## Automating Document Annotation using HLT and ML

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## Types of Document Annotation (1)

- Marking up contained information
  - Portions of documents associated to objects in ontology
    - Enables:
      - Ontology-driven processing
      - Services based on ontology will be able to use information
    - Ontomat (Staab *et al* 2001)
    - SemTag and Seeker (Dill et al. 2003)
    - Armadillo (Ciravegna et al. 2004)
    - Melita (Ciravegna et al. 2002)





#### Ontology-based Annotation



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## Types of Document Annotation (2)

- Adding free text annotation (braindump)
  - The final document is just the final solution
    - Many lessons are learnt during the process and are not in the final document
  - □ Example: the project for a new Jet Engine
    - During the discussion the working group will consider many alternative solutions
    - Those not selected are not in the final project
    - When next jet engine is designed, the group needs to know
      - □ What solutions were tried (use of titanium)
      - □ Why they were not adopted (e.g. too high a cost)
      - □ If the analysis is still true (titanium cost has decreased)
  - □ Annotea (Barstow et al 2001)
  - Semantik (Gilardoni *et al* 2004)
    - AktiveDoc (Lanfranchi et al. 2005)





## Braindump in a Legal Scenario



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## Types of Document Annotation (3)

- Adding knowledge to documents (ctd.)
  - Document enrichment: helping connecting the document to the rest of the knowledge
    - Associating Services
       Magpie (Domingue *et al.* 2004)
    - Connected to other documents

e.g. Automatic generation of hyperlinks
COHSE (Goble *et al.* 2001)
Magpie (Dzbor *et al.* 2003)
AktiveDoc (Lanfranchi *et al* 2005)



#### Application Areas for Annotation

#### Annotation Services

- a Automatic integration of dispersed information
- Better Indexing and retrieval
- Knowledge Management
  - Organization's repositories as mini Webs
    - Aerospace Boeing, Rolls Royce
    - Automotive Fiat
    - Biomedicine GlaxoSmithKline, Merck, NPSA
    - Services Royal Mail
    - KM Quinary (I), Ontoprise(D)
    - Other Italian Parliament



#### CREAM

Siegfried Handschuh and Steffen Staab, "Annotation of the Shallow and the Deep Web, "http://citeseer.ist.psu.edu/580187.html

- Annotation framework for <u>ontology-driven annotation</u>
  - Reference implementation is Ontomat
    - http://annotation.semanticweb.org/ontomat/index.html
- It supports:
  - Manual annotation of documents
  - Authoring of documents: authors can create annotation while putting together the content of a page
  - Semi-automatic annotation: to reduce the burden of manual annotation
  - Deep annotation: to annotate the Deep Web (documents hidden in databases)
    - When the database owner is cooperatively participating in the Semantic Web.



### **CREAM:** Requirements

- Easy of use and efficiency:
  - Annotation is a difficult task that must be made easy (or easier) for the generic user
  - See next slide
- Ontology based:
  - Ontology provides the interlingua for the Semantic Web (see previous lectures)
- Unique referencing for individuals
  - E.g. "Dieter Fensel" must always be tagged with a unique id in the Knowledge Base, otherwise it won't be possible to retrieve all the knowledge about him when querying
    - Cream must provide help in retrieving/identifying proper ids



## Easy of use?

 The following statement is not exactly easy to write/understand

<rdf:Description rdf:ID="CIT1111">

<rdf:type rdf:resource="http://www.mydomain.org/uni-ns#course"/>
<uni:courseName>Discrete Maths</uni:courseName>
<uni:isTaughtBy rdf:resource="#949318"/>

</rdf:Description>

<rdf:Description rdf:ID="949318">

<rdf:type rdf:resource="http://www.mydomain.org/unins#lecturer"/> <uni:name>David Billington</uni:name>

<uni:title>Associate Professor</uni:title>

</rdf:Description>

- Parallel with HTML (nobody writes HTML nowadays)
- Need of specialised editors
  - Dreamweaver-like





## CREAM: Requirements (2)

Reuse

- Ability to reuse already annotated documents
  - Obvious?
- Knowledge as a layer that spans across documents
  - As hyperlinks connects documents, so knowledge does
    - Connecting knowledge about one individual (using its id)
    - Connecting multiple document content
      - Annotation carries information not in documents!!!
    - See next slides





#### Knowledge across documents



12

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## CREAM: Requirements (3)

#### Maintainability

 Annotation needs maintenance when documents are changed

- Risk is that document is changed and annotation is not!
- Simplifying maintenance improves quality of SW
- Multiple ontology
  - Possible to annotate using different ontologies
  - Supporting different uses of documents





#### **CREAM:** Annotation

- The interface enables editing and annotation of documents
- Types of annotations
  - Concepts
  - Properties
  - Relations
- Same objects we have seen in RDF
- HTML Editor with possibility to annotate (in DAML-OIL)
- SW: Annotation:
  - Selection of text and drag and drop is the way in which annotation is performed
    - Easy of use reminds HTML annotation tools
      - □ E.g. dreamweaver





