

SEARCHING WEB 3.0 CONTENT

A Semantic Search Approach

Kinga Schumacher

German Research Center for Artificial Intelligence, IUI Group, Alt-Moabit 91c, Berlin, Germany

Michael Sintek

German Research Center for Artificial Intelligence, KM Group, Trippstadter Str. 122, Kaiserslautern, Germany

Keywords: Web 3.0, Semantic web, Semantic search, Fact retrieval, Spreading activation.

Abstract: The Web 3.0 is commonly understood as the combination of the Semantic Web and Web 2.0, where conventional and social websites and data sources (*e. g.*, DBs, XML, HTML, plain text) should be integrated and linked as well. Thus, there is a plethora of information in various representation forms which can be mapped to an information pool composed of a knowledge base (in RDF/S) and a text index. In doing so, structured data (*e. g.*, DBs) is usually mapped to the knowledge base while unstructured data (*e. g.*, plain text) to the text index and semi-structured (*e. g.*, XHTML) data to both. Therefore, a search method is required which is able to explore both the knowledge base and the text index exploiting the cross-linking of data. For this purpose, we propose a search approach which combines fact retrieval and semantic document retrieval. It is able to answer queries with facts and documents as well as documents together with facts, and it supports free text and formal queries as well as queries composed of free text and formal parts.

1 MOTIVATION

Web 3.0 applications, *e. g.*, semantic wikis, semantic blogs, social semantic networks and social semantic information spaces make available a huge amount of linked content in various representation forms. To search such content, two main tasks have to be performed: First, heterogeneous data sources have to be integrated, and, second, a search approach is required which is able to explore linked content with various degrees of formality. Fig. 1 shows the architecture of such a search engine sketching the two major phases: offline and online part. The offline part includes connection of the data sources by processing the contents in order to map/convert them to the knowledge base (KB), which contains the ontologies and instances, and to the text index. Depending on the formality of data, *i. e.*, structured, semi-structured or unstructured, different processing steps like annotation, mapping, natural language processing (NLP) are required to fill the KB. Statistical analysis is typically applied to create the text index. The information pool, composed of the KB and the text index, integrates and enables access to information from various data sources, po-

tentially covering the whole spectrum from simple text documents over linked data to formally described knowledge and, as the result, combining Semantic Web, Web 2.0, Web 1.0 and legacy data. However, the important benefit is that it enables to recognize coherence between information elements from different data sources and to reflect it in the KB by linking them to each other. Therefore, this kind of data source connection is applied in several Web 3.0 applications, *e. g.*, in NEPOMUK (Sauermaun et al., 2007), Aletheia (Stieger and Aleksy, 2009) and InfoSleuth (Nodine et al., 2000).

In this paper, we propose a hybrid semantic search approach developed to explore such an information pool (Fig. 1, online part). Our approach is not restricted to simply retrieve plain facts or documents, it deals with free-text, structured and also mixed queries, and it is able to answer them with a combination of elements, *i. e.*, documents and facts, specific to the query. The rest of this paper is organized as follows: Sect. 2 introduces our approach in detail, Sect. 3 deals with the evaluation, Sect. 4 covers related work, and Sect. 5 concludes the paper.

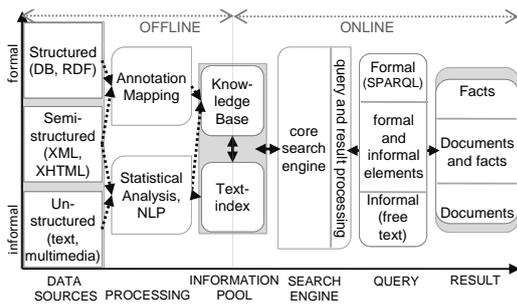


Figure 1: Semantic Search Engine Architecture.

