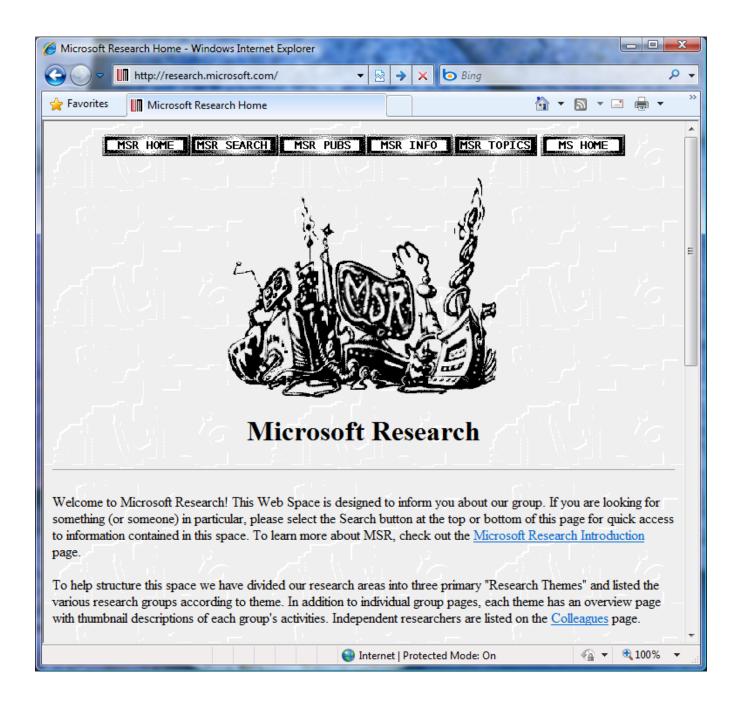


THE WEB CHANGES EVERYTHING

Jaime Teevan, Microsoft Research















cent of the common stock.^[5] He or co-authored several books.

e best-known entrepreneurs of uter revolution. Although he is a large number of industry is business tactics, which they petitive, an opinion which has in upheld by the courts (see oft).[6][7] In the later stages of has pursued a number of avors, donating large amounts of charitable organizations and programs through the Bill & undation, established in 2000.



Bill Gates at the World Economic Forum in Davos, 2007 October 28, 1955 (age 53 52) Born Seattle, Washington, USA Residence Seattle, Washington, USA

Harvard University (dropped out

-{¶ **-** |

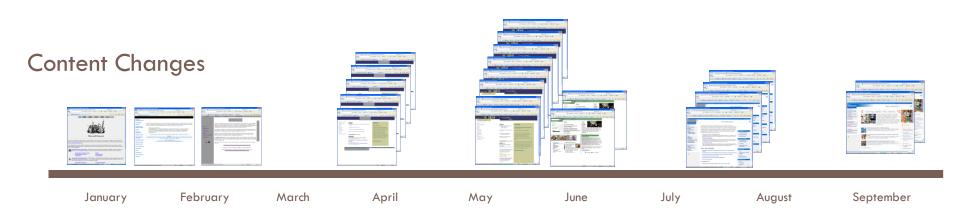
🕄 100%

down as chief executive officer 111

Internet | Protected Mode: On

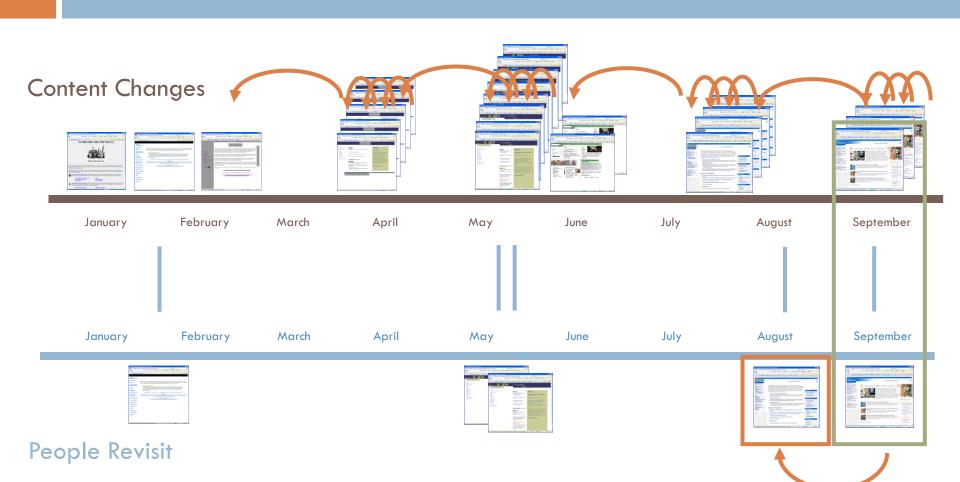
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The Web Changes Everything





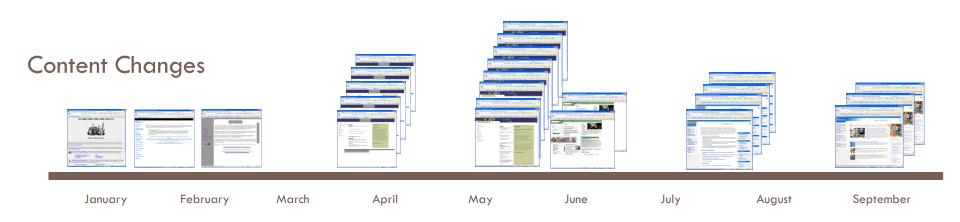
The Web Changes Everything



Today's tools focus on the present

But there's so much more information available!

