

conceptClassifier for SharePoint

Turbo Charging SharePoint with conceptClassifier
Metadata Generation, Classification, & Taxonomy Management

March 2010

Public Sector Clients Achieving Business Value with conceptClassifier for SharePoint

Concept Searching has been active in the Public Sector internationally for over five years. As we continue to add Public Sector clients the uses of conceptClassifier for SharePoint also continues to grow.

conceptClassifier for SharePoint is the only SharePoint solution that delivers automatic identification and extraction of concepts from within content as it is created or ingested, provides intelligent auto-classification, and enables enterprise class taxonomy management running natively within the SharePoint Server 2010 environment.

The flexibility of conceptClassifier for SharePoint improves business processes in a variety of scenarios including:

- Improving 'findability' in search by retrieving content based on the concepts found within the content
- Eliminates inconsistent manual metadata tagging
- Automatic content tagging enabling the declaration of documents of records
- Automatic assignment of Records Retention codes and optional updating of SharePoint Content Types based on the metadata (concepts) contained within the documents
- Identifies location of sensitive information (PHI, PHI, or any organizationally defined confidential information) within a document and migrates it to a secure location where Rights Management Services is applied to the file in the new location
- Enables organizations to rapidly develop and deploy an Enterprise Metadata Framework through powerful taxonomy management features
- Improves FOIA and eDiscovery by identifying all relevant content - reducing the time spent searching
- Automatically organizes content assets prior to migration by auto-classifying files based on metadata contained within the document

We invite you to explore how our clients in the Public Sector are using the technologies in SharePoint to improve their business processes.

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U.S Air Force Medical Service Case Study



United States Air Force Medical Service (AFMS): With a budget of over \$6.9 billion the AFMS runs 75 hospitals and clinics providing care to over 2.6 million beneficiaries worldwide. To

Defense Centers for Excellence for Psychological Health and Traumatic Brain Injury



Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury (DCoE) - Department of Defense Health Affairs: In October of 2007 the DCoE found themselves inundated by requests for information regarding the medical treatment and psychological health services available for soldiers, sailors, marines, and airmen. In an effort to ensure dependents received the correct information a Help Desk was established for their Call Center operations and Concept Searching was selected to provide information retrieval and auto-classification of the DCoE internal knowledge base. Using Concept Searching's Taxonomy Manager DCoE was able to create a controlled vocabulary that is now being used to deliver faceted search results for their call center and improved search precision on their internal collaboration portal.

U.S. Army Records Management Declassification Agency



U.S. Army Records Management Declassification Agency (RMDA): In 2005 RMDA deployed its Digital Asset Finder (DAF) Records Management Solution to enable the proper disposition of documents that had been declared records based on federal records management policies. As the volume of content increased on a daily basis RMDA rapidly became overwhelmed with untagged and un-retrievable data assets. To resolve this situation RMDA selected Concept Searching to create a natural language metadata environment associated with RMDA documents and records on both the un-classified and classified networks. This resulted in increased search precision and now serves as the foundation of a larger metadata environment that RMDA began to build out in 2009 when they upgraded to Concept Searching's Taxonomy Manager. When completed in 2010 RMDA's records retention code metadata environment will eliminate costs associated with manual metadata tagging and extend the automated records declaration process to 85 bases worldwide.

711th Human Performance Wing



711th Human Performance Wing (HPW), Air Force Research Laboratory: The 711th HPW delivers optimized human performance and

enable collaboration between its 60,000 + members the AFMS stood up its global collaboration portal, the AFMS Knowledge Exchange (Kx) in 2002. By 2005 over 95,000 documents were loaded across 325 communities of practice however usage began to decline as end-users found they were unable to access information that they believed should be present. In late 2005 Concept Searching was deployed with the purpose of enabling effective enterprise content management and increasing utilization of the Knowledge Portal. Within a short period of time the AFMS experienced four significant outcomes: all documents and records were automatically tagged with functional and mission specific metadata; information became retrievable using natural language concepts versus keywords; reading, tagging, and information classification costs were eliminated; and information retrieval costs were dramatically reduced.

