

Knowledge Management and Human Language: Crossing the Chasm

Hamish Cunningham, Kalina Bontcheva, Yaoyong Li
hamish@dcs.shef.ac.uk; kalina@dcs.shef.ac.uk; yaoyong@dcs.shef.ac.uk
<http://gate.ac.uk/>

25th April 2005

Abstract

Purpose: To facilitate the adoption of recent developments in human language technology as part of next-generation knowledge management products.

Design: The paper starts off by describing application scenarios, then provides a high-level introduction to human language technology (more specifically information extraction), discusses how these tools are applied in practical settings, and provides a concrete example.

Findings: Provides a detailed discussion on when and how human language technology can be applied to knowledge management, including performance evaluation and ease of adoption.

Value: This paper addresses the problem of how to bridge the gap between the need for semantic-based knowledge management on one hand and the predominantly unstructured, textual nature of corporate data.