The Web Changes Everything



- Large scale Web crawl over time
 - Revisited pages
 - 55,000 pages crawled hourly for 18+ months
 - Judged pages (relevance to a query)
 - 6 million pages crawled every two days for 6 months

Measuring Web Page Change

- Summary metrics
 - Number of changes
 - Time between changes
 - Amount of change



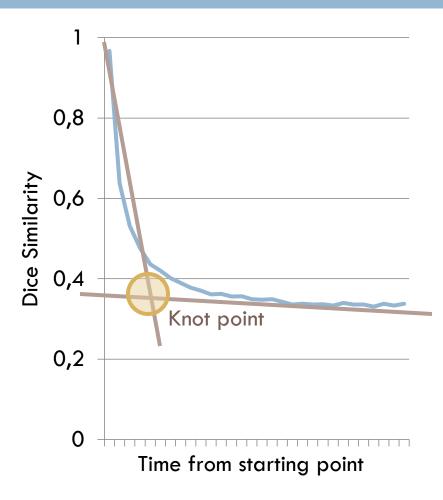
Top level pages change by more and faster than pages with long URLS. .edu and .gov pages do not change by very much or very often News pages change quickly, but not as drastically as other types of pages



Measuring Web Page Change

- Summary metrics
 - Number of changes
 - Time between changes
 - Amount of change
- Change curves
 - Fixed starting point
 - Measure similarity over different time intervals

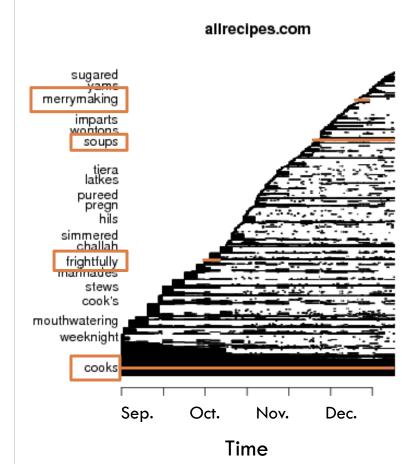




Measuring Within-Page Change

DOM structure changes Term use changes Divergence from norm cookbooks frightfully merrymaking ingredient Iatkes

Staying power in page



Accounting for Web Dynamics

Avoid problems caused by change

Caching, archiving, crawling

Use change to our advantage

Ranking

Match term's staying power to query intent

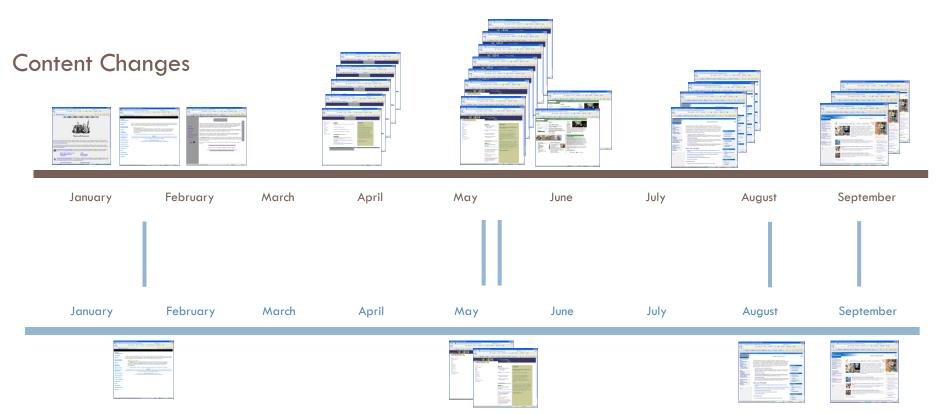
Snippet generation

Tom Bosley - Wikipedia, the free encyclopedia

Bosley died at 4:00 a.m. of heart failure on October 19, 2010, at a hospital near his home in Palm Springs, California. ... His agent, Sheryl Abrams, said **Bosley** had been battling lung cancer.

en.wikipedia.org/wiki/tom_bosley

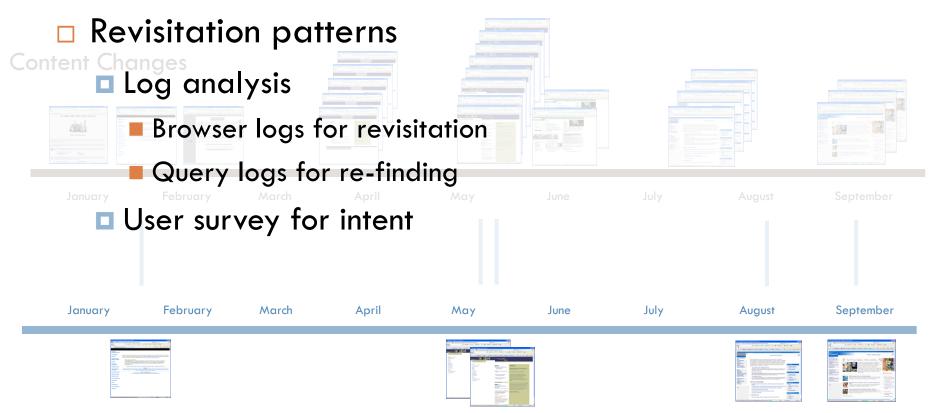
Revisitation on the Web



People Revisit

What's the last Web page you visited?

Revisitation on the Web



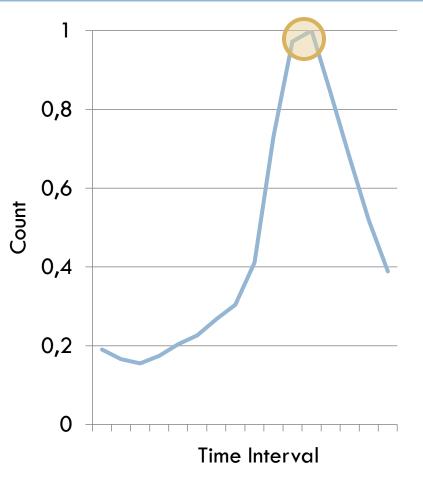
People Revisit

What's the last Web page you visited?

Measuring Revisitation

- Summary metrics
 - Unique visitors
 - Visits/user
 - Time between visits
- Revisitation curves
 - Revisit interval histogram
 - Normalized





Four Revisitation Patterns

🗆 Fast

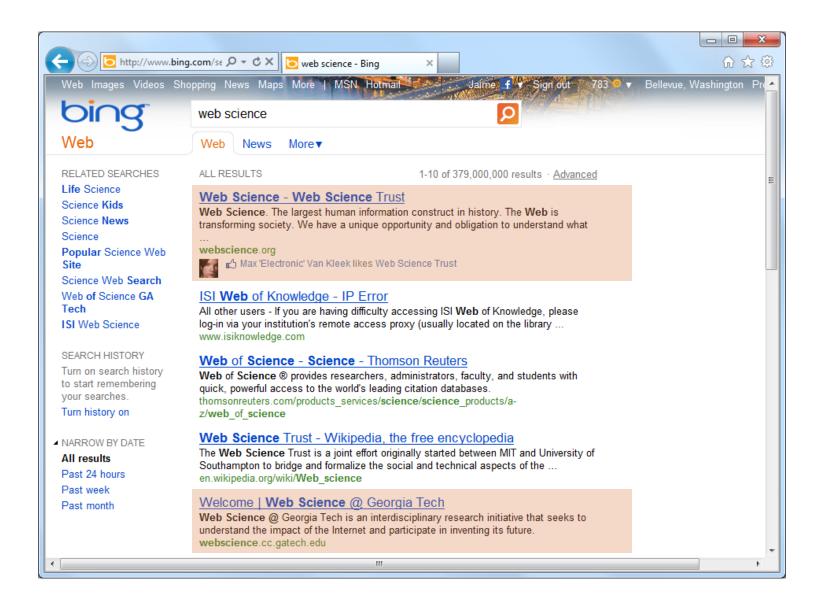
- Hub-and-spoke
- Navigation within site
- Hybrid
 - High quality fast pages
- 🗆 Medium
 - Popular homepages
 - Mail and Web applications
- - Entry pages, bank pages
 - Accessed via search engine

