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Open Search Use Cases for Improving Information Discovery and Information Retrieval in Large and Highly Connected Organizations

Retrieving the right information by navigating through different information channels has proven to be a prominent problem for organizations that produce massive quantities of data. This paper investigates ways to use open search methodologies to improve information retrieval and information discovery and reduce the need to navigate through different information channels in large organizations, based on experiences at CERN. The importance of connecting organizational private data and public data has been explained, together with the importance of open information. Focusing on survey data from CERN research groups, analysis of user's habits, usage of communication and information channels, and information needs has been carried out. Based on the results of the analysis and literature survey a concept has been proposed that integrates aspects of open information and open search. The concept aims to improve existing information retrieval and information discovery processes and to reduce the number of tools and time engagement of an existing system at CERN and in large organizations.

Preferred Contribution Format

Oral Presentation

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