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## Document generation

- Given the content of the KB, document generation can be helped
  - Canned text is associated to the ontology parts
    - E.g. the relation "<rdf:Property rdf:ID="collabotareswith">" has a lexicalization associated, e.g. the string "collaborates with"
  - Dragging a concept/property/relation and dropping it into the text generates automatically
    - Text (using the canned text)
    - The annotation







## Document generation (2)

- It is important to provide tools that help in generating content
  - Annotators will generate annotation (that costs time) if they will have an advantage
    - In terms of better retrieval
    - In terms of content generation help





## Annotation of Deep Web

- Deep Web has expected proportion 500/1 with respect to the Shallow Web
  - Search engines do not annotate deep web
    - If a document is there, it cannot be retrieved
  - SW must be able to annotate DW
- Problems in annotating DW
  - Documents are (or can be) generated automatically
    - E.g. responses to queries in eCommerce generates virtual documents using DB content (product, price, etc.)
    - Cannot be annotated singularly
      - □ They do not exist"



## Annotation of DW

- It is necessary to generate rules to annotate the DB schema rather than the individual documents
  - Reverse engineering the DB
    - If DB owner does not collaborate
    - Correlate the DB schema to the ontology if the schema is known
      - □ Typically when the DB owner cooperates.





## Annotation of DW (2)

CREAM considers the collaborative case

- The DB schema is considered as another ontology
- Mapping rules are defined among the ontologies
- Annotation is inserted using the mapping rules when document is displayed





Issues in User Centred Document Annotation





#### Annotations: Where From?

- SW relies on document annotation
  - Current state of art requires manual annotation
- Manual Annotation
  - Very few people will annotate web pages by hand
  - What if they did?
    - Isn't the web based on hype?
      - Do people really need to publish their girlfriend photos?





## Manual Annotation (1)

- Expensive/time consuming/difficult
  - Chicken-egg problem
  - If it adds time to page editing, users will not do it unless there is really something for them
    - Usefulness
    - Hype
- Inefficient and never ending
  - Every new document needs to be annotated
- Difficult
  - if two people annotate the same documents have 15-30/100 probabilities to annotate them differently
    - Risk is that the same information is annotated differently
      - Disagreement between annotators means data sparsity
      - Information becomes difficult to retrieve





## An Example

- 10 annotators
- Emails about workshop announcements
  - Name, acronym, date of workshop
  - Name, acronym, URL of associated conference (if any)
  - Submission dates.
- 15% inter-annotator disagreement
   Especially on name of conference/workshop







## Problems in the example

- The previous example contains
  - Three doubtful cases (conference name/acronym)
  - One mistake
  - It was annotated by two people and a third one checked their annotations





### Problems with Manual Annotation (2)

- Tedious & Tiring
  - □ Error prone
- Legacy with the past
  - Ontologies are living objects, new version produced
    - Which version of the ontology is used for annotation?
- Dispersed information
  - Annotation largely unfeasible for large diverse repositories
    - E.g. a Web site (Department of CS of the University of Southampton: 1,600 pages)
    - How many relevant ontologies are there for that department?



#### Problems with Manual Annotation (3)

- How many annotation schemas?
  - The Semantic Web is expected to be composed of
    - [Many] small ontological components [Hendler 2001] will be created, mainly related to different domain and applications
    - University of Sheffield web site:
      - □ What ontology for annotation?
        - Universities/Education, Research life, Scientific Papers,
        - Sport, computer network organization....
        - You name what...





#### Annotation for use...

- If annotation is to be chosen by author/owner
  - Selection of Annotation Schema may reflect world model of the <u>creator</u>, not of the <u>user</u>
    - E.g. education is the main goal of the university, so the central Uni will probably choose an ontology on Education
    - Most of my time is actually devoted to research
    - Most of my colleagues look for scientific information on our web site
    - To us, Uni's annotation would be largely unuseful
    - Question:
      - □ Who (and how!) is going to introduce the annotation for us?
      - □ <u>Where is the annotation to be inserted?</u>





#### Where to Insert Annotation

- In CREAM annotation becomes part of the document
  - Document is modified
- If a document is annotated by a third party
  - Annotation cannot be inserted in document
    - No permission
  - It must be inserted in a database
    - As current search engine indexes are
    - Used for retrieving/using the page
  - Effect on Semantic Web
    - Annotation may become proprietary
      - □ As search engine indexes are
      - □ As any editing done by people (?)





#### Manual Annotation (2)

- Trusting Manual Annotation?
  - User (in)competence can limit the usefulness of the annotation
  - Spam/Devious
    - Google
      - Does not even use HTML meta Tags! (quality)
      - Avoids using user-defined words only to index (spamming)
    - If we use owner's annotation we are back to the pre-Google world
  - Can be not updated when document is modified
    - If annotation is kept separate from the document
       e.g. in a database





# Automating Annotation for the Semantic Web





## Annotation Engines

- Manual document annotation is still largely expected to be the main SW vehicle creation
  - Especially for trusted environment (e.g. within a company) this is expected to provide high quality material
- Automatic annotation is a vision
  - □ To help manual annotation <u>OR</u>
  - To replace human annotators
- Producing automatic annotation services
  - □ For a specific ontological component/application
  - Constantly re-indexing documents





