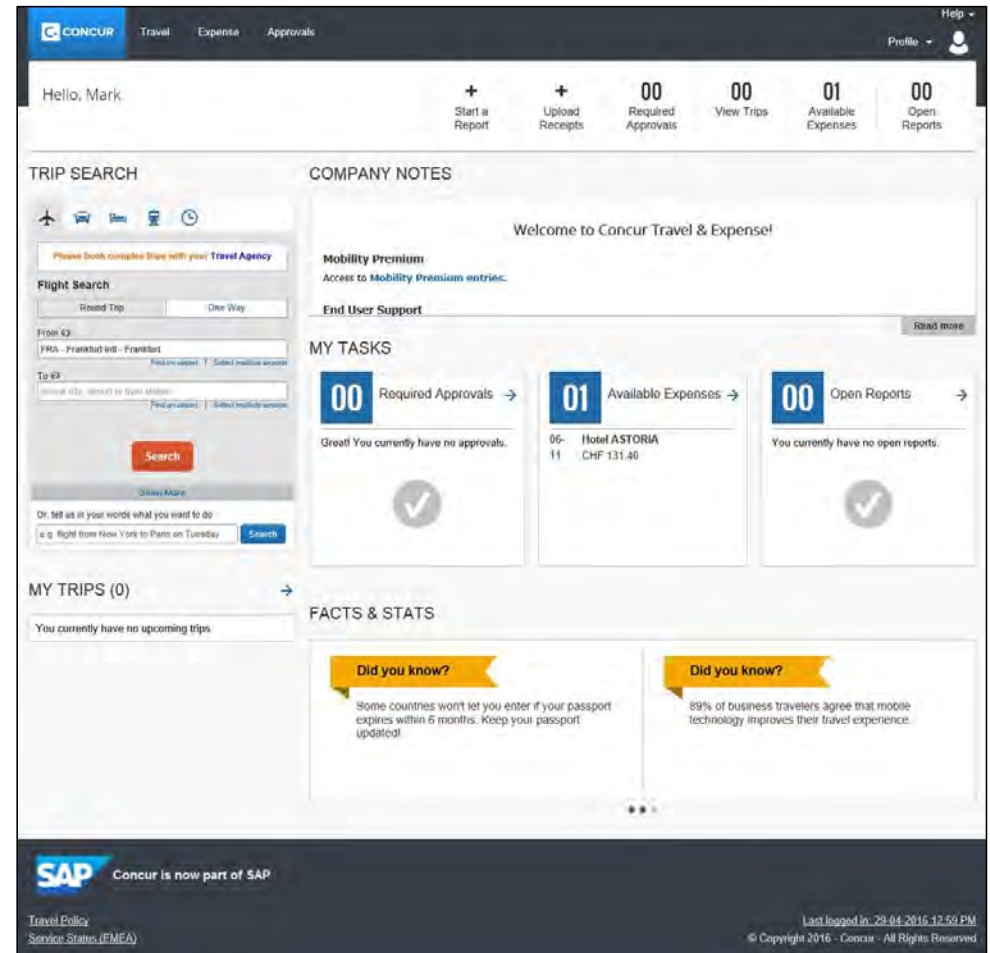
- IT terms:** Points to the breadcrumb navigation path (Planning > Planning > Transportation Cockpit).
- SAP terms:** Points to the main title "Transportation Cockpit - Transport. Manager".
- Business terms:** Points to the "Sales Orders" section header and the table data.
- Industry terms:** Points to the table columns, specifically "City (Loading)", "City (Unload...)", "Earliest A...", "Product", and "Gross Weight".

Terminological definition – example

SAP solution for travel management on cloud platform

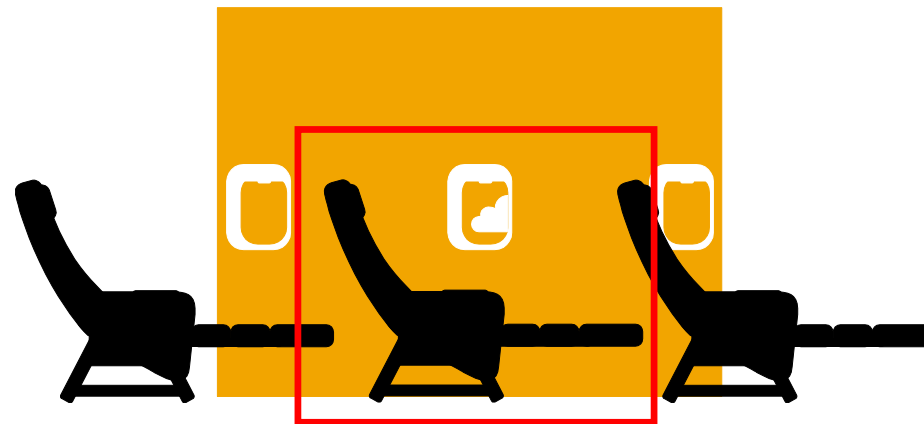
- Central purchasing and management of travel services
- Booking and settlement from anywhere on any device – PC, tablet, smartphone
- Integrated with other solutions – financial (bank transfers, billing), personnel (absences, travel insurance)

Example: New function to book flight reservations



Defining a term – Step 1

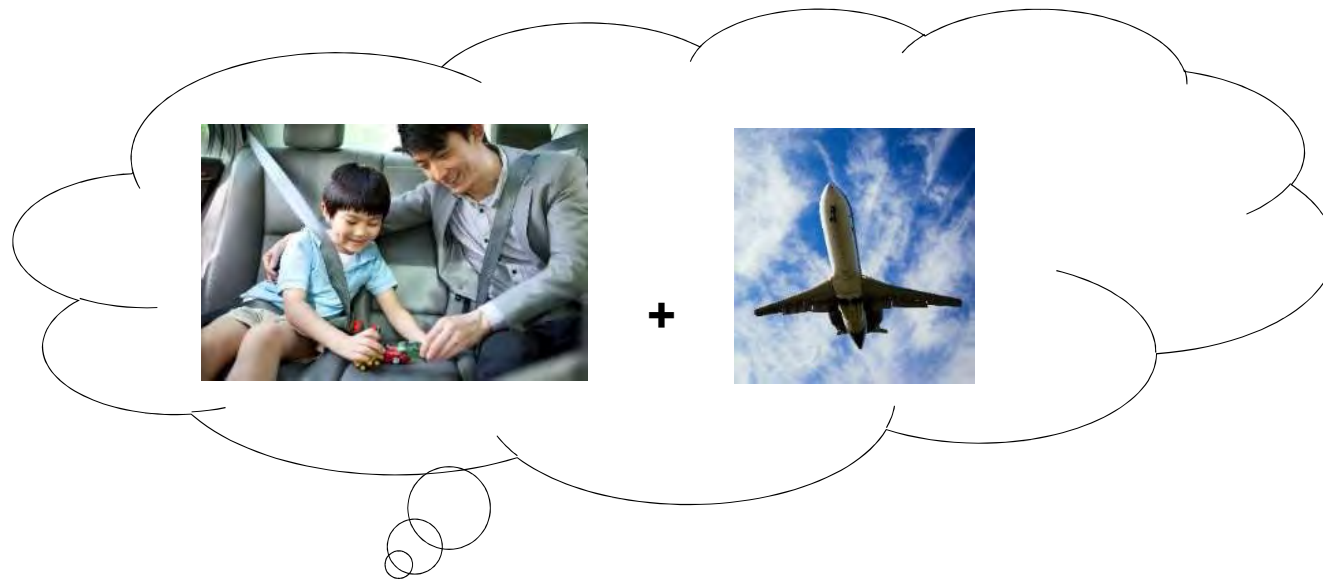
Object



(real or imaginary)

