



提高生產力的SharePoint 企業搜尋

游家德 Jade Freeman

群智信息/敦群數位 資深架構顧問

Agenda

- ❖ 搜尋對企業的需求方案關係
- ❖ 微軟全面性的搜尋方案及應用價值
- ❖ Enterprise Search的基本架構
- ❖ Microsoft Search Solution物件模型與客製開發
- ❖ Microsoft Search Solution應用與案例
- ❖ Q&A

您的企業有下列狀況 就考慮導入搜尋方案創造生產力

- 每人每天會花10 分鐘在找企業所需文件,且還可能找不到!
- 整合的資料大都雜亂無章，分別以不同的格式存放在不同的系統中
- 企業與組織為了更有效率掌握網路上的情報，例如各類市場與技術研究報告、競爭對手資訊
- 文管或知識管理的架構是跨國性儲存，需要各地均有Search中心相互支援找到文件

Microsoft對企業搜尋的願景

*Enterprise search will change the way **people interact with information***



Search
will be
everywhere

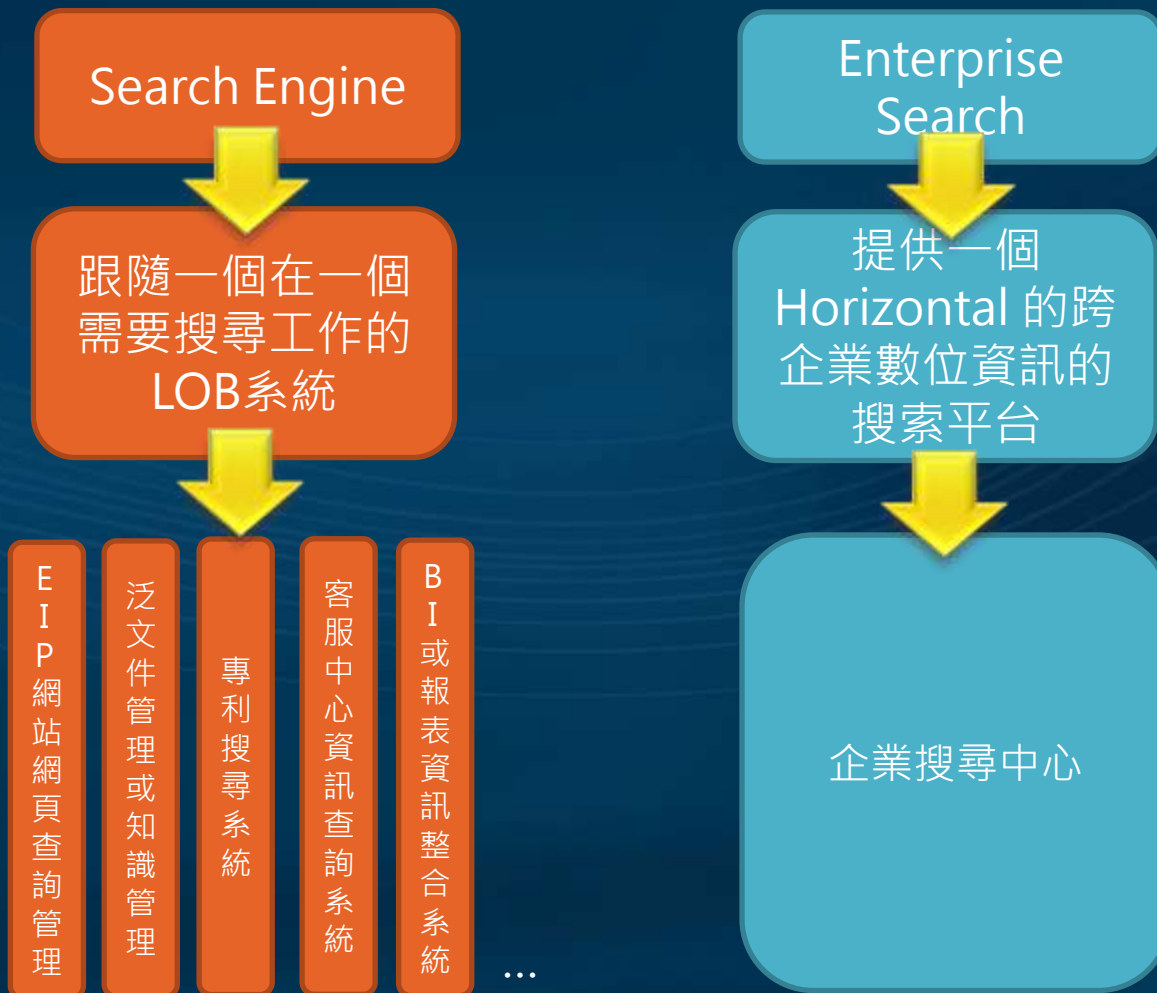


Search will
enable unique
user experiences



Search will
change the way
people do
business

搜尋的方案應用領域



企業對現行資訊或文件尋找的挑戰



網際網路搜尋

桌面或個人電腦
內容搜尋

企業內部的文件及資料
內容搜尋

搜尋企業之外
的全球資訊

搜尋個人電腦內
的
文件檔案資訊

搜尋企業內的各項
文件,LOB資料庫等
全球資訊

企業搜尋方案與資訊或文件尋找的挑戰

- ❖ 大量的資料,文件的儲存,資料的產生通常存於不同的系統
- ❖ 資料或文件的找尋需要跨不同的資料庫
- ❖ 期望能夠迅速,正確的找到貼近找尋者所想要到的
- ❖ 搜尋能夠結合權限安全

