

Towards Effective and Efficient Information Systems

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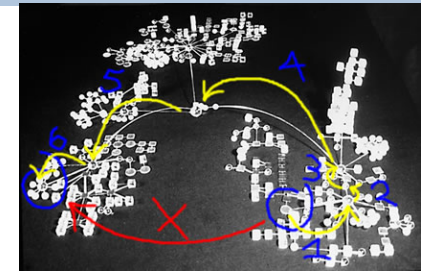


Why is “traditional” search not enough?

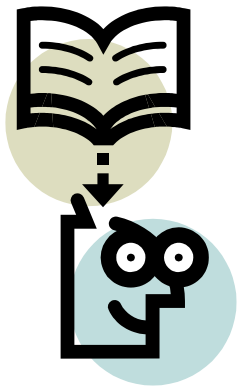
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Some problems:

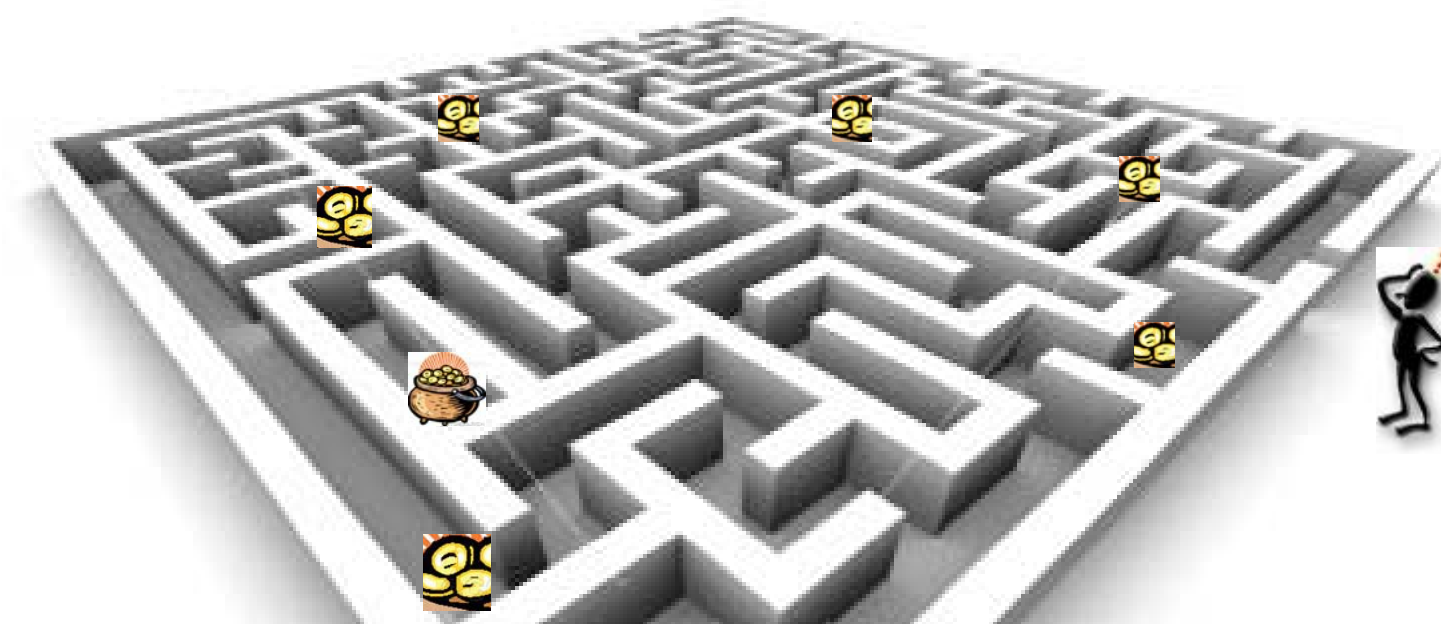
- Even if the top link (the “key resource”) is the best, search is not over



- Information relevant/appropriate/understandable to you might not be relevant/appropriate/understandable to me



- Often need more than 1 document/link to get the information needed.



Scenario: John is 68 and retired. His wife just died and he has no children. He wonders what will happen to his superannuation when he dies.

- <http://www.fido.asic.gov.au/fido/fido.nsf/byheadline/Your+superannuation+death+benefit?openDocument>: Your superannuation death benefit
- <http://www.fido.asic.gov.au/fido/> ...What happens if you die?
- <http://www.ato.gov.au/corporate/>... Definitions
- http://simplersuper.treasury.gov.au/fact_sheets/html/death_benefits.asp Simplified Superannuation. Fact Sheets

What about if the search engine was always able to retrieve all and only the relevant documents?

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- All the relevant links are there

... Work still required:

- To find the appropriate pieces of information
- To combine it appropriately into the coherent whole

You might assume that your will controls how all your money will be divided up when you die. That's not necessarily enough to decide what happens to money in your super fund, even if you've started drawing on your super as part of your retirement, for example through an allocated pension. In fact, special rules control how your super fund trustees are allowed to distribute the money, and how that money will be taxed. Under those rules, various people may be entitled to claim a share of your super benefits.

Superannuation death benefit

First of all, the total amount of money will include the money in your super account at that time you die plus an insurance payment if you had life insurance cover as part of your super fund membership. That's called your 'death benefit'.

What will happen to your superannuation when you die?

If you die while a fund member, the trustee must normally pay your death benefit to one or more of your dependants or your estate.

Who is eligible to receive your death benefit?

When paid to your estate, it is administrated by your 'legal personal representative', who must distribute your benefit according to your will or according to law if you have no will.

A dependant for a death benefit ETP is:

- a surviving spouse or de facto spouse
- an ex-spouse
- a child of the deceased who is under 18
- any person who is financially dependent on the deceased person at the time of death, or at the time of the payment of the death benefit ETP
- any person with whom the deceased has an interdependency relationship.

Note: Financially dependent on the deceased means the deceased employee contributed necessary financial support to maintain the dependant. Children over 18 must be financially dependent on the deceased employee to qualify as dependants.

An interdependency relationship is generally a close personal relationship between two people who live together, where one or both provides for the financial, domestic and personal support of the other. Each of these conditions must be proved.

A person with a disability living in an institution may also qualify.

Friends or flatmates just sharing accommodation, or people providing care under employment contracts or on behalf of a government or charitable or benevolent organisation, probably would not qualify.

What will be the taxation treatment of death benefits paid to a dependant?

An alternative?

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- Make use of information about user(s), tasks, ...
 - Can help with the search (tailoring)
 - Can help with the delivery (to help make the results more easily understandable)

- Pay attention to the delivery of information
 - Make use of theories and techniques from discourse, coherence, NLG, HCI,...



Traditional Search
Can address any need
Onus is on users to construct their answers/answer space

User/Context modelling/NLG
Can only address set of needs (that must be understood)
System fully constructs the answer/answer space, delivering appropriate and relevant information (fragments), ordered in a coherent way

Burden on user
Limited use of context
Pays little attention to delivery

Restriction on data sources/retrieval
Restriction on what can be answered

These two paradigms can complement each other

NLP and IR: an integration
– not just NLU helping IR
– not just juxtaposition

Pragmatics
HCI
Discourse analysis
...

(Some) Issues

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- What's context?
- Where is the bang for buck?
- How do we acquire context?
- Evaluation?