Two webcasts that are publically available on their web site that details the uses of the technology which go far beyond enhancing search outcomes. The first webcast demonstrates how a unit within the Air Force Medical Service is using Concept Searching technologies in a collaboration environment to deliver automatic metadata tagging of Records Retention Codes, security metadata, and semantic metadata to enable compliance with Records Management and Data Privacy and Security compliance in a SharePoint environment.

The second webcast demonstrates how AFMS units are leveraging conceptClassifier for SharePoint to identify and

integration for air, space and cyberspace forces through research, education, consultation and operational support. As part of its mission the HPW collects and maintains a variety of sensitive information to include but not limited to Personally Identifiable Information (PII), Protected Health Information (PHI), and classified information. A part of the congressionally mandated base re-alignment and closure over 3.5 TB of information is being relocated from Texas to Ohio. During the initial migration over 800 Social Security Numbers were disclosed causing a halt on the migration of content until each document could be verified as not having any sensitive information and if sensitive information was present it would be stored and migrated to a secured location. To enable the secure migration of all 3.5 TB of content in 2010 the HPW is using Concept Searching's automatic metadata generation capability to automatically identify, classify, and migrate sensitive information to secure location where Windows Rights Management Services templates are used to protect sensitive information.

USAF Human Performance Clearinghouse



[USAF Human Performance Clearinghouse](#), Human Performance Integration Directorate, 711 HPW: The Human Performance Integration Directorate advances human-centered design in the acquisition of weapons systems to maximize total system performance and reduce life cycle costs. Facilitating the Human Systems Integration (HSI) process implementation during weapons systems acquisition across the Air Force enterprise areas of aeronautical, C4ISR, munitions, and space/missile the HPW consults with High Performance Teams, Program Managers, Systems Engineers, and Integrated Product Teams to execute HSI. In an effort to leverage the full capabilities of the Air Force's IT Portfolio investment in SharePoint and Windows Rights Management Services the HPW is using Concept Searching to enable compliance with federal records management and data transparency, privacy, and security guidelines.

Consumer Product Safety Commission



The [Consumer Product Safety Commission](#) (CPSC) is charged with protecting the public from unreasonable risks of serious injury or death

migrate sensitive information (Personally Identifiable Information, Protected Health Information) on file share servers within an organization.

Concept Searching Announces Availability as a Supplier on GSA Schedule



Concept Searching's search, classification, metadata generation, and taxonomy products are now available for purchase on a GSA Schedule. Over the past five years, Concept Searching has acquired numerous DoD and civilian agencies as clients to solve issues around search, records management, identification of potential data exposures, and collaboration. Concept Searching has formed a strategic partnership with [InfoReliance](#), a Microsoft Gold partner and holder of a current GSA schedule which they have extended to include Concept Searching products and services.

Web Cast Links

Technology Webcasts

[conceptClassifier For SharePoint Driving Business Outcomes](#)

[Taxonomy Manager Overcoming the Challenges in Taxonomy Development and Maintenance](#)

[Auto-classification in Microsoft Office - Eliminating End User Tagging](#)

from thousands of types of consumer products under the agency's jurisdiction the CPSC began looking at various technologies to enable data transparency in late 2009. Upon culmination of an in-depth evaluation process Concept Searching was selected by CPSC to build out a metadata environment and provide an automated metadata population service across the commission to deliver improved search precision, proper records disposition and data privacy and security compliance on their SharePoint platform. In early 2010 the CPSC began deploying Concept Searching in earnest.

Care Quality Commission



The Care Quality Commission (CQC) is the independent regulator of health and social care in England. Their aim is to ensure better care is provided for everyone, whether that is in hospital, in care homes, in people's own homes or elsewhere. After evaluating multiple solutions, they selected SharePoint and concept**Classifier** for SharePoint to power their news monitor portal. The portal captures news from hundreds of relevant websites in addition to a continuous feed from a commercial news service. The Care Quality Commission required a fast and reliable method that would remove the problems of multiple sources, variants in terminology, the ability to segment by areas or interest and also location in the UK.