## Advantages

- Effects:
  - No legacy with the past
    - Annotation with the latest version of the ontology always available
    - Multiple annotation schemas for a single document possible
    - Initial (user) annotation loses importance
      - It is not the only one available, so I can still get information even if the initially associated ontology is irrelevant to me!
  - Simplifies maintenance
    - Page changed but not re-annotated would never happen anymore
    - Like today's search engines cope with disappearing links
  - No annotation in the document
    - The engine would have its database of annotations
      - □ They are not the page owners, cannot modify your documents!
    - As today's indexes are not stored in the documents


### Automatic Document Annotation

- Ontology based annotation
  - User centred
    - MnM (Vargas-Vera et al. 2002)
    - S-Cream (Handschuh et al. 2002)
    - Melita (Ciravegna *et al.* 2002)
    - AktiveDoc (Lanfranchi et al. 2005)
  - Unsupervised Domain independent
    - SemTag and Seeker (Dill et al. 2003)
    - Pankov (Cimiano et al. 2004)
  - Unsupervised Domain dependent
    - Armadillo (Ciravegna et al. 2004)
- Connecting documents to the knowledge space
  - Magpie (Domingue et al. 2004)
  - AktiveDoc (Lanfranchi et al. 2005)





#### Dimensions of Automatic Annotation

- User centred versus unsupervised
- Large Scale (millions) versus small scale (dozens of documents)
- Application-specific versus generic
- Shallow versus Deep
  - Shallow: Named entity recognition
    - With recognition of entities across documents
      - □ Who is Michael Jackson?
  - Deep: Complex fact capturing
    - Also across documents
      - □ E.g. as in Cream
- Supervised versus unsupervised
- Media:
  - □ <u>Single</u> media (e.g. text only)
  - <u>Multi-media</u> (evidence in each media is considered, evidence is fused in a Boolean way)
  - <u>Cross-</u>media (evidence is searched across media and compared across them)





### Supporting User-Centred Annotation

- CREAM, MnM and Melita provide semi-automatic annotation
  - Using Machine Learning based IE (Amilcare)
  - To simplify the burden of document annotation
- For trusted environments (e.g. KM)
- Users:
  - Annotates document samples
- IE System:
  - Trains while users annotate
  - Generalizes over seen cases
  - Provides preliminary annotation for new documents
- Advantages
  - Annotates trivial or <u>previously seen</u> cases
  - □ Focuses <u>slow/expensive</u> user activity on unseen cases
  - Validating extracted information is simpler & less error prone
  - Machine Learning based: it learns how to <u>improve</u> capabilities





Fabio Ciravegna, Alexiei Dingli, Daniela Petrelli and Yorick Wilks: **User-System Cooperation in Document Annotation based on Information Extraction** in Asuncion Gomez-Perez, V. Richard Benjamins (eds.): Knowledge Engineering and Knowledge Management (Ontologies and the Semantic Web), Proceedings of the 13th International Conference on Knowledge Engineering and Knowledge Management (EKAW02),

#### Ontology-based document annotation assisted by adaptive IE

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Settings Help		
Things	Type: cmu.cs.scs Topic: Undergrad Research Presentations Dates: 4-May-92 Time: 3:30 - 5:00 PostedBy: mjs+ on 29-Apr-92 at 00:39 from G.GP.CS.CMU.EDU (Man Abstract: The other Independent Study Projects to be presented from 3:30 May 4 in Wean 5403 are as follows Bill Adams Genie Error Interface Design Gerard Decatrel Virtual Reality: Object Reconstruction Andrew Dent Implementing Biological Imaging Algorithms Melissa Goldman Ezmail + Dectalk = Eztalk	:k Stehl:
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## Active Training in Melita (1)





Trains on annotated corpus

© Fabio Ciravegna, University of Sheffield

## Active Training in Melita (2)





Retrain using errors,

© Fabio Ciravegna, University missing tags and mistakes

#### Active Annotation in Melita



© Fabio Ciravegna, University of Sheffield

### IE System & Annotator Interplay

Things

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- IE system annotates docs
  - Melita uses for suggesting
- Suggestions presented
  - According to the certainty
  - According to user profile
  - Reliable suggestions:
    - Presented in full block
    - Saved if not clicked
  - Fairly reliable suggestions
    - Presented as surrounding boxes
    - Removed if not clicked
- Users can customize system behaviour
  - Intrusivity minimization

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## Quantitative Support

- How quickly does it learn?
- Experiment:
  - Seminar announcements at Carnegie Mellon University
    - Emails to be annotated with
      - □ Speaker
      - Start time of seminar
      - End time of seminar
      - Location of seminar
  - Note: not as simple as it seems
    - Many people, locations and dates in announcements:
      - Task is spotting the right ones



# Quantitative Support in Annotation (how quickly does it learn?)



#### Impact on Annotation

University of Karlsruhe's experiments (Cream)

- -80% annotation time
- +100% interannotator agreement
  - Is this positive?
- Outstanding issue:
  - Impact on annotators of suggestions topping 85% accuracy?





