

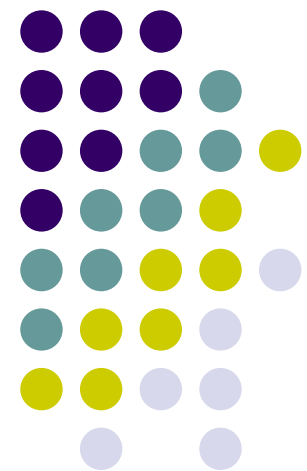
# From Web Search to Enterprise Search



**2005 Web for Development Conference:  
Telling the Development Story to the  
World**

9-11 May 2005, Washington D.C.

Lilia Vázquez  
United Nations



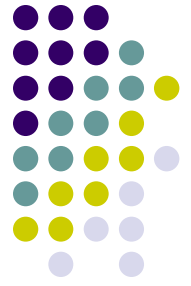
# From Web Search to Enterprise Search



UN Web Search [www.un.org/search](http://www.un.org/search)

- Background
- Current Status
- Accomplishments and Lessons Learned
- Work in Progress
- New Challenges
- Resources
- Conclusion

# From Web Search to Enterprise Search



## Background

- Phase 1: December 2002: UN purchases GSA model GB-8008
- Phase 2: Summer 2003: Attempt to crawl and index UN System servers; Collections Manager for UN Web site and implementation on UN Web search in September 2003; Implementation of the “Global search” on the ODS on 19 April 2004

# From Web Search to Enterprise Search



Current status of UN Search

Scope of work:

- 36 Web servers worldwide
- 2 collections: UN and ODS
- Search results (recall vs precision)

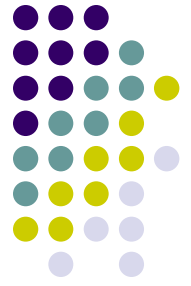
[www.un.org/search](http://www.un.org/search)

[documents.un.org/](http://documents.un.org/)

[www.un.org/search/DESA/advanced.html](http://www.un.org/search/DESA/advanced.html)

[www.un.org/spanish/search/unic\\_ar](http://www.un.org/spanish/search/unic_ar)

# From Web Search to Enterprise Search



Scope of work:

- KeyMatches
- Top 100 search terms for each language

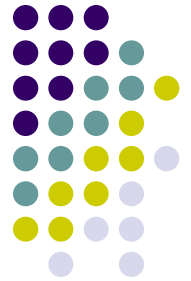
# From Web Search to Enterprise Search



## Accomplishments

- Positive user feedback
- [UN Search](#) in the six UN official languages
- Customized search pages and xslt style sheets for other UN sites, including the Official Document System (ODS) site

# From Web Search to Enterprise Search



## Accomplishments

- Date range

[www.un.org/search/advanced.html](http://www.un.org/search/advanced.html)

- Canned searches

## Issues on the UN Agenda site

[www.un.org/issues/calendar/c-index.asp](http://www.un.org/issues/calendar/c-index.asp)

## UN and Business site

[www.un.org/partners/business/otherpages/sgstate.htm](http://www.un.org/partners/business/otherpages/sgstate.htm)

# From Web Search to Enterprise Search



## Accomplishments

- Search log data mining for the six official languages

[www.mrunix.net/webalizer/](http://www.mrunix.net/webalizer/)

# From Web Search to Enterprise Search



## Lessons Learned

- Technical problems
  1. database-related
  2. robot crawling

# From Web Search to Enterprise Search



## Lessons Learned

- Limitations
  1. crawling schedule
  2. GSA restrictions
  3. indexing various types of PDF files
  4. spellchecker in English only
  5. log file data for non-Roman alphabet languages
  6. report generating
  7. taxonomy
  - 8 disaster preparedness

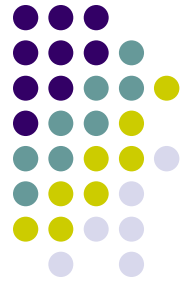
# From Web Search to Enterprise Search



Next level

- Administrative Preferences
  1. customer support
  2. search software vs. appliance
  3. language issues
  4. PDFs
  5. log files
  6. taxonomy and/or clustering

# From Web Search to Enterprise Search



Next level

- Technical Preferences
  1. Ability to modify hosts or the routing table
  2. Ability to use enterprise network storage
  3. Disaster-recovery capability using multiple units
  4. API for advanced query mechanisms
  5. A search solution that allows queries to be distributed across multiple indexes (collections) as well as appliances

# From Web Search to Enterprise Search



Work in Progress

- More and better analysis of the log file data
- Search feedback page
- New GSA

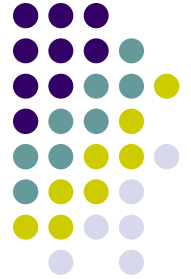
# From Web Search to Enterprise Search



## New challenges

- From Web search to Enterprise search
- Enterprise CMS
- Redesign of the UN Web site
- Migration from ASP to JSP

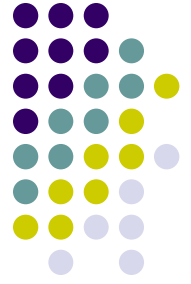
# From Web Search to Enterprise Search



## Resources

- Annual Enterprise Search Summit  
[enterprisearchsummit.com](http://enterprisearchsummit.com)
- [searchenginewatch.com](http://searchenginewatch.com)
- [findability.org](http://findability.org)
- [cmswatch.com](http://cmswatch.com)

# From Web Search to Enterprise Search



Conclusion

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