Defining a term – Step 2

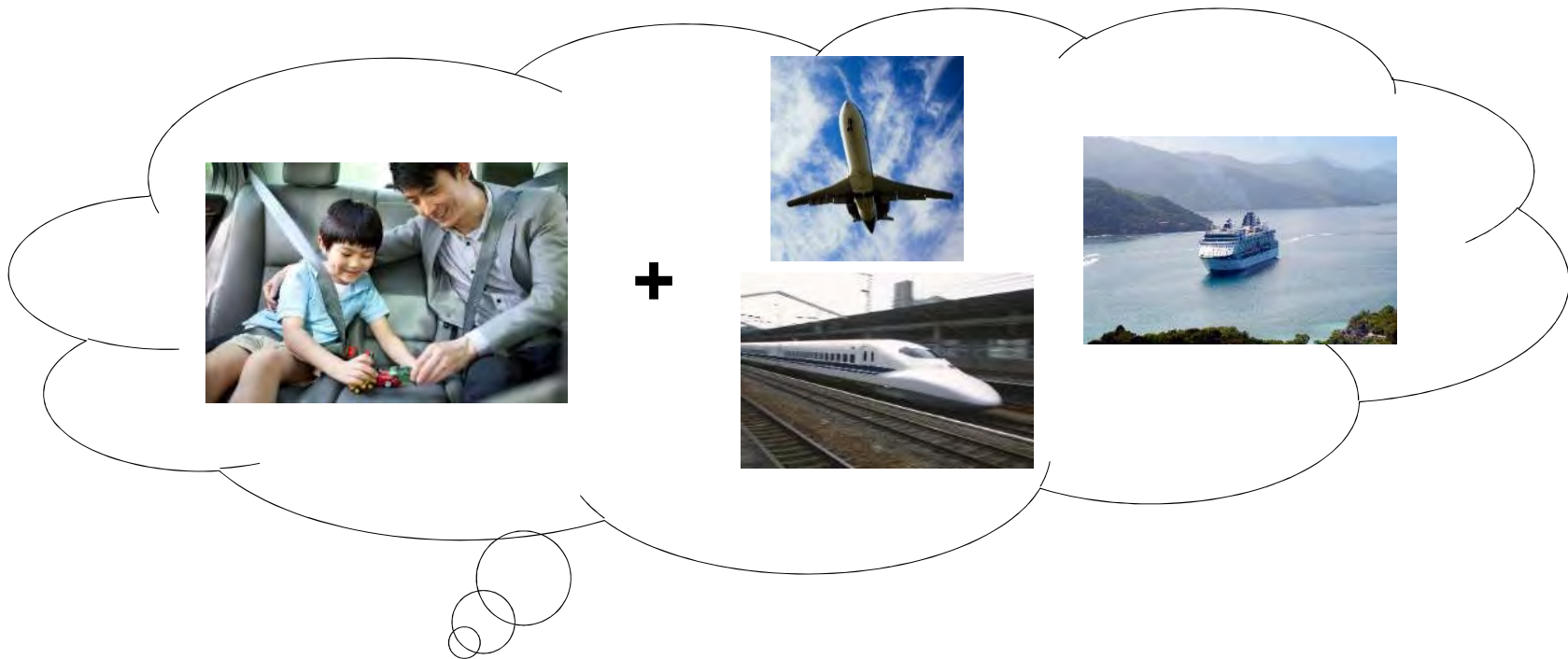
Concept



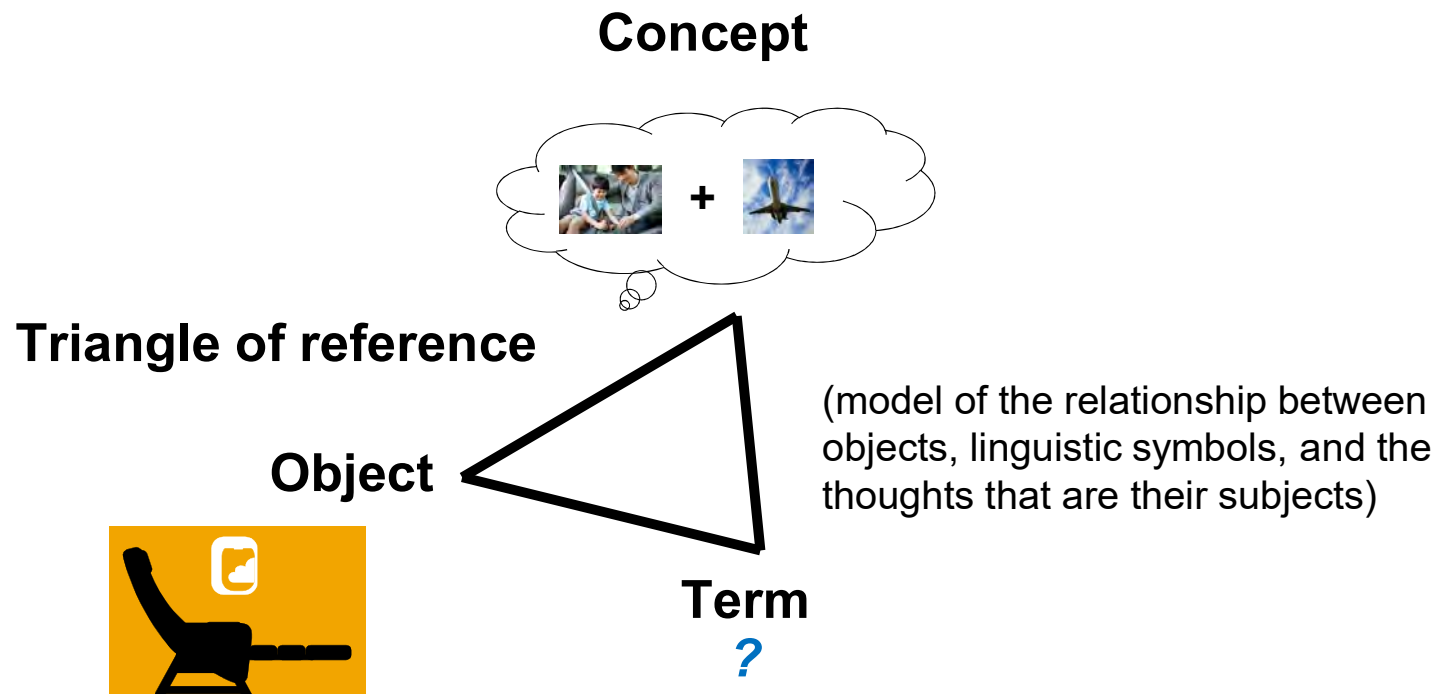
(unit of thought derived from generalization of a set of similar objects)

Defining a term – Step 2a

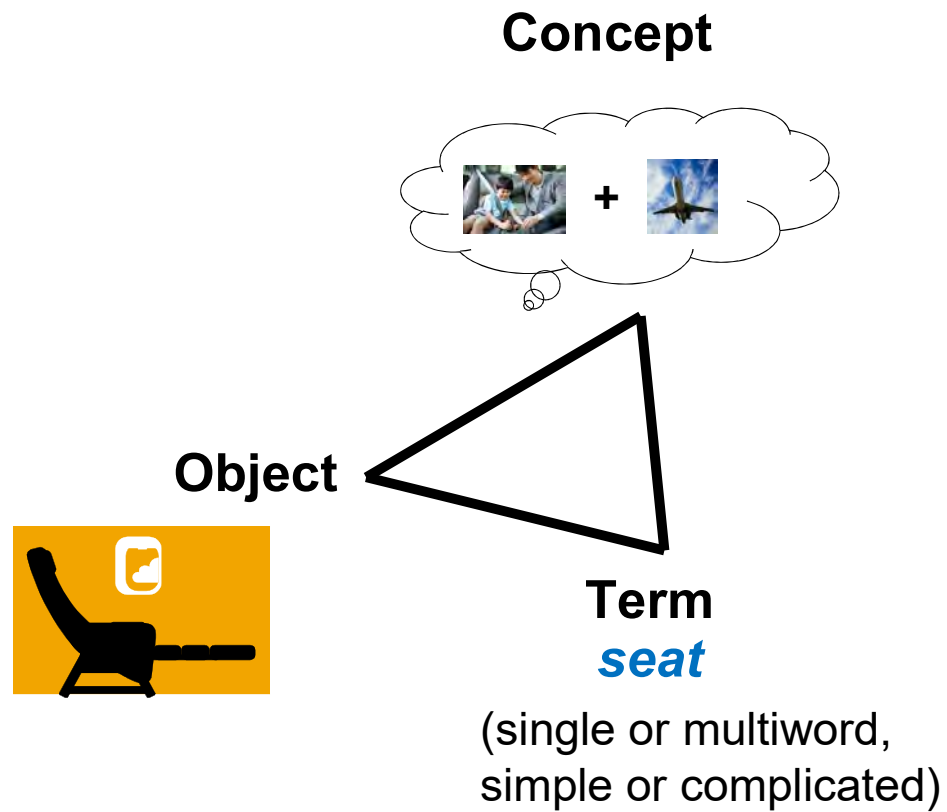
Term building = Determining the unique characteristics + abstraction



