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Ritu Gupta

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DYNAMIC GENERATION OF AN ONTOLOGY-BASED AI SCHEMA FOR CHATBOTS

AUTHORS: Vishal Palliyathu Deepti Tiwari Anu Kothari Vineet Upendra Ritu Gupta

ABSTRACT

Strategic investments in Artificial Intelligence may enable companies to gain business advantages. There are challenges in using generic natural language processing (NLP) capabilities with complex products and with content that requires specialized domain-specific terminologies. Darwin Information Typing Architecture (DITA)generated AI schema can leverage enterprise source code to train bots or any other conversational systems to improve the accuracy levels without any manual intervention. A well-defined AI schema is generated from the DITA source files that contain an ontology framework of Intents, Entities, Dialog nodes, along with child nodes, as a result. The schema can be depicted as a JSON file.

DETAILED DESCRIPTION

Conversational Bot Frameworks are fast gaining acceptance in the industry, but a considerable challenge in training AI conversational bots is about empowering them with intents, entities, and well-defined dialogs nodes. The identification, classification, and generation of these primary building blocks is a time-consuming and resource-intensive process, which also needs frequent revisions and tweaking. Another major roadblock while scaling the bot is the problem of accuracy. Precision is often compromised when there is a choice of related answers, and when there is exponential growth of information with every release.

Semantically enriched information sets such as DITA can be tokenized into its most granular components to generate the core theses and routines, and to identify the order of relationship among the entities. Using the algorithm, every topic is analyzed to determine the most likely thesis, in relation to its parent and then with relation to its siblings. The

algorithm identifies the thesis from the DITA source files and, using a weighed algorithm, determines the routines and sub-routines. An ontology is generated based on the varied relationships that occur between the plotted theses and their routines and sub-routines.

Classes, sub-classes and their hierarchies can be extrapolated from semantically enriched information sets based on the Ontology, and an AI schema is generated. The Intents, Entities, and Dialog nodes can be extrapolated from semantically enriched information sets.

DITA is the industry standard on technical communication and has diverse domain applications, as stand-alone documents, online information centers, embedded assistance, and also customized run time generation of help systems. DITA provides a framework to create, build and deliver complex technical information sets. A growing list DITA Conferences across the globe speaks volumes about the thriving communities, adoption, and robustness of the DITA framework. A brief introduction on these files, their broad behavior and characteristics are explained:

DITA: Information development source files, having the ".dita" or ".xml" extension. As the XML model for authoring, transforming and publishing, DITA provides capabilities for singlesource publishing to PDF, HTML, TROFF, and ePub. Typical product source files might range from a few hundred to thousands of DITA files. DITA files are specialized to contain different types of information, such as conceptual information (concept specialization), procedural steps (task specialization), and reference (reference specialization). DITA specializations are based on the DTD and schema.

DITAMAP: A ".ditamap" file organizes references to DITA files, to be rendered as a document. It also indicates relationships across the DITA files. A DITAMP might organize and list anywhere between a few to hundreds of DITA files, depending on the scope of documentation. A typical product source might include dozens of DITAMAPS. A DITAMAP might contain multiple layers of nesting information. Although 4 layers of nesting is recommended, at times one might see nesting up to the 6th or 7th layers.

This disclosure leverages the DITA and DITAMAP constructs to create a JSON consumable file for a Conversational Bot. The examples used in this disclosure is limited to using the DITA files and DITAMAP files. Only the topic titles of the DITA files are used. All examples used in this disclosure is based on the Segment Routing document.

Primary Thesis: The Primary Thesis is a primary concept that is being dealt or discussed with regard to a DITAMAP. The Primary Thesis is a noun. The Primary Thesis describes in detail about the new product or feature or a component. Examples are "Smart Licensing" and "Segment Routing." In some cases, the Primary Thesis can also be captured from the first "Feature Information" topic in a DITAMAP.