### Architecture



-Provide annotated corpora

-Sort documents





## Application Areas

#### Knowledge Management

- Aerospace Boeing
- Biomedicine NPSA, Merck, NHS
- Intelligence MET, SAIC Lawrence Livermore National Laboratory
- Law Quinary

#### Solcara:

Next version of KM tool will include Melita & Amilcare





#### Amilcare (Ciravegna 03)

- Based on (LP)<sup>2</sup> algorithm (Ciravegna 2001)
- Trains on documents XML annotated
- Integrated with annotation tools:
  - MnM (Open Univ.), Ontoannotate (Ontoprise, DE)
  - Ontomat (Karlsruhe Univ.), SemantiK (Quinary, I)
  - Melita (Sheffield Univ.)
- Limited distribution: released to about 50 sites:
  - Industrial or Commercial Sites: SAIC (Usa), Max Planck Institute (D), Merck (D), Solcara (GB), Lawrence Livermore National Laboratory (Usa), Boeing (Usa), GlaxoSmithKline (Usa), Quinary (I), Ontoprise (D), Mondeca (F), Camera dei Deputati (Italian Parliament) (I)
  - Academic Sites:

University College Dublin (IE), CNRS (F), University of Cambridge (UK), University of Trier (D), NCRS Demokritos (Gr), Carnegie Mellon University (Usa), University of Illinois (Usa), University of Texas, Austin (Usa), Open University (UK), Danmarks Tekniske Universitet (Dk), University of Southampton (UK), Arizona State University (Usa), Naval Postgraduate School Monterey (Usa),



Amilcare



### Connecting to the Knowledge Space

- Annotating single documents is not enough
- As CREAM shows
  - There are many cases where it is necessary to connect knowledge in different documents
    - Using unique IDs
    - But also to refer to already known knowledge (knowledge reuse)
  - Knowledge Reuse
    - From personal knowledge to an organization's knowledge
    - Recovering the context of a document
    - Adding knowledge not present in the document





## Magpie

Martin Dzbor, Enrico Motta, John Domingue, Marc Eisenstadt "MagPie, A tool for the SW" http://kmi.open.ac.uk/projects/magpie/main.html

- Magpie enables opening up the knowledge space of the document by connecting the contained knowledge to the outside world
  - E.g. contained concepts are <u>automatically</u> hyperlinked to their definition
  - Individuals are linked to their id in the KB
    - Named entity recognition
  - Services can be associated to concepts in the ontology
    - Services are used to display further information







### Annotation in AktiveDoc

- Document Editor/Browser for SW
- It covers the three levels of annotation
  - Ontology-based
  - Braindump (comments a la Word)
  - Expansion of knowledge space (a la Magpie using large scale IE)
- It provides suggestions for content taking into account the context being written
  - Extracting content a la Melita
  - Searching the SW (e.g. knowledge bases)
- It provides privacy and security of annotation
  - Does not modify the document
  - Annotation in a database
- Services associated to annotated concepts

Vitaveska Lanfranchi, Fabio Ciravegna, Daniela Petrelli Semantic Web-based Document: Editing and Browsing in AktiveDoc 2<sup>nd</sup> European Semantic Web Conference, Crete, May 2005



## Large Scale Annotation

- One step further
  - Towards large scale annotation
  - Many document sources (sites)
    - Variety
    - Consistency
  - Dispersed information (no self contained documents)
    - Information integration needs
  - Human-centred annotation largely unfeasible
    - OR...?
- Proposal: automatic annotation services





## Dimensions of approach classification

- Task:
  - Shallow versus Deep
    - Named entities versus event extraction
- Ontologies
  - Generic ontologies versus application specific
  - Scale (often directly proportional to genericity)
    - Large ontologies (e.g. TAP: 10,000s of concepts)
      - □ SemTag (Dill et al. 2003)
    - Versus application specific ontologies (100s of concepts)
      - □ Armadillo (Ciravegna et al. 2004)
- Requirements:
  - To enable automatic processing
    - Requirement: High accuracy (as in databases)
  - To enable human centred searching
    - Requirement: medium accuracy (as in web searches)





### Armadillo Used in the Hands on Session!



- System for Large Scale Annotation
  - Capturing events
- Composable architecture
- Annotation as Harvesting
  - Searching, Classifying, Extracting, Integrating, Visualizing
- Ontology based
  - Ontology defines application domain (dozens to hundreds of concepts)
- Uses an RDF triple store to store extracted facts
- Supports geographically distributed architectures

WiT'

 Fabio Ciravegna, Sam Chapman, Alexiei Dingli, and Yorick Wilks: Learning to Harvest Information for the Semantic Web, Proceedings of the First European Semantic Web Conference, Crete, May 2004



## Annotation as Harvesting

- Harvesting defined as:
  - Task of identifying instances for objects in a given ontology
    - Both entities and relations
- Harvesting modules
  - Defined according to objects they work on
  - Formally defined in terms of the task(s) they perform
    - E.g. classification, extraction, integration, visualization...
- Information Food Chain metaphor (Etzioni96)
  - Search engines/classifiers as herbivores
    - Armadillo uses existing search systems (for Web or company repositories)
  - Information agents as carnivores
    - Information Extraction
    - Information Integration