2 SEARCH APPROACH

Since the information pool integrates linked content from different data sources as facts or as documents with metadata, the search results are elements of the KB and documents where one result can be a combination of both, *e.g.*, documents with facts. For comprehensive search support, all kinds of queries, *i.e.*, free text queries, formal queries, and queries composed of free text and also formal parts should be allowed. This facilitates both purposeful formal and vague free text queries and thus supports beginner as well as advanced users and also users with more and users with less knowledge about the background KB. Allowing all kinds of queries combined with query construction assistance (*e.g.*, by KB-based auto-completion while the user is typing the query terms) supports the user to create queries with as many formal parts as possible. Given that formal parts are precise unlike free text, they mitigate the problem of resolving syntactic and structural ambiguity (ambiguity of the underlying structure of complex expressions) by pre-query disambiguation. An example for a mixed query is “*which nations competed in free swimming*”. By typing the query terms, the system looks for labels with the same beginning in the KB and recommends associated resources, in this case the class Nation and the properties competesIn and hasCompetitor. By selection of a recommendation, the appropriate part of the internal query representation is replaced by the URI of the chosen resource. “*free swimming*” cannot be syntactically matched to the KB, it is interpreted as free text. A mixed result is a document which contains the result table (person, standing) of the free swimming competition, together with the facts that state the nationalities of the people.

For a comprehensive search on an information pool as described above, the core search engine should explore the KB and the text index using the cross-linking between them. Since searching in a formal KB and semantic document retrieval require dif-

ferent methods, a fact retrieval approach is needed to find triples from the KB (incl. metadata of documents), and a semantic document retrieval approach is needed which is able to accomplish enhanced document retrieval embracing matched facts and their ontological context. The approaches have to work together in a way that the engine is able to exploit and combine both facts and documents meaningfully considering the links and available additional (derived) knowledge. Further requirements are the ability to resolve ambiguities and the feasibility to apply an adequate ranking function which is suitable for mixed result lists where a single result can be a fact or facts, a document as well as a document with facts.

For our prototype, we selected a triple-based fact retrieval and a graph-traversal-based semantic document retrieval algorithm for the following reasons: triple-based search provides the resolving of ambiguities (see Sect. 2.1), and the graph traversal algorithm *Spreading Activation* enables an effective combination of fact retrieval and document retrieval which will later be shown in Sect. 2.3. In our hybrid approach, at first, the query is processed by the fact retrieval component which determines matching facts and also the expanded query for document retrieval. The matching facts together with the retrieved documents are used to set up the activation network and to accomplish spreading. The approach is able to handle all kind of queries, and it returns documents, facts and also a combination of them specific to the query.

In terms of the KB, in addition to the availability of the ontologies plus an instance base, this approach requires either the instantiation of documents, *i.e.*, each document is associated with an instance in the KB, or the metadata of documents should explicitly refer to instances of the KB. Furthermore, for a good syntactic matching and improved retrieval, synonyms of the ontological elements should be available.

2.1 Fact Retrieval

The triple-based fact retrieval approach maps query terms to literals in the KB resulting in URIs of matching and thus potentially intended properties (p_i) and non-properties (n_j). These resources are used as subject, predicate or object to generate RDF queries, *e.g.*, $\langle n_1, p_1, ? \rangle, \langle ?, p_1, n_2 \rangle$. In (Goldschmidt and Krishnamoorthy, 2005), the process of creating and applying queries is repeated for each new resource detected but it is limited to only two hops in the KB in order to avoid irrelevant inferences. We adopted and extended this basic idea in order to enhance capabilities by providing more hops in the KB guided by the query.