Routines: Routines are the various actions or supplementary information that pertains to a Primary Thesis. Common Routines across the industry are Configuring, Installing, Troubleshooting, and so on. In some cases, Feature Information, Additional References and Restrictions are also additional routines that enrich the information sets.

- *Restrictions* on using the Sample Feature
- Configuring the Sample Feature
- Installing the Sample Feature
- Additional References on the Sample Feature
- Troubleshooting issues on the Sample Feature
- Feature Information on the Sample Feature

Secondary Thesis: Denotes the secondary noun-string.

Ontology: An Ontology is a set of concepts and categories in a subject area or domain that shows their properties and the relations between them.

Class: A class is a component of Ontology and can define collections or concepts. A class is an abstract group.

Examples of classes in Technical Communication include the following:

- Features (Segment Routing, PTP Clock Synchronization, Smart Licensing)
- Error Codes
- Bugs

Sub-classes: A sub-class is a component of a class. Examples of Sub-classes of the classes defined in this disclosure are:

- Features (Segment Routing, PTP Clock Synchronization, Smart Licensing)
- Error Codes
- Bugs

Relationships: This depicts the kind of associations that exist between two different classes. A Cognitive bot learns by the intents and entities that it is trained on. The

more corpus that the Bot goes through, the better would be the accuracy or precision of its answers. A brief introduction into the building blocks of a cognitive Bot is as:

Intents: An intent represents the purpose of a user's input.

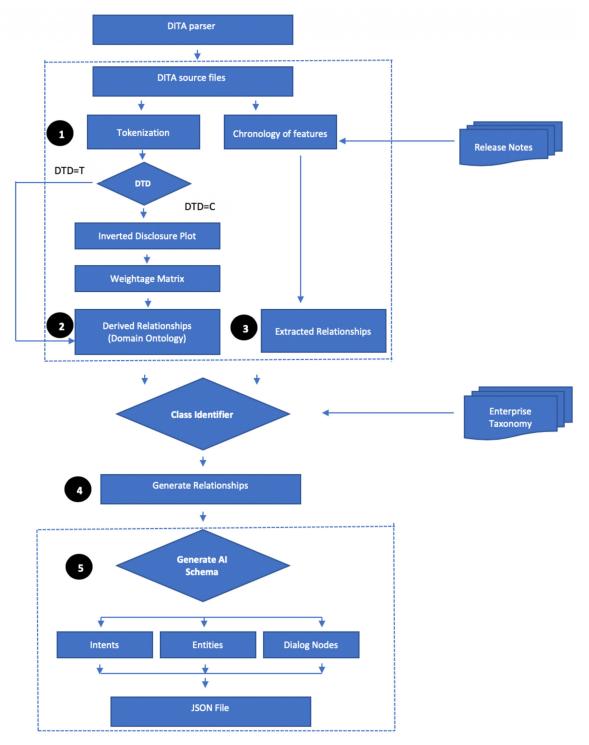
Entities: An entity represents the object/product/feature on which the task is performed on.

Dialog Node: A dialog node is a container for the information that responds to a query when the bot framework understands an intent and an entity.