#### Extraction

- To model Deep Web
  - Models the data base schema to the ontology
    - As in Cream
  - Rules to wrap existing regular web sites
    - E,g, automatically generated by a database
      - What you will do in the hands on session using regular expressions!
- To extract from generic web pages
  - Semi-supervised approach
  - Next slide





## Large Scale Extraction Strategy

- Redundancy to bootstrap unsupervised learning
  Starting point:
  - Starting point:
    - Seed examples provided via
      - user-defined lexica
      - easy to model/mine sources (wrappers)
  - Armadillo
    - Searches mentions in corpus
      - Multiple strategies to combine evidence
        - Is this really its instance?
    - Cycle:
      - Seed examples used to bootstrap learning
        - For progressively more complex cases
        - From lists and tables to free text
      - Produces more examples
        - Multiple strategies to combine evidence



## Information Integration

- Facts from different sources need to be integrated
  - To connect information/knowledge
  - To solve discrepancies and ambiguities
- Steps
  - Unique instance identification (for entities)
  - Record linkage (for events)
- Information Integration strategies
  - Generic
    - Distance metrics
      Used in the HandsOn!
    - Using Web bias

- Application specific
  - Rules





### Gourm-adillo



#### Armadillo: Est Est Est-Edinburgh

Natural Language Processing Group, Department of Computer Science, University of Sheffield, Regent Court, 211 Portobello Street, Sheffield, S1 4DP, UNITED KINGDOM Tel:+44(0)114-2228000 Fax:+44(0)114-22.21810 sam@dcs.shef.ac.uk Links

Sam's HomePage

<u>Armadillo</u>

This page details the Information Extracted regarding the Restaurants, (Est Est Est - Edinburgh) and related details for it. All details on this page have been automatically extracted from existing web resources by the Armadillo Information Retrevial and Information Extraction tool Then integrated to create this new web portal. All content on this page is sourced from remote web resources and where applicable the URL's of the resources are indicated. The owner of this site does not present these results as fact but as the results of automatic extraction therefore we hold no liability for any errors or ommisions Back to main Restaurants Index

#### Est Est Est - Edinburgh

DESCRIPTION: As soon as you walk through the door of an Est Est Est outlet you should instantly feel welcome. It is a vibrant modern Italian restaurant offering a sensibly priced, up to date menu in stylish surroundings with a warm and friendly atmosphere, where a simple one course meal can cost as little as £10. They try hard to cater to all tastes, some restaurants feature wood-fired pizza ovens, which produce sensational pizzas far larger and tastier than most others vou&apos:ll find on the high street. The menu offers a great range of chicken and steak dishes, and seafood too - all added to each week by a range of blackboard specials created by the chef. Of course, being an Italian restaurant, Est Est Est serves an excellent selection of pasta, piled hot and steaming into large bowls - perfect for lunch or early evening with a crisp side salad. Children are particularly well catered for at Est Est. The menu is varied and even encourages participation, for instance they can top their own pizzas with their own choice of toppings; and all children' s main course prices include ico cross and a coft drink Further Information Ect Fet Fet is a sure

#### Est Est Est - Edinburgh - Maps



Pidewitz RV Clawr Ctpyight 50) Yet

#### ArTmadillo

#### Mines the web to retrieve information on painters and their works



#### ArTmadillo



#### Artists domain Evaluation

Artist	Method	Precision	Recall	F-Measure
Caravaggio	II	100.0%	61%	75.8%
	IE	100.0%	98.8%	99.4%
Cezanne	11	100.0%	27.1%	42.7%
	IE	91.0%	42.6%	58.0%
Manet	11	100.0%	29.7%	45.8%
	IE	100.0%	40.6%	57.8%
Monet	11	100.0%	14.6%	25.5%
	IE	86.3%	48.5%	62.1%
Raphael	11	100.0%	59.9%	74.9%
	IE	96.5%	86.4%	91.2%
Renoir	II	94.7%	40.0%	56.2%
	IE	96.4%	60.0%	74.0%

### Future of Annotation

- What's next?
  - Text only?
  - Multimedia?
  - Cross-media?
- Industrial use?
  - Is there any industrial use of annotations yet?
- X-Media as an example of project
  - Integrated Project
  - Coordinated by University of Sheffield
  - □ >€10M funding
  - Currently under final negotiation







## Knowledge Sharing and Reuse across Media





### The project

**Our Vision:** 

#### A new Approach to KM across Media in Complex Distributed Environments

#### Large Scale Acquisition, Sharing and Reuse of Knowledge

- Distributed in images, documents and data
- Distributed in different repositories (data bases, knowledge bases, etc.)
- Inaccessible for current systems because Knowledge implicit across media.

#### X-Media Technology

- To enable Know How retention / exploitation
- To maintain and improve competitiveness
- To manage knowledge-intensive complex processes n Extraction

#### Know-how as main asset for EU companies









#### Testbeds

The multimedia field identified (texts, images and data) fits well an environment in which

- (1) Sensors and cameras provide basic data to be interpreted
- (2) Textual documents complement, describe, and help interpret data and images and (3) ontologies describe the domain and the application

#### Testbeds

- Product lifecycle monitoring (Rolls Royce)
  - Competitor analysis (Fiat).