In the following, G_{Σ} denotes our KB as graph in-

cluding the ontology and instances, q the query as an ordered list of terms $q = (t_1, \dots, t_n), n \in \mathbb{N}$. To explain the *syntactic matching*, we define the textual content L_{G_Σ} of G_Σ as $L_{G_\Sigma} = \{l \mid \exists \langle r, p, l \rangle \in G_\Sigma, l \text{ is a Literal}\}$. Furthermore, we define the set of resources without literals and statements (RDFS defines `rdfs:Literal` and `rdf:Statement` as Resources) R_{G_Σ} and divide it in the set of properties P_{G_Σ} and the set of non-properties N_{G_Σ} : $R_{G_\Sigma} = \{r \mid \exists \langle r, p, o \rangle \in G_\Sigma \vee \exists \langle s, r, o \rangle \in G_\Sigma \vee \exists \langle s, p, r \rangle \in G_\Sigma, r \notin L_{G_\Sigma}\}$, $P_{G_\Sigma} = \{p \mid \exists \langle p, \text{rdf:type}, \text{rdf:Property} \rangle \in G_\Sigma\}$ and $N_{G_\Sigma} = R_{G_\Sigma} \setminus P_{G_\Sigma}$ where $\langle s, p, o \rangle$ is an RDF triple that consists of subject s , predicate p and object o . Our KB supports the search engine with synonyms of the elements (classes, properties, and instances) which are used for the syntactic matching step. If the user does not choose one of the recommendations in the query construction phase (see Sect. 2) we apply the n-gram syntactic matching method to match a query term against the KB. In the first case, the similarity value is 1.0, in the second case it is the computed n-gram value. Thus, the syntactic matching returns for one query term $t_i \in q$ a set of 3-tuples $(t_i, r, w_{t_i, r})$: $M(t_i, G_\Sigma) = \{(t_i, r, w_{t_i, r}) \mid r \in R_{G_\Sigma}, \exists l_j \in L_{G_\Sigma}, w_{t_i, r} = \text{ngram}(t_i, l_j)\}$. Only resources r were included in the result set which are matched with a $w_{t_i, r} > H$ where $H \in [0, 1] \subset \mathbb{R}$ is a predefined similarity threshold. To match phrases, we compare the weights of possible phrases (processed as one term) with the weights of their single terms. If the weight of the phrase is higher than the average weight of its terms then we propose that the phrase is intended. The total result $M(q, G_\Sigma)$ is the union of the results per query term which is the starting basis for semantic matching: $M(q, G_\Sigma) = \{\bigcup_{i=1}^n M(t_i, G_\Sigma)\}$.

For *semantic matching*, we do not consider the whole KB but only the proper instances and designate this graph with G_I . Furthermore, we define the set of resources (again without literals and statements) R_{G_I} , properties P_{G_I} and non-properties N_{G_I} in G_I analogously to the definitions for G_Σ . We partition N_{G_I} in the pairwise disjunctive set of classes C_{G_I} , the set of things T_{G_I} , i. e., resources, which are neither classes nor literals, and the set of literals L_{G_I} . When the query is composed of only one term the semantic matching step returns resources and triples of the graph G_I , dependent on what kind of resources the term t_1 has matched. It returns the matched things, the instances of matched classes, statements containing the matched literals and statements with the matched properties as predicate. When the query is composed of more than one term, we iterate over every two adjacent terms t_i, t_{i+1} and consider their results from the syntactic matching ($M(t_i, G_I), M(t_{i+1}, G_I)$). We create