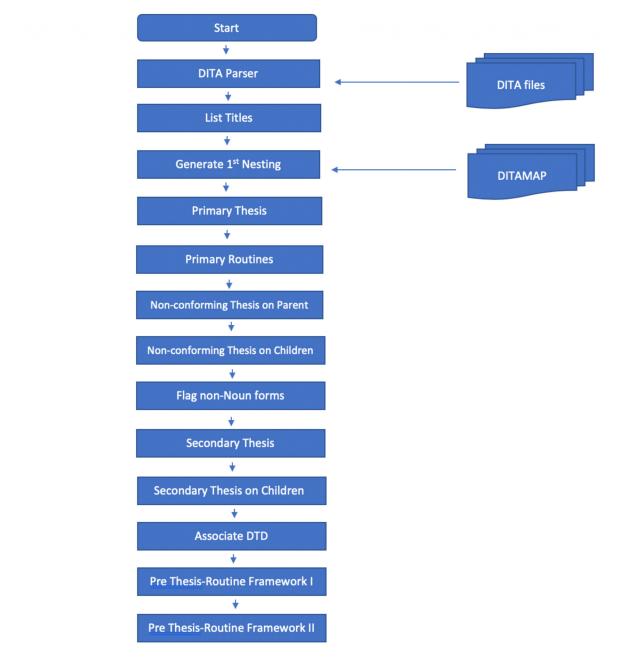
Intents and entities are continuously annotated, as new scenarios need the attention of architects and SME's to understand the subtle nuance and huge ramifications of an information knowledge base that is continuously in flux. A basic framework of the intents and entities are a good starting point as it frees up considerable resource time. A basic framework of the dialog node would be a huge step forward in speeding up the AI training aspect, with regard to any product or a solution.

Flowchart Summary

The method is diagrammatically represented and explained in detail below.



Part 1: Tokenization



The steps are explained in detail below. The example used for the explanation is Segment Routing.

- 1. Listing titles: All the First and Secondary hierarchy titles in a DITAMAP is listed to an excel sheet. The listing contains no information on the hierarchy or nesting.
- 2. Nesting: The information on the nesting is extracted from the DITAMAP. Only the parent and their immediate children are used. That is, the Nesting would contain information on only the first two layers of nesting from a DITAMAP.

В	
Introduction to Co	mont Douting
Introduction to Se	
	Overview of Segment Routing
	How Segment Routing Works
	Examples for Segment Routing
	Benefits of Segment Routing
	Segment Routing Global Block
	Additional References for Segment Routing
	Feature Information for Introduction to Segment Routing
Segment Routing	With IS-IS v4 Node SID
	Restrictions for Segment Routing With IS-IS v4 Node SID
	Information About Segment Routing IS-IS v4 Node SID
	How to Configure Segment Routing – IS-IS v4 Node SID
	Configuration Examples for Segment Routing —IS-IS v4 Node SID
	Additional References for Segment Routing With IS-IS v4 Node SID
	Feature Information for Segment Routing—IS-IS v4 Node SID
	on Topology Independent Loop Free Alternate Fast Reroute
	Prerequisites for IS-IS Link-protection Topology Independent Loop Free Alternate Fast F
	Information About IS-IS Link-protection Topology Independent Loop Free Alternate Fast
	How to Configure IS-IS Link-protection Topology Independent Loop Free Alternate Fast
	Additional References for IS-IS Link-protection Topology Independent Loop Free Alterna
	Feature Information for IS-IS Link-protection Topology Independent Loop Free Alternate
Segment Routing	Traffic Engineering With IS-IS
	Restrictions for Segment Routing-Traffic Engineering With IS-IS
	Information About Segment Routing Traffic Engineering With IS-IS
	How to Configure Segment Routing Traffic Engineering With IS-IS
	Additional References for Segment Routing Traffic Engineering With IS-IS
	Feature Information for Segment Routing -Traffic Engineering With IS-IS
Segment Routing	With OSPFv2 Node SID
	Information About Segment Routing With OSPFv2 Node SID
	How to Configure Segment Routing With OSPFv2 Node SID
	Additional References for Segment Routing With OSPFv2 Node SID
	Feature Information for Segment Routing With OSPFv2 Node SID
OSPFv2 Link-prot	ection Topology Independent Loop Free Alternate Fast Reroute
	Restrictions for Topology Independent Loop Free Alternate Fast Reroute
	Information About OSPFv2 Link-Protection Topology Independent Loop Free Alternate F
	How to Configure Topology Independent Loop Free Alternate Fast Reroute
	Debugging Topology Independent Loop Free Alternate Fast Reroute
	Examples: OSPFv2 Link-Protection Topology Independent Loop Free Alternate Fast Rei

3. Tokenization 1st step: Identify and markup the Primary Thesis on the topics. The primary noun is marked up on the DITAMAP. The primary noun can be identified from the Document Title, or, from the first Feature Information topic in the DITAMAP. The primary Thesis appear tokenized in red.