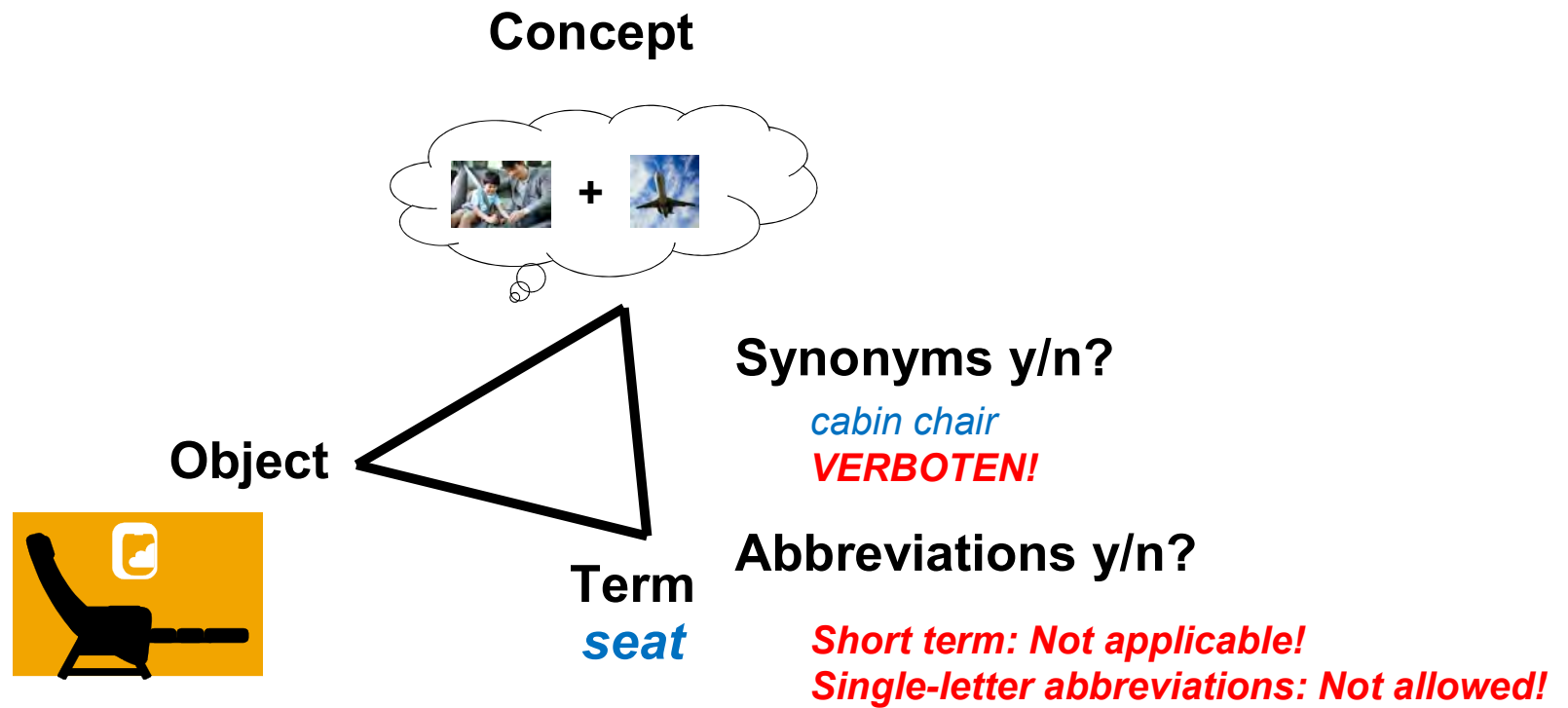
Defining a term – Step 3



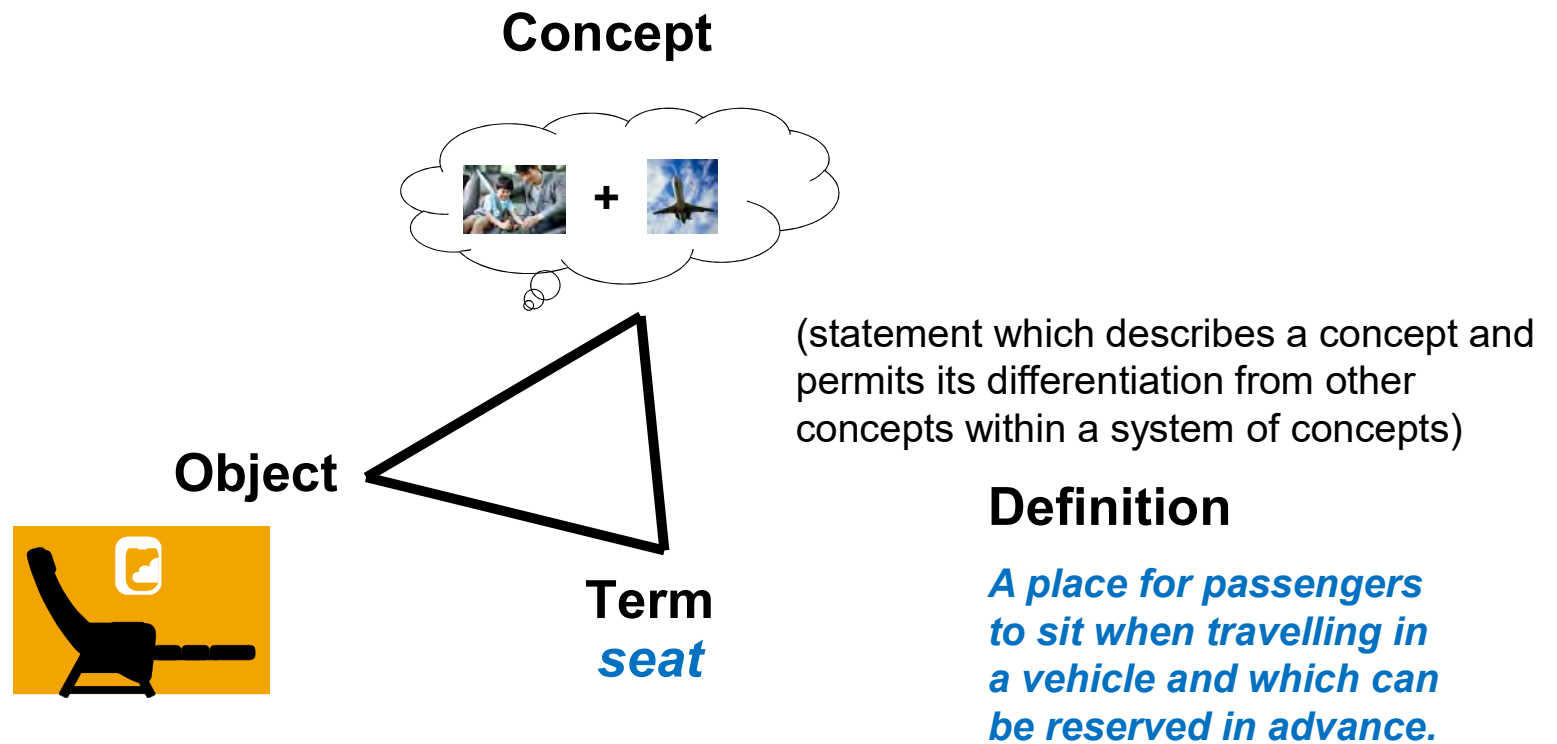
Defining a term – Step 3a



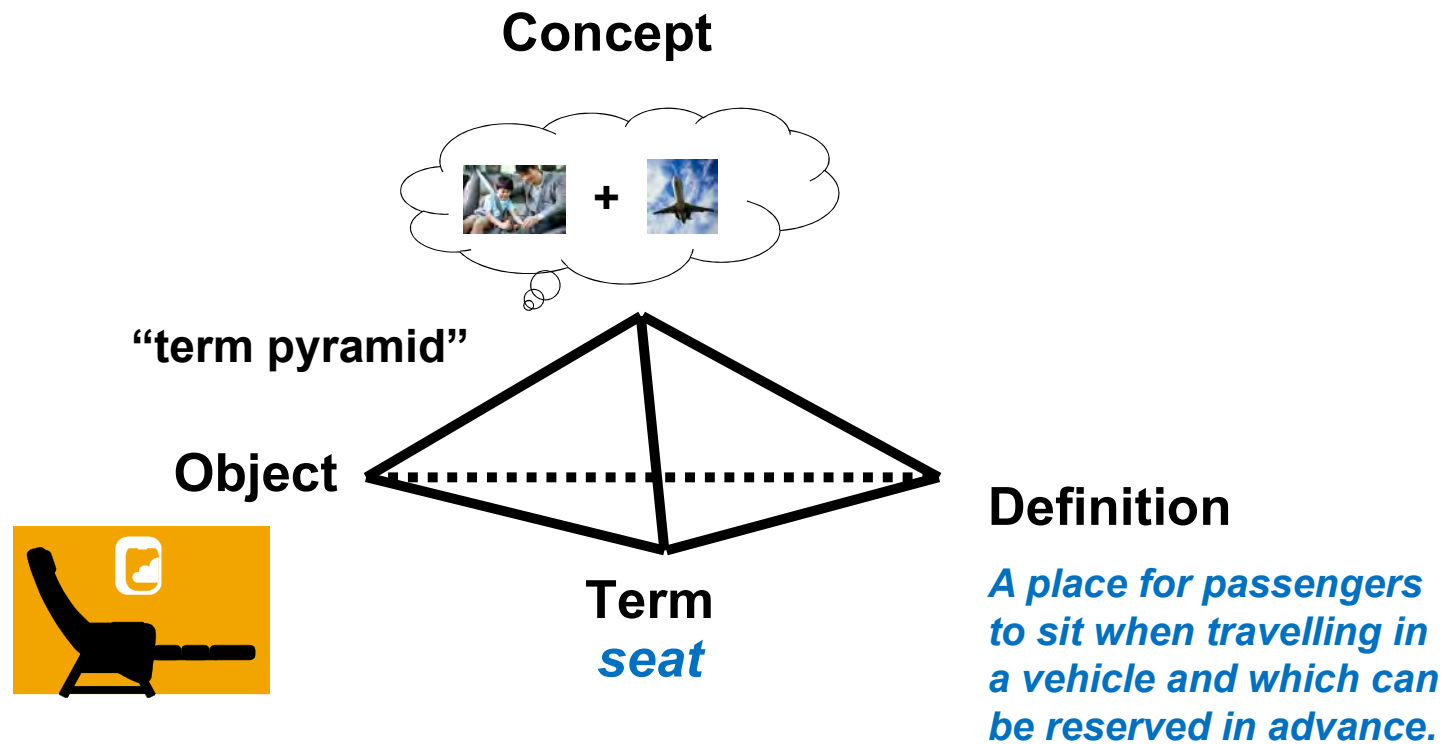
Defining a term – Step 3b



Defining a term – Step 4



Defining a term – you're done!



Terminology for multiple languages / countries

English

seat

Context: Travel management

Grammatical information: Noun

Reference / source: Industry standard

- Text quotes
- Reference works
- Discussions w / field consultants

German

Sitzplatz (m)

Italian

posto a sedere (m)

Russian

место (n)