and apply possible SPARQL queries with the matched resources in order to find suited triples in G_I . In case of two properties, the possible queries ask for either a subject with both properties or two triples where the object of the first triple is the subject of the second one. If there are no results for two query terms and one or both of the terms match against a class, we search for triples with the instances of the matched class. In the next iteration, we consider the resulting triples and the query terms which produced no triples so far. We create query templates with these terms and the subjects/objects of the triples which were found based on the adjacent query terms. The ordered processing of unmatched terms enables to handle also enumerations of instances, properties or classes. The process is iterated and stops when either all query terms are matched or it is not possible to include all terms since some terms do not match existing triples in G_I . We also make as many hops in the KB as possible guided by the query. The result consists of a set of instances and a set of triples. At least, we identify triple sets in the result which build a coherent subgraph of G_I . To avoid the merging of instances to a big subgraph in order to deliver well arranged results, each triple of a subgraph is connected to another by the same subject or the same object but we exclude the connection by the same class. For this, we pick a triple $\langle s_i, p_i, o_i \rangle$ from the result and add all other triples $\langle s_j, p_j, o_j \rangle$ to the subgraph where $s_i = s_j$ or $s_i = o_j$ or $s_j = o_i$ or $o_i = o_j$, $o_i \notin C_{G_I}$. One subgraph is also a set of connected triples where the connection by class is excluded or it is one triple if there are no connected triples in the result set. The ranking is based on the w_{t_i, r_j} which are computed in the syntactic matching step by exact (recommended resource) or n-gram match. The weight of a matched triple is the sum of the w_{t_i, r_j} of participating ontological elements r_j . Each expansion with new triples increases the weight of the partial result by the appropriate w_{t_i, r_j} value. Finally, the rank of a result in S_{G_I} is the sum of participating elements' weights divided by the number of query terms. Resolving ambiguities is supported by triple-based processing. Since we do not directly transform the user query to an RDF query, the triples found step by step lead to possible interpretations based on the existing triples in G_I .

2.2 Semantic Document Retrieval

The pure semantic document retrieval comprises document retrieval and Spreading Activation and it is carried out if no facts have been matched.

The idea of using SA for information retrieval is to find more relevant information based on retrieved

information elements by exploiting associations represented by semantic networks (as graphs). The ontological concepts are the nodes, the properties the edges of the network, usually directed and weighted. SA starts with the initial incoming activation of nodes which propagate the activation along the edges activating the connected nodes. This process is iterated, *i. e.*, the activation spreads through the network, until the stop condition is fulfilled. Result is the activation level of each node at termination time (Crestani, 1997). For semantic document retrieval, our network model includes all instances, their classes and relations which connect these nodes, *i. e.*, all properties which link instances but not instances with literal values. To each edge a default weight w_d is assigned. We insert an inverse edge also if the property has no inverse in order to make sure that properties without an inverse are involved if one of the connected instances is activated. And we insert edges from classes to their instances (but not the other way around) in order to avoid noise in results since it stops spreading from one instance to all other instances of a class but enables to spread from a class to its instances if a class is initially activated. We use a Lucene index for keyword matching on the document corpus. The result is a set of weighted documents where the associated instances in the network are our initial activation points. We apply the activation function $I_j = \sum_i O_i w_{ij} (1 - \alpha)$ where I_i is the incoming activation of nodes, O_i the outgoing activation (determined by an output function), $w_{ij} \in [0, 1] \subset \mathbb{R}$ is the weight of the edge from n_i to n_j , and α is an attenuation factor which decreases the activation strength with each propagation. Since both α and the edge weights already decrease the activation level we use the simple output function $O_i = I_i$. We apply an activation constraint which stops spreading at a node when its activation level does not exceed a defined threshold. Furthermore, a fan-out constraint averts the danger of a too wide spreading through nodes with high connectivity, thus to become noise in results. It is important to assure that each directed edge is processed only once in order to avoid endless spreading in cycles. In each iteration, the node with the highest activation level and pending edges is processed. SA stops when no more nodes have an activation level above the defined threshold or the nodes above the threshold have no pending edges. The result is the set of document instances weighted by their activation level.

2.3 Hybrid Approach

In our hybrid search approach, at first, *fact retrieval* is carried out and deliver a set of matched resources.