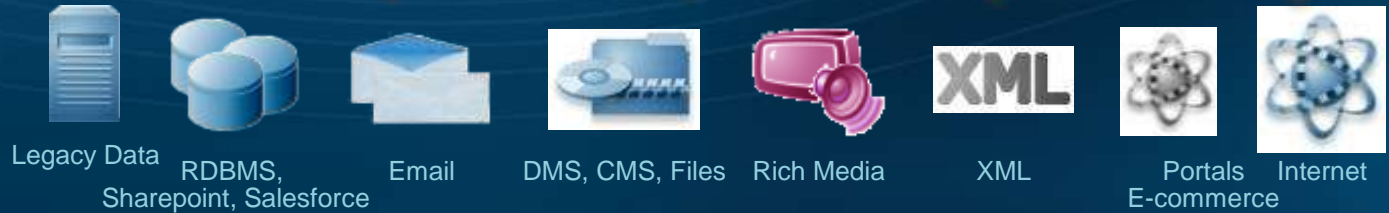


過往的企業尋找資訊或文件方式

LOB系統或
應用程式



資訊來源



以企業搜尋平台為創新尋找資訊方式



LOB系統或
應用程式



資訊來源

Structured, Semi-Structured, & Unstructured

Openly Public through Highly Secure

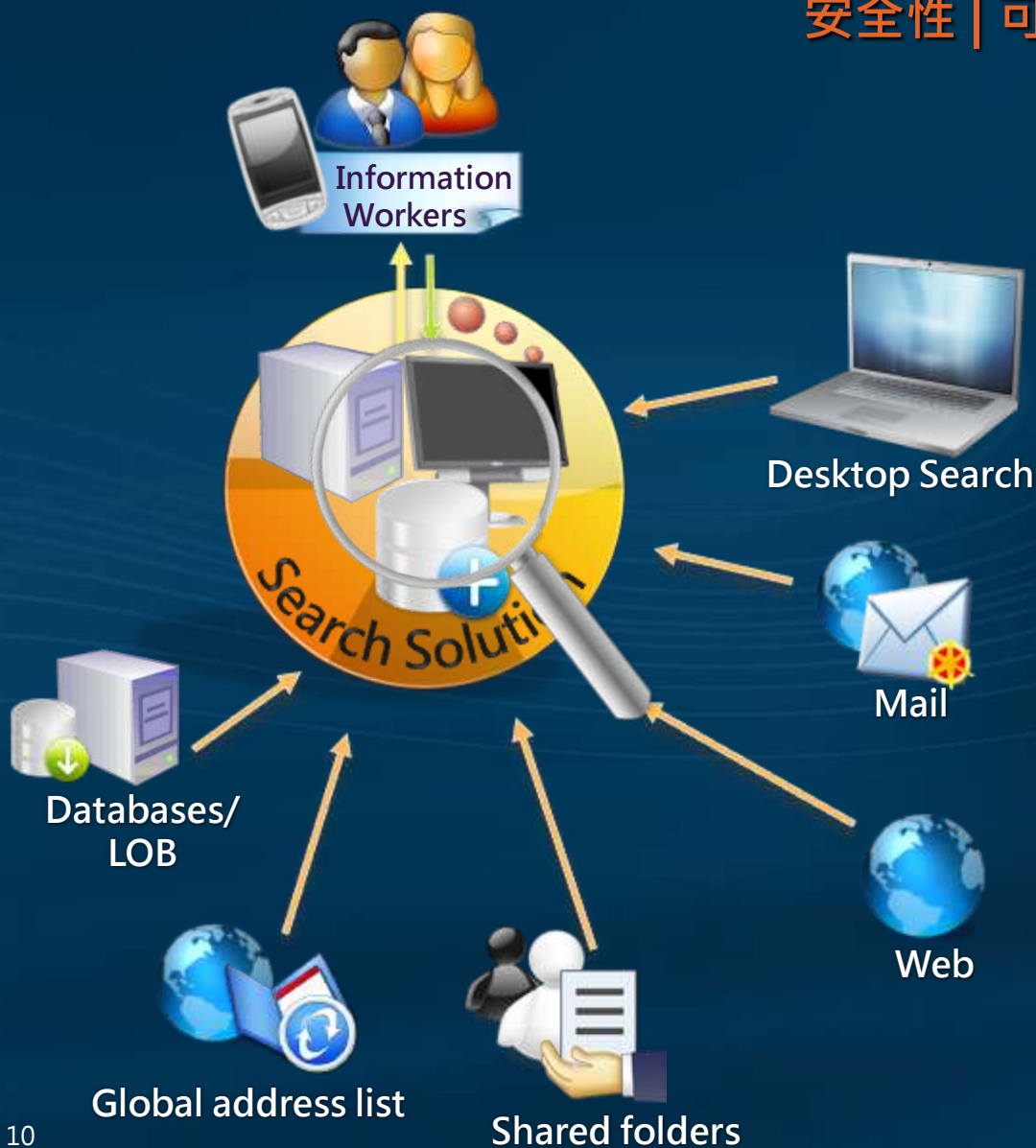
Wide Range of Formats, Media, and Sources

Rapidly changing and growing



企業搜尋平台整合重點經驗

安全性 | 可延伸性 | 提供白箱的管理 |



企業導入 Enterprise Search 的利益在那?

- 價格親近,建置容易
- 企業節省時間增加生產力
- 可以整合現在企業在使用的MOSS及Office前端
- 搜尋結果可以整合企業使用者的權限,分類顯示
- 可整合在其它的應用 application

Enterprise Search的企業，主要分成下列幾種類型：

- 內部文件庫查詢：
- 異質資料整合查詢
- 整合組織內眾多資訊系統內部的資料，提供使用者一站式搜尋的服務 (One-stop search service)
- 巨量資料庫查詢
- 外部情報蒐集

建立企業搜尋中心 改變企業未來



搜尋是企業未來的
重要系統

運用企業搜尋,將搜
尋結果更有意義

創新的使用者經驗

Microsoft
Search Server 2008
Express

Microsoft
Office SharePoint Server 2007

優異的企業搜尋入口網站

建立一個嶄新的資訊取得經驗

強化企業知識內容的高度使用

處理最為複雜嚴苛的搜尋要求

"Search is the hidden mission-critical app. Good search makes things work. High-end search makes it great."



Microsoft對於企業搜尋的產品線

By choosing best-in-class technologies

Microsoft®

Search Server 2008
Express

Enterprise search
available as a free
download



Microsoft®

Office SharePoint
Server 2007

Enterprise search
tightly integrated with
a business productivity
infrastructure

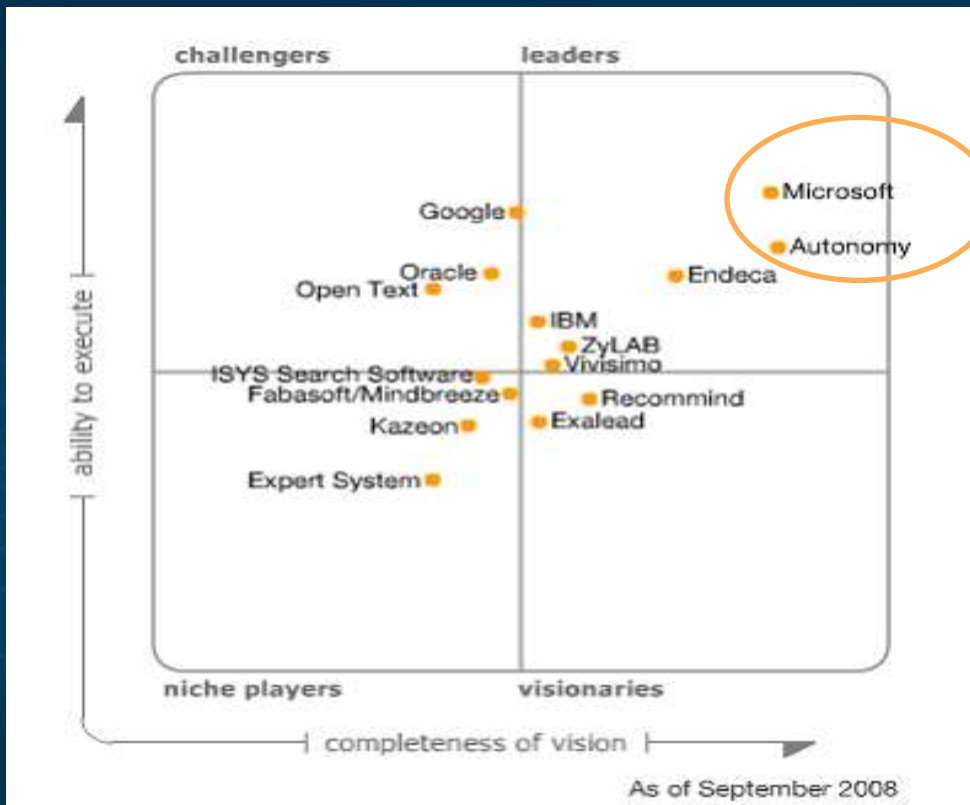
fast ESP®

Best-in-class
enterprise search
for the most
demanding
applications

Flexible options and control across

- ▶ Scale
- ▶ Performance
- ▶ Reporting
- ▶ Architecture
- ▶ Content sources
- ▶ Data
- ▶ connectivity
- ▶ Relevance
- ▶ User
- ▶ experiences

微軟在搜尋技術不斷前進



Microsoft. Microsoft released Search Server in March 2008 with strong GUI-based administration, reporting, security, and customization capabilities.