Japanese

座席

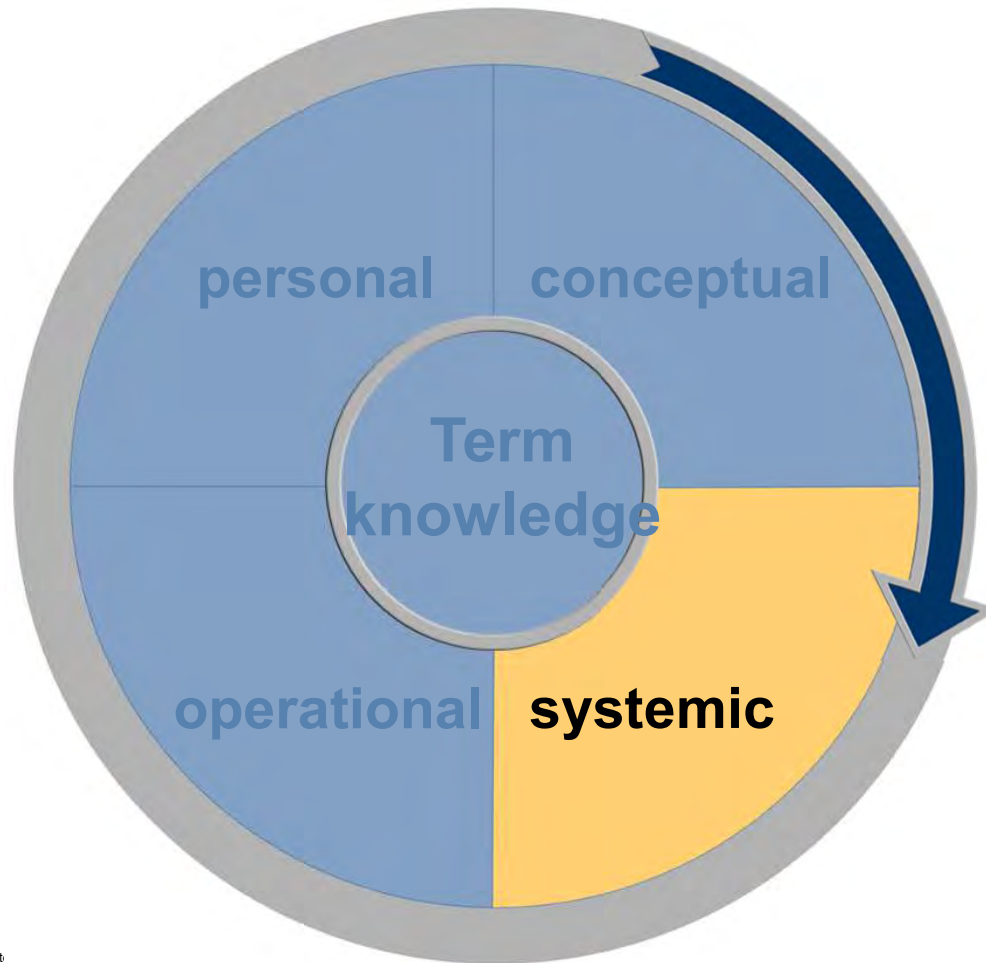
Chinese

座位

Arabic

(m) مقعد

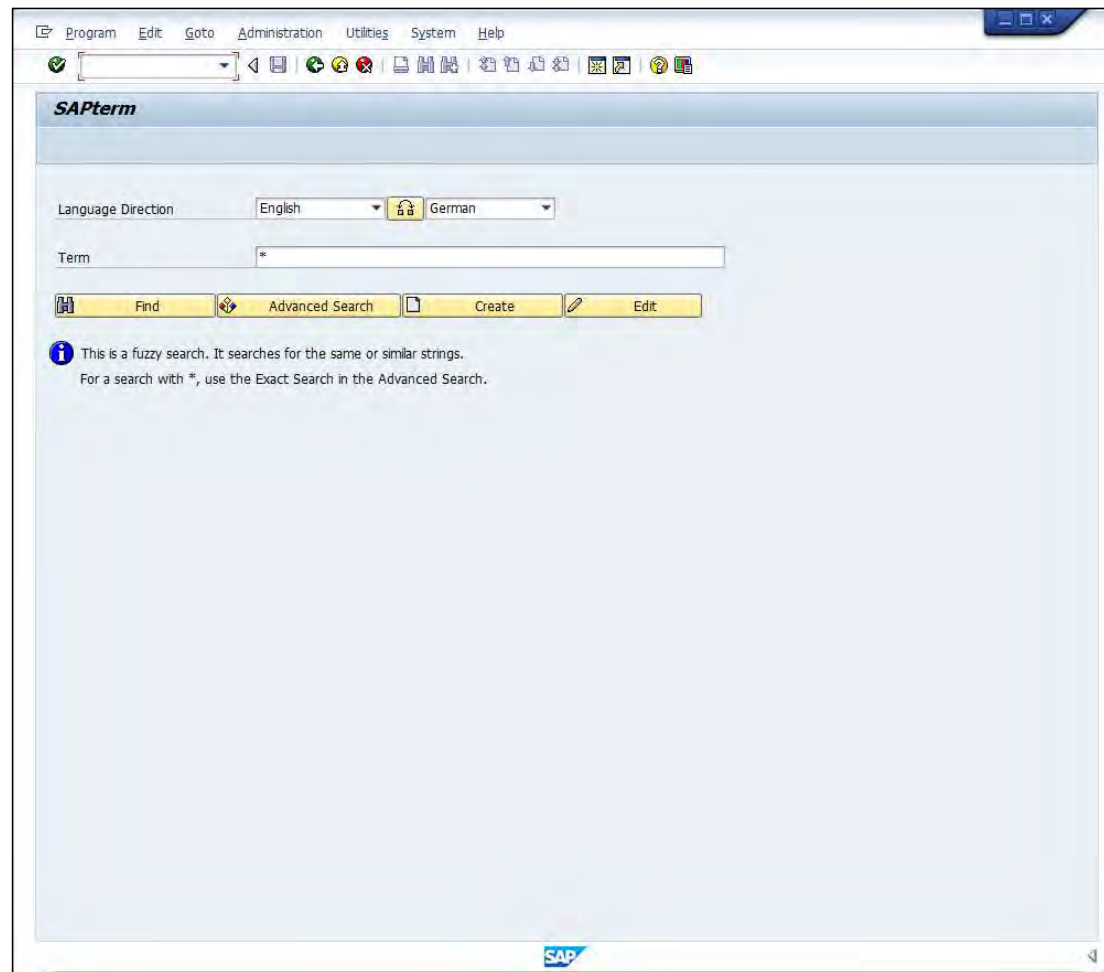
Terminology and systems



Collect and **test** all terms in a central official database

- Designate SAPterm as the single-source repository
- Define and publicize processes; develop SAPterm improvements based on process (not the reverse)
- Integrate SAPterm with other tools requiring term data
- Train employees about processes and SAPterm use

The SAPterm terminology database



SAPterm – advanced search

Selections Edit Goto System Help

Advanced Search

Reset

Exact Search Case Sensitive Fuzzy Search

Language Direction [EN] [DE] [DE]

Term *

Status 3

Component

Component SD*

Exclude Entries When Component Is:

Added

Original

Include Only The Following:

Standard Entry

Internal Entry

Entries with Definitions

Entries without Definitions

Abbreviations

Synonyms

Rejected Terms

Invalid Spellings

Superordinate Terms

Non-Translatable

Proprietary Restriction

Legal Restriction

Source and/or Comment

Link to SAP Documentation DE

Entry Note

Term Category for SBOP

SAP

SAPterm – results list

Terminology Database: 816 Hits Found

Entry Definition Glossary Key

CI	Stat	Entry	Component	
	OC	distribution medium Verteilungsmedium	BC-FES-INS	
	OC	document-based payment medium beleghafter Zahlungsträger	FI-CA	
	OC	ELDA data medium Valid Only in Country: AT ELDA-Datenträger Valid Only in Country: AT	PY-AT	
	OC	electronic medical administration record elektronisch-medizinischer Verabreichungsbeleg	IS-RMED	
	OC	employer obligation to provide benefits and medical welfare Arbeitgeberfürsorgepflichten	PA-BN	
	OC	entitled medical treatment period Valid Only in Country: CN	PY-CN	
	OC	entry of services performed Leistungserfassung	MM-SRV	
	OC	service entry sheet Leistungserfassungsblatt Valid Synonym: entry sheet for services performed	MM-SRV	
	OC	environmental remediation Behebung von Umweltschäden	FIN-SEM-BCS	
	OC	Exceptional Medical Expenses Act Valid Only in Country: NL	PY-NL	
	OC	deployment stock transfer Deployment-Umlagerung Rejected Term: firmed transport order	SCM-APO-SNP	
	OC	immediate cause unmittelbare Ursache	GRC-RM	
	OC	direct elimination of goodwill	EC-CS	

SAPterm – term entry detailed view

The screenshot displays the SAP Terminology Database interface. At the top, it shows the menu (Display, Edit, System, Help) and a toolbar. Below the menu, the title bar reads "Terminology Database: 1 Hits Found".

The main content area is divided into several sections:

- Admin. Info.:**
 - Original Language: DE
 - Entry Class: Standard Entry
 - Concept ID: 3526B5D3AFAB52B9E1000009B38F974
- Source:**
 - English: controlling area, CO area, COAr
 - German: Kostenrechnungskreis, KOKRS, KoReKreis, KostRechKreis, KKr, KRKrs, KoKrs, KKrs
 - Arabic: منطقة المراقبة
 - Bulgarian: Област на контролинг
 - Catalan: societat CO
 - Czech: nákladový okruh
 - Danish: CO-område
 - Greek: περιφερειακή ελέγχου
 - Spanish: sociedad CO, soc.CO
 - Estonian: kontrollinguala, KO-ala
 - Persian: حوزه کنترل
 - Finnish: laskeinta-alue, LA
 - French: périmètre analytique, périmètre de compta. analytique
 - Hebrew: תחום בקרה
 - Hindi: प्रोजेक्ट सिस्टम
 - Croatian: područje kontrolinga
 - Hungarian: költségszámítási kör, KSzK, KtGszKör, KtGszámKör
 - Italian: controlling area

The interface includes a search bar at the top and a list of languages on the left side of the main table. The SAP logo is visible at the bottom center of the window.

SAPterm statistics (Feb 2020)

Standard languages: 41



Arabic	Danish	German	Japanese	Persian	Slovenian
Bulgarian	Dutch	Greek	Kazakh	Polish	Spanish
Catalan	English	Hebrew	Korean	Portuguese	Swedish
Chinese (Simplified)	Estonian	Hindi	Latvian	Romanian	Thai
Chinese (Traditional)	Finnish	Hungarian	Lithuanian	Russian	Turkish
Croatian	French	Italian	Malaysian	Serbian	Ukrainian
Czech			Norwegian	Slovakian	Vietnamese
					Welsh

Additional non-standard languages (some not in SAPterm) include:

Afrikaans French (Canada) Portuguese (Portugal) Spanish (Columbia)

New languages in 2020 (maybe?) :

[REDACTED]

Term entries: **5.7 million** (275,000 EN / DE source entries with equivalents in up to 48 languages, plus 360,000 variants such as abbreviations)

SAPterm

Business Process Model and Notation (BPMN) 2.0

BPMN 2.0 - Business Process Model and Notation <http://bpmb.de/poster>

Activities

- Task**: A Task is a unit of work, the job to be performed. When marked with a [] symbol it indicates a Sub-Process, an activity that can be refined.
- Transaction**: A Transaction is a set of activities that logically belong together; it might follow a specified transaction protocol.
- Event Sub-Process**: An Event Sub-Process is placed into a Process or Sub-Process. It is activated when its start event gets triggered and can interrupt the higher level process context or run in parallel (non-interrupting) depending on the start event.
- Call Activity**: A Call Activity is a wrapper for a globally defined Task or Process used in the current Process. A call to a Process is marked with a [] symbol.

Activity Markers
Markers indicate execution behavior of activities:

- Sub-Process Marker
- Loop Marker
- Parallel All Marker
- Sequential All Marker
- Ad Hoc Marker
- Compensation Marker

Task Types
Types specify the nature of the action to be performed:

- Send Task
- Receive Task
- User Task
- Manual Task
- Business Rule Task
- Service Task
- Script Task

Sequence Flow: defines the execution order of activities.

Default Flow: is the default branch to be chosen if all other conditions evaluate to false.

Conditional Flow: has a condition assigned that defines whether or not the flow is used.

Conversations

- A Conversation defines a set of logically related message exchanges. When marked with a [] symbol it indicates a Sub-Conversation, a compound conversation element.
- A Call Conversation is a wrapper for a globally defined Conversation or Sub-Conversation. A call to a Sub-conversation is marked with a [] symbol.
- A Conversation Link connects Conversations and Participants.

Conversation Diagram

Choreographies

- A Choreography Task represents an Interaction (Message Exchange) between two Participants.
- A Sub-Choreography contains a refined choreography with several Interactions.
- A Call Choreography is a wrapper for a globally defined Choreography Task or Sub-Choreography. A call to a Sub-Choreography is marked with a [] symbol.

Choreography Diagram

Events

	Start	Intermediate	End
Standard	Start	Intermediate	End
Event Sub-Process Interrupting	Start	Intermediate	End
Event Sub-Process Non-Interrupting	Start	Intermediate	End
Catching	Start	Intermediate	End
Boundary Interrupting	Start	Intermediate	End
Boundary Non-Interrupting	Start	Intermediate	End
Throwing	Start	Intermediate	End
Standard	Start	Intermediate	End

Notes: Untyped events, indicate start points, state changes or final states. ...

Message: Receiving and sending messages.

Timer: Cyclic timer events, points in time, time spans or timeouts.

Escalation: Escalating to an higher level of responsibility.

Conditional: Reacting to changed business conditions or integrating business rules.

Link: Off-page connectors. Two corresponding link events equal a sequence flow.

Error: Catching or throwing named errors.

Cancel: Reacting to cancelled transactions or triggering cancellation.

Compensation: Handling or triggering compensation.

Signal: Signalling across different processes. A signal thrown can be caught multiple times.

Multiple: Catching one out of a set of events. Throwing all events defined.

Parallel Multiple: Catching all out of a set of parallel events.

