To: "Dr. Baruch Fischhoff - Chair, National Academy Committee on Improving Intelligence" <a href="mailto:saruch@cmu.edu">baruch@cmu.edu</a>,

From: Lloyd Etheredge < lloyd.etheredge@policyscience.net>

# Subject: 160. Wolfram 4: The BBC's Leading-Edge Ontology/Indexing System - World Soccer & the London Olympics

Dear Dr. Fischhoff & Colleagues:

You might be interested in the enclosed overview slides from the BBC presentation [john.odonovan@bbc.co.uk] at the recent Wolfram Data Summit re data ontologies and high performance search/display/analysis.

The BBC - with enough financial support to be a global, open source, intelligence service - monitors more than 200 global TV channels and has about 12,000 journalists and contributors in the UK and 80 global locations. They also have some smart people assigned to store, index, retrieve, display, and analyze all of their data (including 1000 hours of their own TV broadcasting/week). The data are not simply text or speech but (now) video. And for display - for example, for each player in World Cup Soccer - they are pushing the envelope on graphic design of index pages.

One of the most interesting challenges - analogous, perhaps, to some needs of the DNI system - is World Cup Soccer and (now) preparing for the upcoming London Olympics. There are huge demands for rapid search/discovery, retrieval, analysis and display and people who are very sharp and serious about accuracy and the fast performance of the system.

Traditional BBC metadata systems have become deeply inadequate - for example, because they are made for different audiences/users. The BBC has developed a system of domain ontologies [based in part on behavioral/user research] for tagging data. BBC journalists/original content providers are trained to do the tags for their input using the ontology system.

I hope that this file (3MB+) comes through as an email attachment. I will place the file on my www.policyscience.net Website where it might be downloadable if the email attachment system does not work directly.

[Re another presentation about the generic need to develop ontology coding systems for searching and finding data (perhaps by different methods - e.g., Bayesian analysis along the lines of Google): The typical "unabridged" English language dictionary contains about 500,000 words although there now appear to be 2-3 million. Google has identified about ten million distinct strings that occur more than 200 times per trillion instances.] There is too much noise to just search huge databases without coding/retrieval ontologies. These are the kinds of generic problems that probably can be tackled more quickly by shifting as much of the work as possible into the public domain.

LE

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[The Policy Sciences Center, Inc. is a public foundation that develops and integrates knowledge and practice to advance human dignity. Its headquarters are 127 Wall St., Room 322 PO Box 208215 in New Haven, CT 06520-8215. It may be contacted at the office of its Chair, Michael Reisman (michael.reisman@yale.edu), 203-432-1993. Further information about the Policy Sciences Center and its projects, Society, and journal is available at www.policysciences.org.]

# **Future of BBC Content and Data**

...or how metadata came to rule the world

John O'Donovan, Chief Architect, BBC News, Sport and Knowledge

#### Our goal...

"Moving from a page publishing model to a content publishing model where metadata and asset management is used to render the appropriate content to different target platforms for the lowest possible cost"

#### The BBC has a lot of data...

The BBC provides a host of services but some of the things we are...

- Over 20,000 people
- Over 12,000 journalists and core contributors across 60 UK and 80 Global locations
- 8 UK and global TV channels, up to 16 interactive TV channels
- Over 1000 hours of TV broadcast every week
- Over 60 UK and global radio channels
- Hundreds of websites in over 40 languages
- Monitors over 200 global TV channels and thousands of sources
- Both Public Service and Commercial arms

## Making content creates a lot of data...



This is one important image from one frame of video from one match in one World Cup

Generally, each item of content generates between 10 and 100 items of discrete data

And we make millions of items of content every day

#### How much content and data are we talking about...

Millions of news stories, items of sport data and business data in multiple data centres

100 km of shelves for physical storage

1.5M items of film and video

750,000 hours audio

22M newspaper cuttings

3M photographs of which only ¼ online

4M items sheet music

500k phonetic "pronunciations"

1.5M titles in "grams library" - vinyl and CDs



#### How much content and data are we talking about...

Users are mostly internal to the BBC:

Content producers 70%

News 20%

Commercial exploitation 6%

Others 4%

Clearly, this feels imbalanced given the breadth and depth of content and data...

The key question is how do you make content discoverable and how do you present it?