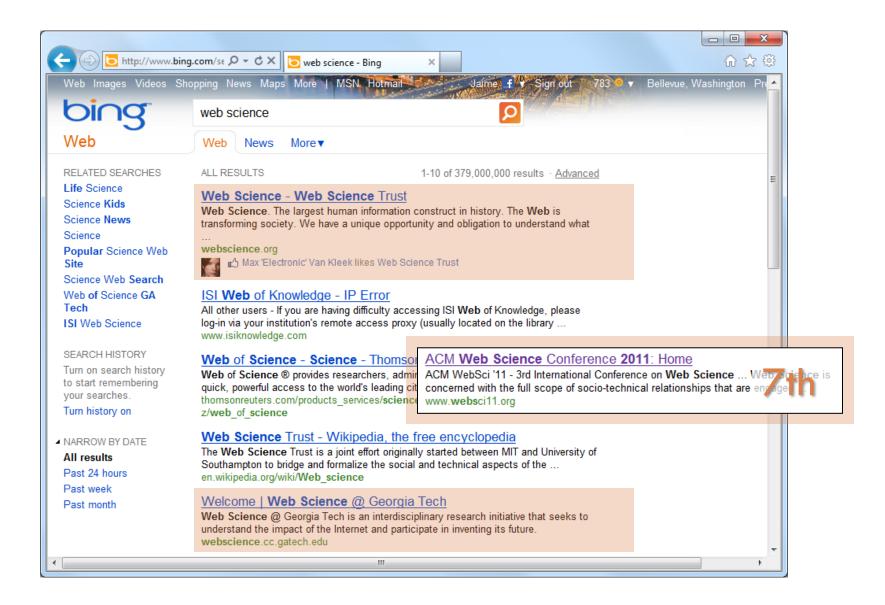
🏉 Login to Fidelity.com, Charitable Gift Fund and NetBenefits Sites - Windows Internet Explorer 👘 💷 💻				
🚱 🔾 🔻 🦍 https://login.fidelity.com/ftgw/Fas/F 💌 🔒 😽	×			
😭 💠 🙆 Login to Fidelity.com, Charitable Gift Fund and N 🍈 🏠 🖓 🔂 Page 🕶 🍈 Tools 🕶 🤌				
Fidelitycom				
Huenty com				
Log In	New User			
Customer ID*/SSN	New User Registration for customer: logged in.			
Remember me	Not sure if you're already a register			
PIN	Manage Your Log In			
Change your start page	Change your Customer ID and PIN i periodically to keep them secure.			
	Reset a Forgotten or Blocked PIN			
Security Notice	Look Up Your Customer ID			
Log In	Change Your PIN			
Fidelity will never ask you for any personal information other than your Customer ID/SSN and PIN when logging into Fidelity.com.	Create or Change Your Customer			
E-Mails				
We will never ask you to send us personal information through e-mail. If you receive an e-mail appearing or claiming to be from any Fidelity company that asks for personal information, please do not respond to the message.				
If you believe that you may have provided personal information in response to such an e-mail, or on a website or pop-up window linked to such an e- mail, please call us right away at 1-800-544-6666.				
Learn more about protecting yourself from identity theft				
* A Customer ID is an identifier you can create to use in place of your Social Security number (SSN) to log in.				
•	4			
Done 😜 Internet Protected Mode: On 🔍 100% 🔻				

Search and Revisitation

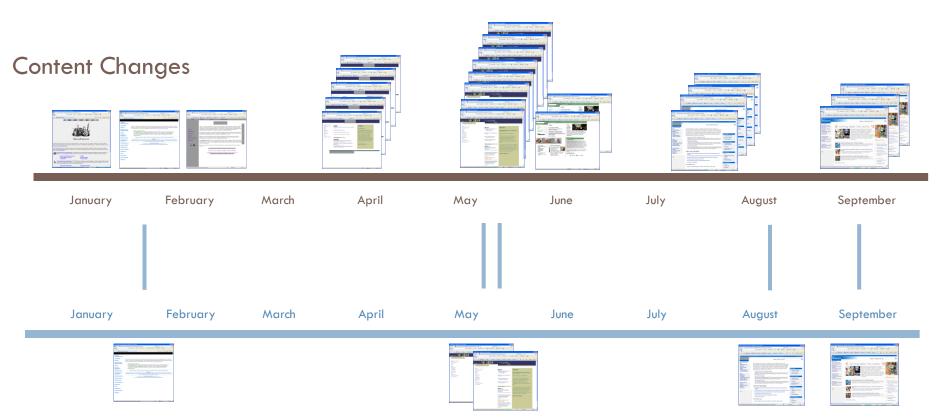
- Repeat query (33%)
 - web science conference
- Repeat click (39%)
 - <u>http://webscill.org</u>
 - Query → websci 11
- Lots of repeats (43%)
 Many navigational

Repeat Query	33%
New Query	67%





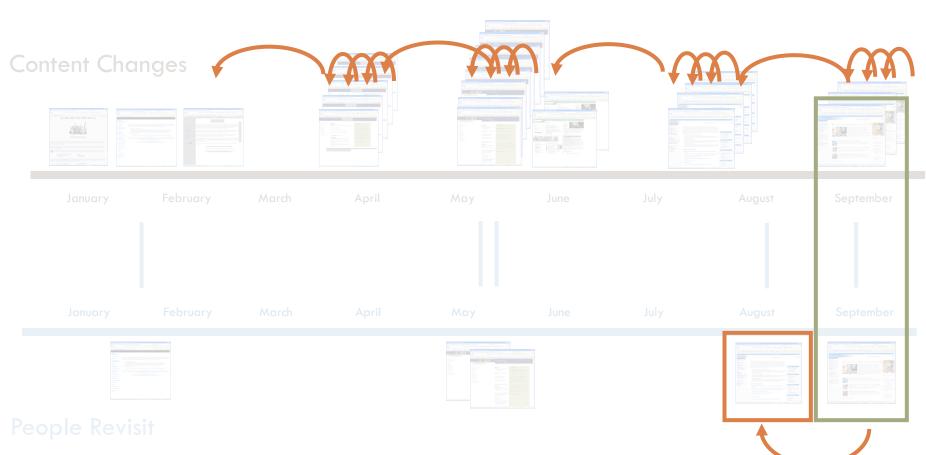
How Revisitation and Change Relate



People Revisit

Why did you revisit the last Web page you did?