Terminate: Triggering the immediate termination of a process.

Collaboration Diagram

Gateways

- Exclusive Gateway**: When splitting, it routes the sequence flow to exactly one of the outgoing branches. When merging, it awaits one incoming branch to complete before triggering the outgoing flow.
- Event-based Gateway**: It is always followed by catching events or receive tasks. Sequence flow is routed to the subsequent event/task which happens first.
- Parallel Gateway**: When used to split the sequence flow, all outgoing branches are activated simultaneously. When merging parallel branches it waits for all incoming branches to complete before triggering the outgoing flow.
- Inclusive Gateway**: When utilizing, one or more branches are activated. All active incoming branches must complete before merging.
- Exclusive Event-based Gateway (parallelizable)**: Each occurrence of a subsequent event starts a new process instance.
- Complex Gateway**: Complex merging and branching behavior that is not captured by other gateways.
- Parallel Event-based Gateway (parallelizable)**: The occurrence of all subsequent events starts a new process instance.

Data

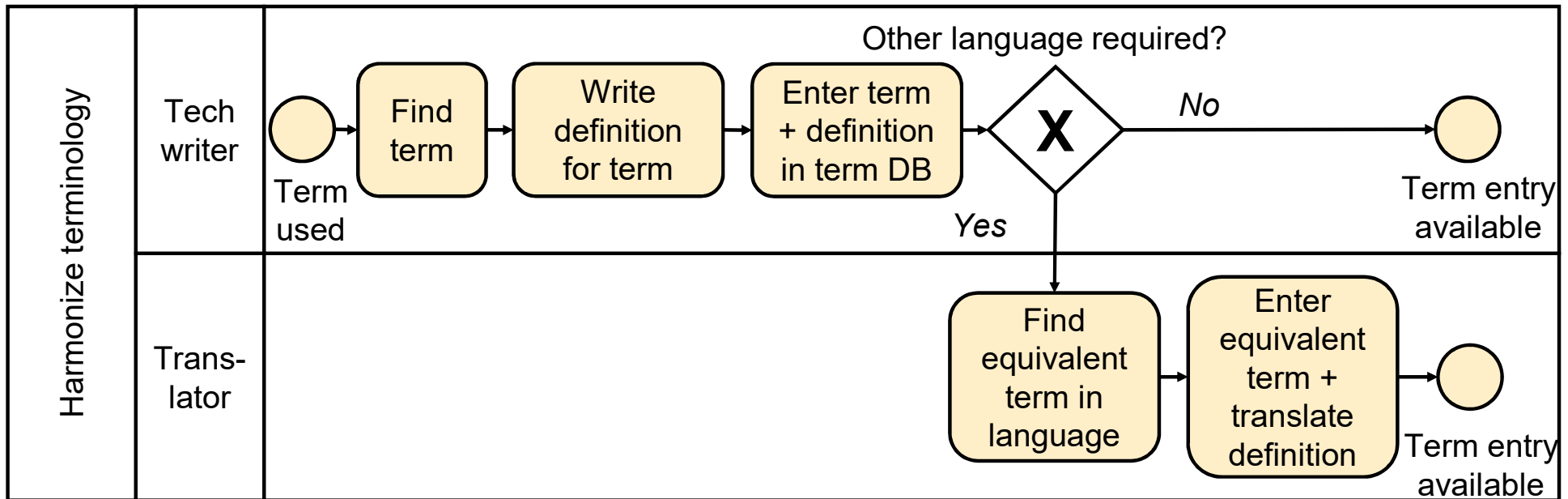
- A Data Object represents information flowing through the process, such as business documents, e-mails, or letters.
- A Collection Data Object represents a collection of information, e.g., a list of order items.
- A Data Input is an external input for the entire process. A kind of input parameter.
- A Data Output is data result of the entire process. A kind of output parameter.
- A Data Association is used to associate data elements to Activities, Processes and Global Tasks.
- A Data Store is a place where the process can read or write data, e.g., a database or a filing cabinet. It persists beyond the lifetime of the process instance.

Swimlanes

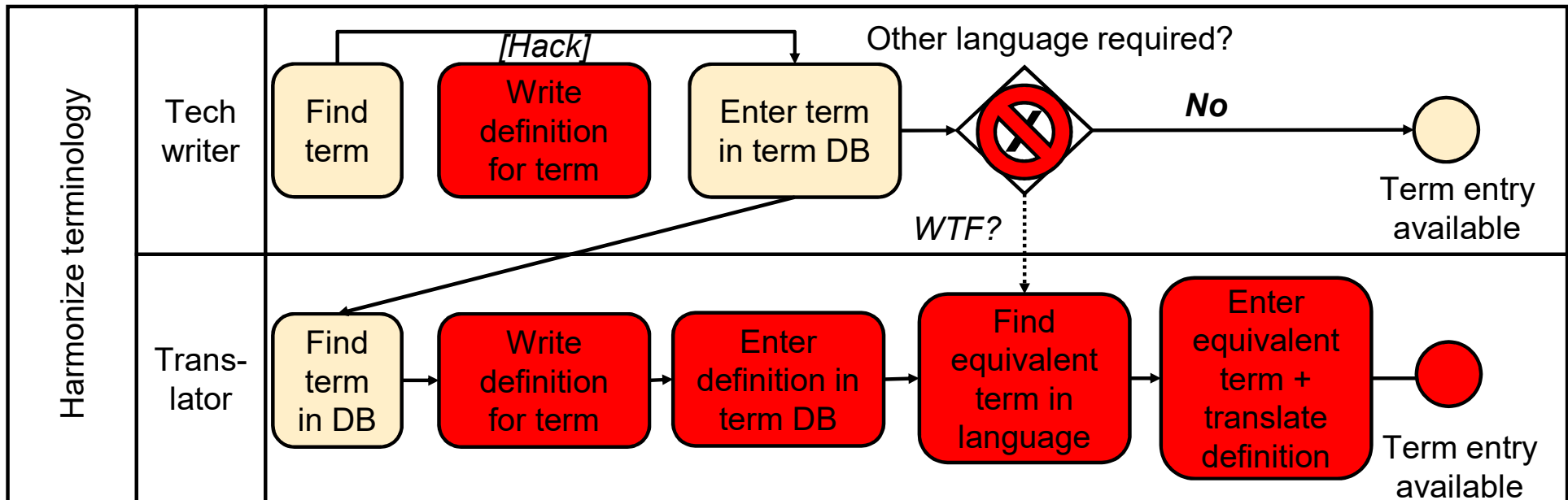
Pools (Participants) and Lanes represent responsibilities for activities in a process. A pool or a lane can be an organization, a role, or a system. Lanes subdivide pools or other lanes hierarchically.

© 2011

Terminology management process example



Terminology management process EPIC FAIL!

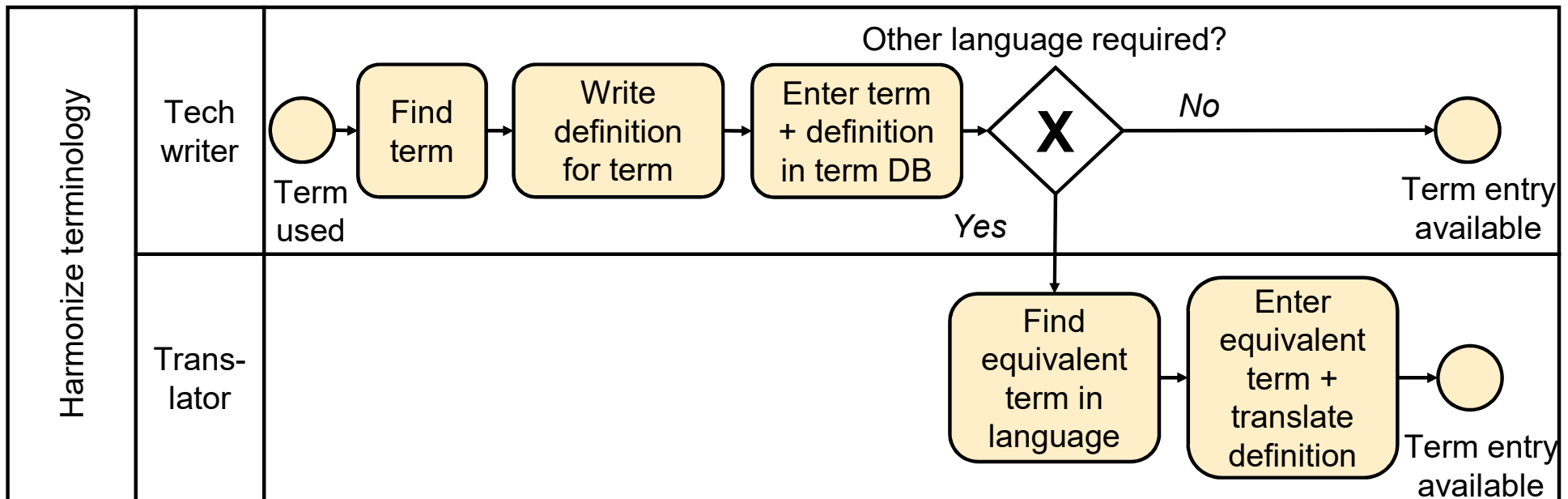


Speeding up terminology management – how?

10 minutes?
(10 hours?)
(never?)

