

**Business  
Solution**

**Enterprise  
Search**

**Product**

**AMI Enterprise  
Discovery**

## Context

UNESCO was founded in 1945 and is an agency of the United Nations specialising in the fields of Education, Science, Culture and Communication. UNESCO functions as a laboratory of ideas and a standard-setter to forge universal agreements on emerging ethical issues.

The Organisation also serves as a clearinghouse for the dissemination and sharing of information promoting international co-operation among its Member States with particular focus on;

- Education for all, elimination of illiteracy, higher education and schools association.
- Man an the Environment, Water, Renewable Energy.
- Human Rights, Ethics and the management of social transformations.
- Protection of the world's cultural and natural inheritance, safeguard campaigns, global alliance for cultural diversity. Silk Road, Slave Road.
- World history, Information highways, Expert Organisations.

Organised across 22 offices worldwide, UNESCO employs 2150 officials from its 190 member states. The languages employed are English and French.

## UNESCO Knowledge Portal project

The UNESCO Knowledge Portal project ([www.unesco.org](http://www.unesco.org)) has the following objectives:

*Distribution of UNESCO 'products':*

- Official documents relating to its activities, programs and projects.
- Documents and publications in its fields of competence.

*Serve as a 'knowledge broker' of information and people networks :*

- In relation to collection, consolidation and distribution
- Establishment and use of standard formats, and means of information exchange.

Provide the necessary mechanisms to facilitate joint working:

- With member state Governments and the general public.
- With UNESCO partners and other United Nations agencies.

The development of the Portal aims to meet requirements very specific to UNESCO given its multicultural framework and the number of important sources that contribute to its knowledgebase.

These requirements are focused in three particular areas :

*The Content :*

- Federate across multiple information sources and ensure access to all information on the site, regardless of its source type or location. Support multi-language and standards (PDF, XML)
- Allow collaborative working via its files servers regarding `news' and discussion groups, `workflows', and access to various applications.

*The Tools :*

- Manage the content dynamically (index, classify, distribute): Simplify the CMS
- Provide storage, classification: XML reference framework, multilingual thesaurus
- Provide an enterprise search capability: AMI Enterprise Discovery

*The Organisation :*

- Editor-in-Chief , network of Editors, Web Administrators and Researchers
- Standard procedures for the creation of electronic documents that can also be distributed in paper form.
- Users: Research via the Internet, collaborative working via the Intranet, Extranet with the United Nations and other partners.

## **Making Content accessible on the UNESCO Portal**

The implementation of AMI Enterprise Discovery as the Portal search engine allows ready access to all relevant content using, as a starting point, the possibility of a user being a first time visitor and assumes no prior search expertise or knowledge of how information within the Portal is structured.

It is therefore about a federated approach which offers a universal vision of all the information by questioning all the various sources wherever they may reside within the Organisation.

With this in mind, UNESCO found themselves directed towards choosing a solution that allowed questions to be put in free text having proved that search engines more heavily reliant on Boolean operators and simple key words were of limited value to the general public. This objective was accompanied by the requirement for an automated solution that did not require any additional application, maintenance or management of complex external resources, (linguistic applications dictionaries, etc.).

A second deciding factor was that of multilingualism since the site had to provide the ability to submit and understand questions put in either English, French, or Spanish, the user having the ability to choose their preferred language. AMI Enterprise Discovery automatically detects the language of questioning being used.

Lastly, the way in which UNESCO is organised naturally led to a structuring of the content aligned with its principal activities and a search capability which can be targeted specifically towards one of the following topics: Education, Communication and Information, Culture, Social and Human Sciences or Natural science.

In addition, it is possible to specify the type of document sought: articles, reports, press releases etc, and in return, the results are presented in the form of lists where a summary of the document is also proposed to the user under the title of the document.

Taking into account UNESCO's responsibilities as an organisation and the need to ensure a permanent service without interruption, the indexing process is assured as a result of an automatic synchronisation process which updates the indexes every fifteen minutes.

This process guarantees the fifteen Webmasters who produce content for the Portal daily that new information will be immediately visible without them having to worry about additional process management problems.

Currently, the Portal receives 1 million visitors a month