Issues and Questions

What should we carry forward to Day 2?
Topics from Day 1

• How do we start? How much effort do they need to put into the project? Setting expectations – does policy have to change? Does the business structure need to change?
• What taxonomy management systems do we adopt?
• How long does it take?
• When is it more appropriate to have a taxonomy vs ontology?
• Autoclassification for unstructured content “just throw and classify”
• Perception that everything can be automated – not enough people to do it, more and more work, can machines do?
Topics from Day 1

• How do we convince people (managers, business stakeholders) of the value of taxonomy?
• For linked data how do we ensure we are getting good data from the open data sources?
• How do you search a triple with search engines?
• How to prevent dirty data occurring? (non standardised, non validated) – content and tagging
• How do we measure success?
Topics from Day 1

- Best practices for selling to internal stakeholders – KPIs, ROI, ways to demonstrate it’s better than the status quo – KM/KO project
- Challenges of long term maintenance of KM/KO projects – how do we keep track of changes in technologies, practices, etc.. If there are step improvements how/when do we adopt?
- Does autoclassification mean no need for taxonomy can we go home now?
- What are trends in taxonomy that we should keep in mind for new KM projects?
Topics from Day 1

• How do we make out info environments more joined up? Internal sources – varying taxonomy and search functions, how to make them coherent for users?
• External sources: linked data implications? Needs underpinned by standards, but are the standards there yet?
• Is there a standards process for standards (yes), and do people follow it (no).
• What’s in it for me? (Staff) – Rewards?
• How do we measure the impact of KM and link to org performance?
Topics from Day 1

• Problems/questions persist
• Lots of people looking at graphs and linked data (worth spending time on)
• False expectations of automation
• Sophistication of audience stretching us
• SharePoint SharePoint SharePoint
• Federated search – how does it work and how can we use it
• Graph models can solve at least half of our problems in application devpt
Topics from Day 1

• Share your stories to help us help you
• Answers are likely to be a mix of tools – no single thing solves all problems
• It’s all about humans and organisations – questions may be the same but we are all different and have to work to those differences
• Fear of gulf between theory and practice (search like Google) – lots involved in getting that result
• Convergence is happening – good thing – takes out delays in getting things done
Topics from Day 1

• Planning projects – don’t try to do it in a silo – connect with the different bits of the business – the faster you fail the better it will be in the long run – first is talking to everyone not just your data scientists etc.

• Start small – fail fast on something small

• Include third party content in topic pages

• Connect with the older classification tools – people want control over their information – not so keen on auto classification

• Early engagement from the stakeholders and domain experts to be sure you are hitting the right angle
Knowledge Organisation Clinic
Knowledge Organisation Clinic

Go to a topic table that fits your interests

Your table will be joined by one of our expert panel – share your challenges

Discuss potential solutions and approaches
Topics

1. Getting started – scoping the project for safe-fail and learning fast
2. Process for building taxonomies and ontologies
3. Getting buy-in and measuring success – for the organisation and for users
4. Finding the right mix between automation and human effort
5. Maintaining data quality – tags, content, sources
Topics

6. Integrating multiple sources (internal and external) and creating a coherent environment – includes federated search

7. What standards should we adopt? How do we choose and implement them?

8. SharePoint, SharePoint, SharePoint!

9. Exploiting convergence and deploying a portfolio of technologies

10. KOS maintenance and governance – includes implications for policy