15 minutes
(+ 1-hour
meeting)

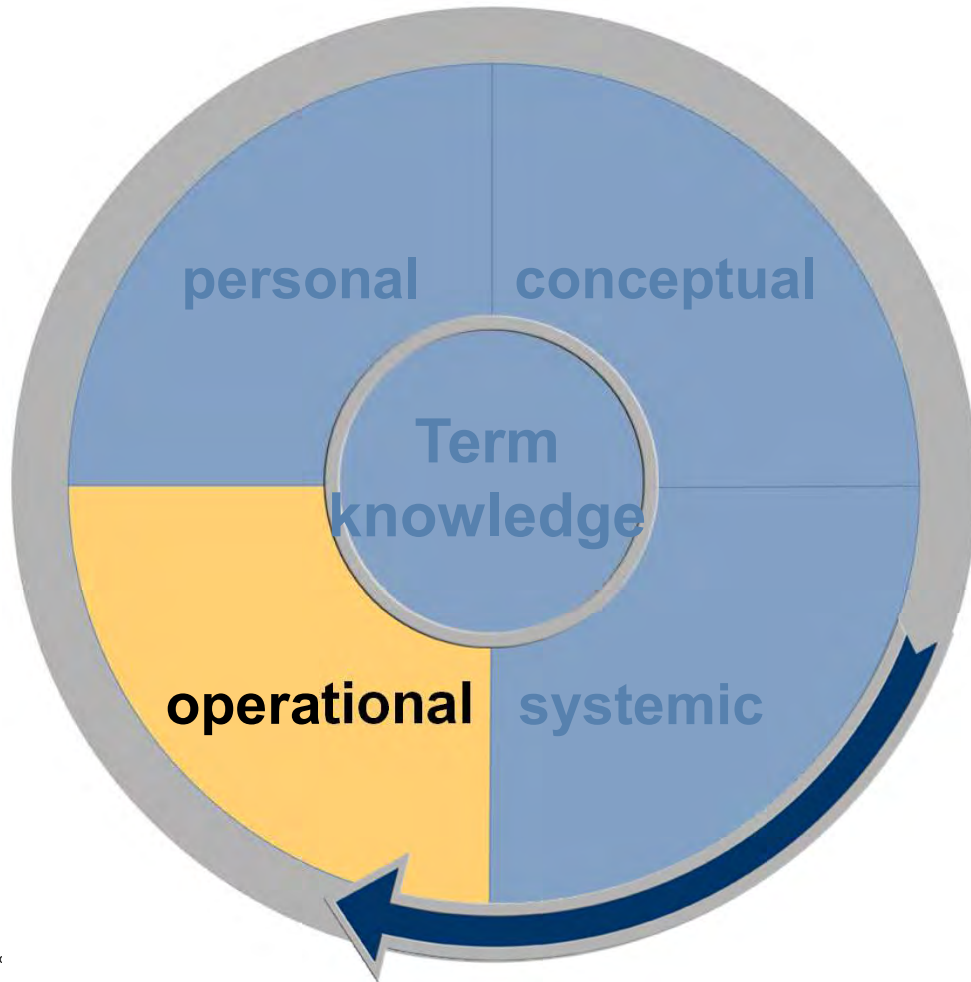
5-10 minutes
(depends)



5 seconds
(Google!)

2 minutes for term;
3 days for definition
(translation memory
system down)

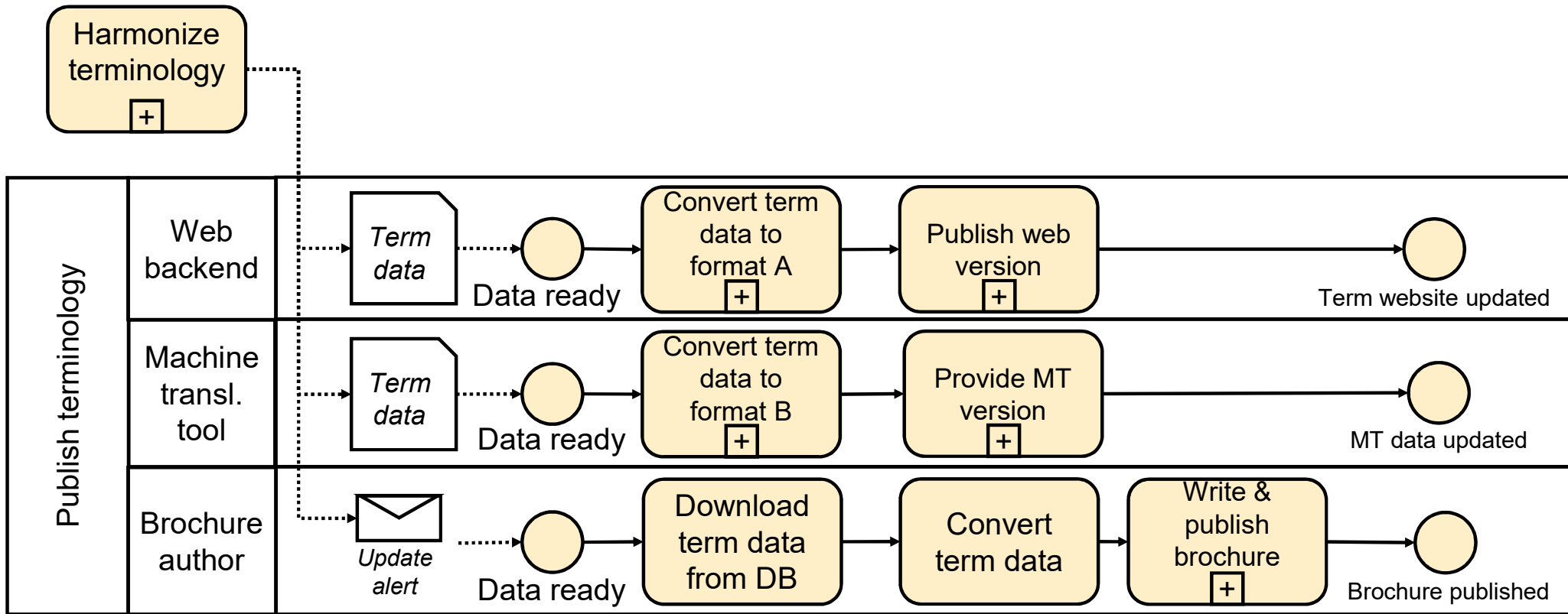
Terminology and operations



Distribute the term database contents

- Define role-based access to the term shipment and display options
- Inform users about term access – presentations, posters, articles in SAP newsletters, SAP TV shows ...
- Provide documentation and FAQs for users

Terminology distribution based on user roles



Term distribution example: SAPterm CD (obsolete)



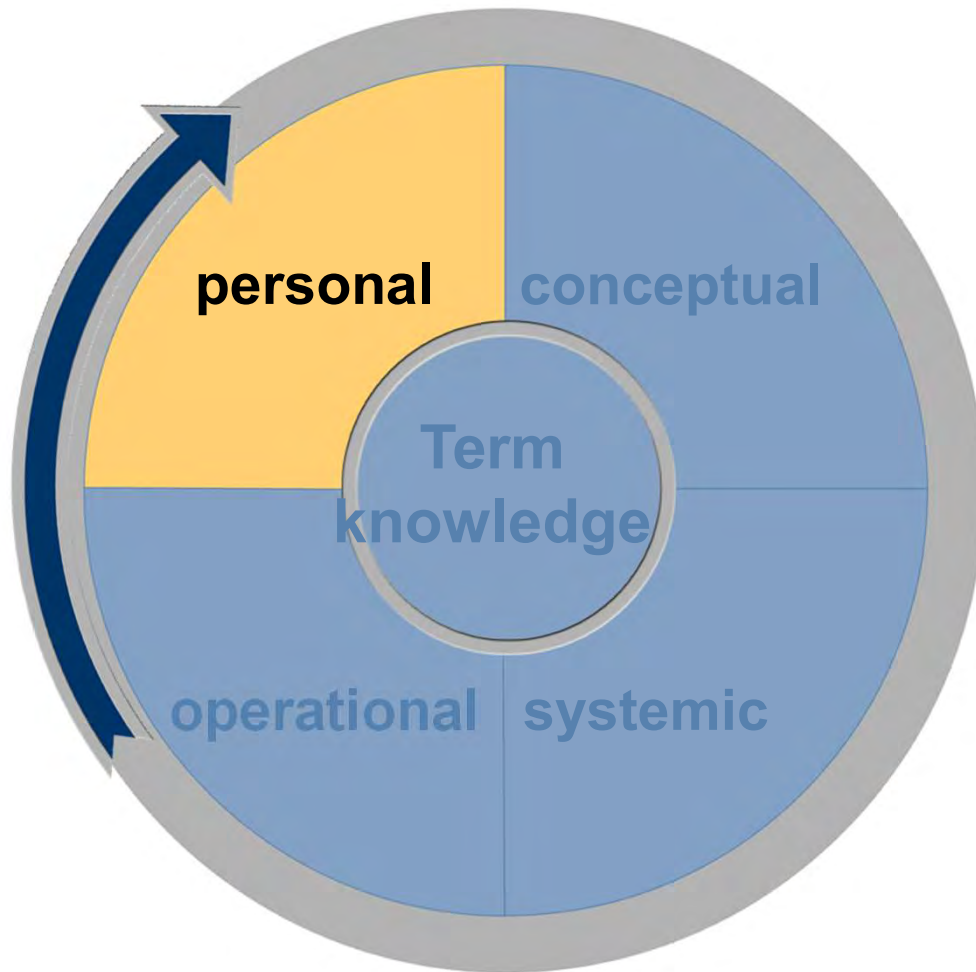
Term distribution example: www.sapterm.com

← Back

531 Hits Found:

Entry Class	Status	Term Type	English	German	Definition	Component
	○○○	✓	cost deviation	Kostenabweichung	The difference between the forecast cost and the p...	SRD-PRO-PMN
	○○○	✓	cost difference	Kostendifferenz		CO-OM-ABC
	○○○	✓	cost dimension	Kostendimension		SCM-APO-MD
	○○○	✓	cost display for maintenance plan	Kostenanzeige für Wartungsplan	A function with which you can determine expected c...	PM
	○○○	✓	cost distribution	Kostenverteilung		FI-TV
	○○○	✓	cost distribution	Kostenaufteilung	A specification of which portions of the expense r...	SRD-FIN-ERM
	○○○	✓	cost distribution	Kostenaufteilung		SD
	○○○	✓	cost distribution	Kostenverteilung		PY
	○○○	✓	cost distribution	Kostenaufteilung		FIN-BAC-INV
	○○○	✓	cost distribution clause	Kostenaufteilungsklausel		FS-RI
	○○○	≡	cost driver	Kosteninflussgröße		CO
	○○○	✓	cost driver	Kostentreiber	Main factor causing overhead, determining the proc...	CO-OM-ABC
Definition						
Main factor causing overhead, determining the process quantity used by a cost object. Cost drivers typically appear in the form of statistical key figures or are determined dynamically from various parameters.						
	○○○	✓	cost efficiency	Kosteneffizienz		CORPORATE-MISC
	○○○	✓	cost efficiency	Kosteneinsparung		CORPORATE-MISC
	○○○	✓	cost efficiency analysis	Wirtschaftlichkeitsberechnung	German law/Rent adjustment/A means of determining co...	RE
Translation						
Gender: Masculine Part of Speech: Noun Release: 40B Retired After Release: 45A Term Category: Source: Mietanpassungsverfahren Comment:						
	○○○	≡	cost efficiency analysis	Teilwirtschaftlichkeitsberechnung	German law/A constituent part of a main cost effici...	RE
	○○○	✓	cost efficiency analysis	Wirtschaftlichkeitsberechnung	German law/Rent adjustment/A means of determining co...	RE
	○○○	✓	cost efficiency analysis adjustment type	Wirtschaftlichkeitsberechnungs-Anpassungsart		RE
	○○○	✓	cost element	Kostenart	Classification of the organization's valuated cons...	CO

