Mining and Analyzing the Enterprise Knowledge Graph

Ido Guy
IBM Research-Haifa
ido@il.ibm.com

ABSTRACT

Today's enterprises hold ever-growing amounts of public data, stemming from different organizational systems, such as development environments, CRM systems, business intelligence systems, and enterprise social media. This data unlocks rich and diverse information about entities, people, terms, and the relationships among them. A lot of insight can be gained through analyzing this knowledge graph, both by individual employees and by the organization as a whole. In this talk, I will review recent work done by the Social Technologies & Analytics group at IBM Research-Haifa to mine these relationships, represent them in a generalized model, and use the model for different aims within the enterprise, including social search [5], expertise location [1], social recommendation [2, 3], and network analysis [4].

Categories and Subject Descriptors

H.3.4 Systems and software – *Information networks,*

Keywords

Enterprise, knowledge graph, social business, social media

BIO

Ido Guy is a senior technical staff member and manager of the Social Technologies and Analytics group at the IBM Haifa Research Lab, to which he joined in 2000. The group develops and studies Web 2.0 and social media technologies, in which people play a central role. The group's current activities focus on the areas of Enterprise Social Analytics, Social Business Processes, and Crowd Computing. In 2010, Ido received an IBM Corporate Award for his contribution to making IBM a market leader in Enterprise Social Software. Ido is a co-author of over 35 peer-reviewed conference and journal papers, mostly focusing on the study of social media, especially on social network mining and analysis and social recommender systems. He serves on the organizing committee and as a senior PC member in conferences such as ACM RecSys, CHI, CSCW, and AAAI ICWSM, and was the program co-chair of the ACM RecSys 2012 conference.

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