Forrester Wave: The Enterprise Wave Q2, 2008

Sharepoint Search 與 FAST ESP 產品功能與支援

- 支援多種整合不同資料源
 - 檔案伺服器(File Server)
 - Office SharePoint Server 2003-2007
 - Mail Server
 - Exchange 2000-2007
 - Notes R4.6-6
 - Database
 - SQL 2000-2008
 - Oracle 9-11
 - DB2 9.5
 - DB maker 5
 - Internet
 - HTML、PHP、ASP、ASPX、JSP、CFM
- 支援多種檔案格式
 - IFilter : .docx、.docm、.pptx、.pptm、.xlsx、.xlsm、.xlsb、.zip、.one、.vdx、.vsd、.vss、.vst、.vdx、.vsx 和 .vtx。
 - IFilter shop: CHM,DWF,RAR,SHTML

語言支援 中文特殊支援 basistech

- 70+ multi-language support
- 中文同音功能
- 中文同形容錯功能
- 中文同音功能

智慧型排序

- 依使用者所輸入的關鍵字，計算出每項搜尋結果的相關程度，並依其排序。

建議詞與概念延伸詞

- 從已建立索引的資料中找出相關詞，或與關鍵字同音、同義的詞，顯示在搜尋結果旁；

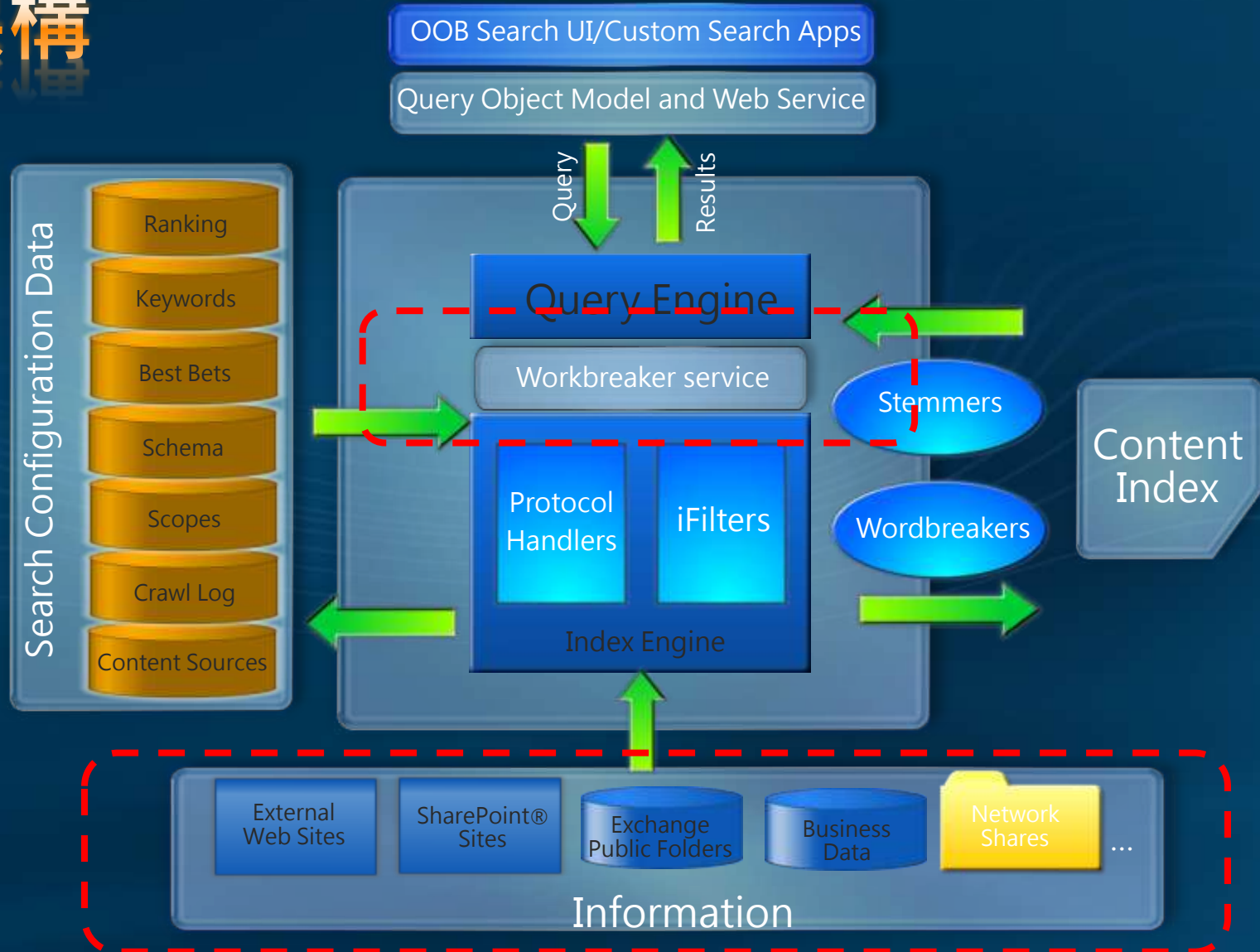
中文處理 – FAST 跟 Google 都 OEM Basis Technology (www.basistech.com/customers)