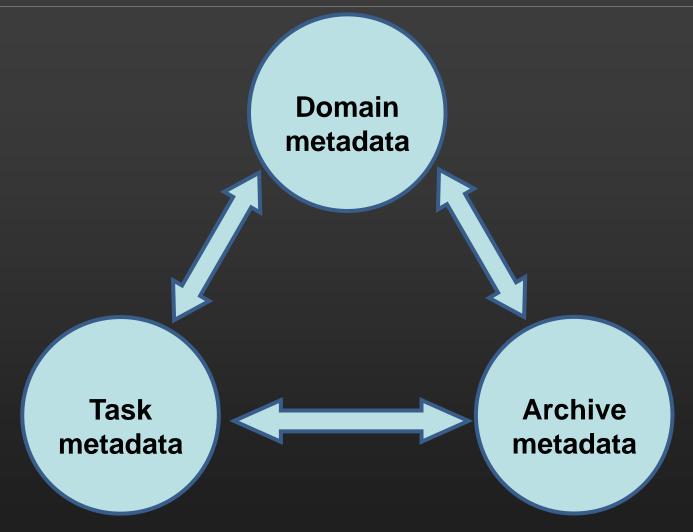
# Information about content is inadequate...

Tape No. BRD1234567		Length 120 mins	Prog. No. LSF G554W/72	Date 13/06/20	RM	RMS Booking No. 250021239			
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							Aspect ratio: 16F16		
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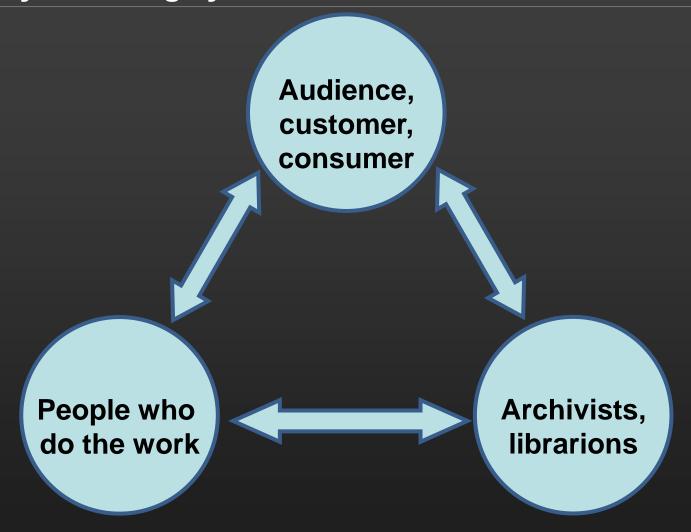
# Which is why our people are not happy...



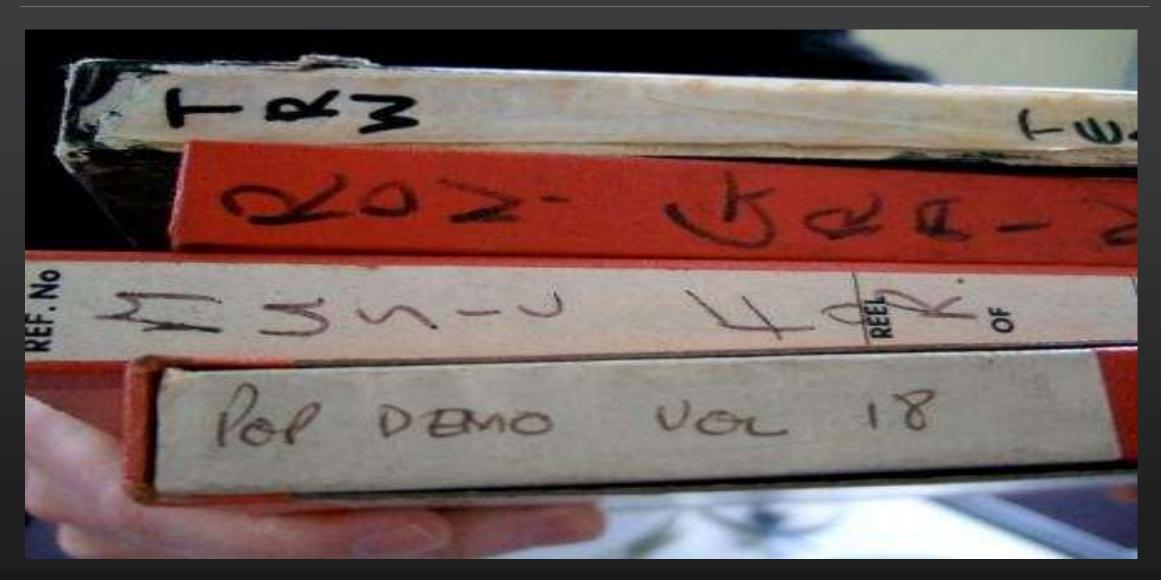
# The biggest mistake...data is made for different audiences



