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Search for Search

Doug Cornelius
Knowledge Management Attorney
Senior Real Estate Attorney

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Technology

- Interwoven/iManage Document Management System (7 million docs)

- Sharepoint based Intranet

- Custom Matters Database

- InterAction contact management system

- Outlook/Exchange

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User Requirements for Search

Google™

- Single Text Box

- Results based on relevancy

- Search terms shown in context

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Types of Document Searches

- Fetch

- Recall

- Research

- Precedent

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Fetch

- Example: Entering a document ID number

- User knows the document exists

- User has a very specific document reference

- User expects an immediate display of results

- User expects one document to be returned

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Recall

- Examples: recently edited documents, all the documents for a particular case

- User knows the document exists

- User has some specific information about the document

- User expects a limited list of results

- User expects fast results

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Research

- Example: Search for information on "arms dealing"
- User may or may not know if a document exists
- User search is based on keywords expected in the document
- Results by relevancy

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Precedent

- Example: "purchase and sale agreement for a retail shopping center in Florida"

- User searching for a model document

- Important characteristics about the document may not be in the text of the document or the metadata of document
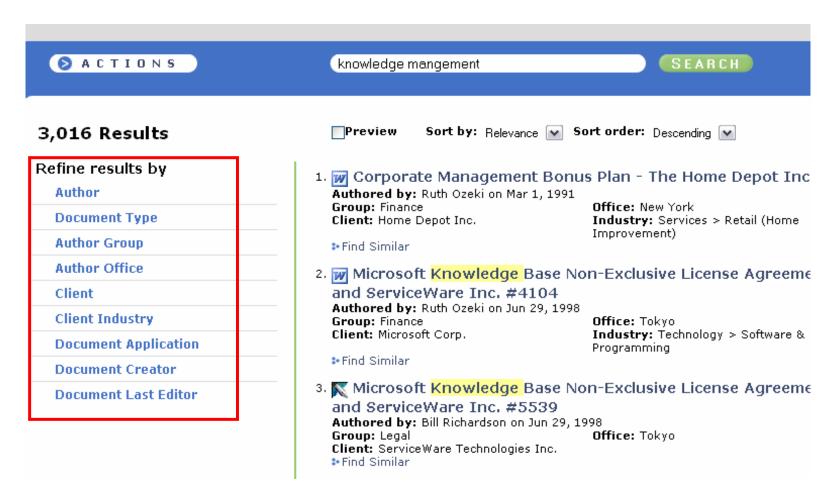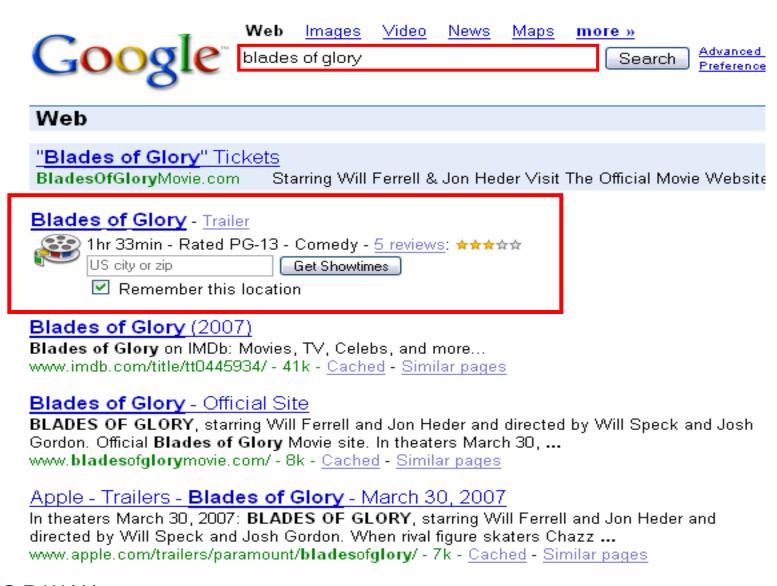
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Non-Document Searches

