

Mining Technology (Information Integration)

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Abstract

In office environments, digital information sources such as reports, meeting minutes, and application data such as scheduler information are not always integrated to be used cross-sectionally. To solve the problem, we developed a mining technology that integrates heterogeneous in-house information sources and visualizes relationships of objects from various points of view. This is made possible by creating metadata^(*1) based on Semantic Web^(*2) technology.

*1 Metadata: Data which annotates original data, allowing advanced searching

*2 Semantic Web: An activity by W3C to make Web understandable and able to be processed by software agents

Technology

- **Easy Metadata Creation:** Information extraction technology from various information sources (e.g. daily reports, technical documents, e-mails) and information mapping technology that relates various expressions of items realize easy metadata creation.
- **Searching and Visual Mining:** We developed a new metadata search technology for large amounts of accumulated metadata. With information visualization technology, its users can easily grasp the relationships and characteristics among objects in huge search results.
- **Integration in Common Vocabulary:** Fujitsu and Ricoh Co., Ltd jointly developed OKAR (Ontology for Knowledge Activity Resources), an open format for describing basic office activities such as Person, Role, Document, Event, etc.

Application Examples

- **Sales activity support:** Viewing companies maps from sources such as sales reports and transaction history, salesperson can easily grasp the hidden relationships around their customers and improve their sales activities. (The system is used in a regional bank from January 2008.)
- **Human Resource Management:** Project managers can locate appropriate engineers from a human network of experts created through sources like technical information, meeting history, and related documents.