BASIS TECHNOLOGY partial list of customers

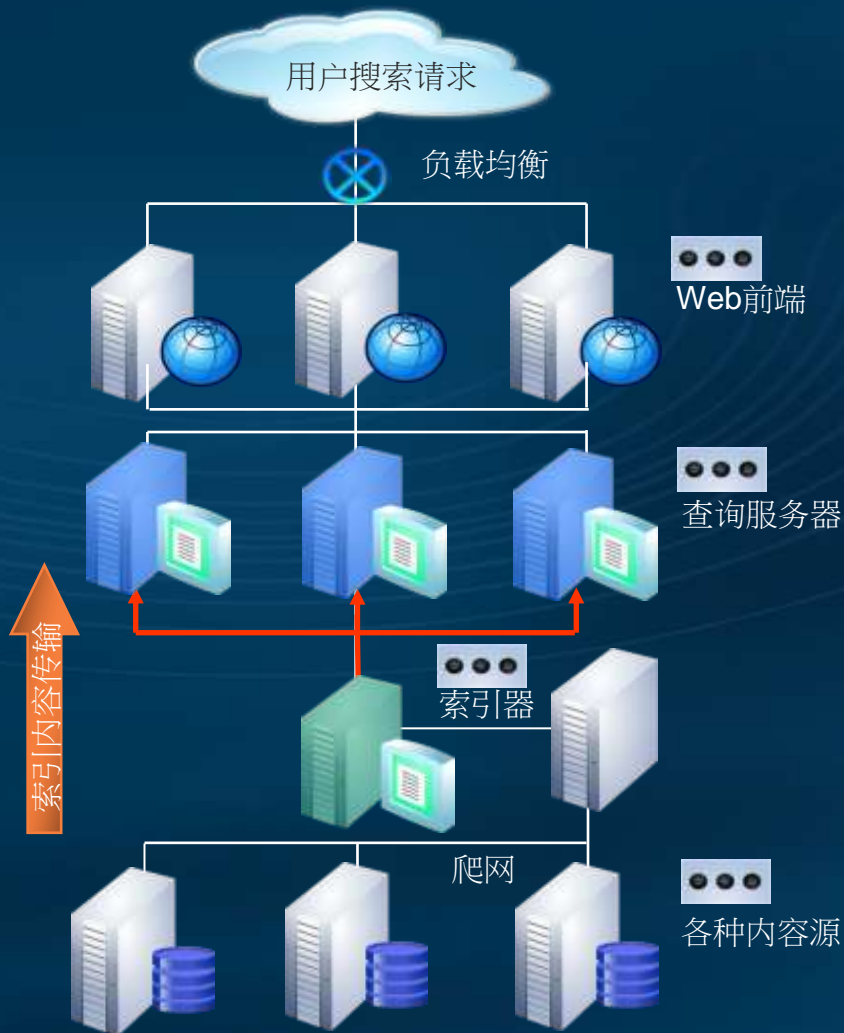


MOSS Search / Search Server 系統

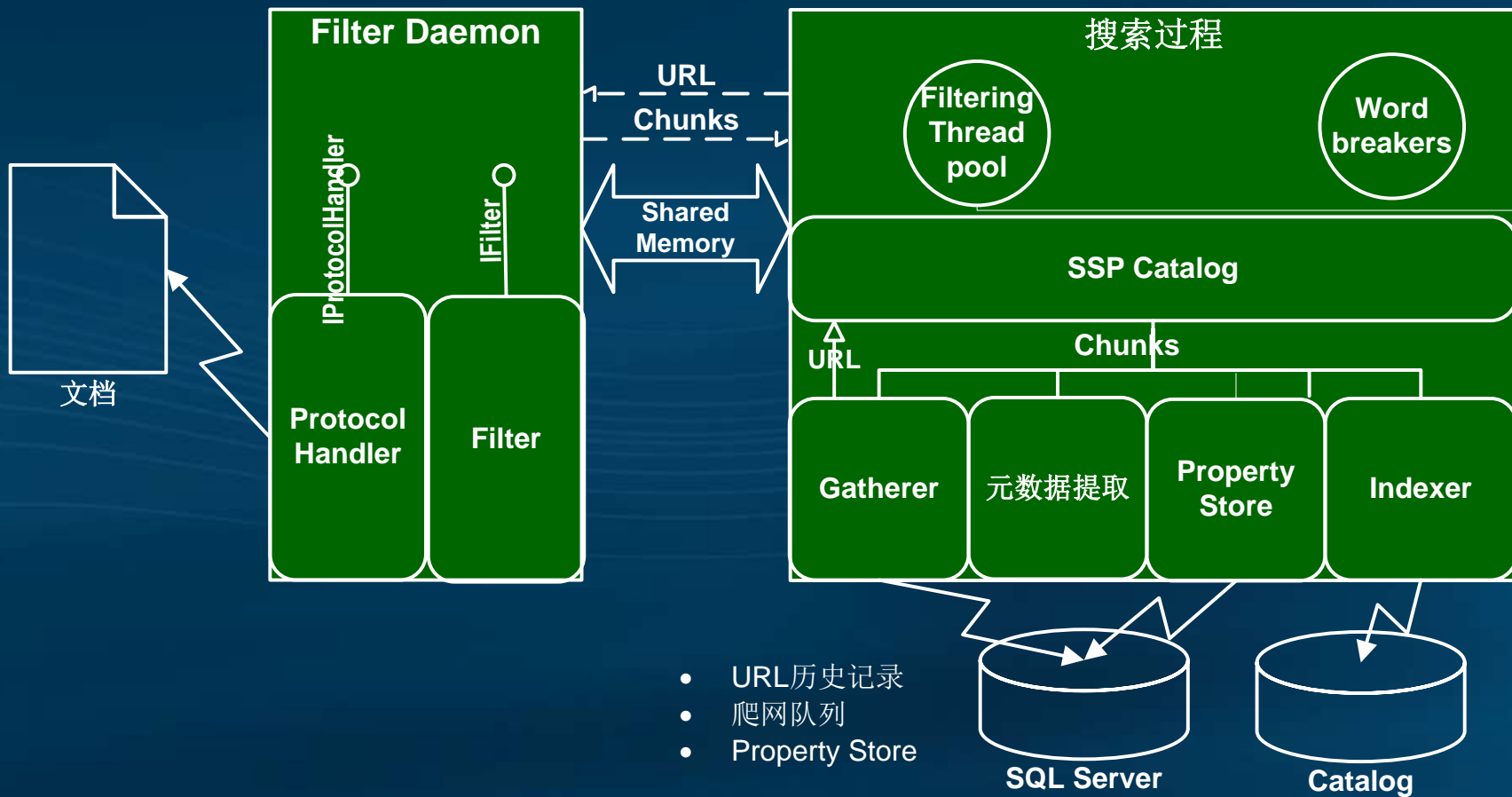
架構



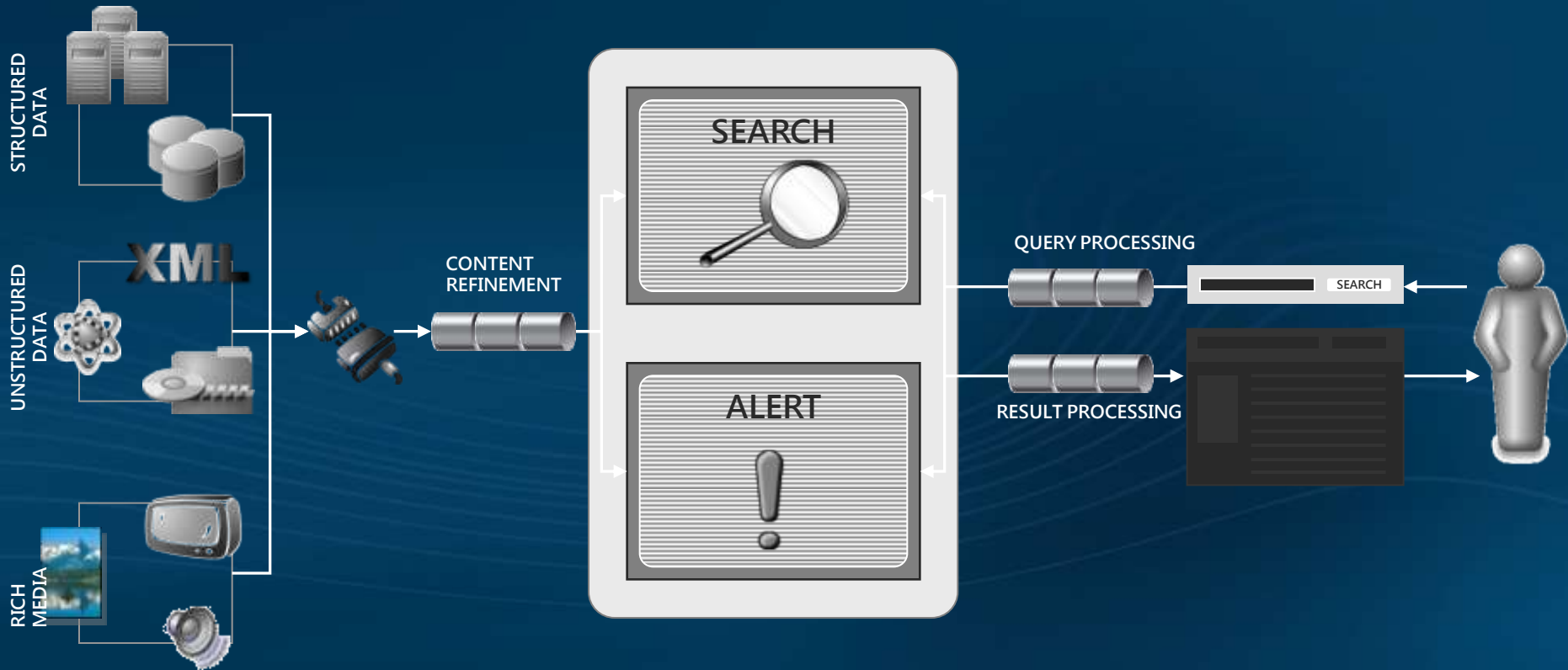
MOSS Search 伺服器拓樸(範例)



