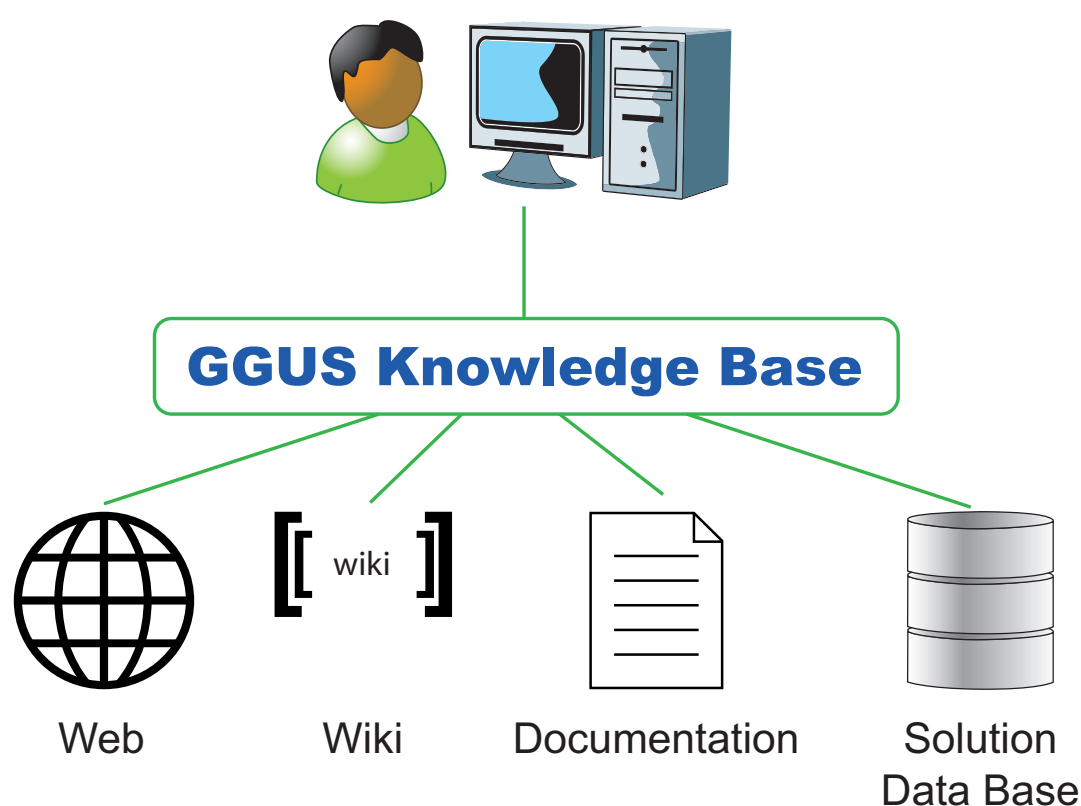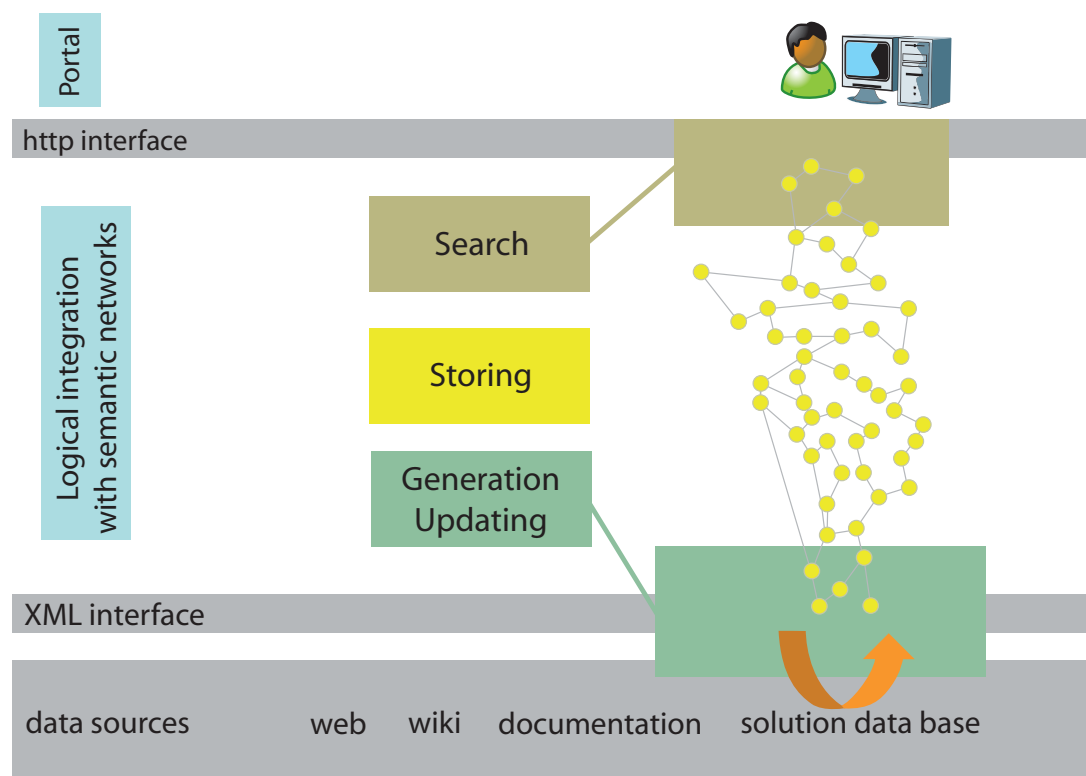# THE GGUS knowledge management and semantics

Semantic knowledge base model

- integrate existing material (help requests and solutions, documentation, web sites)
- analyse by using linguistic and statistical methods
- keep up-to-date continuously

Single point of access to knowledge network

- information resides in various technical environments, ticket database, wikis, documents, websites
- user demands information quickly and easily
- user demands single point of access

GGUS Knowledge Base

Web   Wiki   Documentation   Solution Data Base

workbench - data analysis workflow

- automatic construction of semantic index structures
- workflow populates the knowledge network automatically
- transforming data into a semantic net
- snapshot of knowledge network is regularly saved and can be searched using standard relational databases

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Global Grid User Support