# Which means you manage your data at least three times...



# Task based data... "I know what that means..."



## Archive Data... "That has been correctly categorised"

**Category** LONPROG

Catalogue number 9674938

Item title ELECTION 2005:PUBLIC OPINION Medium VT

Programme/Item ITEM

**Duration** 0:12:07 **Time in** 0:38:52

Frank LUNTZ public opinion analyst, reports from Milton Keynes with the views of a small group of undecided swing voters & analyses what will attract them in tomorrow's election.

> Sp s vt, intvs, ex lib INTVS: Peter HYMAN strategist to the Prime Minister 1997-2003 re: it has to be about the economy (41:41-42:08) Danny FINKELSTEIN Conservative strategist: re: it's got to be action not words (45:33-46:07) Olly GRENDER former Lib Dems communications director: re focus group & Lib Dems hearing what they want to hear (48:32-48:54)> Sp s vt, intvs, ex lib DEPT ACTY: MILTON KEYNES GALLERY: Frank LUNTZ listening to swing voters (38:52-39:23) Frank LUNTZ with panel re reactions to Tony BLAIR: "insincere", "un-opinionated", "liar", "untrustworthy". (39:40-41:20) Panel reaction to Michael HOWARD "a bit of a wimp, not very confident", "evil", "he's an imposition", "don't trust him" (46:07-48:11) Panel Reaction to Charles KENNEDY: "He's sincere enough", "undecided", "a loser" (48:54-50:15)

#### Domain data... "How do I present this well"



#### The challenge...

- Make more content for more devices and platforms
- Apply precise metadata to it...
- ...so that it can be presented well
- And all for less money than we used to have

To address this first it's necessary to understand a little about describing content...

#### Headlines describe content...sometimes not that well

'We hate math,' say 4 in 10

— a majority of Americans

# WASHINGT Committee appoints committee to appoint committee

By Meghann Ackerman STAFF WRITER

hearly a year off, the Newton School Committee is starting the process of hiring a replacement for Superintendent Jeff Young.

At a meeting last week, the school Committee agreed to hire consultant to help in the nationwide search and to form a search committee made up of school and community representatives to recommended

Committee members, including Geoff Ep-Although the final decision is stein, said getting the word out about the committee would be the best way to attract people with expertise in many areas.



Frinted On Recycled P. Gooding County's Community Connection Locally Owned overty meeting attracts poor turnout

#### Headlines can be misleading...

When Inverness Caledonian Thistle FC beat Celtic FC in the Scottish Cup 3-1 in February 2000...



The Sun reported the story with the headline

"Super Caley go ballistic, Celtic are atrocious".

And Mary Poppins turned in her grave...

Lesbian albatrosses to raise chick

#### Lesbian albatrosses to raise chick

Two female royal albatrosses at a New Zealand breeding colony have successfully incubated a chick.