Introdu	on to Segment Routing
	Overview of Segment Routing
	How Segment Routing Works
	Examples for Segment Routing
	Benefits of Segment Routing
	Segment Routing Global Block
	Additional References for Segment Routing
	Feature Information for Introduction to Segment Routing
Segme	Routing With IS-IS v4 Node SID
	Restrictions for Segment Routing With IS-IS v4 Node SID
	Information About Segment Routing IS-IS v4 Node SID
	How to Configure Segment Routing – IS-IS v4 Node SID
	Configuration Examples for Segment Routing — IS-IS v4 Node SID
	Additional References for Segment Routing With IS-IS v4 Node SID
	Feature Information for Segment Routing – IS-IS v4 Node SID
IS-IS L	-protection Topology Independent Loop Free Alternate Fast Reroute
	Prerequisites for IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute
	Information About IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute
	How to Configure IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute
	Additional References for IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute
	Feature Information for IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute
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	Restrictions for Segment Routing-Traffic Engineering With IS-IS
	Information About Segment Routing Traffic Engineering With IS-IS
	How to Configure Segment Routing Traffic Engineering With IS-IS
	Additional References for Segment Routing Traffic Engineering With IS-IS
	Feature Information for Segment Routing - Traffic Engineering With IS-IS
Segme	Routing With OSPFv2 Node SID
	Information About Segment Routing With OSPFv2 Node SID
	How to Configure Segment Routing With OSPFv2 Node SID
	Additional References for Segment Routing With OSPFv2 Node SID
	Feature Information for Segment Routing With OSPFv2 Node SID
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	Restrictions for Segment Routing Traffic Engineering With OSPF
	Information About Segment Routing Traffic Engineering With OSPF

4. Tokenization 2nd step: Identify and markup the Primary Routines. The Primary Routines appear tokenized in blue.

Introduction	n to Segment Routing
	Overview of Segment Routing
	How Segment Routing Works
	Examples for Segment Routing
	Benefits of Segment Routing
	Segment Routing Global Block
	Additional References for Segment Routing
	Feature Information for Introduction to Segment Routing
Segment R	outing With IS-IS v4 Node SID
	Restrictions for Segment Routing With IS-IS v4 Node SID
	Information About Segment Routing IS-IS v4 Node SID
	How to Configure Segment Routing -IS-IS v4 Node SID
	Configuration Examples for Segment Routing – IS-IS v4 Node SID
	Additional References for Segment Routing With IS-IS v4 Node SID
	Feature Information for Segment Routing – IS-IS v4 Node SID
IS-IS Link-	protection Topology Independent Loop Free Alternate Fast Reroute
	Prerequisites for IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute
	Information About IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute
	How to Configure IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute
	Additional References for IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute
	Feature Information for IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute
Segment R	outing Traffic Engineering With IS-IS
	Restrictions for Segment Routing-Traffic Engineering With IS-IS
	Information About Segment Routing Traffic Engineering With IS-IS
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Segment R	outing With OSPFv2 Node SID
	Information About Segment Routing With OSPFv2 Node SID
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	Restrictions for Segment Routing Traffic Engineering With OSPF
	Information About Segment Routing Traffic Engineering With OSPF

5. Tokenization 3rd step: Identify and markup Non-conforming Thesis on the child topics and subsequently, their descendants. Non-conforming Thesis are noun strings on parent topics that have no Primary Thesis associated with them.

Introduc	tion to Segment Pouting									
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- 6. Tokenization 4th step: Identify and markup Primary Routines for parent and children having Non-conforming Thesis. Derivative of Step 5.
- 7. Tokenization 5th step: Flag non-Noun forms. Remove and discard them from the tokenization framework.