A key driver in the decision to move forward with SharePoint and Concept Searching was the ability of concept**Classifier** for SharePoint to generate compound terms instead of keywords. The Care Quality Commission used the compound term processing ability in conjunction with the Concept Searching Taxonomy Manager to automatically generate related contextual metadata associated with content that had been previously clustered to a particular concept.

The automatic classification of news provides many benefits to CQC including: automatic detection of emerging healthcare topics; providing news digests to individuals who have subscribed to selected topics; and improving findability of news generally.

Transport for London



Transport for London was created in 2000 and is the integrated body responsible for the United Kingdom's Capital transport system. Its main role is to implement the Mayor's Transport Strategy for London and manage transport services across the Capital for which the Mayor has responsibility. Transport for London selected concept**Classifier** for SharePoint based on the capability to rapidly and easily develop taxonomies in SharePoint. The ability to manage the metadata from within SharePoint as well as from within Concept Searching's

What is Compound Term Processing?

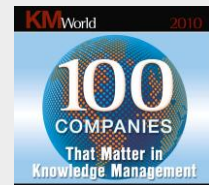
Enhancing Enterprise Content Management

Client Webcasts

U.S. Air Force Medical Service Case Study

Data Privacy and Security Finding and Protecting PII and PHI

KMWorld '100 Companies That Matter in Knowledge Management



Concept Searching has once again been named to the KMWorld '100 Companies That Matter in Knowledge Management'.

The list, in its tenth year, is compiled by KM practitioners, theorists, analysts, vendors and their customers and colleagues. "In today's knowledge economy, Concept Searching does more than simply throw sophisticated technology at its customers, it provides real solutions through inspired planning and execution throughout the entire constituency chain," says Hugh McKellar KMWorld editor in chief.

Microsoft Links

[Microsoft Office Solutions Directory](#)

[Microsoft Enterprise Search Blog - July 7th](#)

[Microsoft Enterprise Search Blog - September 2nd](#)

[Microsoft - Concept Searching](#)

Taxonomy Manager offered them the best of both worlds in managing their volumes of content to improve their enterprise content management initiatives.

European Bank of Reconstruction and Development



[European Bank of Reconstruction and Development](#) (EBRD) The EBRD is an international financial institution that supports projects in 29 countries from central Europe to central Asia. Investing primarily in private sector clients whose needs cannot be fully met by the market, the Bank promotes entrepreneurship and fosters transition towards open and democratic market economies. Owned by 61 countries and two intergovernmental institutions, the EBRD maintains a close political dialogue with governments, authorities and representatives of civil society to promote its goals. They are using Concept Searching to index content from over 50 web sites consisting of over 8 million pages. The technologies overcame the limitations of basic keyword search and provide both faceted navigation and identification of related topics to improve the end user experience.

U.K. City Councils

[Preston City Council](#) is located in North West England. As a UK public sector organization the use of the Integrated Public Sector Vocabulary (IPSV) is required. The IPSV is a controlled vocabulary for use with subject metadata and the UK mandates the use of at least one IPSV term for all UK public sector information resources that are to be shared with citizens, businesses or other public sector bodies. Concept Searching is being used to automatically generate semantic and compound term metadata to public facing documents and classify to the IPSV taxonomy. This powerful solution enables the retrieval of highly relevant information from web pages and documents. It also has the ability to search other government websites and integrate the search results providing additional sources of information for web site visitors as well as promoting shared information between government entities. Other UK Councils using Concept Searching include: [Mendip District Council](#); [Tamworth Borough Council](#); [Bromley](#); [Winchester City Council](#); [Reading Borough Council](#); and [Arun City Council](#).

Case Study

[Mark Harrison Blog - November 12th](#)

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