From Language to Knowledge

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The Problem: A critical impediment to building intelligent computer systems is our inability to get information into the machine. The need for a "knowledge engineering priesthood" represents a "language to knowledge" bottleneck which precludes rapid encoding of available information.

Motivation: We believe that we can make it possible to populate new knowledge bases rapidly, accurately and completely, by allowing subject matter experts to bypass the "knowledge engineering priesthood" and to build knowledge bases directly, using normal means of communication such as spoken and written natural language and sketching.

Previous Work: A considerable amount of research has been directed at the problem of knowledge acquisition. Two of the better-known efforts in this area are the PROTEGE II system at Stanford KSL [3] and the EXPECT system at USC ISI [4]. However, it remains the case that the largest knowledge base construction efforts have been accomplished largely through manual entry of knowledge by knowledge engineers (e.g., the Cyc project [2]). Our effort builds on the START information access system, which was originally conceived as a mechanism for direct entry and retrieval of knowledge using simple English [1].

Approach: Our approach takes advantage of two interacting ideas: breaking the "language to knowledge" transformation into several stages, and incorporating human interaction wherever possible along the way. The principal stages are:

- *finding information* in available external resources,
- *standardizing it* into simple, canonical English, and
- *encoding it* as assertions in the target representation.

In addition, the second stage can be decomposed into substages of transforming an initial utterance into parse trees, transforming the parse trees into a logical form, and transforming the logical form into a canonical form.

Given this breakdown of the process, there are several ways in which human interaction can be exploited. During the first stage, finding information, the human can query the system to determine what knowledge is already in the knowledge base and what is available from external resources. During the second stage, standardizing the knowledge, the human can select sentences for entry into the knowledge base, re-express sentences as necessary for successful parsing by the system, and confirm or reject the system's standardizations of sentences. During the third stage, encoding the knowledge, the human can confirm or reject the system's logical encodings of sentences. Throughout the process, the human can direct the system to iteratively repeat steps or substeps. Finally, once an encoding of new knowledge has been formed, the human can submit new queries to the system to assess the correctness of the knowledge.

Difficulty: There is not always a clear correspondence between English terms and the symbols that appear in ontologies. We are incorporating English feedback as part of our approach, so that the human participant can judge the suitability of using particular logical symbols and expressions in particular contexts.

Impact: By freeing up the knowledge acquisition process so that it can be performed by domain experts rather than knowledge engineers, we can vastly increase the human labor pool available for this task. In turn, this will spur a significant increase in knowledge base construction and the use of knowledge based systems.

Future Work: We are currently focusing on translating English assertions into an editable, graphical representation of underlying logical content. As the project evolves, we will be adding guidance from the system, so that the editing process is more collaborative between human and computer.

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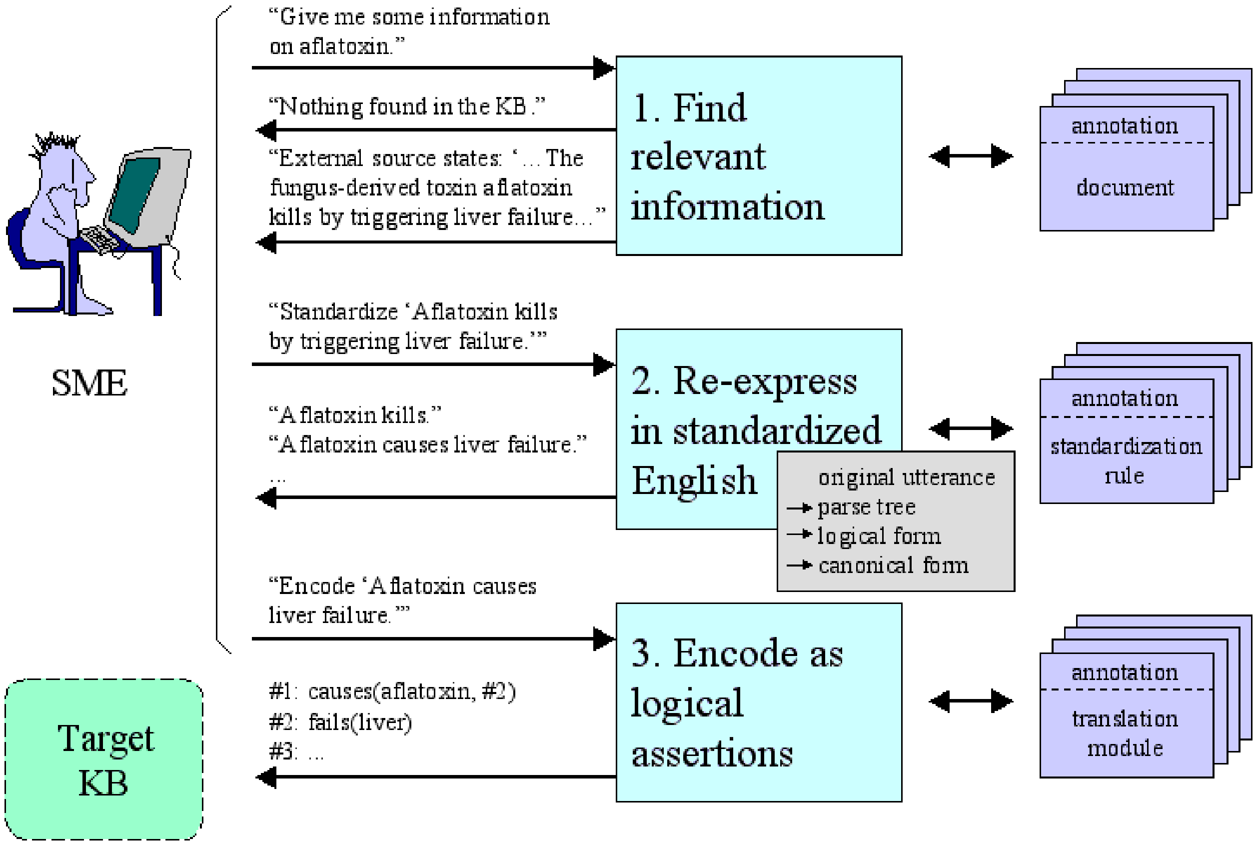

Figure 1: Decomposition of the knowledge acquisition process into three successive stages, each supported by a combination of system functionality and human interaction.

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