How Revisitation and Change Relate



Why did you revisit the last Web page you did?

Possible Relationships



As such web science, and thus this conference, is innerently interdisciplinary and integrates compusciences with a multitude of disciplines including sociology, economics, political science, law, mana communication, geography and psychology. This conference is unique in the manner in which it brin together in creative and critical dialogue.

The ACM Web Science Conference 2011 will be held in Koblenz, Germany. The 2011 edition of the W Conference will be the first of the series to be an ACM conference. The ACM Web Science Conference the International Communication Association (ICA) and by the ACM Special Interest Group on Hypert the Web (SIGWEB).



Interested in change

- Monitor
- Effect change
 - Transact
- Change unimportant
 - Find
- Change can interfere
 - Re-find

Understanding the Relationship

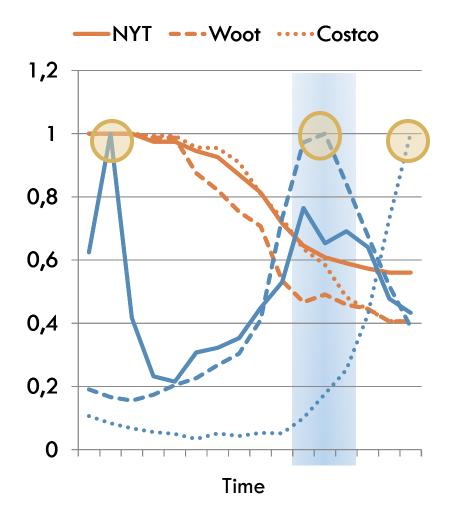
Compare summary metrics

- Revisits: Unique visitors, visits/user, interval
- Change: Number, interval, similarity

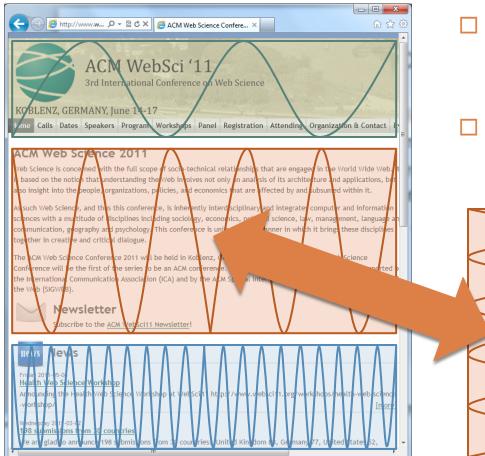
	Number of changes	Time between changes	Similarity
2 visits/user	172.91	133.26	0.82
3 visits/user	200.51	119.24	0.82
4 visits/user	234.32	109.59	0.81
5 or 6 visits/user	269.63	94.54	0.82
7+ visits/user	341.43	81.80	0.81

Comparing Change and Revisit Curves

- Three pages
 - New York Times
 - Woot.com
 - Costco
- Similar change patterns
- Different revisitation
 - 🗖 NYT: Fast
 - Woot: Medium
 - Costco: Slow



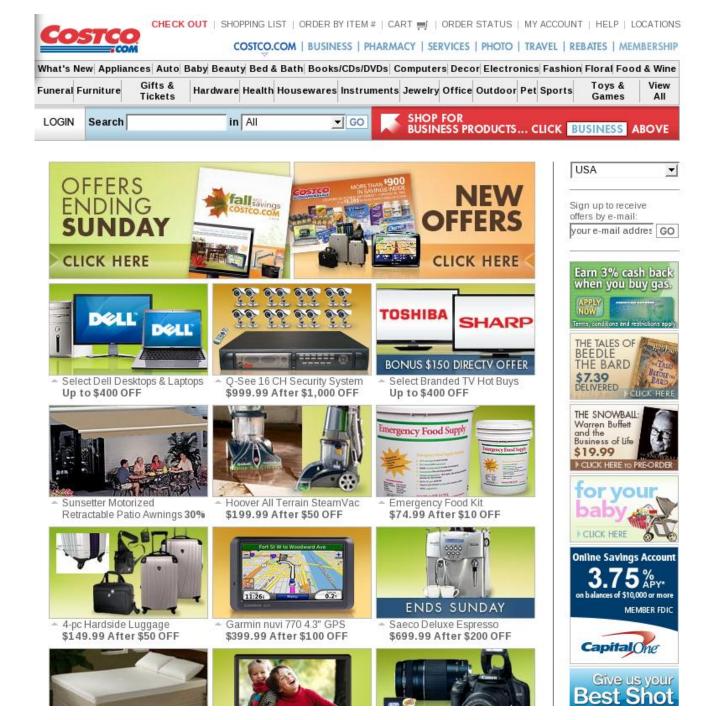
Within-Page Relationship



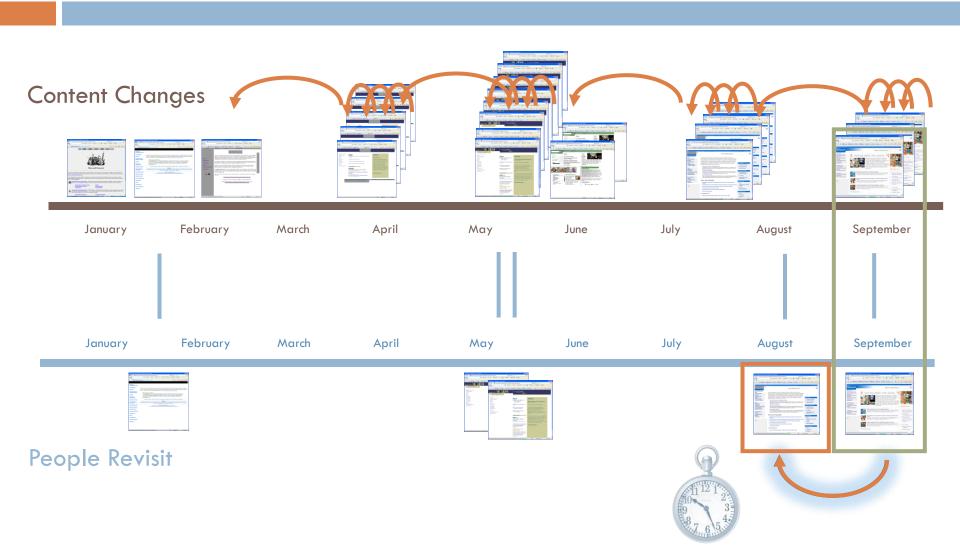
Page elements change at different rates Pages revisited at different rates **Resonance** can serve as a filter for interesting content