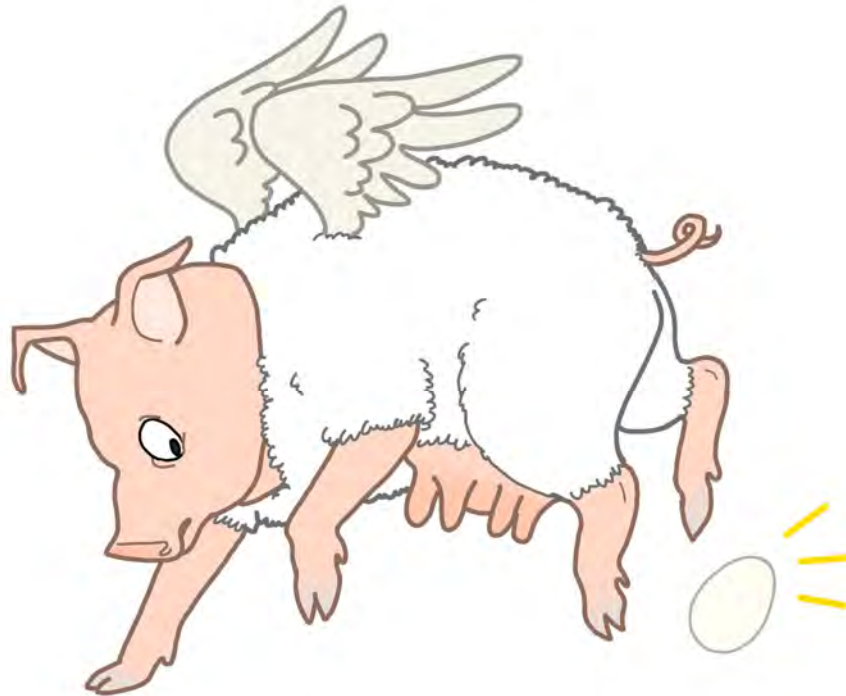
Terminology and the individual



Support **uptake and acceptance** of terminology for daily use

- Allow all employees to participate in term work at the appropriate levels
- Provide easy access routes to terms
- Emphasize terminology as a central pillar of the knowledge company
- Get rid of “terminology phobias”

Terminology management: The magic formula?



eierlegende fliegende Wollmilchsau = egg-laying flying wooly milk pig

Terminology is a strategic necessity!



- Individuals **create knowledge** (terms) as part of their work for a company
- The company supports best practices for **distributing knowledge** (in the form of terms)
- Everyone **improves knowledge** (terms and their definitions) by constantly evaluating situations and developing solutions

Terminology is everywhere!



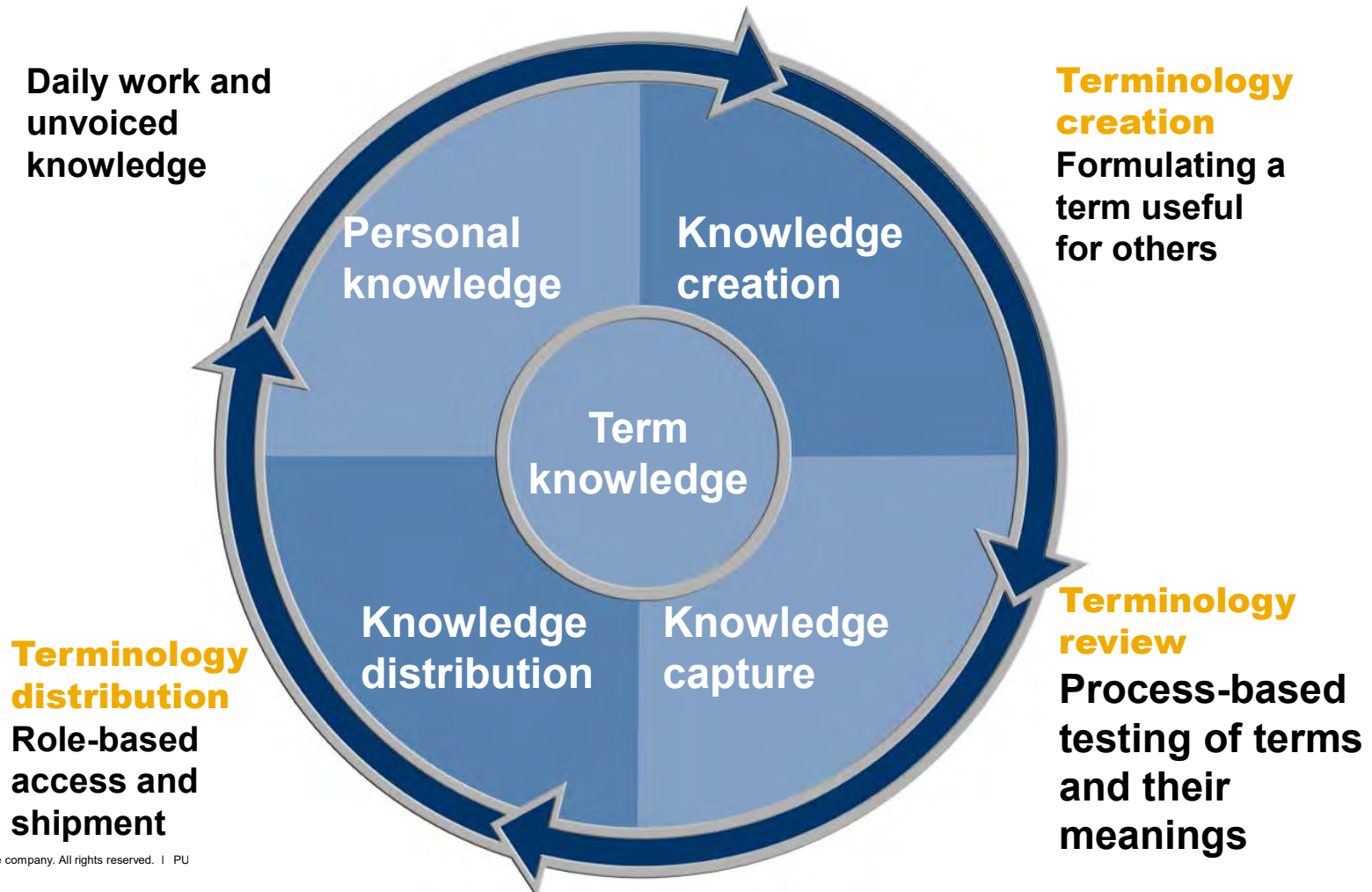
- Companies can **neither avoid nor ignore** terminology issues.
- **Well-defined processes and procedures** for dealing with terminology issues, continuously monitored and improved, are better than ad-hoc actions and spur-of-the-moment terminology projects.

It's management, not magic!

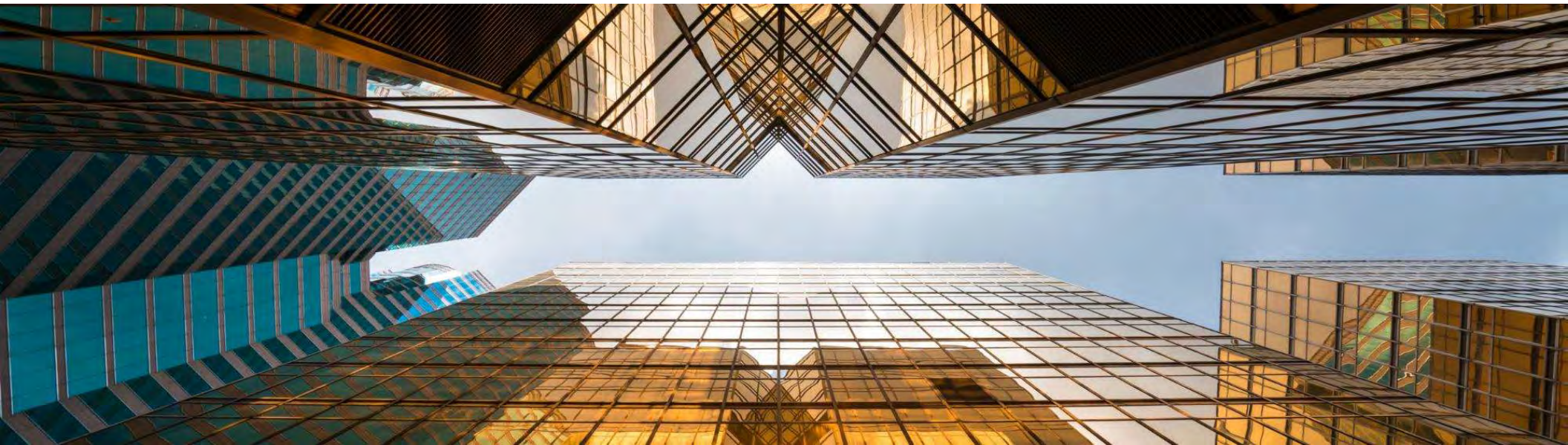


- Terminology management is not an instant cure-all – **it takes time!**
- **Open communication** between all stakeholders is vital.
- The **active support of management** (upper and middle) is, as always, decisive for terminology strategy.

Term management = pure knowledge management!



Summary and Q&A



Terminology management: Summary

The general principles:

Look at the entire organization, from “idea” to “support”

- Who creates the terms? What do they do with them? (Ask kindly: Do they know what they're doing ...?)

Use established analysis techniques to find the pain points

- Organizational design and business strategy
- Accounting / controlling
- Process / knowledge / quality management

Look for allies

- Communicate with everyone
- Management support is vital

Don't try to solve everything at once

- Prioritize – start off *small* – chart incremental progress – finish *big*

Publicize the successes

Review and repeat every 2-3 years (things change ... people forget ...!)

And most of all:

- Practice patience and fortitude ...
- Never give up ... never surrender!



And that's how terminology gets ...



... from SAP ...



... to the customers!