MOSS Search索引編製作業



FAST ESP Architecture



COLLECTIONS

CONNECTOR
S

REFINEMENT

SEARCH & ALERT ENGINES

PROCESSING

SEARCH PROFILE

USER

SEARCH & ADMINISTRATION MANAGEMENT

企業搜尋的重要關鍵概念

- Index / Indexing Service 索引
- Word Breaker 斷字
- Query Service 查詢
- Security Trimmer 權限過濾

搜尋客製化-無需程式開發

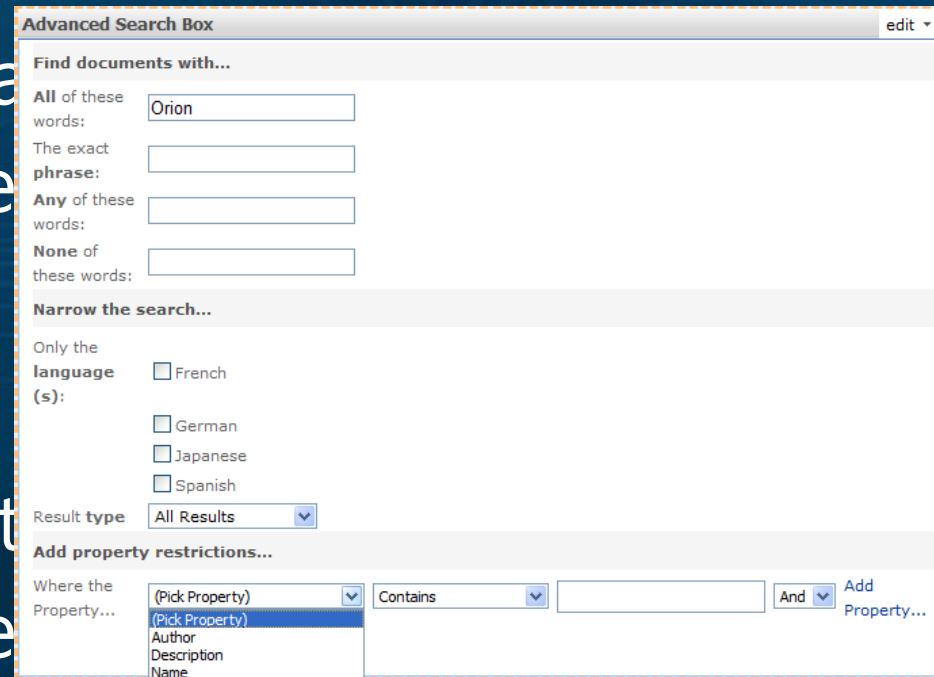
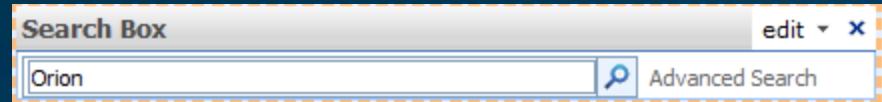
- 搜尋欄位自定義
- 搜尋結果頁自定義
 - 網頁組件應用
 - XML/XSLT 調整

內建搜尋網頁組件

- Search Web Parts
 - Search Box / Advanced Search
 - Search Summary
 - Search Statistics
 - Search Paging
 - Search Actions
 - Search Best Bets / High Confidence Results
 - Search Results
- Search Tab Pages

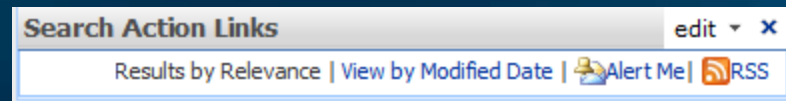
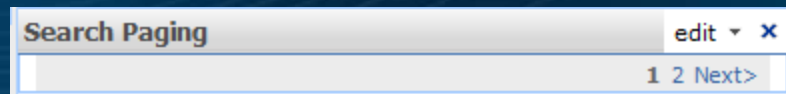
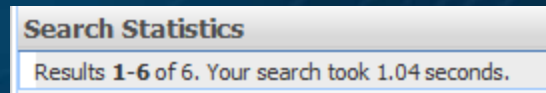
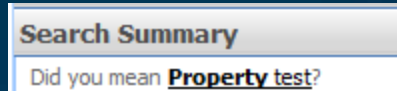
查詢網頁組建

- Search Box
 - Scope options
 - Additional query terms
 - Advanced Search Page
 - Search Results Page
- Advanced Search
 - Input types
 - Properties (metadata)
 - Search Results Page



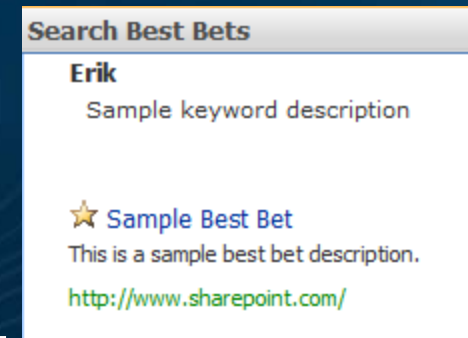
搜尋效能/工具網頁組件

- Search Summary
 - “Did you mean”
 - “You searched for”
- Search Statistics
- Search Paging
 - Next / Prev Text
 - Next / Prev Images
- Search Action Links
 - Determine what links to display



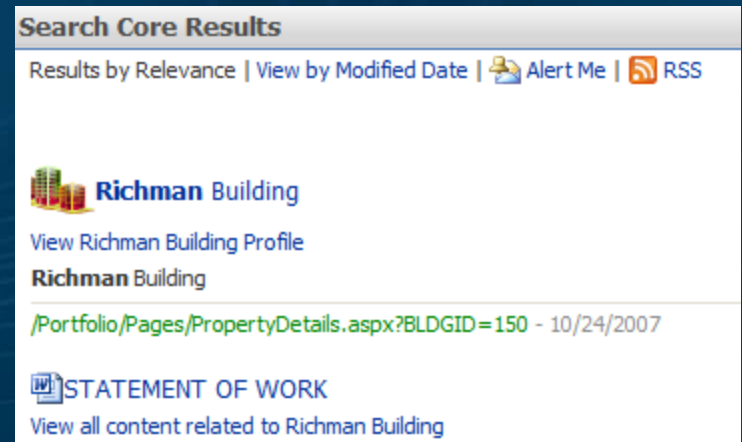
最佳首選及核心信賴結果網頁組件

- Same web part, different configuration
- XSLT for display
- Show Keywords?
- Show Best Bets?
- Show High Confidence Matches
- Best Bet Limit