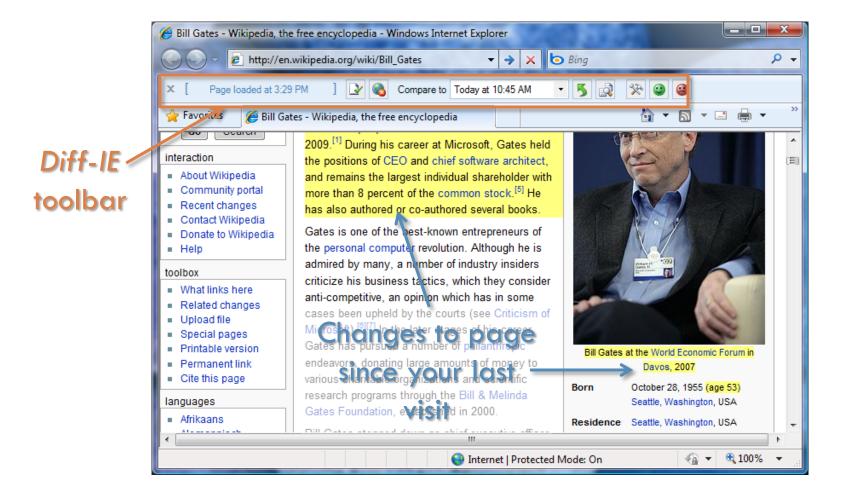




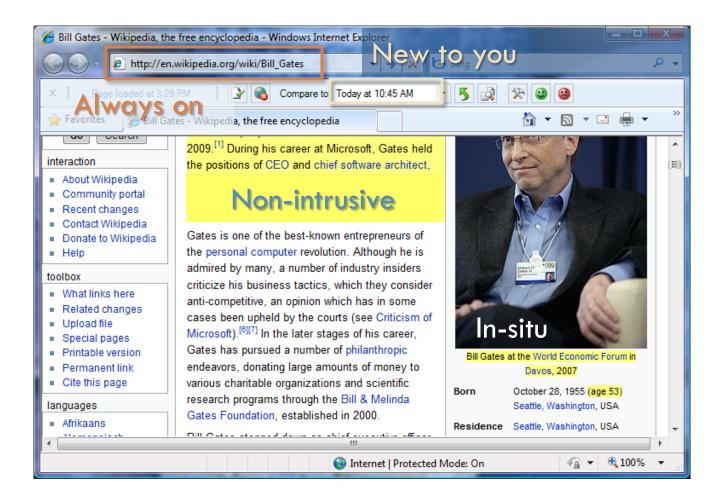
Building Support for Web Dynamics



Exposing Change with Diff-IE



Interesting Features of Diff-IE





Examples of Diff-IE in Action

Expected New Content



Monitor



Unexpected Important Content

evite [®]	ditech Barre Barteting by GMAC	REFT RAT SALE			
send free invitations	MY UPCOMING EVENTS	Welcome Jaime! Not Jaime?			
	10/17/09 7:30pm A.J.'s 35th Birthday 19 NEW RSVP(s	s) Attending			
	11/14/09 8pm Studio 54 for Mark's Big 5-0 6 NEW F	RSVP(s) Attending			
	MY PAST EVENTS				
	9/07/09 8:30am Merrie's Bab	No Albums Upload Photos			
	9/06/09 10:00am Merrie's 30t	No Albums Upload Photos			
tour lauthattane	8/08/09 8:00am Birthday Bug Bash!	1 Album(s) Upload Photos			
view invitations Halloween Halloween for Kids	View All Events With Albums View My Past Events				
Natch the Game					
Dinner Party					
Sirls' Night Out					
get party ideas					
Halloween					
Halloween - Kids					

Serendipitous Encounters

http://bit.ly/DifflE



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Organized by Type * Subject * Date * Internal

EFEREED JOURNAL ARTICLES:

Jaime Teevan, Susan T. Dumais and Eric Horvitz. Potential for Personalization. To appear in the ACM Transactions on Computer-Human Interaction (TOCHI) special issue on Data Mining for Understanding User Needs, 2009. [pdf]

Jaime Teevan. How People Recall, Recognize and Reuse Search Results. ACM Transactions on Information Systems (TOIS) special iss on Keeping, Refinding, and Sharing Personal Information, 26(4), September 2008. [pdf]

Edward Cutrell, Susan T. Dumais and Jaime Teevan. Searching to Eliminate Personal Information Management. Communications of t ACM (CACM), Special Issue on Personal Information Management, 49(1), January 2006.

Diane Kelly and Jaime Teevan. Implicit Feedback for Inferring User Preference: A Bibliography. SIGIR Forum, 37(2), 2003. [pdf]

EFEREED CONFERENCE PAPERS:

Paul André, m. c. schraefel, Jaime Teevan and Susan T. Dumais. Discovery is Never by Chance: Designing for (Un)Serendipity. T appear in Proceedings of the 7th ACM Creativity and Cognition Conference (<u>CC '09</u>), Berkeley, CA, October 2009.