We use the synonyms (in KB) of matched resources to perform query expansion before querying the text index. The result of the *document retrieval* with the expanded query is a set of weighted documents as described in Sect. 2.2. To be able to create the activation network, the set of matched resources of the fact retrieval result set is to extract where we differentiate between instances, properties and classes. For the extraction of the classes and the properties only the results of the syntactic matching are relevant. To get the matched instances, we extract not only the resources found by the syntactic matching, but also subjects and objects from the triples found by the semantic matching. Now, all information to set up the activation network is available. We design our semantic network as described in Sect. 2.2 and apply the same rules to fill the matrix. The difference is: we assign to the properties which are matched by the fact retrieval their computed weight instead of the low initial default weight w_d . The set of activation nodes contains the instances of found documents and the instances and classes from the fact retrieval results where their weights are applied as initial activation weight. The spreading function, constraints and stop condition are the same as described in Sect. 2.2. The results of the activation process are a set of weighted nodes including the documents. The last step of the hybrid approach is to merge the results of the spreading activation and the subgraphs. For this, we start by the subgraphs and add the connected documents from the results of the SA process. Note that the subgraphs also contains the properties which are not spread since they have a literal value. For all other found documents, the results of SA define a set of facts which describes the answer and which is also part of the result. We only collect the high ranked resources as facts to avoid confusing results. The rank of one object from the result set is the average rank of the contained information elements.

3 EVALUATION

We evaluated our approach based on a manually annotated test bed (Grothkast et al., 2008). It contains an ontology about Olympic Games, an instance base which describes the Olympic Games 2004 and 122 news articles about it. The news have been manually annotated, their metadata directly refers to the KB, *e. g.*, news about the 200m Swimming for Men are annotated with the competition and people from the instance base which are mentioned in the text. Furthermore, they are associated with 8 queries, *i. e.*, it is known which articles are relevant for a particular

query. The queries are: q1: *standings of Australians*; q2: *disciplines with gold for Australians*; q3: *teams of South Korea*, q4: *when did Chinese win gold*; q5: *places of competitions in cycling*; q6: *in which disciplines did British sportsmen compete*; q7: *who competed in swimming*; q8: *which nations have a women football team*. We applied simple keyword search (1), semantic document retrieval (2), and the hybrid approach (3) on the test set and computed the precision, recall and F-measure per query.

Table 1: Evaluation Results - Keyword Search.

| Query | Precision | Recall | FMeasure |
|---------|-----------|--------|----------|
| q1 | 0.2752 | 1.0 | 0.4316 |
| q2 | 0.0354 | 1.0 | 0.0683 |
| q3 | 0.3421 | 0.8125 | 0.4814 |
| q4 | 0.1563 | 1.0 | 0.2703 |
| q5 | 0.2858 | 1.0 | 0.4444 |
| q6 | 0.125 | 0.2857 | 0.1739 |
| q7 | 0.0338 | 0.6667 | 0.0645 |
| q8 | 0.0138 | 1.0 | 0.0274 |
| average | 0.1584 | 0.8456 | 0.2452 |

Table 2: Evaluation Results - Semantic Document Retrieval.

| Query | Precision | Recall | FMeasure |
|---------|-----------|--------|----------|
| q1 | 0.2632 | 1.0 | 0.4167 |
| q2 | 0.0345 | 1.0 | 0.0667 |
| q3 | 0.2192 | 1.0 | 0.36 |
| q4 | 0.0408 | 1.0 | 0.0784 |
| q5 | 0.0317 | 1.0 | 0.0615 |
| q6 | 0.5 | 1.0 | 0.6667 |
| q7 | 0.0256 | 1.0 | 0.05 |
| q8 | 0.0435 | 1.0 | 0.0833 |
| average | 0.1448 | 1.0 | 0.223 |

Table 3: Evaluation Results - Hybrid Approach.

| Query | Precision | Recall | FMeasure |
|---------|-----------|--------|----------|
| q1 | 0.6042 | 1.0 | 0.7533 |
| q2 | 0.069 | 1.0 | 0.129 |
| q3 | 0.4688 | 1.0 | 0.6383 |
| q4 | 0.2134 | 1.0 | 0.3517 |
| q5 | 0.4 | 1.0 | 0.5714 |
| q6 | 0.4615 | 1.0 | 0.6315 |
| q7 | 0.4 | 1.0 | 0.5714 |
| q8 | 0.25 | 1.0 | 0.4 |
| average | 0.3584 | 1.0 | 0.5058 |

