

Smart Services for Public Authorities

Public Administration Support

In cooperation with the IT Service Center Berlin (ITDZ Berlin), the DAI-Labor is developing an electronic assistant which supports the administrative staff in its daily search for information. The aim is to enhance the information assistant in a way that a system is implemented which supports IT users in the questioning of technical as well as expert issues. Furthermore it makes the use of administrative applications easier and more efficient. After the completion of the project the product development has the highest priority.

Personal Information Assistant

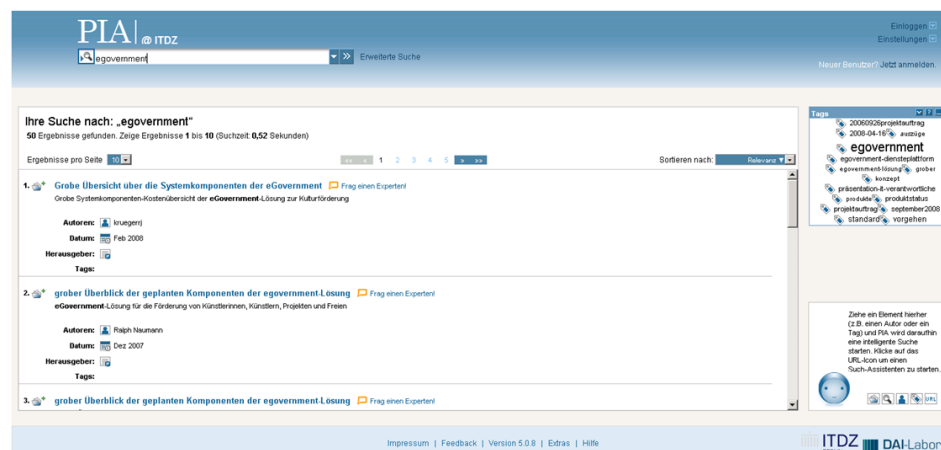
In administration the quality of decisions and the working of operating procedures often depend fundamentally on how well and how quickly relevant information can be accessed. Therefore it is crucial for employees to find the latest information in the shortest possible time and to be informed about changes of situations and documents. It is equally important to ensure that knowledge is documented in a written form and that relevant knowledge sources can be found quickly.

To gain access to all relevant information, wherever located, we have developed a Personal Information Assistant. In its simplest type of use it is like a search engine. Users can search for information and can then navigate through a result list that contains relevant documents from the intranet.

The main task of the information assistant goes far beyond the function of a search engine. Since in a work area of an administra-

tive staff there is often a continuous need for information, it is possible to save searches, so one is informed about what has happened in his personal work area quickly and without re-entering a search query. Alternatively, a newsletter informs about new results of such a search.

Once found, relevant documents can be stored in personal folders. These folders can be created and structured by the user and thus enable the recovery of the distributed information in one place. If such documents are processed or deleted by other persons there is the opportunity of getting informed by e-mail.



The DAI-Labor currently researches methods for deriving expert profiles from indexed data, i.e. data that has been made keyword searchable. Following the assumption that employees know about the matter they have written about in documents, current knowledge profiles will be created. These profiles are used to assess who might know the answer to a question. If the person can give an answer, question and answer are stored so that in future they can be found using regular search.

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