

TEXT MINING TECHNOLOGY TO SUPPORT ENTERPRISE KNOWLEDGE MANAGEMENT

Domenico CONSOLI

Università Politecnica delle Marche, Ancona, Italy, consoli@diiga.univpm.it

Abstract: A successful flexible enterprise must have an organization knowledge-based. In an era characterized by change, globalization and competition, knowledge is without doubt the most important asset for a company to gain a competitive advantage. Nowadays, in the enterprise, there is a huge amount of unstructured information especially in textual documents. The Text Mining technology, in the Knowledge Management platform, is the most important tool to manage continually this information.

Keywords: knowledge management, text mining, unstructured information, enterprise information system.

Bibliography

1. Lyman P., Varian H.R., Charles P., Good N., Jordan L.L. and Pal J. "How much information? 2003", <http://www2.sims.berkeley.edu/research/projects/how-much-info-2003>
2. Gantz J., Reinsel D. "As the economy contracts, the digital universe expands", IDC Multimedia white paper, ECM, may 2009
3. AITech-Assinform, Assinform report, ICT and multimedial contents, 2007, Milano, Italy
4. Teradata, "Insights from the Fifth Annual Teradata Survey Validate a Global Phenomenon", Enterprise Decision-Making survey, 2006 Report, Teradata
5. Berry M. W. and Castellanos M. "Survey of Text Mining II: Clustering, Classification, and Retrieval", Springer 2007
6. Ren F. and Bracewell D. B. "Advanced Information Retrieval", Electron. Notes Theor. Comput. Sci. 225, Jan. 2009, pp. 303-317
7. Wang C., Lu J. and Zhang G. "Mining key information of web pages: A method and its application", Expert Syst. Appl. 33, 2, Aug. 2007, pp. 425-433
8. Zhang W., Yoshida T. and Tang X. "Text classification based on multi-word with support vector machine", Know.-Based Syst. 21, Dec. 2008, pp. 879-886.
9. Zanasi A. "Text Mining and its Applications to Intelligence, CRM and Knowledge Management", WIT Press, 2007