# Great tits cope well with warming

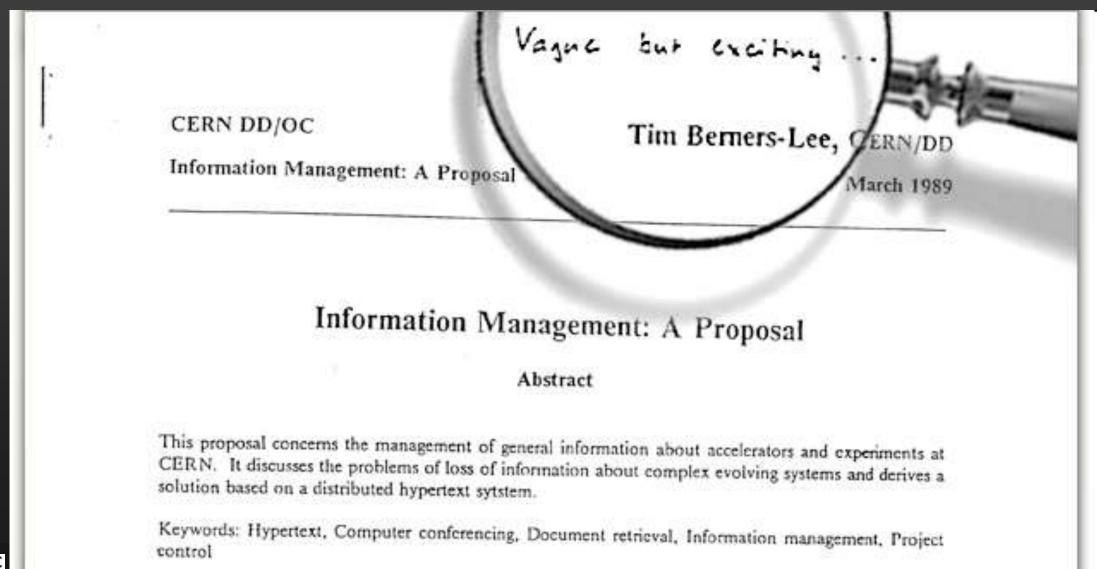


#### Pros and cons of the current approach...

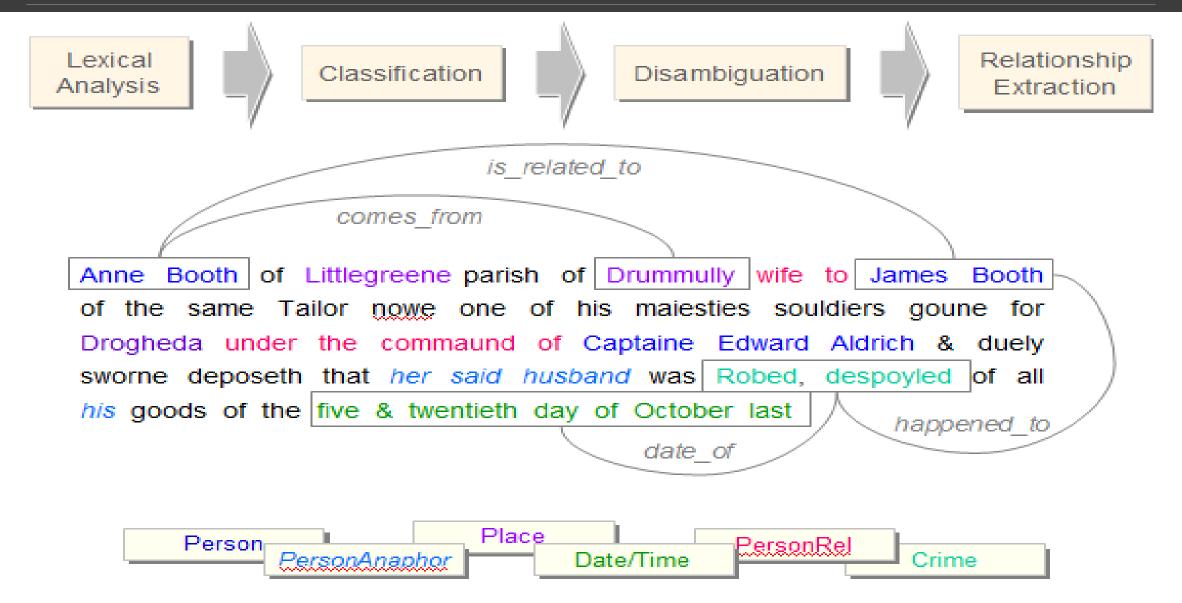
# Using the power of the following tools to organise content

- Semantic Concept Extraction with Unique Identifiers
- Linked Data
- Content Tagging
- Ontology to organise content