### Conclusions

- Document annotation can be performed at different levels
  - Ontology-based, braindump, document enrichment
- Annotation unlikely to be performed manually on a large scale except for limited cases (e.g. FoaF)
- Automation can be applied successfully for helping annotating
- We have seen:
  - User centred automated ontology-based annotation
    - **Graphic For trusted self contained documents (e.g. KM)**
    - Melita/SCREAM
  - Automatic document Enrichment
    - Magpie/AktiveDoc
  - Unsupervised large scale annotation
    - **Graphic Section** For distributed large scale environments (e.g. the Web)
    - Armadillo


# Future Work & Challenges

- Multidisciplinary research for automation
  - NLP has strong role, but complemented with other disciplines
  - □ SE, ML, II, SWS, HCI
- Annotation
  - Beyond the division between user centred and unsupervised
    - Strong HCI strategies
      - Validation of results across documents
        - How can you validate 2M triples produced by large scale annotation?
- Information extraction models
  - Beyond simple IE models
    - Towards fully fledged adaptive IE systems
      - Maintaining flexibility
- Information Integration
  - Towards complex trainable strategies for integration
- Combination of evidence
  - Of sources
  - Of extractors





# Future Work & Challenges (2)

- How modelling uncertainty?
- Knowledge is dynamic. How do you model that?
- HCI
  - Information presentation (document annotation)
    - Intrusivity:

How to avoid annoying users with too many annotations

- Trust
  - Who do users trust?
    - Tracing preferred sources
  - Where does the information come from?
- Scalability
  - Large scale indexing systems
    - Millions of pages (not billions!)





Final thought

These technologies allow easy collection of large amount of information/knowledge

- Are we:
  - □ Preparing for a better world?
  - Preparing for a world with no secrets/privacy?
    - Big brother
    - Spam
  - Just adding hay to the haystack while searching for a needle?





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### www.3worlds.org

- Vita Lanfranchi
  - Daniela Petrelli



## Thank You

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- NLP Sheffield
  - http://nlp.shef.ac.uk/
- AKT Project
  - www.aktors.org
- Dot.Kom Project
  - www.dot-kom.org
- IPAS project
  - www.3worlds.org





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The importance of Managing Unstructured Knowledge





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# Impact of Limited KM

International Data Corp. (IDC)

- Knowledge workers spend from 15% to 35% of their time searching for information." [KMWorld Volume 13, Issue 3, March 2004].
- The lack of efficiency costs organizations \$750 billion annually due to wasted time spent by knowledge workers seeking and capturing information necessary for them to do their jobs (A.T. Kearney)
- Fortune 500 companies lose at least \$31.5 billion a year by failing to share knowledge





# Sources of Knowledge

- 80-85% of a company's knowledge is contained in unstructured form,
  - □ i.e. expressed in some forms of natural language.



# Impact of Knowledge Types

- Content (unstructured information) is much more valuable than structured information (as in databases),
- Availability to companies is generally very limited.
  - Available products tend to provide access to structured rather than unstructured information.



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# Expected Industrial Trends

- Strong need for tools to access knowledge through
  - effective and efficient searching,
  - extraction and integration of information
- Businesses spent \$2.7 billion on new systems in 2002,
  - Number to rise to \$4.8 billion in 2007.
- IDC
  - Strong demand for the latest content technologies, including
    - Multimedia and multi-format search and text mining.
  - Content management and retrieval software spending will outpace the overall software market by 2007.
  - Market is estimated at \$6.46 billion market in 2004 and a \$9.72 billion industry by 2006, according to research from IDC.
- Gartner Group
  - 75% of the productivity improvements in corporations should be attributed to introduction of KM practises by 2007
- An important characteristic of unstructured knowledge is its decentralization:
  - Gartner Group: 80% of a company's digital resources are not accessible to the enterprise as a whole
    - they are stored as personal files on individual computing systems, rather than in central repositories. (Computing, 18 November 2002).



# Governmental Trends

The market of Knowledge Management (KM) is expanding worldwide

- The US federal government will boost knowledge management spending from \$820 million in 2003 to \$1.3 billion by 2008,
  - Iargely for homeland security requirements;
  - many European governments are expected to do the same.
- A large chunk of the spending will concern
  - Tools and systems to manage content of unstructured documents





# Technologies: Web and KM

- Companies are more and more using the Web for KM
  - □ The WWW is used as source of information
  - Internal intranet organised as mini Web
    - HTML pages
    - Hyperlinking
    - Search engines used for retrieval
      - Of internal documentation
      - Of external documentation





## Web Size Vs Intranet Size

- Web Size: some billion pages (8-???)
- Average Intranet of Large Company:
  - Some dozen million pages
- How long before they reach 1 billion?
   2008?
- Web Technologies expected to be key to KM problems
  - What role for the Semantic Web





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# IE from Documents





## What Technology

- Information Extraction from Documents
   Definition
  - Anatomy of a classic IE system (side notes)
- Automated Annotation Using HLT
  - Supporting User Centred Annotation with IE
  - Unsupervised Annotation with IE and Information Integration
  - Adding Knowledge to Documents





## Information Extraction



- automatically extracting pre-specified information from natural language texts
  - salient facts about pre-specified types of events, entities or relationships.
- populating a structured information source from a semistructured, unstructured, or free text, information source.