The precision of the semantic document retrieval in comparison with the keyword search decreases in some cases but, at the same time, the recall increases. It is caused by Spreading Activation where also news articles are activated which are relevant for only a part of the query, *i. e.*, annotated with only some instances which constitute the metadata of the documents found by the keyword search. Recall increases for the same reason, since documents which do not contain one of the query terms but, *e. g.*, a synonym of it, were activated via the shared metadata, ontological context.

The hybrid approach performs very well for both precision and recall. It tackles the problem of too

wide spreading since it applies: 1. more precise activation points by involving matching facts and their ranks; 2. a query specific network setup, especially for weights of involved properties. The best improvements in comparison to keyword search and semantic document retrieval can be achieved if the query matches some properties (q2, q6 and q7), since they guide the flooding during SA. Fewer improvements are observable if only classes and commonly used instances are matched since classes spread to all of their instances and commonly used instances are not specific enough and cause spreading from nodes which are far apart. *E.g.*, in q4 where “when” matches a class and “Chinese” is a commonly used instance, and in q5 where both “places” and “competitions” match classes. The fact retrieval delivers in some cases (q3, q5, q7) the answer to the query as facts. The hybrid approach does not perform well if no facts are matched because it only performs pure semantic document retrieval in this case.

4 RELATED WORK

In (Schumacher et al., 2008), we informally presented an early stage of our hybrid semantic search approach that features a combination of semantic document retrieval and fact retrieval, but the approach described in this paper is able to process mixed queries and the algorithms (esp. the hybrid approach) have been drastically improved with respect to efficiency.

Existing hybrid search systems address mainly the problem of processing free text or mixed queries on formal KBs (fact retrieval) where parts/metadata of documents are transformed into formal knowledge or they are considered as facts in the KB. Semplore (Wang et al., 2009) supports faceted search and complex hybrid queries on structured data by transforming Web of Data into a text index. The fields represent predefined hierarchical relations and they also hold textual properties of an instance. (Tran et al., 2007) describes an approach translating keyword queries to DL conjunctive queries using background knowledge and so supports semantic based declarative question answering on formal KBs. An advanced version of this approach first computes conjunctive formal queries from keywords by exploration of top-k matching subgraphs allowing the user to choose one (Tran et al., 2009). This system supports free text queries indeed, but the users have to examine complex conjunctive queries before continuing with the search. (Ladwig and Tran, 2010) introduces a tight integration of the approach with query answering, *i. e.*, graph pattern matching. There are several further methods for graph

based query processing in order to search over graph-structured data, *e. g.*, BLINKS (He et al., 2007). Some approaches apply a predefined set of query templates, *e. g.*, (Sacaleanu et al., 2008), where the latter realizes a multilingual entailment-based question answering approach. Other methods for query interpretation are using deep NLP, *e. g.*, Powerset (Converse et al., 2008) or large background knowledge created with high effort, *e. g.*, WolframAlpha. Document search by fact retrieval is supported by DBPedia, Semantic Wikis and documents enriched with RDFa or micro-formats since the document search is processed by retrieving the ‘included’ facts.

Our approach is essentially different to these search methods as it provides fact and document retrieval, formal, free text and mixed queries, and also mixed results, *i. e.*, documents with facts, while all other existing approaches support only a subset of this.