核心搜尋結果

- Results per Page
- Enable removal of duplicates
- Enable stemming
- Selected Columns
- Configurable XSLT
- Scope



The screenshot displays a search results interface. At the top, it is titled "Search Core Results" and includes navigation options: "Results by Relevance", "View by Modified Date", "Alert Me" (with a bell icon), and "RSS" (with an RSS icon). The main content area features a result for "Richman Building", which includes a small icon of a building, the text "Richman Building", a link to "View Richman Building Profile", and a URL: "/Portfolio/Pages/PropertyDetails.aspx?BLDGID=150 - 10/24/2007". Below this, there is a section for "STATEMENT OF WORK" with a document icon and a link to "View all content related to Richman Building".

搜尋結果頁(範例)

MnSPUG Welcome DEMOSERV\Administrator | My Site | My Links |

Search

MnSPUG Document Center News Reports **Search** Sites Site Actions

All Sites People

collaborative Advanced Search

Results by Relevance | [View by Modified Date](#) | Alert Me | RSS

Results 1-5 of 5. Your search took 0.31 seconds.

Collaborative Solution
Collaborative Solution Proposal
<http://demoserv:8086/Docs/Documents/Collaborative Solution Prop - Synterqwest.doc> - 37KB - DEMOSERV\Administrator

Collaborative Environment Planning
WSS Proposal Smith Enter the text of your document here. The galleries for tables, headers & footers, lists, coverage pages, and other document building blocks may include additional items that are ...
<http://demoserv:8086/Docs/Documents/WSS V2 Proposal - Smith.doc> - 37KB - DEMOSERV\Administrator

Documents
Collaborative Solution Prop - Synterqwest ... Collaborative Solution ... Collaborative Environment Planning
<http://demoserv:8086/Docs/Documents/Forms/AllItems.aspx> - DEMOSERV\Administrator

Some Sample Proposal
Abstract This evaluation guide is designed to give you a solid understanding of the design goals and feature set for Microsoft® Office SharePoint® Server 2007 and a familiarity with the product implementation. ...
<http://demoserv:8086/Docs/Documents/Document 1.doc> - 1MB - DEMOSERV\Administrator

SharePoint and WSS
Abstract This evaluation guide is designed to give you a solid understanding of the design goals and feature set for Microsoft® Office SharePoint® Server 2007 and a familiarity with the product implementation.

Collaboration
A mutually beneficial well-defined relationship entered into by two or more organizations to achieve common goals. Collaboration is the process of various individuals, groups, or systems working together but at a significantly higher degree than through coordination or cooperation. Collaboration typically involves joint planning, shared resources, and joint resource management.

★ **Microsoft SharePoint Products and Technologies**
Using the combined collaboration features of Microsoft Windows SharePoint Services and Microsoft Office SharePoint Portal Server 2003, users in your organization can easily create, manage, and build their own collaborative Web sites and make them available.
<http://www.microsoft.com/sharepoint/def...>

★ **Windows SharePoint Services**
Now shipping as part of Windows Server 2003 R2 or available for download at no additional charge, Microsoft Windows SharePoint Services technology in Windows Server 2003 is an integrated portfolio of collaboration and communication services designed
<http://www.microsoft.com/technet/windo...>

如何利用XSLT調整核心查詢結果

DEMO

搜尋客製化-查詢語法與SDK

- 支援搜尋語法

- Keyword

- +/-
 - 双引号
 - Scope:TECHED Author:JadeFreeman

- URL

- k=,v=,s=,start=,a=

- SQL Syntax

- CONTAINS, LIKE, FREETEXT
 - ORDER BY
 - SCOPE
 - Metadata · Property

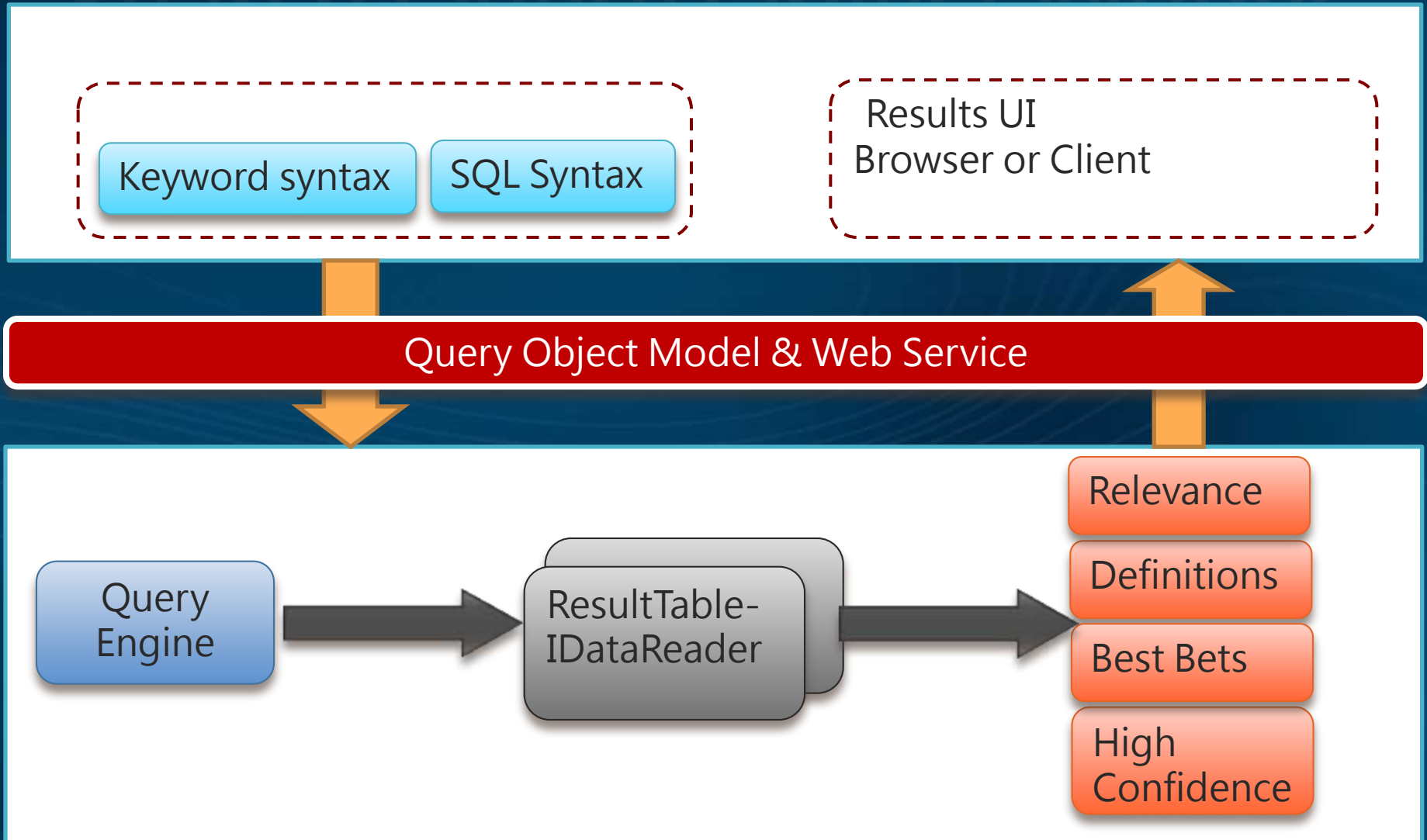
```
SELECT URL, Title, Description
FROM SCOPE() WHERE
"scope"='All Sites' AND
FREETEXT('gallery hinges') AND
SITE = "http://supportdesk"
AND NOT CONTAINS('brass')
```