## Standard IE tasks

WASHINGTON, D.C. (October 5, 1999) nQuest Inc. today announced that Paul Jacobs, for Vice-President of E-Commerce at <u>SRA Internation</u> has joined the company's executive management t as president. Company: nQuest Inc. Date: today InPerson: Paul Jacobs InRole: president

**Company**: SRA International **OutPerson**: Paul Jacobs **OutRole**: Vice-President of E-Commerce,

Named Entities



**Event Recognition** 

# The generic IE system [Hobbs 1993]

### Text Zoner

turns a text into a set of text segments (title, body, etc.)

### Preprocessor

- □ from a text segment into sequence of sentences
- morphological analysis

### Filter

filters out irrelevant sentences/texts

continue...









Moody's Investors Service Inc said it assigned an A3 rating to the Province of Saskatchewan's C\$115 million bond offering that was priced today. The sale is a reopening of the province's 9.6 percent

The sale is a reopening of the province's 9.6 percent bonds due February 4, 2022. Proceeds will be used for government purposes, mainly Saskatchewan Power Corp.









<u>\_ocal</u>

Gvt.

Rating

Rating Agency Moody's Investors Service Inc said it assigned an A3 rating to the Province of Saskatchewan's C\$115 million **Bond** Issue bond offering that was priced today. The sale is a reopening of the province's 9.6 percent bonds due February 4, 2022. Proceeds will be used for government purposes, mainly Saskatchewan Power Corp.

Local Gvt Rating

**Bond Issue Local Gvt** 





# The generic IE system (contd.)

### Named Entity Recognizer

 identifies small scalable structures (proper names, dates, numbers, currencies, etc.)

#### Parser

produces (possibly complete) parse trees

### Semantic Interpreter

- generates logical forms (LF) for the sentences
- Lexical Disambiguation
  - □ from ambiguous LF to unambiguous LF

continua...





NE Recognition & Coreference

Organisation

19:15 Moody's rates Province of Saskatchewan A3

Moody's Investors Service Inc said it assigned an A3 rating to the Province of Saskatchewan's C\$115 million bond offering that was priced today. MNY The sale is a reopening of the province's 9.6 percent bonds due February 4, 2022. Proceeds will be used for % government ses, mainly Saskatchewan Power Corp.



## The generic IE system (contd.)

- Coreference Resolution
  - identifies different description of the same entity in the text
- Template Generator
   turns LF into Templates





# Template Filling

19:16 Moody's rates Province of Saskatchewan A3

Moody's Investors Service Inc said it assigned an A3 rating to the Province of Saskatchewan's C\$115 million bond offering that was priced today. The sale is a reopening of the province's 9.6 percent bonds due February 4, 2022. Proceeds will be used for government purposes, mainly Saskatchewan Power Corp.

atchew	van	
		dum auraus



## NYU Architecture [Grishman 97]

#### **Local Text Analysis**



## NYU: Proteus System

Initial Text

Sam Schwarz retired as executive vice president of the famous hot dog manufacturer, Hupplewhite inc. He will be succeeded by Harry Himmelfarb.



# NYU: NE Recognition

### •Gazetteer lookup

#### • Patterns:

Person -> FirstName + Word.Capitalised

Person -> Person + Word.Capitalised

```
Company -> Word.Capitalised<sup>+</sup> < company-indicator>
```

#### **After Name Recognition**

```
[name type: Person Sam Schwarz] retired as
   executive vice president of the famous hot
   dog manufacturer,
[name type: Company Hupplewhite Inc.] He will be
   succeeded by
[name type: Person Harry Himmelfarb].
WiT
```

# NYU: Partial Parsing (1)

NP -> (det|indet)<sup>?</sup> adj\*(common|proper)<sup>+</sup> VG -> (aux)<sup>\*</sup> verb<sup>+</sup>

After Partial Parsing(1)

```
[NP Person e1 Sam Schwarz] [vg retired] as
[NP role e2 executive vice president] of
[NP company e3] the famous hot dog manufacturer],
[<sub>NP Company e4</sub> Hupplewhite Inc.] [<sub>NP Person e5</sub> He]
[vg will be succeeded] by
L<sub>NP Person e6</sub> Harry Himmelfarb].
```

## NYU: Partial Parsing (2)

position -> position of company

action: position(x) ^ position\_in(x y) ^ company(y)



### NYU: Scenario Pattern Matching

clause -> <person> retires as <position>
 action: person(x) ^ leaves job (x y) ^ job(y)

[Clause event 7 Sam Schwarz retired as executive vice president of the famous hot dog manufacturer, Hupplewhite Inc.] [<sub>Clause event</sub>(<sub>e8</sub>)]e will be succeeded by Harry Himmelfarb] Coreference



## NYU: Final Steps

• Inference

leave-job(x-person, Y-job)
 & succeed(Z-person, X-person)
 start-job(Z-person, Y-job)

• Template Generation

EVENT: leave job

Person: Sam Schwarz

Position: executive vice president

Company: Hupplewhite Inc.

