

Case Study - Geoscience Australia, Enterprise Search

Background

Geoscience Australia is Australia's national geoscience research and information organisation. It is an agency within the Federal Resources, Energy and Tourism portfolio. Geoscience Australia aims to achieve economic, social and environmental benefits through enhanced global attractiveness of Australian offshore and onshore exploration investment opportunities; improved resource management and environmental protection; and safer communities and transportation.

The Need

Geoscience required an Enterprise Search Solution which would allow staff to search multiple content repositories. Geoscience employees needed to find sought after information across multiple platforms quickly. Improved information discoverability was needed within Geoscience to better enable employee productivity and policy & program outcomes.

The solution had to be easily customisable. It also had to provide both a simple and extremely intuitive basic interface, as well as an advanced search for end users. The solution had to be scalable, extensible and modular in order to deal with growing repository sizes and additional repositories.

The Solution

Geoscience Australia uses 'Funnelback Enterprise Search' to enhance and improve discoverability across their vast array of differing information repositories. Funnelback provides a federated search across structured & unstructured content enterprise wide, including search across intranet and internet web pages, a staff database, a library catalogue, a products catalogue, an images collection (Oracle) and the TRIM Electronic Document Management System.

In particular, Funnelback has built an adaptor to search Tower Software's TRIM EDRMS which makes TRIM content more accessible to staff. Although TRIM does include a text search capability, Funnelback is able to integrate with the document management system and return improved search results. Funnelback also allows users to rank TRIM documents using a relevance score and Funnelback's administrative web interface allows administrators to create, configure and monitor the status of document collections in TRIM.

A single point of access

The Enterprise search solution is delivered through a single web interface providing a

single point of access to corporate content. The interface allows Geoscience to customise their search form look and feel and ensures compliance with departmental web publishing guidelines and AGLS and W3C standards. It also allows Geoscience to add their own featured pages, synonyms, and custom tuning parameters.

Tuning

Funnelback allows Geoscience to improve search result relevancy by tuning Funnelback's unique ranking algorithm. Result tuning allows Geoscience to apply ranking criteria to determine a score which can be adjusted to increase the value of search results based on the organisation's needs and information structure. Results can be biased toward or against certain types of documents.

Reporting

Geoscience also makes use of Funnelback's query reporting tools that provide valuable information about user behaviour and sentiment. Funnelback's query reports help improve the quality of search.

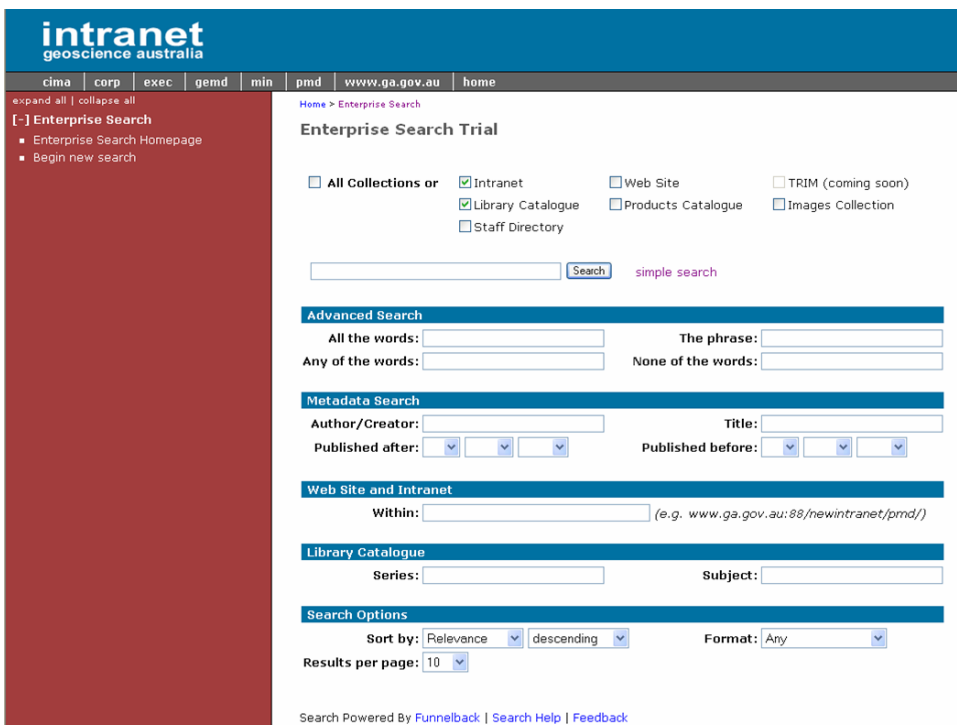
Local Support

Funnelback is able to offer Geoscience local support. Funnelback has provided assistance with the implementation and management of the product and offers quality and responsive customer support.

Accurate Up-to-date Results

The Funnelback Enterprise Hosted Service has enabled AGIMO to provide visitors to the www.australia.gov.au site with an integrated search tool that is capable of returning accurate, up to date information about the Australian government.

"Enterprise Search has become an accepted and expected piece of functionality for Geoscience Australia staff and its full scale implementation will achieve enhanced staff productivity and efficiency". Mr. Stuart Girvan, Director, Enterprise Systems Section, Geoscience Australia.



The screenshot shows the 'intranet geoscience australia' interface. The top navigation bar includes links for 'cima', 'corp', 'exec', 'gemd', 'min', 'pmd', 'www.ga.gov.au', and 'home'. A sidebar on the left contains a search menu with options like 'Enterprise Search', 'Enterprise Search Homepage', and 'Begin new search'. The main content area is titled 'Enterprise Search Trial' and features several search sections:

- All Collections or:** Includes checkboxes for 'Intranet' (checked), 'Web Site', 'Library Catalogue' (checked), 'Products Catalogue', 'Staff Directory', and 'TRIM (coming soon)'. There is also an unchecked checkbox for 'Images Collection'.
- Simple Search:** A text input field followed by a 'Search' button and a 'simple search' link.
- Advanced Search:** Fields for 'All the words:', 'Any of the words:', 'The phrase:', and 'None of the words:'.
- Metadata Search:** Fields for 'Author/Creator:', 'Title:', 'Published after:', and 'Published before:'.
- Web Site and Intranet:** A 'Within:' field with a sample URL '(e.g. www.ga.gov.au:88/newintranet/pmd/)'.
- Library Catalogue:** Fields for 'Series:' and 'Subject:'.
- Search Options:** 'Sort by:' set to 'Relevance' and 'descending', 'Format:' set to 'Any', and 'Results per page:' set to '10'.

At the bottom, it states 'Search Powered By Funnelback | Search Help | Feedback'.