Introduction to Segme	nt Routing		
Ove	erview - Segment Routing	of	
Ho	w Segment Routing Works		
Exa	amples - Segment Routing	for	
Ber	nefits - Segment Routing	of	
Se	gment Routing Global Block		
Add	ditional References - Segment Routing	for	
Fea	ature Information - Introduction Segment Routing	for, to	
Segment Routing - IS	IS v4 Node SID	with	
Re	strictions Segment Routing - IS-IS v4 Node SID	for, with	
Info	ermation About Segment Routing IS-IS v4 Node SID		
Ho	w to Configure Segment Routing – IS-IS v4 Node SID		
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	strictions - Segment Routing Traffic Engineering - OSPF	for, with	
	irmation About Segment Routing Traffic Engineering - OSPF	with	

- 8. Tokenization 6th step: Identify and markup Secondary Thesis on the parent topics.
- Tokenization 7th step: Identify and markup Secondary Thesis on the child topics. (The child topics would inherit the Secondary Thesis from their parents.) The Secondary Thesis appear marked in orange.

Introduction to Se	gment Routing
	Overview - Segment Routing
	How Segment Routing Works
	Examples - Segment Routing
	Benefits - Segment Routing
	Segment Routing Global Block
	Additional References - Segment Routing
	Feature Information - Introduction Segment Routing
Segment Routing	- IS-IS v4 Node SID
	Restrictions Segment Routing - IS-IS v4 Node SID
	Information About Segment Routing IS-IS v4 Node SID
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	How to Configure IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute
	Additional References - IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute
	Feature Information - IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute
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	How to Configure Segment Routing Traffic Engineering - IS-IS
	Additional References - Segment Routing Traffic Engineering - IS-IS
	Feature Information - Segment Routing - Traffic Engineering - IS-IS
Segment Routing	OSPFv2 Node SID
	Information About Segment Routing - OSPFv2 Node SID
	How to Configure Segment Routing - OSPFv2 Node SID
	Additional References Segment Routing - OSPFv2 Node SID
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	Restrictions - Topology Independent Loop Free Alternate Fast Reroute
	Information About OSPFv2 Link-Protection Topology Independent Loop Free Alternate Fast Reroute
	How to Configure Topology Independent Loop Free Alternate Fast Reroute
	Debugging Topology Independent Loop Free Alternate Fast Reroute
	Examples: OSPFv2 Link-Protection Topology Independent Loop Free Alternate Fast Reroute
	Additional References - OSPFv2 Link-protection Topology Independent Loop Free Alternate Fast Rerout
	Feature Information - OSPFv2 Link-protection Topology Independent Loop Free Alternate Fast Reroute
Segment Routing	Traffic Engineering - OSPF
	Restrictions - Segment Routing Traffic Engineering - OSPF
	Information About Segment Routing Traffic Engineering - OSPF

10. Pre-TR Framework 1: Associate the DTD's with all the tokenized and listed topics. The Framework appears on the right of the tokenized content. Columns are listed by their Primary Thesis, Secondary Thesis and Routines that are plotted from the tokenized content.

