
Four 'E's of Enterprise Search

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ABSTRACT. Many well-known Information Retrieval (IR) problems manifest themselves in interesting and challenging forms within information-rich organisations. For example, Distributed IR, Effective ranking over heterogeneous collections, Evaluation, Learning to rank, Efficient retrieval algorithms, and Query interpretation and improvement. My talk will be based on experience gained while attempting to apply IR theories and models to improving the value of enterprise search in a very diverse range of organisations. It will cover issues under the headings of Evaluation, Efficiency, Effectiveness and Enhancements.

David Hawking is Chief Scientist at the internet and enterprise search company Funnelback (funnelback.com), a 2005 spinoff based in Canberra, Australia. Funnelback search technology has won a number of awards and now supports hundreds of customers in Australia, Canada, New Zealand and the UK, mostly in government, education, and finance.

David is also an adjunct professor at the Australian National University where he supervises a number of PhD students. He has authored around a hundred publications in the Information Retrieval area (see david-hawking.net) and twice served as SIGIR program chair. He was Web Track coordinator at TREC from 1997-2004. In this role he was responsible for the creation and distribution of text retrieval benchmark collections still in widespread use. He holds an honorary doctorate from the University of Neuchâtel (Switzerland) and the Chris Wallace award (Australasia) for computer science research.