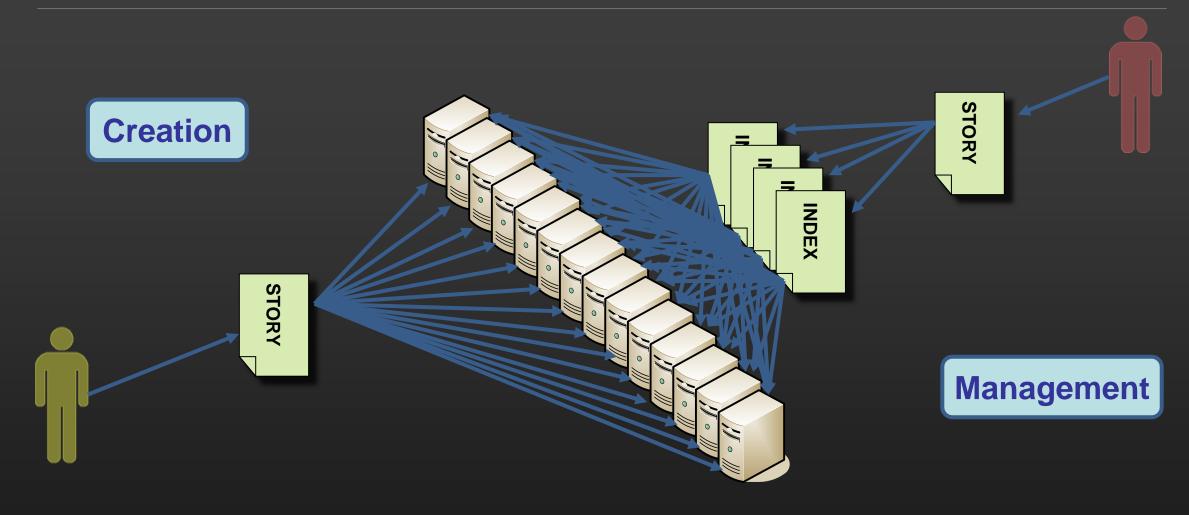
#### Where did Linked Data start...



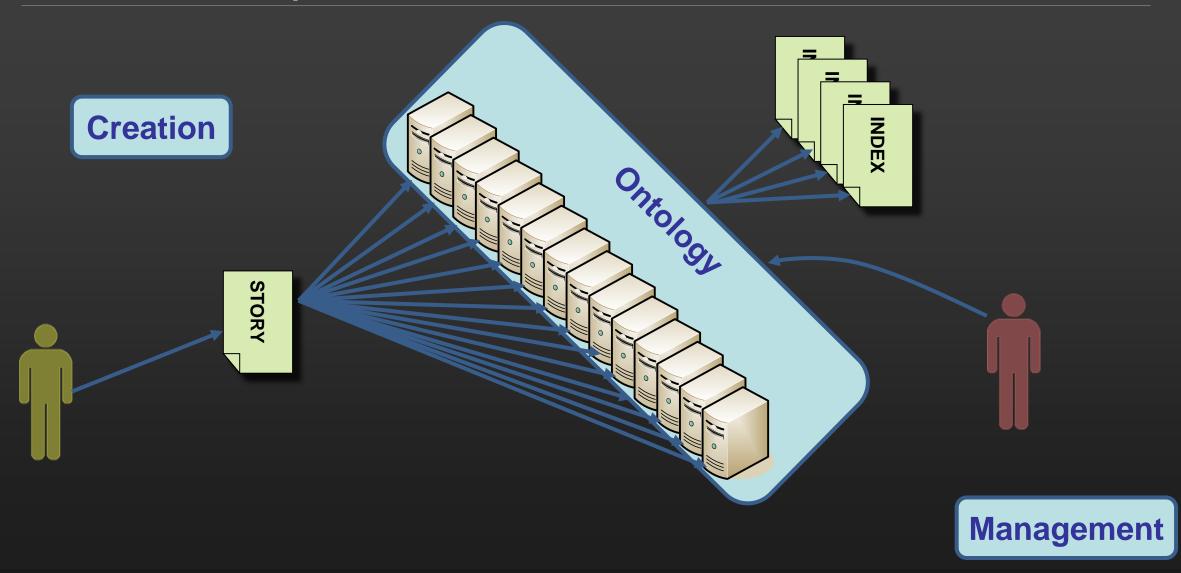
# Why do you need an Ontology...what does it do



