Public Sector Challenges and Solutions

The public sector retains and creates a broad range of diverse information and content, including demographic, economic, financial, and historical documents. On the one hand, it must manage its organization internally in the same way as the private sector, on the other it increasingly has more demands to expedite transaction and information dissemination to its customers, the citizens and other stakeholders. Knowledge is not only a source of competitive advantage in the information economy, but also expedites and improves processes to meet organizational objectives. It must be captured, secured, reused, and made accessible to diverse audiences, typically on demand.

Recognition for knowledge management excellence
This organization supports the safety and mission assurance requirements of a comprehensive portfolio of programs and projects within NASA. It wanted to improve collaboration across its 8,000 strong workforce, improving findability, effectiveness and information sharing in a controlled and secure environment. It chose a robust, scalable, integrated knowledge management solution, and Concept Searching technology platform component conceptSearch, which delivered the unique ability to extract concepts from content using ‘compound term processing’, thereby significantly improving search results. The solution received a prestigious award for the technologies, as well as the business benefits able to be achieved.

UK councils improving information access for citizens
Several UK public sector organizations have deployed Concept Searching platforms using the Integrated Public Sector Vocabulary (IPSV). 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. These are to be shared with citizens, businesses, or other public sector bodies. The Concept Searching technology platform 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 website visitors, as well as promoting shared information between government entities. Other UK public sector organizations include: Arun District Council; the London Borough of Bromley; Nottinghamshire County Council; Preston City Council; Reading Borough Council; Tamworth Borough Council; Winchester City Council.

Improving transportation safety
This independent US federal agency is charged with determining the probable cause of transportation accidents and promoting transportation safety. The agency required precision search on a customer facing website. The conceptClassifier for SharePoint platform was deployed, to automatically tag and classify content within its SharePoint portal. It tags content at source and improves information transparency, and automatically identifies sensitive information and documents of record, resulting in better user experience, public access, and information governance.

Improving health outcomes through a research portal
Stimulus grant funded, this US government organization deployed the conceptClassifier platform integrated with FAST Search to build out taxonomies, tag, and classify content to support a research portal for Comparative Effectiveness Research (CER). Its purpose is to improve health outcomes, by developing and disseminating evidence-based information to patients, clinicians, and other decision makers.

Reducing terrorism on the home front
Under a US subcontract award, the Concept Searching technology platform was selected to support this organization’s mission to deter and respond to acts of terrorism. It does this by leveraging web-based technology investments, as well as developing new strategies for the dissemination of information, tools, and services related to technology to improve the emergency response capabilities of government, first responders, and private industry.

Helping a US department align grant expenditures
This US department selected and deployed the Concept Searching technology platform component conceptSearch for a specific application to align data with grants and submissions. The solution was selected based on Concept Searching’s innovative and unique concept identification that will index information from online and external data stores.
Protecting the public from serious injury
This organization is charged with protecting the public from unreasonable risks of serious injury or death from thousands of types of consumer products under the agency’s jurisdiction. It began looking at various technologies to enable data transparency. Concept Searching’s technology platform was deployed, which built out a metadata environment, tagged content, and improved search precision, resulting in a highly relevant, easy-to-use public search service, improving public information access and user experience.

Guiding the public on transportation
This UK based organization provides information on all forms of public transportation in London, including routes, maps, journey planners, and online tickets sales. It also provides guides on what to see and do, and real-time access to traffic conditions. It selected the conceptClassifier for SharePoint platform to add automatic classification and metadata generation to its document and record stores. Using file plans, or taxonomies, the ability to locate knowledge assets was significantly improved across its SharePoint environment.

Improving EDRM development
This UK based organization deployed Concept Searching technologies to improve its ability to automatically classify and retrieve content held in SharePoint and other document repositories. The solution delivered improved insight during search and will be a key component in electronic document and records management development across the organization.

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Enhancing search and governance in education
This leading tertiary education establishment in New Zealand deployed both the conceptClassifier for SharePoint and conceptClassifier for Office 365 platforms. Known as a technology leader, it deployed the platforms to enhance transparency, perform classification driven intelligent integration, and the automation of governance policies, such as the identification of sensitive information and documents of record, both on-premise and in the cloud.

FOI compliance in the UK
This UK government backed commission is a non-departmental public body, established under the Equality Act 2006 as a corporate body. It has offices in Manchester, London, Glasgow, and Cardiff. Concept Searching was selected for the Integrated Public Sector Vocabulary (IPSV) taxonomy management and automatic document classification, required to meet the Freedom of Information compliance requirements and as an aid to site navigation.

Tackling PII exposures
This US government department deployed a hosted solution of Concept Searching with partner Serco to identify and track PII breaches. The solution scans through both the Internet and intranet, compiles a report of PII erroneously present on unprotected portals, and gives the department the ability to take action on the potential data breaches.

Solving Your Challenges
The public sector must be able to make significant volumes of information available in an efficient, compliant, and consistent way to diverse audiences. Concept Searching technologies reduce costs and organizational risk, and improve the organizational performance of any public sector entity, enabling the focus to be on the business of government.