EVENT: start job

Person: Harry Himmelfarb

Position: executive vice president



Company: Hupplewhite Inc.

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## Measures

CORRECT + (PARTIAL \* 0.5)

Recall=

#### POSSIBLE



 $(\beta^2 + 1) * PREC * REC$ 



 $W_1T'$ 



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 $3^{2*}$  PREC + REC

# The Rationale Behind

- Precision: how correct is the average answer provided by the system
- Recall: how many (correct) information are retrieved by the system
- **F-measure**: allows comparative evaluation



### **Traditional Knowledge Management**



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#### CENTRO RICERCHE FIAT (1990-1993)

### Knowledge Management using IE



### Knowledge Management using IE

REF.: 00140/89

STRUCTURED DATA: licence plate number, model, km, ....>

TOPIC: Mancato funzionamento motorino avviamento.

TEXT: Sulle auto per presentazione a stampa specializzata si verifica il mancato funzionamento del motorino avviamento durante prova pergola (motorino EY8 0, 8/72).

FIRST DIAGNOSIS: Antonioli 24/06/89: vedere scheda 0014/89.

DIAGNOSIS: Bianchi 25/06/89: Anomalia causata da ossidazione con conseguente bloccaggio innesto alberino scorrimento, e mancata chiusura contatti elettromagnete. Il particolare è stato inviato ai laboratori per ulteriori controlli.

Giorgioni 28/06/89 l'ossidazione e' stata causata dall'utilizzo di materiale non idoneo alle prescrizioni.







*(Ciravegna et al. 92, Ciravegna 95)* 

#### CENTRO RICERCHE FIAT (1990-1993)

### Knowledge Management using IE



MAIN FAULT: NON-FUNCTIONAL (COD. A124) Part: starter motor (cod: 0129AIX2) CAUSED BY: FAILURE TO CLOSE (COD. A156) Part: electromagnetic contacts starter motor (cod 012900T9) CAUSED BY: BLOCKAGE (COD A345) Part: starter drive pinion (cod. 012900T9) CAUSED BY: OXIDATION (COD A567) Part: starter drive pinion (cod. 012900T9) CAUSED BY: UNSUITABLE MATERIAL (COD A569) Part: starter drive pinion (cod. 012900T9)





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(Ciravegna et al. 92, Ciravegna 95)

#### CENTRO RICERCHE FIAT (1990-1993)

### Knowledge Management using IE



# IE Tools: a very partial list

### Requiring manual development

- □ Fastus (SRI)
- Lasie (Ushef)
- Proteus (NYU)
- □ Annie (Ushef, www.gate.ac.uk)
- ...

### Based on Machine Learning

- □ Alembic (Mitre, www.mitre.org/tech/alembic-workbench/)
- □ SIFT (BBN)
- □ Amilcare (Ushef, nlp.shef.ac.uk/amilcare/)
- **u** ...





## Gate

(www.gate.ac.uk)

 A General Architecture for Text Engineering: architecture, framework

Why?

- Free software, relatively comprehensive, widely used,
- It means we can ignore the infrastructural issues
- Not a claim that it is the best or only in all cases!





# Gate-Annie

- ANNIE A Nearly-New IE system
- A version distributed as part of GATE
- GATE automatically deals with document formats, saving of results, evaluation, and visualisation of results for debugging
- GATE has a finite-state pattern-action rule language, used by ANNIE
- A reusable and easily extendable set of components





# NE Components



# On Image Annotation





# Annotating Images

- Images do not have content like text
- Can be annotated by
  - Selecting regions
  - Associating annotations to regions
    - In a way similar to CREAM









Motor Cycle Cop

photo by ph PoliceMan.rdf Full size

Add a comment, cirave:





• • •

add comment



#### WWW Conference Photos

#### nnotate photo

PoliceMan.jpg

• •



Motor Cycle Cop

photo by ph PoliceMan.rdf Full size

Logged in as cirave
My account settings
Customize person list
Show my photos
Logout
You are in Gallery "www2004"
Show published photos
Vote - great shot or not?
Add photos
Select 🔻 Go

RSS	VALID	
FOTO	NOTES	RI

#### Add annotation



If this is a person,

Select name

Customize person list

Person's email (A quick hack for Dev Day Demo - under development)

Annotation headline

Additional comment or description





# www3photo.org

This is a very simple example of how to annotate photos

- Limitations
  - Ontology is very limited (just one concept)
- Interesting issues
  - A community building the SW
  - Sharing of knowledge





# | MIAKT (2002-2004)

 Support to the Multi-Disciplinary Meetings (MDMs) that take place between various medical practitioners of different expertise, in coming to a collaborative diagnosis and plan of action in symptomatic focal breast disease.





# MIAKT: Multi-disciplinary

## Assessment

- Multiple stakeholders
- Multiple viewpoints and vocabularies
  - Breast imaging X-ray, ultrasound, MRI
  - Clinical examination
  - Microscopy cells and tissues (also, hormone receptors)
- Local dialects in use
- Variation between countries due to factors such as insurance claims!



 $W_1T'$