- Internal Expertise

- External Expertise

- Who Knows Who

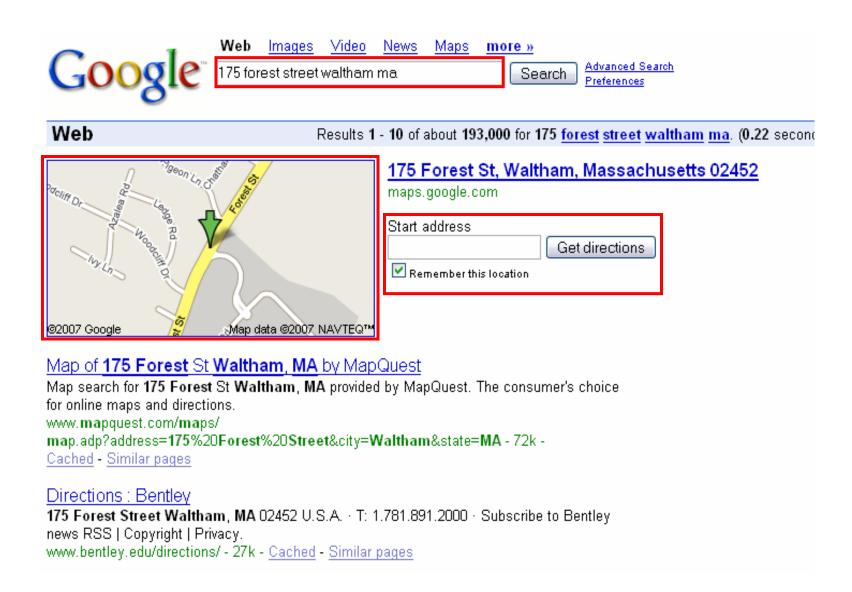- Case Information

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Single Text Box

- Can it deliver results to all of the different document searches in a meaningful way?

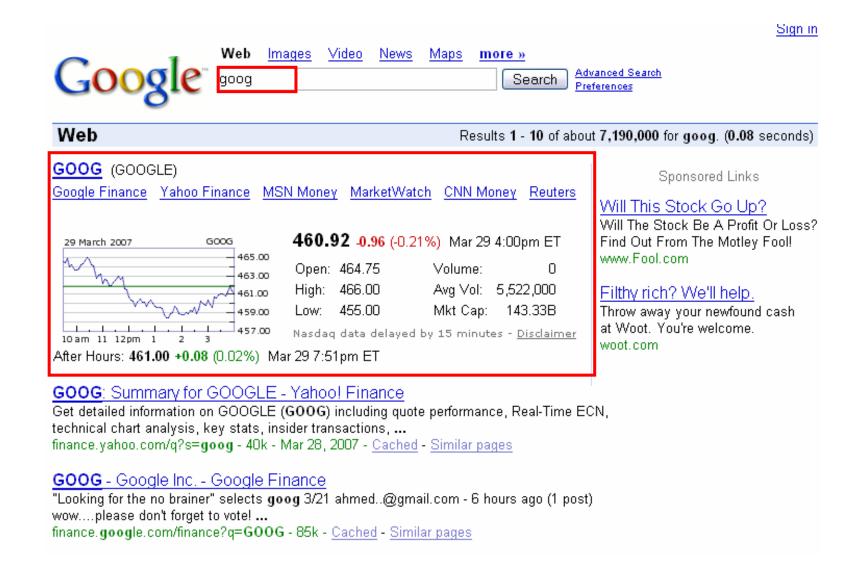- Can it deliver meaningful results for non-document searches?

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Faceted Search Results

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Web   Results **1 - 10** of about **7,190,000** for **goog**. (0.08 seconds)

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29 March 2007   GOOG   **460.92** -0.96 (-0.21%) Mar 29 4:00pm ET

465.00   Open: 464.75   Volume: 0
463.00   High: 466.00   Avg Vol: 5,522,000
461.00   Low: 455.00   Mkt Cap: 143.33B
459.00
457.00   Nasdaq data delayed by 15 minutes - Disclaimer
10 am 11 12pm 1   2   3
After Hours: **461.00** **+0.08** (0.02%) Mar 29 7:51pm ET

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Where Are We in Our Search?

- **Recommind**
  See: http://www.mofo.com/answerbase

- **Sharepoint 2007**
  See: http://kmpipeline.blogspot.com/ 2007/03/faceted-search-is-coming-for-sharepoint.html

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Doug Cornelius

Tel: 617.570.1859
Email: dcornelius@goodwinprocter.com
Blog: KMSpace.blogspot.com