搜尋客製化-查詢語法與SDK



- Microsoft.Office.Server.Search.dll
- Microsoft.Office.Server.Search.Query namespace

Search Query Object Model



Search Web Service

- Search.asmx
 - 同時支援Keyword Syntax以及SQL Syntax
 - Query Web Method
 - QueryEx Web Method
 - 提供其他呼叫方法，取得相關資訊
- Search Web Service = Research Web Service
- IE7 Search Provider

客製化 Trimmers

- Do something (typically trimming) before the results are shown to the user
 - Security trimming of search results
 - Trim based on business/context information
- *ISecurityTrimmer*Interface
- Registration via *stsadm* and the *RegisterSecurityTrimmer* option

搜尋SDK基本展示

DEMO

使用情境與案例



搜尋結果 客製化應用

SharePoint Portal collaboration Advanced Search

Refine Your Search ▾

- Size:
 - Medium (15)
 - Large (21)
- Product Line:
 - SharePoint 2001 (32)
 - Exchange 2003 (1)
 - ISA 2000 (1)
 - Office XP (1)
 - SharePoint 2003 (1)
- File Type:
 - PowerPoint (22)
 - Word (28)

Results by Relevance | View by Modified Date | |

Results 1-10 of about 116. Your search took 6.78 seconds. 1 2 3 4 5 Next >

Using Web Discussions with Microsoft SharePoint Portal Server 2001

Using Web Discussions with Microsoft SharePoint Server 2001 ... discussions with SharePoint Portal Server. ... Using Web Discussions with Microsoft SharePoint Portal Server 2001

Top 10 Most Relevant Pages: 9, 3, 10, 6, 7, 1, 4, 8, 5, 11

file:///web/product_line/webdiscuss.doc - 140KB - Microsoft Corporation

Microsoft Framework for Portals

... and flexible team collaboration product evaluated" SharePoint Portal Server 12 million seats in fir ... you want it to SharePoint Portal Server The flexible portal solution that lets you find, share and ... Enterprise Portal Single place that connects the organization Connected collaboration across the ent ...

file:///web/product_line/sps_mtaf_chris.ppt - 4MB - e-Business and SharePoint Marketing Teams

Microsoft Framework for Portals

Key Concepts: microsoft

Overview Portal Definition Infrastructure Today Scenarios Infrastructure Vision Roadmap Portal DefinNET platform Team Collaboration Enterprise Portal SharePoint: ... Enterprise Portal Single place that connects the organization Connected collaboration across the ent ...

file:///web/product_line/microsoft_portal_infrastructure.ppt - 2MB - e-Business and SharePoint Marketing Teams

Microsoft SharePoint Portal Server 2001

3 of 12



Using Web Discussions with Microsoft SharePoint Portal Server 2001

White Paper

Published: March 2001

For the latest information, please see <http://www.microsoft.com/sharepoint/portalserver.asp>

Introduction

This paper presents information about using Web discussions with Microsoft® SharePoint™ Portal Server 2001. It reviews the various deployment options and describes the known issues and solutions for implementing Web discussions with SharePoint Portal Server.

Overview of Web Discussions

By default, SharePoint Portal Server enables Web discussions for a workspace. If you disable Web discussions, users cannot use this feature to discuss documents. Users do not need to have the client components of SharePoint Portal Server installed to participate in discussions.

You can open Web discussions in multiple ways with SharePoint Portal Server. One way is to access the Microsoft Office Online Collaboration toolbar from the Discussion button in Microsoft Internet Explorer or in an Office application.

Tip To activate the Office Online Collaboration toolbar in Internet Explorer, on the View menu, point to Explorer Bar, and then click Discuss. To activate the Office Online Collaboration toolbar in an Office Application, on the Tools menu, point to Online Collaboration, and then click Web Discussions.

If you are not using Microsoft Office XP and Internet Explorer, the Discuss link under a document title on the dashboard site activates a different Web Discussion toolbar than the Office Online Collaboration toolbar. If you are using Office XP, the Discuss link activates the Office Online Collaboration toolbar.

The Office Online Collaboration toolbar and the Web Discussion toolbar may use different discussion servers, resulting in multiple discussions.

Which discussion server do I use?

It is important that you determine a strategy for choosing a discussion server before implementing Web discussions. Computers running SharePoint Portal Server are valid Web discussion servers. Consider the following conditions when

Office 整合企業搜尋

Microsoft Search Report.docx - Microsoft Word

常用 插入 版面配置 參考資料 郵件 校閱 檢視

ABC 拼字及文法檢查 參考資料 同義字 翻譯 簡繁轉簡 繁簡轉繁 簡繁轉換 中文簡繁轉換 新增註解 註解 追蹤修訂 註解方塊 追蹤 顯示完... 顯示標記 檢閱窗格 接受 拒絕 上一個 下一個 變更 比較 保護文件 保護

Of all of the capabilities of SharePoint, I thought I would start with the most common installation — as a corporate intranet. It is likely that we will need to discuss these elements of SharePoint as we go along, so this also gives us the opportunity to discuss these elements for future reference.

Before going into too much detail, I would like to point out that you can try the SharePoint framework (known as Windows SharePoint Services or WSS) for free. On Microsoft's Web site you can download a trial version of Virtual PC 2004 (or Windows XP VPC, you can install the Windows 2003 Evaluation Kit and the WSS add-on). This combination will give you 45 days to evaluate the setup.

Typical Intranet Features

For this article, I am assuming that a corporate intranet has a few standard features: company announcements, company events, a staff directory, and a repository for documents. Not surprisingly, WSS has these features built in to the default template called "Corporate Web Site". The template contains an Announcement list, an Events list, a Content list, and a document list called Shared Documents. The template also includes a picture gallery.

參考資料

搜尋目標:
產業分析

Enterprise Search Center

上一個 下一個

- Enterprise Search Center (1-7, 共 7)
 - 產業分析
 - <http://twms05:5168/TWM/DocLib/產業分析>
 - 產業分析.htm
 - <http://twms05:5168/TWM/DocLib/產業分析/產業分析.htm>
 - 產業策略評析：產業六力分析與產業互動模式
 - <http://twms05:5168/TWM/DocLib/產業分析/產業六力分析>
 - 搜尋中心 - CCWeb Search Center
 - <http://twms05:5168/SearchCenter/results.aspx>
 - TWM
 - <http://twms05:5168/TWM>
 - 年報_2007.pdf
 - file://twms05/sharefolder/年報_2007.pdf
 - TWM - 文件庫
 - <http://twms05:5168/TWM/DocLib/Forms/AllItems.aspx>
- 找不到嗎?