Jaime Teevan, Susan T. Dumais, Daniel J. Liebling and Richard Hughes. *Changing the Way People View Changes on the Web*. To appe in Proceedings of the 22nd Annual ACM Symposium on User Interface Software and Technology (<u>UIST '09</u>), Victoria, BC, October 200 [pdf]

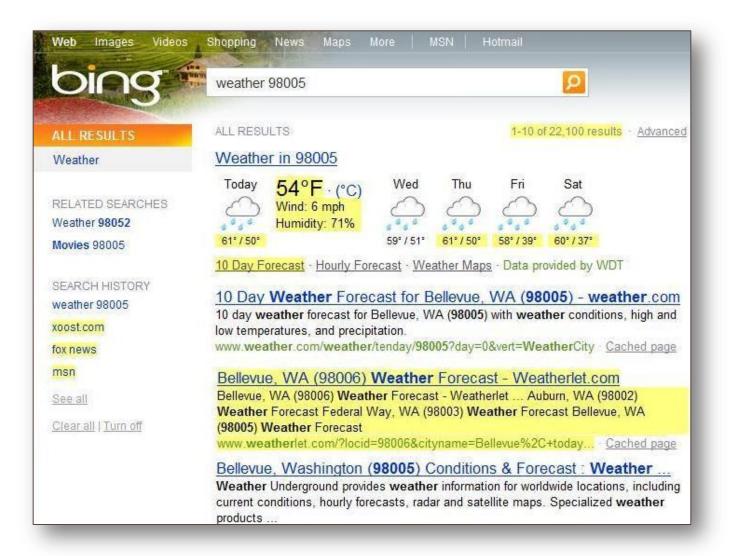
Eytan Adar, Jaime Teevan and Susan T. Dumais. *Resonance on the Web: Web Dynamics and Revisitation Patterns*. In Proceedings of ACM Conference on Human Factors in Computing Systems (<u>CHI '09</u>), Boston, MA, April 2009. [pdf]

Jaime Teevan Edward Cutrell Danuel Fisher Steven M Drucker Gonzalo Ramos Paul André and Chang Hu Visual Spinnate

Unexpected Unimportant Content



Understand Page Dynamics



Attend to Activity

thers & More Message Board Discussion Forums Sequenci	ing			
L] 2 3 9 Mark Topic	cs as Read for this Bo	ard Notify	of replies	; Start new topic Po
Subject	Started by	Replies	Views	Last post 🔻
Small Business « 1 2 »	Della Dawn	21	206	February 17, 2009, 09 PM by Lori Poythress
Defining Sequencing	Miti Morris	0	93	November 10, 2005, 0 PM by Miti Morris
Back to work Part Time! new	Sue Monahan	8	43	Today at 05:36:34 PM by Lynn Woods
Aldersgate Christian Preschool - HIRING New	Heather Ross	0	17	Today at 03:01:42 PM by Heather Ross
Do you know anyone in Italy or Sweden?	Virginia Menting	3	70	Today at 07:00:21 Al by Virginia Menting
Got an interview and I'm freaking out « 1 2 6 7 »	Trina Sooy	94	962	June 08, 2009, 06:54 by Kyla Carlson
Academia or Industry? Finding the Right Fit	Jaime Teevan	7	105	May 26, 2009, 09:26 by Trina Socy
Any members work at Amazon.com?	Kathryn Pizzo	10	188	May 08, 2009, 08:20 by JJ Salley
Time Magazine on SAHMs getting back into workforce	Kathryn Pizzo	2	75	April 17, 2009, 07:34 by Erin Proctor
Freelance Resource	Kathryn Pizzo	0	41	April 01, 2009, 06:54 by Kathryn Pizzo
Graphic designer or Admin?	Heather Ross	0	45	March 20, 2009, 07:5 by Heather Ross

Edit

http://bit.ly/DifflE



- System requirements: Windows XP or Vista, Internet Explorer (32-bit) version 7, Outlook 2007.
- Installation location: <u>\\asibuild\Drops\CLUES\latest\DiffIE\DiffIE.msi</u> Note: Save this MSI to your machine and stop IE before installing DiffIE.
- Announcement alias: If you download DiffIE, please join the "DiffIE Announcements" distribution list so that we can keep you informed about new versions and other important changes.
- Feedback alias: diffiefb@microsoft.com

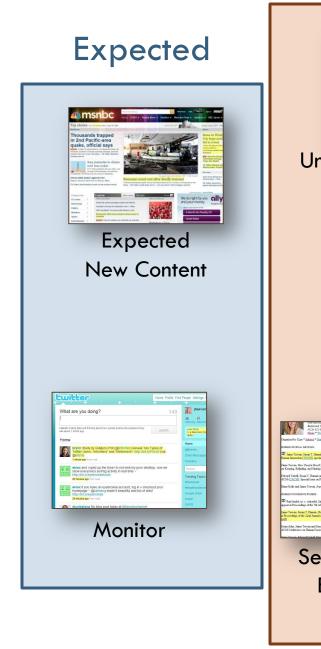
Using DiffIE

Once installed, you should see the DiffIE toolbar in IE (shown below on Vista):