For further study and reference

- SAP SE corporate website – www.sap.com
- SAP terminology website – www.sapterm.com
- SAP Help Portal – <http://help.sap.com> with monolingual glossaries (EN / DE, soon JA / ZH)

- *BPMN Method & Style*, 2nd edition – Bruce Silver (2011)
 - Free specification, documents, quick guides, and other information available on <http://www.bpmn.org>
- *Einführung in die Terminologearbeit*, 7. Auflage – Arntz / Picht / Schmitz (2014)
- *Terminologearbeit Best Practices 2.0* [2. Auflage] – Deutscher Terminologie-Tag (2014)
 - EN version coming in Q1 2020
- *Empfehlungen für die Terminologearbeit*, 3. Auflage - Konferenz der Übersetzungsdienste europäischer Staaten / KÜDES (2018)
 - Free PDF on <https://www.bk.admin.ch/bk/de/home/dokumentation/sprachen/publikationen-zur-terminologie.html>
- *Terminology Starter Guide*, 2nd version – Terminology for Large Organizations (2016)
 - Free PDF on <http://www.terminorgs.net/Terminology-Starter-Guide.html>
- *The Knowledge-Creating Company: How Japanese Companies Create the Dynamics of Innovation* – Ikujiro Nonaka and Hirotaka Takeuchi (1995)
- *The Checklist Manifesto: How To Get Things Right* – Atul Gawande (2009)

Articles/ presentations / publications by your presenter

(with Christian Lieske) "Terminology Activity at SAP" in *MDÜ / Mitteilungen für Dolmetscher und Übersetzer* 1/2001

"Applying a Knowledge Management Approach to Terminology Management" in *TKE '02: Terminology and Knowledge Engineering Proceedings* (Aug 2002) – www.loria.fr/projets/tke

"The Practical Use of Knowledge Management in Terminology Management" in *TAMA 2003 South Africa Proceedings* (Feb 2003) – www.tama-sa.gov.za

„Terminologiemanagement und Wissensmanagement bei SAP“ in *Deutscher Terminologie-Tag: Akten des Symposions Köln, 26.-27. März 2004*

„Die Kundensprache als Teil der terminologischen Strategie einer Firma“ in *eDITion. Das Fachmagazin für Terminologie* 1/2005

"Terminologiphobia!" in *MultiLingual* 80 (Jun 2006)

"Terminology Work Saves More Than it Costs" in *MultiLingual* 87 (Apr/May 2007)

„Terminologie im Kommunikationsprozess eines Unterhemens“ in *Deutscher Terminologie-Tag: Akten des Symposions Mannheim, 18.-19. April 2008*

(Projektleitung mit Petra Drewer) *Terminologiearbeit – Best Practices*. Deutscher Terminologie-Tag e.V. (Köln, 2010). ISBN 978-3-9812245-1-1

„Projekte und Prozesse der Terminologiearbeit“ in *Deutscher Terminologie-Tag: Akten des Symposions Heidelberg, 15.-17. April 2010*

„Due Diligence: Aufgaben der Terminologiearbeit bei Fusionen und Übernahmen“ in: *eDITion. Das Fachmagazin für Terminologie* 1/2011

„Kooperative Validierung der Terminologie mit externen Akteuren: Ein Modell für Firmen“ in *Deutscher Terminologie-Tag: Akten des Symposions Heidelberg, 15.-17. April 2012*

„Terminologie-Marathon: Aufbau einer Terminologiestrategie in einer Organization“ in: *edition. Das Fachmagazin für Terminologie* 2/2015

„Deutschsprachige Terminologie, globalisierende Firma: Erfahrungen der SAP“ in: Drewer, Petra and Pulitano, Donatella (eds.) *Terminologie : Epochen – Schwerpunkte – Umsetzungen. Zum 25-jährigen Bestehen des Rats für Deutschsprachige Terminologie*. Springer, Heidelberg (2019), pg. 251-256

Deutscher Terminologie-Tag e.V. – www.dttev.org



Zielsetzung: durch Beratung und Koordination sowie durch die Veranstaltung von Symposien und Workshops zur Lösung fachlicher Kommunikations-probleme beizutragen.

17. DTT-Symposion: Mannheim, 19.-21. März 2020

DTT-Seminare: s. Web-Seite



**Das Terminologiemagazin –
erscheint 2x Mal im Jahr**



Questions?



Thank you.

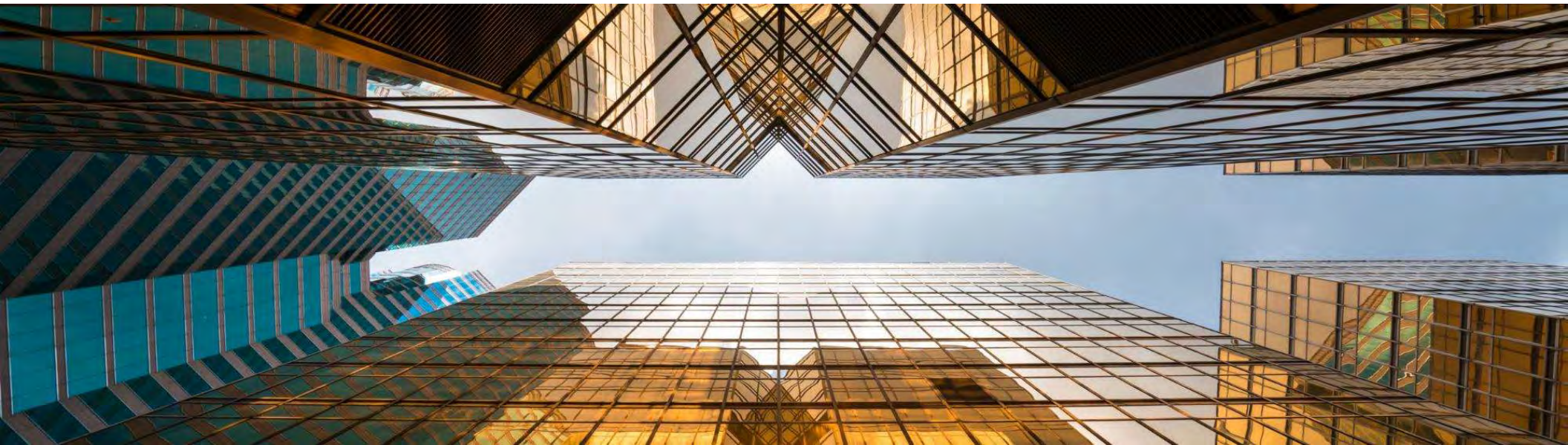
Contact information:

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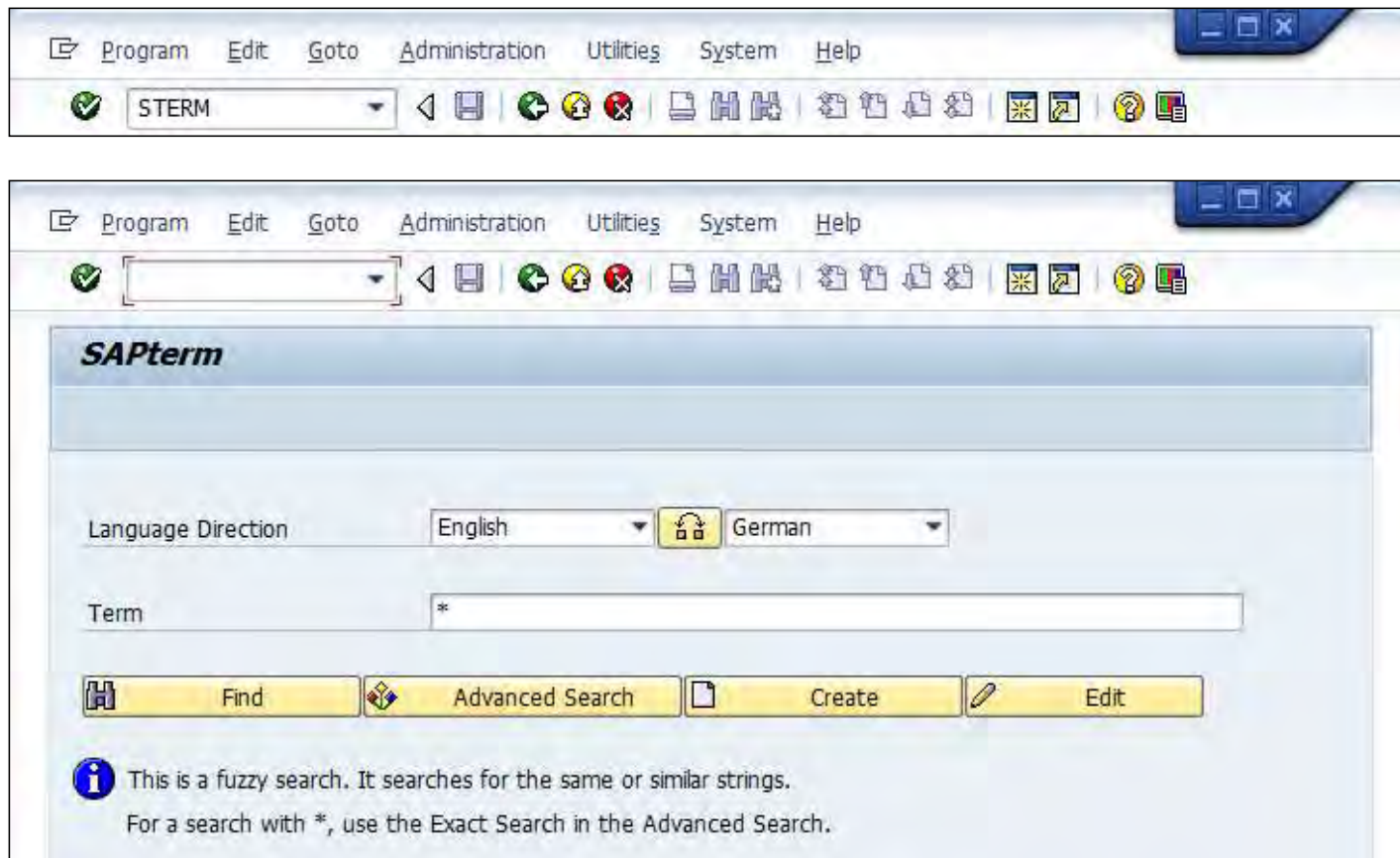
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Appendix



SAPterm: Initial screen



SAPterm logon information for on-premise system access

Prerequisites:

- SAP system running on SAP NetWeaver.
- Generally a user in an SAP system has an automatic authorization to use transaction `STERM` for display. Contact the system administrator for users and authorizations.

To find the SAPterm initial screen, enter transaction code `STERM` in the command field. There is no standard menu path for SAPterm but some other transactions and functions offer a menu item *Terminology* leading to SAPterm.

- The terms are current up to the last language transport before the SAP NetWeaver release. SAP also provides language transport updates with current terminology tables for customers. Some customers install language transports more regularly than others and terminology may or may not be up-to-date.
- The source and target language in the initial screen are set as defaults in the user's personal settings (*Administration > User Settings*). You can change the languages if necessary, or use *Swap* to reverse the language direction.

For further SAPterm documentation choose *Help > Application Help* or go to the SAP Help Portal on <http://help.sap.com> and search for *Terminology and Glossary in SAPterm*.