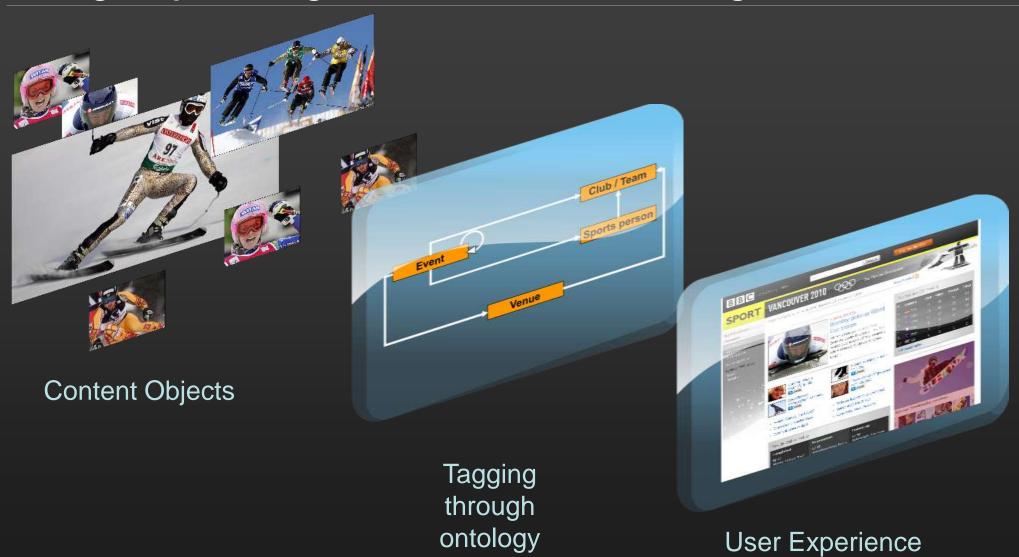
# What do we do now...



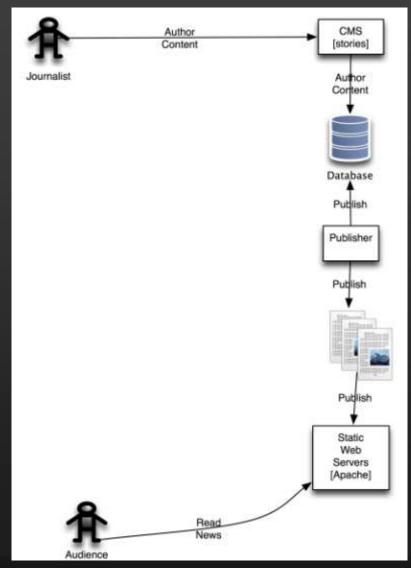
# How does this help...

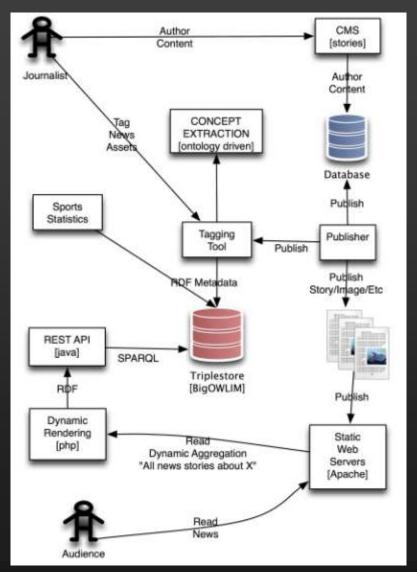


# Fitting the pieces together...where we are heading



# What does this look like architecturally...





#### Why not just use search?



Example page for a place called Morecambe in the UK...

It's schizophrenic...

Most aggregations built this way suffer from disambiguation

Search also does not know which area of the country Morecambe is in as it has no knowledge

This means it doesn't know to include stories near Morecambe

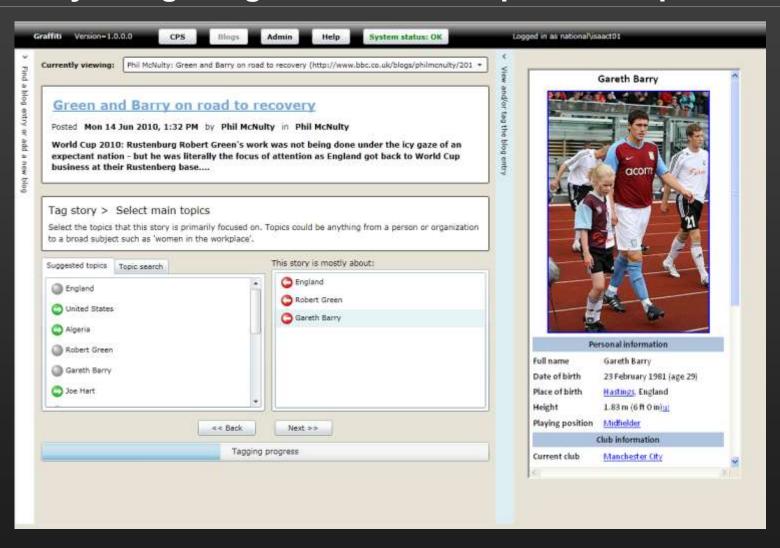
No idea what it is linking to and whether it is relevant – content may mention Morecambe but is it *about* Morecambe