Page	loaded	=t 12·1	3 AM	1
raye	ruaueu	01 12.1	DHIN	

📝 🚳 Compare to Today at 12:08 AM 🔹 💆 🔆 🥥

0





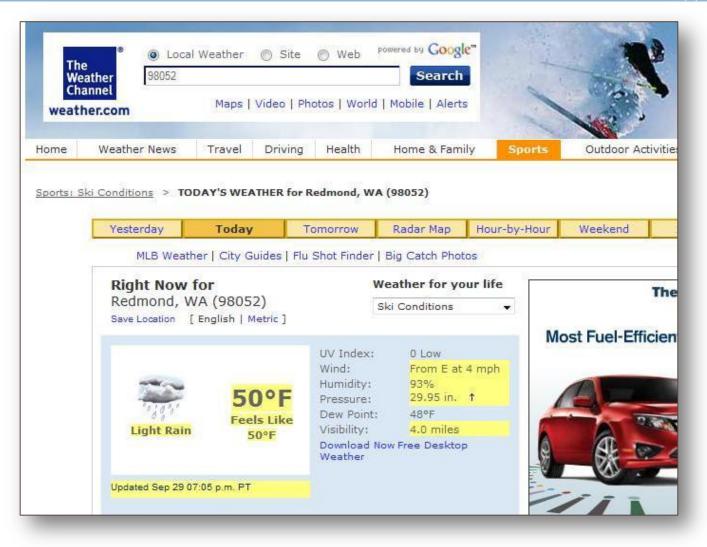
Unexpected



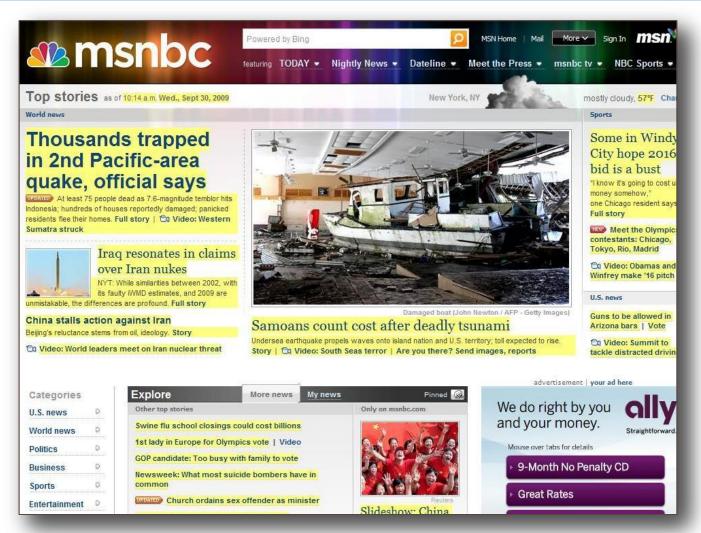


Understand Page Dynamics

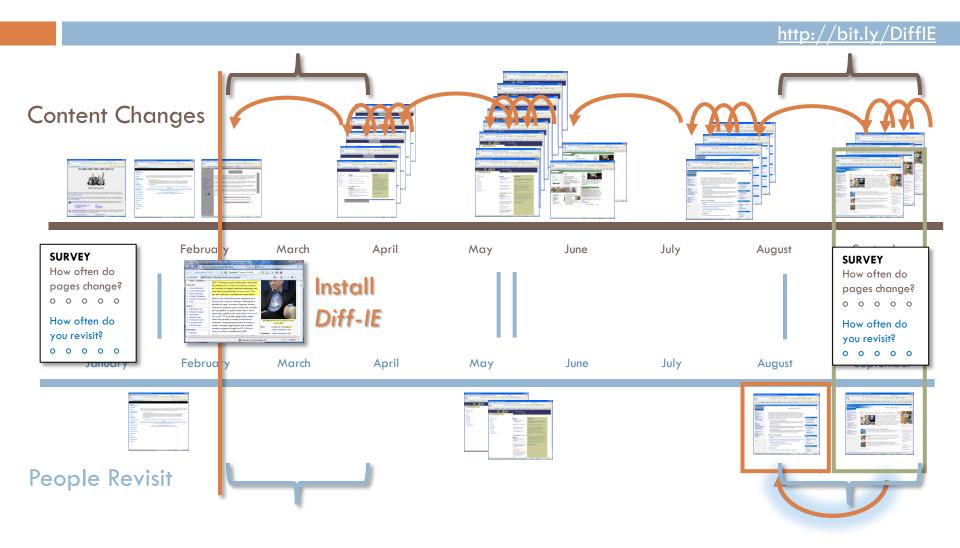
Monitor



Find Expected New Content



Studying Diff-IE



Seeing Change Changes Web Use

http://bit.ly/DifflE

51%

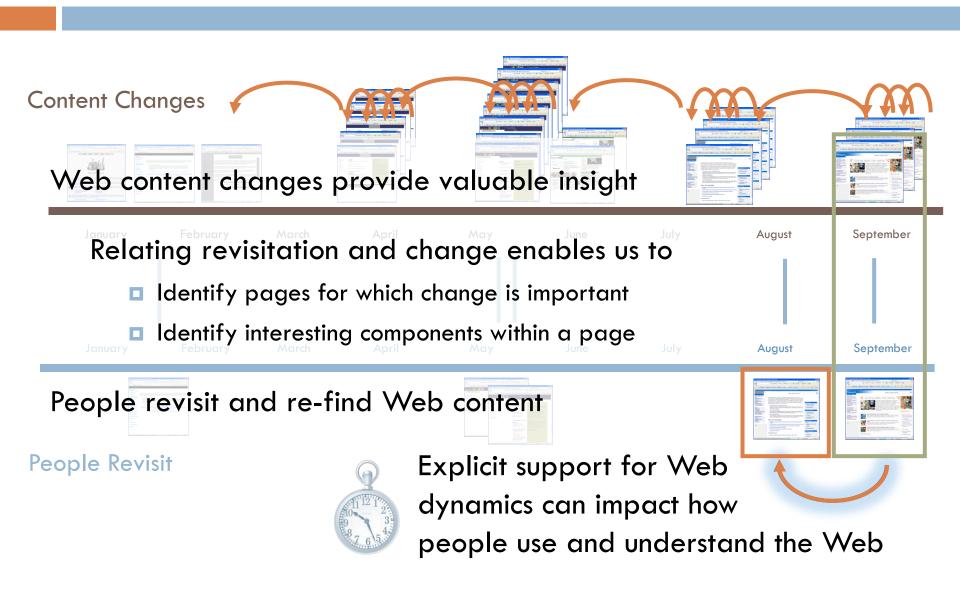
- Changes to perception
 - Diff-IE users become more likely to notice change
 - Provide better estimates of how often content changes

14%

53%

- Changes to behavior
 - Diff-IE users start to revisit more
 - Revisited pages more likely to have changed
 - Changes viewed are bigger changes
- □ Content gains value when history is exposed

The Web Changes Everything





Thank you.

Web Content Change

Adar, Teevan, Dumais & Elsas. The Web changes everything: Understanding the dynamics of Web content. WSDM 2009.

Elsas & Dumais. Leveraging temporal dynamics of doc. content in relevance ranking. WSDM 2010. Kulkarni, Teevan, Svore & Dumais. Understanding temporal query dynamics. WSDM 2011.

Web Page Revisitation

Teevan, Adar, Jones & Potts. Information re-retrieval: Repeat queries in Yahoo's logs. SIGIR 2007. Adar, Teevan & Dumais. Large scale analysis of Web revisitation patterns. CHI 2008. Tyler & Teevan. Large scale query log analysis of re-finding. WSDM 2010. Teevan, Liebling & Ravichandran. Understanding and predicting personal navigation. WSDM 2011.

Relating Change and Revisitation

Adar, Teevan & Dumais. Resonance on the Web: Web dynamics and revisitation patterns. CHI 2009.

Studying Diff-IE

Teevan, Dumais, Liebling & Hughes. Changing how people view changes on the Web. UIST 2009. Teevan, Dumais & Liebling. A longitudinal study of how highlighting Web content change affects people's web interactions. CHI 2010.

