The Impact of Information Quality on Successful Enterprise Search Implementation
Introduction – Agnes Molnar

Clients & speaking in 30+ countries

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The Case Study

• Financial Organization with offices in 48 countries

• The Project: Enterprise Search implementation in Microsoft 365
The Project

Scoping Workshops and Interviews → Implementation Plan → Implementation in Iterative Phases
Scoping Workshops – Main Conclusion

- Missing metadata
- Inconsistent information architecture
- Inconsistent metadata
- + Use of four languages...
WHY DO WE NEED METADATA?
Taxonomy

VOCA/BULARY
A controlled set of tags / category labels

CLASSIFICATION
Used to connect related resources to each other, even if they are described with differing language

MAP
Used to organise information resources so they can be explored

Makes Search smarter!!
FIND + DISCOVER

Source: Straits Knowledge
Thank You!

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