Feedback has been clear – our audience do not tolerate errors in this type of product

## Search doesn't know how things are related...



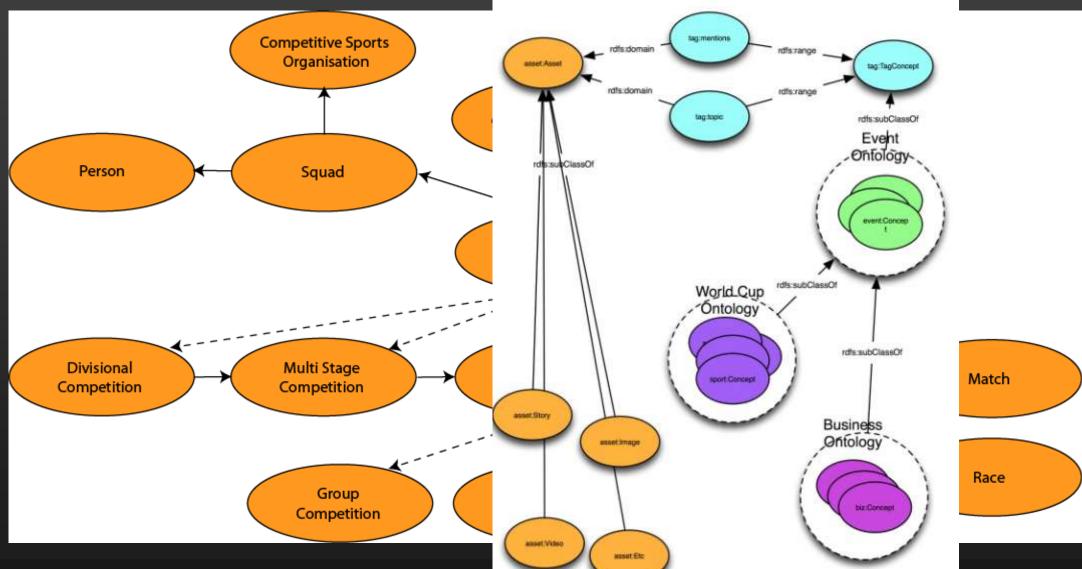
# How do you tag things... "Graffiti" as part of the process



#### How do you tag things... "Graffiti" as part of the process



# What is an ontology anyway...



#### Using an ontology...

- Rich expandable ontological knowledge model. Not easy to model in a generic fashion using a relational model
- OWL reasoning, forward chaining and inference
- Open models/ontologies re-use and publishing
- Simplified query language. SPARQL vs SQL
- Content sharing and linked open data

# Metadata quality makes the best of what you have automatically...

Linni in nost-World Cun exit hint.



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**BBC** Future Medi

# Metadata quality makes the best of what you have automatically...



LIVE BUILD-UP

## Metadata quality makes the best of what you have automatically...



#### Value...where did we start...where are we going...



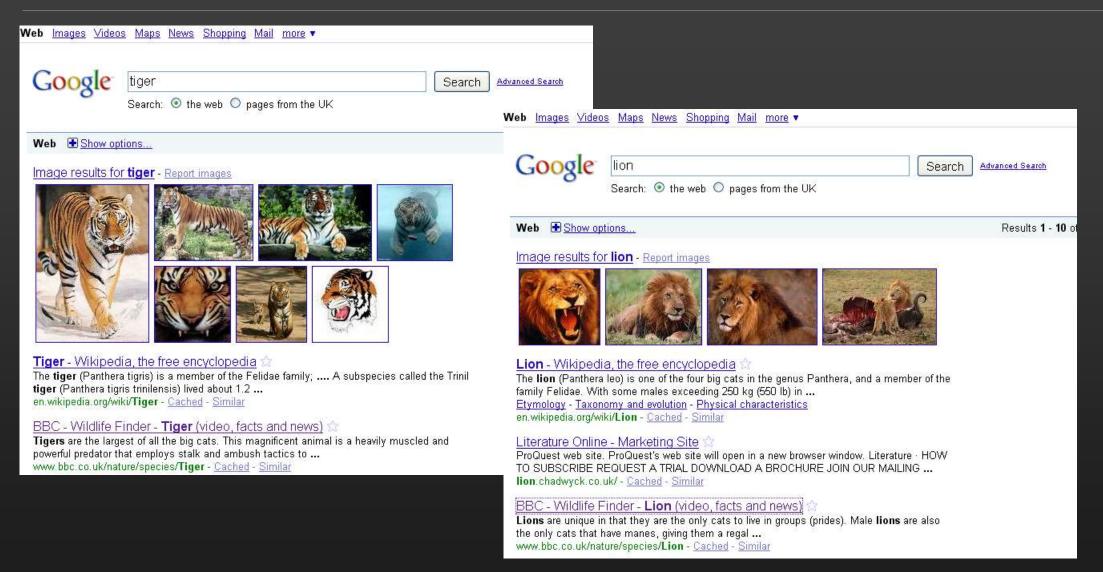
15 indexes automatically managed with 446 stories had 3,500 tags