在 Office 服務商場取得服務
參考資料選項...

頁面: 1 / 4 字數: 1,205 中文(台灣) 插入 100%

使用OCS整合搜尋中心

Miss Q - 交談

檔案(F) 編輯(E) 執行(A) 工具(T) 說明(H)

參與者 (2)

- 蔡林鑫
- Miss Q

立即訊息

蔡林鑫 [上午 09:36]:
規章 出差

Miss Q [上午 09:36]:
<http://ascweb.itri.org.tw/regudoc1/00/00-0600019.doc>
本院人員赴特殊工作區出差加給準則，請參考上述網址

蔡林鑫 [上午 09:36]:
工研人 許昌仁

Miss Q [上午 09:36]:
許昌仁：TEL(16389) Email (c.jhsu@itri.org.tw)

A 字型(O) [emojis] 另存新檔(Y) 傳送(S)

上次接收訊息是在 2006/6/20 上午 09:36。

Miss Q - 交談

檔案(F) 編輯(E) 執行(A) 工具(T) 說明(H)

參與者 (2)

- 蔡林鑫
- Miss Q

立即訊息

蔡林鑫 [上午 09:38]:
專長 奈米

Miss Q [上午 09:38]:
<http://itriap3.itri.org.tw/perqry/yellowpa/web/QueryForm.aspx?empno=400296>
量 顯微檢測技術發展部(OR200) 鄭明傑(400296)

Miss Q [上午 09:38]:
<http://itriap3.itri.org.tw/perqry/yellowpa/web/QueryForm.aspx?empno=400584>
量 品質工程部(OE500) 曾仕君(400584)

Miss Q [上午 09:38]:
http://itriap3.itri.org.tw/perqry/yellowpa/web/sy_query.aspx
更多專長資料，請您參考工研院黃頁 專長查詢

A 字型(O) [emojis] 另存新檔(Y) 傳送(S)

上次接收訊息是在 2006/6/20 上午 09:38。

Miss Q, 蕭枝鴻, 郭家銘 - 交談

檔案(F) 編輯(E) 執行(A) 工具(T) 說明(H)

參與者 (4)

- 蔡林鑫
- Miss Q
- 蕭枝鴻
- 郭家銘

立即訊息

蔡林鑫 [上午 09:41]:
邀請 蕭枝鴻 郭家銘

蕭枝鴻 加入立即訊息交談。

郭家銘 加入立即訊息交談。

A 字型(O) [emojis] 另存新檔(Y) 傳送(S)

上次接收訊息是在 2006/6/20 上午 09:38。

Case Study: Winbond ESS

Microsoft

華邦電子以MOSS 2007 展現創新應用與管理效益的極致價值

「簡潔、創新、群效」的工作文化，是華邦電子極為看重的核心價值觀，因此，結合科技創新，並將之深植於公司的各項經營活動中，藉以達成公司願景目標，就成為華邦電子持續不懈的努力方向。

華邦電子在2008年11月將內部網站平台全面統一為外廠客戶Microsoft Office SharePoint Server (MOSS) 2007，透過此部門內向應用，才部門的網站基礎，以支持新的成長策略，提升了企業的工作效率，帶來了新的營運效益。

以簡潔升級應用提高價值

華邦電子產品事業在眾多市場中表現出色，「我們定期與客戶溝通並提供優質服務，是我們的宗旨」。為了獲得客戶滿意，管理層對銷售與服務，進行全面升級與MOSS 2007的應用。我們認為MOSS是SharePoint的核心，而通過MOSS 2007能夠實現升級計劃的第一步。

華邦電子在2008年6月開始進行MOSS 2007的部署，10月完成內部網站的升級作業，透過簡潔的用戶界面與新的功能，華邦電子在眾多市場已獲得客戶滿意，升級後的內部網站。

目前，華邦電子的內部網站系統已經，結合公司的設備與MOSS 2007的應用，針對性和MOSS 2007的應用，提高MOSS 2007的應用，提高電子內部的網站平台應用，提高MOSS 2007的應用，提高電子內部的網站平台應用。

強化使用者自主性，減輕IT工作負擔

升級後MOSS 2007之後，不論用戶是經理、客戶或員工均能輕鬆管理其內容與數據。華邦電子通過升級後的一項工作管理與數據。華邦電子的管理層，10月完成內部網站的升級作業，透過簡潔的用戶界面與新的功能，華邦電子在眾多市場已獲得客戶滿意，升級後的內部網站。

簡潔的工作，人員利用MOSS 2007的應用，提高電子內部的網站平台應用，提高MOSS 2007的應用，提高電子內部的網站平台應用。

Winbond 2007，提高電子內部的網站平台應用，提高MOSS 2007的應用，提高電子內部的網站平台應用。



新增功能提升使用效率，擴大應用範圍

除了新增功能外，MOSS 2007的應用，提高電子內部的網站平台應用，提高MOSS 2007的應用，提高電子內部的網站平台應用。

以簡潔平台實現無縫集成與應用

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建立了平台應用，10月完成內部網站的升級作業，透過簡潔的用戶界面與新的功能，華邦電子在眾多市場已獲得客戶滿意，升級後的內部網站。

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於站內資訊，但MOSS 2007的企業搜尋功能全面涵蓋企業及各部門網站、檔案伺服器、Exchange Server公告訊息，以及人員清單，使用者可快速且輕鬆地在三百多萬筆資料中找到所需資訊，解決因資料長期累積及難以交接所衍生的斷層問題。

更重要的是，MOSS 2007的企業搜尋功能更結合了權限控管機制。華邦電子應用系統開發一部一課陳人杰副經理表示，舊版平台的權限控管只到網站及Web Part層級，但MOSS 2007的權限控管則可細分到文件層級，無論是對IT或使用者而言，都更能符合操作管理的現況與需求。



Case Study DELL

The screenshot shows the Dell website's search results for the query "Latitude". The page features a navigation bar with links for Products, Services, Support, Purchase Help, Learn, Best of Web, and My Account. A search bar at the top right contains the word "Latitude". Below the search bar, a dropdown menu lists several Latitude laptop models: Latitude d530, Latitude d500, Latitude d520, Latitude d830, Latitude d510, Latitude xt, Latitude d520, Latitude d830, Latitude d430, and Latitude d505. The main content area displays "Search Results for 'Latitude'" with a list of related searches: Latitude d530, Latitude d830, Latitude d430, Latitude xt, and Inspiron. The results are sorted by Relevance and show 1 of 485 results. A recommended section highlights a "Shop Latitude in Dell Small Business" message. Below this, a product listing for a "Dell Stylus Kit for Dell Latitude XT Tablet PC" is shown with a starting price of \$49.99, a total price of \$42.49, and a financing option of \$15/month. The right sidebar contains "Other Results" including support articles such as "Latitude XT Touch Screen (Digitizer) is Not Working Properly" and "Module Bay Device is Not Detected in Notebook Computer".

Query completion list based on most common and successful searches

Supports 49 languages, enhancing results on international sites

Entity extraction flags relevant concepts from support articles and other pages

Extensive synonyms dictionary managed using Linguistics Studio and auto-generated by common queries

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