



Case Study:

Australian Competition & Consumer Commission Enterprise Search

Background

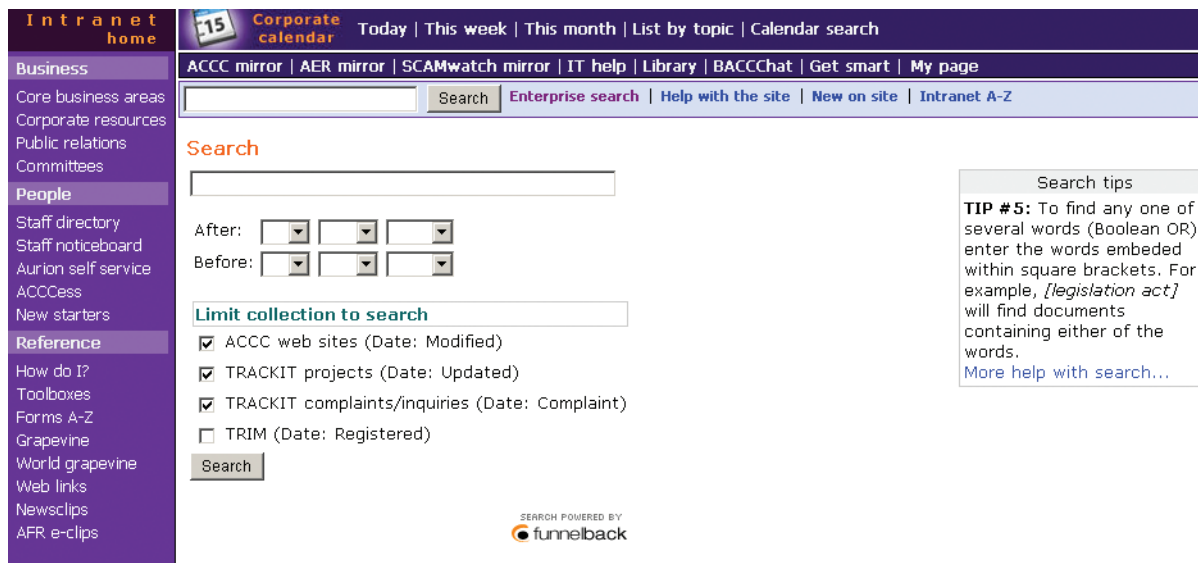
The ACCC promotes competition and fair trade in the market place (according to the Trade Practices Act) to benefit consumers, business and the community. The ACCC stores large amounts of structured and unstructured data in five major collections: the ACCC intranet, TRIM, the ACCC web sites, the ACCC proprietary database - TRACKIT and the ACCC Library Collection.

The Need

The ACCC required an enterprise search solution which would allow staff and the general public to search multiple content repositories, across a variety of platforms for multiple file types. As an independent Commonwealth statutory authority the ACCC must remain transparent and accountable in its decision making. Accessibility of information is crucial to the organisation as a whole, especially for ACCC employees. It is also essential that all public information be readily available to external users via the ACCC web sites.

Far reaching search

ACCC staff are able to search all of the ACCC collections via the intranet home page. Users have the ability to choose which collection/s they would like to search over.