5 CONCLUSIONS AND FUTURE WORK

The evaluation shows the power of our hybrid approach. It performs best if properties are involved in the query since they alleviate the weakness of SA, *i. e.*, noise results caused by uncontrolled spreading. Also in other cases, the combination performs quite well due to the more precise fact retrieval results. If no facts are available for a query, the search approach performs semantic document retrieval using the metadata of the documents. Furthermore, our approach delivers facts if they are available, and so the user doesn’t need to browse the documents of the result list. In future versions, to improve the precision if no facts are matched, we are going to setup our semantic network with edge weights which express the importance of relations and we plan further evaluations (*e. g.*, with DBPedia). We also foresee to integrate this approach in the digital library assistant DiLiA (Seifert and Kruppa, 2010), by extending it to support complex queries for expert users.

ACKNOWLEDGEMENTS

This research has been supported in part by the THESEUS Program CTC, which is funded by the BMWi (gn 01MQ07016), and the research project DiLiA which is co-funded by the ERDF (gn 10140159). The responsibility for this publication lies with the authors.

REFERENCES

- Converse, T., Kaplan, R. M., Pell, B., Prevost, S., Thione, L., and Walters, C. (2008). Powerset’s natural language wikipedia search engine. Report, Powerset inc., California.
- Crestani, F. (1997). Application of spreading activation techniques in information retrieval. *Artificial Intelligence Review*, 11(6):453–482.
- Goldschmidt, D. E. and Krishnamoorthy, M. (2005). Architecting a search engine for the semantic web. In *AAAI Workshop on Contexts and Ontologies*.
- Grothkast, A., Adrian, B., Schumacher, K., and Dengel, A. (2008). OCAS: Ontology-based corpus and annotation scheme. In *Proc. of the High-level Information Extraction Workshop 2008*, pages 25–35.
- He, H., Wang, H., Yang, J., and Yu, P. S. (2007). BLINKS: Ranked keyword searches on graphs. In *Proc. of the International Conference on Management of Data*, pages 305–316.
- Ladwig, G. and Tran, D. T. (2010). Combining keyword translation with structured query answering for efficient keyword search. In *Proc. of the 7th Extended Semantic Web Conference*.
- Nodine, M., Fowler, J., Ksiezzyk, T., Perry, B., Taylor, M., and Unruh, A. (2000). Active information gathering in InfoSleuth. *International Journal of Cooperative Information Systems*, 9(1/2):3–28.
- Sacaleanu, B., Orasan, C., Spurk, C., Ou, S., Ferrandez, O., Kouylekov, M., and Negri, M. (2008). Entailment-based question answering for structured data. In *Posters and Demonstrations, 22nd Int. Conference on Computational Linguistics*, pages 29–32.
- Sauermann, L., van Elst, L., and Dengel, A. (2007). PIMO – a framework for representing personal information models. In *Proc. of I-SEMANTICS 2007*, pages 270–277.
- Schumacher, K., Sintek, M., and Sauermann, L. (2008). Combining fact and document retrieval with spreading activation for semantic desktop search. In *Proc. of the 5th European Semantic Web Conference*, pages 569–583.
- Seifert, I. and Kruppa, M. (2010). A pool of topics: Interactive relational topic visualization for information discovery. In *Proc. of the Conference on Visual Information Communication*, pages 195–207.
- Stieger, B. and Aleksy, M. (2009). Utilization of knowledge management for service business processes improvement. In *Proc. of the Int. Multiconference on Computer Science and Information Technology*, pages 171–175.
- Tran, T., Cimiano, P., Rudolph, S., and Studer, R. (2007). Ontology-based interpretation of keywords for semantic search. In *Proc. of the 6th Int. Semantic Web Conference*, pages 523–536.
- Tran, T., Wang, H., Rudolph, S., and Cimiano, P. (2009). Top-k exploration of query candidates for efficient keyword search on graph-shaped (RDF) data. In *ICDE*, pages 405–416.
- Wang, H., Liu, Q., Penin, T., Fu, L., Zhang, L., Tran, T., Yu, Y., and Pan, Y. (2009). Semplora: A scalable IR approach to search the web of data. *Journal of Web Semantics*, 7(3):177–188.