

## 13a – Web Presence - Search

### Action Item Template Response

#### General Action Item Information

Lead Division/Office: ES

Action Item Number: 13a

Action Item Short Name: Web Presence - Search

Dependencies with other EP Action Items: TBD

Implementation leader (name & email): Brian McGough (bmcgough@indiana.edu)

#### I. DESCRIBE YOUR PLANS FOR IMPLEMENTING THIS ACTION.

- Define the Search leadership task force that guides the process and moves things forward, involving the search subcommittee from the web standards committee as a working group as needed
  - Chair: runs the meetings (perhaps Kim)
  - ES Leadership (for budgetary and operational concerns)
  - Notetaker: (not a decision maker, perhaps an admin asst from UITS)
  - UITS Communications Office Representative
  - IU PAGR representative
  - IUB Campus rep - represents the needs from the IUB campus
  - IUPUI Campus rep - represents the needs from the IUPUI campus
  - Regional Campus rep - represents the regional campus needs
  - IU Libraries rep - represents the search needs from all IU libraries perspectives
  - ex-officio from web standards committee search subcommittee - briefs the leadership task force
- Define functional requirements for search
  - Ensure that we meet with a large set of stakeholders
- Evaluate the search appliance model and whether it makes sense going forward
  - Define the alternatives
    - Google University Search
    - Google Search Appliance (current solution)
    - Open Source Search Engines with unlimited capacity
  - Evaluate the alternatives through proof of concept projects
    - Define the criteria for evaluation

- Evaluate each offering based on those criteria
  - Summarize the alternatives, pros, and cons in order to make a decision
- Make a decision on which alternative we want to proceed with
  - Plan the migration if GSA is not selected
  - Enhance search interface based on requirements gathered
  - Enhance web traffic analysis tools based on requirements gathered
  - Develop best practices and policies
  - Develop support and training
  - Plan the communications plan surrounding this action.

## **ACCOMPLISHMENTS**

- A leadership task force was formed.
- Functional requirements for search were defined.
- A proposal for the future of Search at IU was developed, and a new Google search appliance was installed and migration completed.
- Enhancements to main search page and search query analysis were completed.
- IU Knowledge Commons Community of Interest for search users was launched, to complement space for Google Search Appliance managers.

## **II. WHAT ARE THE POLICY AND PRACTICE IMPLICATIONS OF YOUR PLANS?**

Several web managers have search solutions in place, including the IUB and IUPUI libraries. These solutions will be complemented and not replaced by this effort. So in addition to enhancing the main search interface to return useful results, this effort will help users find existing search solutions.

## **III. IDENTIFY STAKEHOLDERS.**

- UITS webmasters
- IU webmasters
- Campus webmasters
- Libraries
- Web Standards Committee
- Departmental website owners
- Faculty Council Technology Committees
- Regional Campus CIOs
- ITOP regional campus technology operations