Enterprise SRS
Achieving the vision of the Savannah River Site

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Citizens Advisory Board
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CAB Recommendation #283

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Purpose

- To follow up with an update to search performance and browser support issues cited in CAB Recommendation #283, “Revising the Department of Energy Websites & Using Plain Language to Communicate with the Public More Effectively”.
External SRS Web Presence (www.srs.gov)

- Content and Design
- Hosting (Web Servers)
- Content Workflows
• **Crawling**: discover the web pages on the internet

• **Indexing**: build an index to facilitate query processing

• **Query Processing**: Extract the most relevant page based on user's query terms

• **Ranking**: Order the result based on relevancy

• Various search engines do these things in different ways
Searching on www.srs.gov

• Search services are provided by USA.gov

• USA.gov controls all aspects (discovery, indexing, etc.)

• Our influence on the quality of search performance is to provide content that is easily and meaningfully indexed
Known Issue: Indexing of PDF documents

- Portable Document Format (PDF) file types and characteristics
- Importance of metadata
- Issues with the specific document cited by CAB
- Consequences
  - Lack of meaningful index data
  - No relevant search result
Proposed Actions for Search Improvement

• **Process Improvements**
  – Determine optimal PDF document attributes
  – Determine workflow stage at which document will be validated as optimized for search
  – Implement validation in the workflow

• **Dialog with USA.gov**
  – Understand their discovery (crawling) processes, schedule, customization options, and limitations
SRS External Websites

SRS website 2005 – 2011 ▲

SRS website 2012 ➤
SRS External Websites

• Hits by browser for March 2012 (approximate)
  – Internet Explorer (all versions) ~265,000
  – Safari ~82,000
  – FireFox ~50,000
  – Other browsers & spiders/robots ~10,000
• Total ~407,000
SRS External Websites

- Drop-down javascript menu issue
  - It is a software version problem on our end
  - Software upgrade will fix issue and is on order
  - Issue may be resolved by the April 17th CAB meeting
Summary

• Where we are
  - Search
    o Cited document (Community Involvement Plan) has been edited to include metadata that yields meaningful indexes when discovered by search engine
    o Contacted USA.gov to begin dialog on issues
    o USA.gov allows for configuration of “Best Bets” – a direct association of a link with a set of keywords; leverage this feature appropriately
    o Process and Workflows being analyzed
  - Browser support
    o Specific menu issue has been/will be addressed with software update
    o General cross-browser support commitment as indicated earlier will be maintained
  - Status to be Provided on These Issues to CAB in June
QUESTIONS ?