Total of about 60 minutes per day to tag stories instead of 1-3 people spending 30-50% of their time managing the site

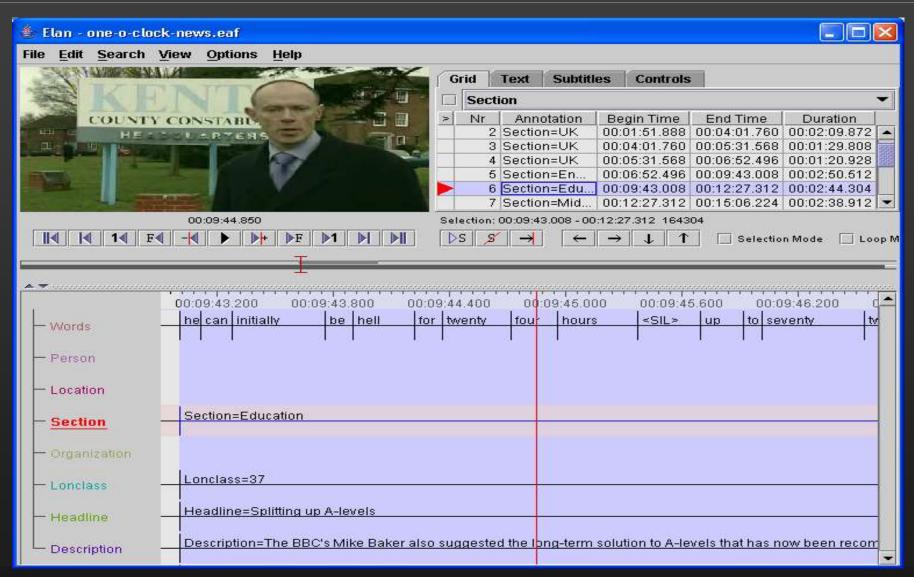
For 20, 30 or 50 indexes the tagging time stays the same.

For the World Cup we had 800 index pages (every team, player, match and venue) and for the London Olympics we will have thousands

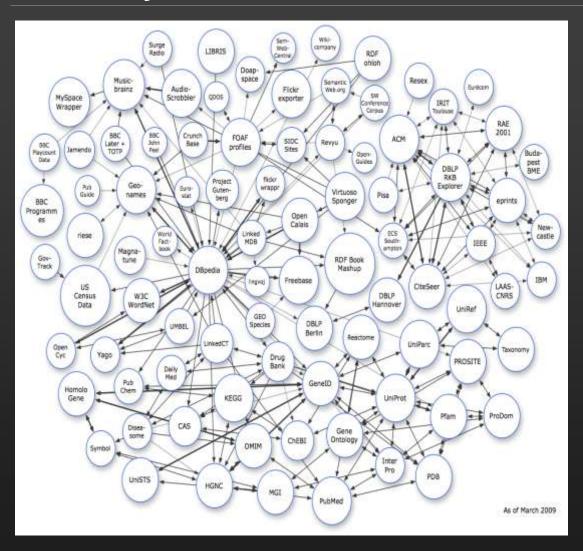
#### Reach...



#### A final example...



#### **Summary**



Ontologies simplify data

Build an ontology, pour the data in

The web is going to evolve to use this

Real benefits that pay back fast

It's easier than you think but don't bite off too much. Most data sources are full of errors...you need to clean it up.

If your ontology looks too complicated, it's probably wrong...

#### Back to our goal...

"Moving from a page publishing model to a content publishing model where metadata and asset management is used to render the appropriate content to different target platforms for the lowest possible cost"

### Thanks for listening...

# Any questions...?

john.odonovan@bbc.co.uk

# Quality in breadth, depth and flexible publishing

