

Case study

US Department of State powers their intranet search with Autonomy IDOL



Case study

Read how the US Department of State implemented HP Autonomy's IDOL (Intelligent Data Operating Layer) platform into their intranet to increase search speed and effectiveness, and improve data sharing.

Industry

Government

Objective

Push data boundaries to improve data sharing between diplomatic resources located both in Washington and around the world.

Approach

Implement a technology platform that would make content searchable and allow for sharing of content between divisions of the Department.

Implementation highlights

- MicroLink, an HP Autonomy company, provided architecture, integration, and software development services to implement advanced data aggregation and search capabilities for the iNet and other intranet sites, built on Autonomy IDOL
- Indexed data indexed included Html, PDF, MS Word, MS PowerPoint, MS Excel, and SharePoint sites

Business benefits

- Deliver basic and advanced search for the State Department iNET portal
- Indexed over 500 Intranet, OpenNet, and extranet sites
- Enhanced indexes, restructured data sources in IDOL Server and QuickLinks to allow fast access to specific data sources on the local intranet



The US Department of State employs over 22,000 people in more than 300 locations around the world. The Department manages all diplomatic relationships, issues passports, supervises over 250 embassies, and employs an additional 30,000 foreign nationals in their home countries.

The Office of eDiplomacy, within the State Department combines the expertise and experience of Foreign and Civil Service Officers and contract professionals and is divided into two branches: the Diplomatic Innovation Division and the Customer Liaison Division. Within these groups, initiatives around information sharing have been growing quickly and include: diplomatic wiki (Diplopedia) online communities of interest, a new idea suggestion system called The Sounding Board, and internal social networking tools.

As all of these repositories were created and populated with content, resulting in the Department of State intranet growing to a vast set of sites, tools, data sources, and applications spread out over 100 countries—all of which needed to be searchable. Ultimately, the end users, Diplomats, Embassy Staff, and Diplomatic Security had to visit numerous sites and conduct local searches to find information, which was time-consuming, ineffective, and unresponsive.

In 2004, The State Department selected the Autonomy IDOL server as the enterprise knowledge management application for aggregating and managing all intranet data. In the initial phase, over 500 internal and external sites were indexed, data was restructured, indexes were enhanced, and the Basic and Advanced Search functionality was implemented. Over time, HP partner MicroLink has provided architecture, integration, and software development services to the Department to implement advanced data aggregation and advanced search capabilities, including agents, clustering, and categories. The project has since grown in scope, and MicroLink is now responsible for all search-related development within the eDiplomacy office, from gathering user feedback to design and implementation of both UI and backends.



Customer solution at a glance

Application

- Basic and advanced searches
- Conceptual searches
- Hyperlinking
- Summarization

Software

- Autonomy IDOL Server



About HP Autonomy

HP Autonomy is a global leader in software that processes human information, or unstructured data, including social media, email, video, audio, text and web pages, and more. HP Autonomy's powerful management and analytic tools for structured information together with its ability to extract meaning in real time from all forms of information, regardless of format, is a powerful tool for companies seeking to get the most out of their data. HP Autonomy's product portfolio helps power companies through enterprise search analytics, business process management and OEM operations. HP Autonomy also offers information governance solutions in areas such as eDiscovery, content management and compliance, as well as marketing solutions that help companies grow revenue, such as web content management, online marketing optimization and rich media management.

Please visit autonomy.com to find out more.

About MicroLink, an HP Autonomy company

MicroLink, an HP Autonomy company, helps government and business leaders turn a superabundance of information into actionable intelligence. We help clients better discover, manage, and govern information across disparate systems, sources and data types — while significantly reducing operational costs.

Please visit microlinkllc.com to find out more.

Sign up for updates
hp.com/go/getupdated



Share with colleagues

Copyright © 2013, 2015 HP Autonomy. All rights reserved. Other trademarks are registered trademarks and the properties of their respective owners. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions.

4AA5-9199ENW, June 2015