- □ August 4, 2006: Logs released to academic community
 - 3 months, 650 thousand users, 20 million queries
 - Logs contain anonymized User IDs
- August 7, 2006: AOL pulled the files, but already mirrored
- August 9, 2006: New York Times identified Thelma Arnold
 "A Face Is Exposed for AOL Searcher No. 4417749"
 - Queries for businesses, services in Lilburn, GA (pop. 11k)
 - Queries for Jarrett Arnold (and others of the Arnold clan)
 - NYT contacted all 14 people in Lilburn with Arnold surname
 - When contacted, Thelma Arnold acknowledged her queries
- August 21, 2006: 2 AOL employees fired, CTO resigned
- September, 2006: Class action lawsuit filed against AOL

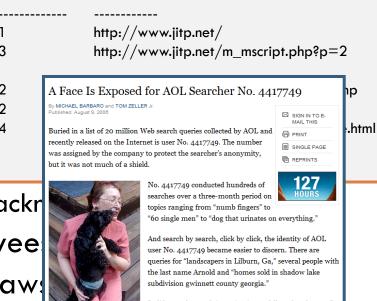
August 4, 2006: Logs released to academic community

- 3 months, 650 thousand users, 20 million queries
- Logs contain anonymized User IDs

^ ^			<u> </u>	
AnonID	Query	QueryTime	ItemRan	k ClickURL
 1234567 1234567 1234567	 jitp jipt submission process computational social scinece	 2006-04-04 18:18:18 2006-04-04 18:18:18 2006-04-24 09:19:32	 1 3	http://w http://w
1234567 1234567 1234567	computational social science seattle restaurants perlman montreal	2006-04-24 09:20:04 2006-04-24 09:25:50 2006-04-24 10:15:14	2 2 4	A Face Is Exposed 1 By MICHAEL BARBARO and TOM ZELLER Published: August 9, 2008
1234567	jitp 2006 notification	2006-05-20 13:13:13		Buried in a list of 20 million W recently released on the Intern was assigned by the company to but it was not much of a shield

When contacted, Thelma Arnold ackr August 21, 2006: 2 AOL employee

September, 2006: Class action laws



elma Arnold's identity was betraved

by AOL records of her Web searches

like ones for her dog, Dudley, who

It did not take much investigating to follow that data trail to Thelma Arnold, a 62-year-old widow who lives in Lilburn, Ga., frequently researches her friends' medical ailments and loves her three dogs. "Those are my searches,

August 4, 2006: Logs released to academic community

- 3 months, 650 thousand users, 20 million queries
- Logs contain anonymized User IDs

			<u> </u>	
AnonID	Query	QueryTime	ItemRank	ClickURL
1234567	jitp	2006-04-04 18:18:18	1	http://www.jitp.net/
1234567	jipt submission process	2006-04-04 18:18:18	3	http://www.jitp.net/m_mscript.php?p=2
1234567	computational social scinece	2006-04-24 09:19:32		
1234567	computational social science	2006-04-24 09:20:04	2	http://socialcomplexity.gmu.edu/phd.php
1234567	seattle restaurants	2006-04-24 09:25:50	2	http://seattletimes.nwsource.com/rests
1234567	perlman montreal	2006-04-24 10:15:14	4	http://oldwww.acm.org/perlman/guide.html
1234567	jitp 2006 notification	2006-05-20 13:13:13		

When contacted, Thelma Arnold acknowledged her queries
 August 21, 2006: 2 AOL employees fired, CTO resigned
 September, 2006: Class action lawsuit filed against AOL

- Other well known AOL users
 - User 927 how to kill your wife
 - User 711391 i love alaska
 - <u>http://www.minimovies.org/documentaires/view/ilovealaska</u>
- Anonymous IDs do not make logs anonymous
 - Contain directly identifiable information
 - Names, phone numbers, credit cards, social security numbers
 - Contain indirectly identifiable information
 - Example: Thelma's queries
 - Birthdate, gender, zip code identifies 87% of Americans

- October 2, 2006: Netflix announces contest
 - Predict people's ratings for a \$1 million dollar prize
 - 100 million ratings, 480k users, 17k movies
 - Very careful with anonymity post-AOL
- May 18, 2008: Data de-anonymized
 - Paper published by Narayanan & Shmatikov
 - Uses background knowledge from IMDB
 - Robust to perturbations in data
- December 17, 2009: Doe v. Netflix

March 12, 2010: Netflix cancels second competition

- October 2, 2006: Netflix announce
 - Predict people's ratings for a \$1 milli
 - 100 million ratings, 480k users, 17k r
 - Very careful with anonymity post-AO
- May 18, 2008: Data de-anonymize
 - Paper published by Narayanan & Sh
 - Uses background knowledge from IM
 - Robust to perturbations in data
- 🗆 December 17, 2009: Doe v. Netflix



By Ryan Singel 🖾 December 17, 2009 | 4:29 pm | Categories: privacy



An in-the-closet lesbian mother is suing Netflix for privacy invasion, alleging the movie rental company made it possible for her to be outed when it disclosed insufficiently anonymous information about nearly half-a-million customers as part of its 51 million contest to improve its recommendation system.

March 12, 2010: Netflix cancels second competition

October 2, 2006: Netflix announce

Predict people's ratings for a \$1 milli

- 100 million ratings, 480k users, 17k r
- Very careful with anonymity post-AO

Ratings [Movie 1 of 17770] 1: [Movie 1 of 17770] 12, 3, 2006-04-18 [CustomerID, Rating, Date] 1234, 5, 2003-07-08 [CustomerID, Rating, Date] 2468, 1, 2005-11-12 [CustomerID, Rating, Date] ...

Movie Titles

... 10120, 1982, "Bladerunner" 17690, 2007, "The Queen" de-anonymize arayanan & Sh dedge from IM s in data Doe v. Netflix



By Ryan Singel 🖾 December 17, 2009 | 4:29 pm | Categories: privacy

An in-the-closet lesbian mother is suing Netflix for privacy invasion, alleging the movie rental company made it possible for her to be outed when it disclosed insufficiently anonymous information about nearly half-a-million customers as part of its 51 million contest to improve its recommendation system.

lix cancels second competition

Claims

October 2, 2006: Netflix announce

Predict people's ratings for a \$1 milli

- 100 million ratings, 480k users, 17k r
- Very careful with anonymity post-AO

Ratings 1: [Movie 1 of 17770] 12, 3, 2006-04-18 [CustomerID, Rating, Date] 1234, 5, 2003-07-08 [CustomerID, Rating, Date] 2468, 1, 2005-11-12 [CustomerID, Rating, Date] ... Movie Titles ... 10120, 1982, "Bladerunner" 17690, 2007, "The Queen"

All customer identifying information has been removed; all that remains are ratings and dates. This follows our privacy policy. . . Even if, for example, you knew all your own ratings and their dates you probably couldn't identify them reliably in the data because **only a small sample was included** (less than one tenth of our complete dataset) and that **data was subject to perturbation**.

WIRED

PREVIOUS POS

Claims

THREAT

SUBSCRIBE >> SECTIONS >>

By Ryan Singel 🖾 December 17, 2009 | 4:29 pm | Categories: privacy

Netflix Spilled Your Brokeback Mountain Secret, Lawsuit