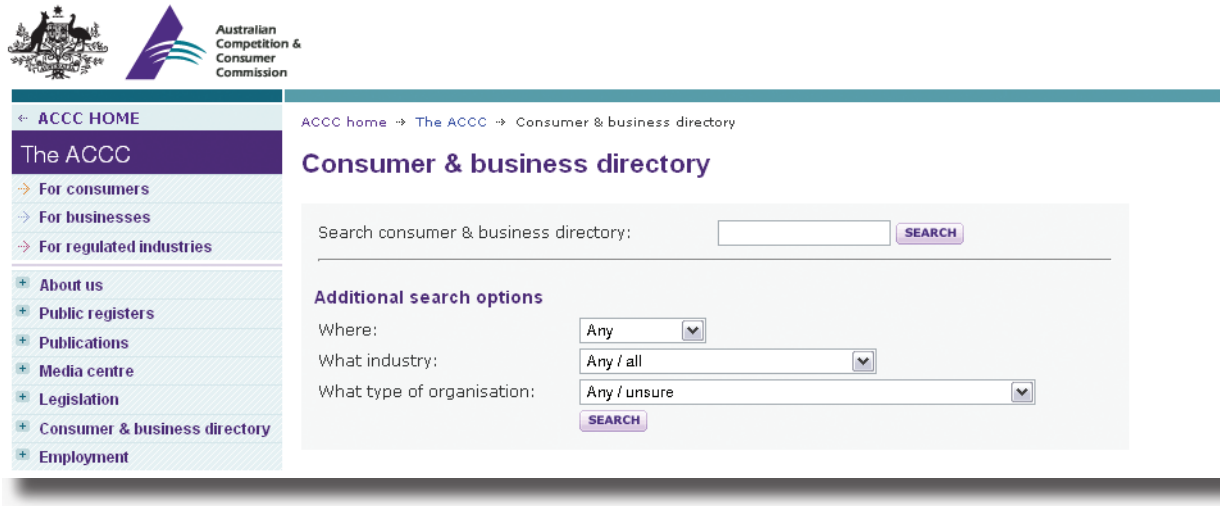


The screenshot shows the ACCC intranet home page. At the top, there is a navigation bar with 'Intranet home' and a 'Corporate calendar' widget. Below this is a search bar with a 'Search' button and links for 'Enterprise search', 'Help with the site', 'New on site', and 'Intranet A-Z'. The main content area features a 'Search' section with a search input field, 'After' and 'Before' date pickers, and a 'Limit collection to search' section with checkboxes for 'ACCC web sites (Date: Modified)', 'TRACKIT projects (Date: Updated)', 'TRACKIT complaints/inquiries (Date: Complaint)', and 'TRIM (Date: Registered)'. A 'Search' button is located below these options. On the right side, there is a 'Search tips' box with a 'TIP #5' and a link for 'More help with search...'. The bottom of the page features the 'SEARCH POWERED BY funnelback' logo.

Above: The ACCC intranet home page showing the enterprise search collection options.

The intranet: The ACCC relies heavily on its intranet. Vital information in regard to the running of the organisation and its employees is stored on the ACCC intranet and hundreds of employees access it on a daily basis. By default, if none of the search collection options are selected on the intranet home page, a query is run over the intranet only.

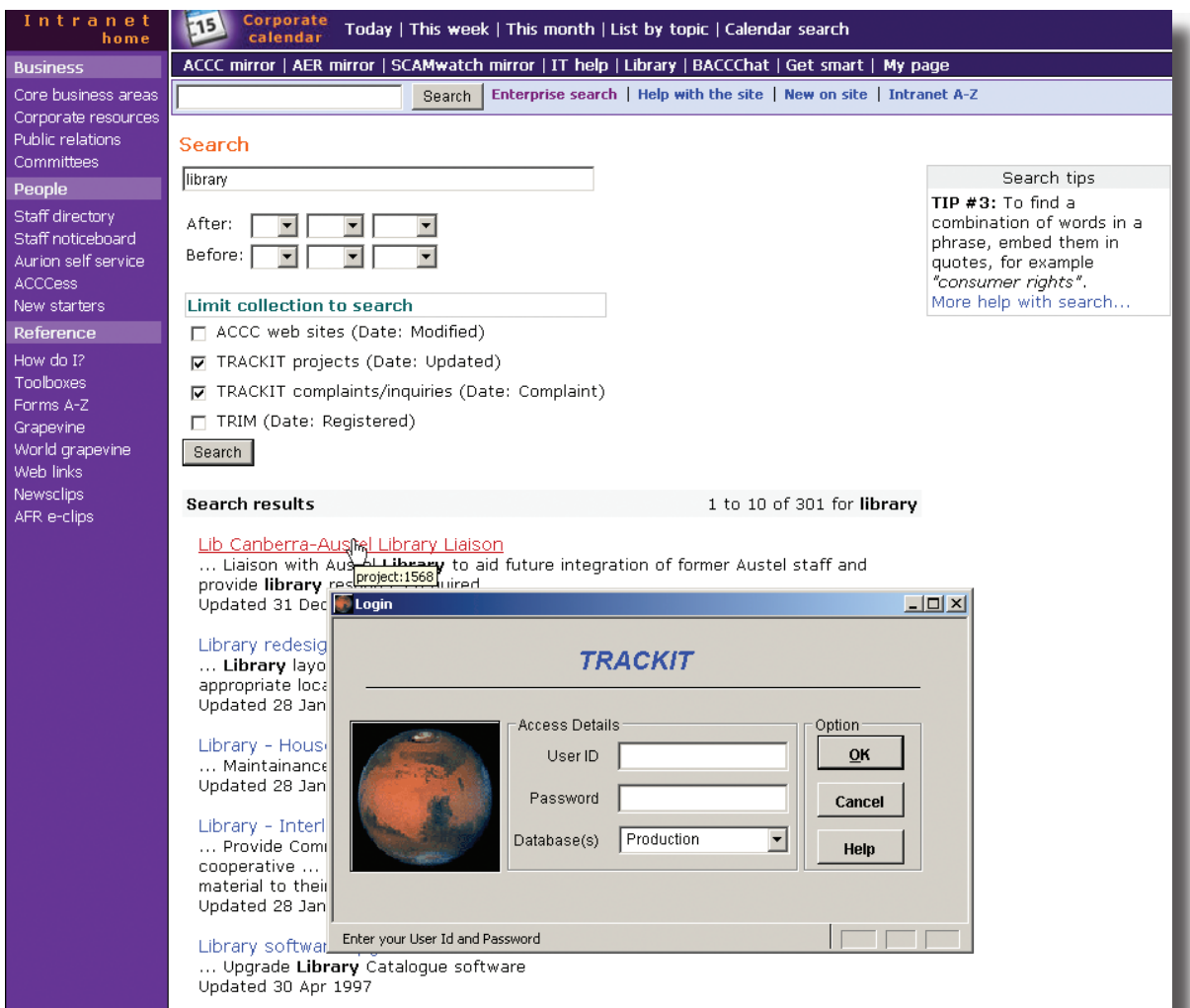
ACCC web sites: Funnelback crawls and indexes 4 major web sites for the ACCC. Funnelback searches the entire ACCC web site (<http://www.accc.gov.au>) including the 3 different information categories based on user context - consumers, businesses and regulated industries. Search also includes all of the public register information contained on the site which can vary from a few sentences through to a comprehensive file of many pages. Funnelback provides a number of scoped searches too, for a number of different sections on the ACCC website, such as: Authorisations & Notifications Registers, the Media Centre, Publications and the Consumer & Business Directory. Scoped search restricts the search to return results within these sections only. Other web sites crawled for the ACCC include the Australian Energy Regulator (<http://www.aer.gov.au>), Scam Watch (<http://www.scamwatch.gov.au>) and Product Recalls Australia (<http://www.recalls.gov.au>).



Above: An example of scoped search on the ACCC web site.

TRACKIT: TRACKIT is the proprietary database for the ACCC. This Oracle database contains many types of documents in varying formats which can make search difficult. However, some common points of information such as project ID, summary title, information centre complaints, public register matters etc., have been extracted by the ACCC and stored in a set of tables which link back to the original documents. Funnelback is able to crawl and index these tables and return the appropriate document when a query is performed. Funnelback search over the Oracle database allows for more powerful and accurate searching.

The ACCC Library: The ACCC library database (Marc) currently holds about 30,000 documents. The ACCC generate a new index every month and upload it to the National Library of Australia. Funnelback uses this index to assist in searching this collection.



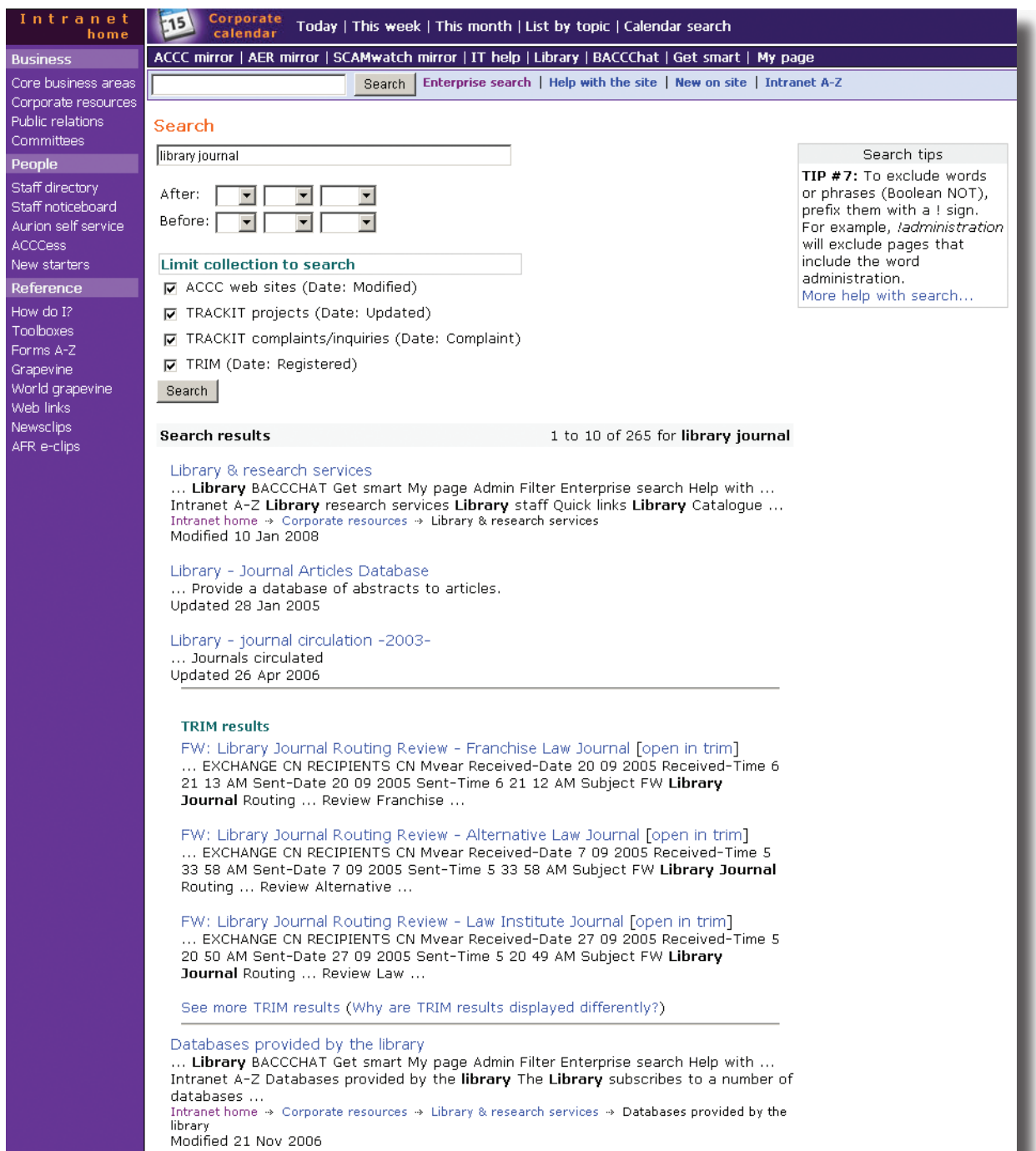
Above: Opening a TRACKIT search result launches the TRACKIT database.

The Benefits

The Funnelback Enterprise Search solution allows users to search over vast amounts of information in order to best leverage the information stored within the ACCC. A single point of access to all of the collections on the ACCC intranet allows staff to quickly and easily find the information they're searching for. The public can also access public collections quickly and easily via search on the ACCC web site.

On the whole, user expectation is met by the user experience regardless of the number of different sources from which information is retrieved. Search queries and results are displayed in a simple web interface, keywords are displayed in the summary information and results are displayed in descending order of relevance. ACCC administrators also have the ability to adjust the ranking algorithm used to determine search results. For example search results can be sorted by date, title, size, URLs as well as many other specified metadata classes.

Funnelback has provided a customisable, easy to use search solution for the ACCC's large and varied collection of data and information.



The screenshot displays the Funnelback Enterprise Search interface. On the left is a vertical navigation menu with categories like Business, People, Reference, and How do I?. The top navigation bar includes 'Intranet home', 'Corporate calendar', and various utility links. The search bar contains the query 'library journal'. Below the search bar, there are filters for 'After' and 'Before' dates, and a 'Limit collection to search' section with checkboxes for ACCC web sites, TRACKIT projects, TRACKIT complaints/inquiries, and TRIM. A 'Search tips' box on the right provides advice on using Boolean operators. The search results section shows '1 to 10 of 265 for library journal' and lists several results, including 'Library & research services', 'Library - Journal Articles Database', and 'Library - journal circulation -2003-'. A 'TRIM results' section follows, showing email routing review entries for Franchise Law Journal, Alternative Law Journal, and Law Institute Journal. The interface concludes with a link to 'See more TRIM results' and a section for 'Databases provided by the library'.

Above: A set of Enterprise search results searching across all of the collections.