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DTD		Торіс	Primary Thesis	Secondary Thesis	Routine		
с	Introdu	uction to Segment Routing	Segment Routing				
c	maroue	Overview - Segment Routing	""				
c		How Segment Routing Works					
c		Examples - Segment Routing					
c		Benefits - Segment Routing					
c		Segment Routing Global Block					
c		Additional References - Segment Routing					
c		Feature Information - Introduction Segment Routing					
c	Former	nt Routing - IS-IS v4 Node SID		IS-IS v4 Node SID			
c	Segmen	Restrictions Segment Routing - IS-IS v4 Node SID		13-15 V4 NODE SID	Restrictions		
c					Information About		
т		Information About Segment Routing IS-IS v4 Node SID					
•		How to Configure Segment Routing —IS-IS v4 Node SID			How to Configure		
2		Configuration Examples Segment Routing - IS-IS v4 Node SID			Configuration Example	s	
2		Additional References Segment Routing - IS-IS v4 Node SID			Additional references		
2		Feature Information Segment Routing - IS-IS v4 Node SID			Feature Information		
0	IS-IS Lin	nk-protection Topology Independent Loop Free Alternate Fast Reroute		IS-IS Link-protection	Topology Independent	oop Free Alternate Fa	st Reroute
C		Prerequisites - IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute			Prerequistes		
2		Information About IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute			Information About		
Г		How to Configure IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute			How to Configure		
2		Additional References - IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute			Additional references		
0		Feature Information - IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute			Feature Information		
С	Segmen	nt Routing Traffic Engineering - IS-IS		Traffic Engineering -	IS-IS		
2		Restrictions - Segment Routing-Traffic Engineering IS-IS			Restrictions		
2		Information About Segment Routing Traffic Engineering - IS-IS			Information About		
Г		How to Configure Segment Routing Traffic Engineering - IS-IS			How to Configure		
С		Additional References - Segment Routing Traffic Engineering - IS-IS			Additional references		
С		Feature Information - Segment Routing -Traffic Engineering - IS-IS			Feature Information		
C	Segmen	nt Routing OSPFv2 Node SID		OSPFv2 Node SID			
С		Information About Segment Routing - OSPFv2 Node SID			Information About		
r		How to Configure Segment Routing - OSPFv2 Node SID			How to Configure		
:		Additional References Segment Routing - OSPFv2 Node SID			Additional references		
		Feature Information - Segment Routing - OSPFv2 Node SID			Feature Information		
	OSPEv2	2 Link-protection Topology Independent Loop Free Alternate Fast Reroute		OSPEv2 Link-protect	ion Topology Independe	nt Loon Free Alternate	East Reroute
-	031142	Restrictions - Topology Independent Loop Free Alternate Fast Reroute		""	Restrictions	in coop ince Artemate	rescrietoute
0		Information About OSPFv2 Link-Protection Topology Independent Loop Free Alternate Fast Reroute			Information About		
r		How to Configure Topology Independent Loop Free Alternate Fast Reroute			How to Configure		
r		Debugging Topology Independent Loop Free Alternate Fast Reroute			Debugging		
		Examples: OSPFv2 Link-Protection Topology Independent Loop Free Alternate Fast Reroute			Examples		
2					Additional references		
-		Additional References - OSPFv2 Link-protection Topology Independent Loop Free Alternate Fast Reroute			Feature Information		
-	Farm	Feature Information - OSPFv2 Link-protection Topology Independent Loop Free Alternate Fast Reroute					
-	segmen	nt Routing Traffic Engineering - OSPF		Traffic Engineering -			
0		Restrictions - Segment Routing Traffic Engineering - OSPF			Restrictions		
0		Information About Segment Routing Traffic Engineering - OSPF			Information About		
Т		How to Configure Segment Routing Traffic Engineering - OSPF			How to Configure		
Г		Verifying Configuration SR-TE Tunnels			Veifying configuration		
С		Additional References - Segment Routing Traffic Engineering - OSPF			Additional references		
С		Feature Information - Segment Routing Traffic Engineering - OSPF	**		Feature Information		
C	BGP Dv	mamic Segment Routing Traffic Engineering		BGP Dynamic + Traff	ic Engineering		

11. Pre-TR Framework 2: Identify un-tokenized topics.

^		M		0		
DTD	Торіс	Primary Thesis	Secondary Thesis	Routine		
с	Introduction to Segment Routing	Segment Routing				
С	Overview - Segment Routing					
2	How Segment Routing Works					
	Examples - Segment Routing					
	Benefits - Segment Routing					
	Segment Routing Global Block					
	Additional References - Segment Routing					
	Feature Information - Introduction Segment Routing					
	Segment Routing - IS-IS v4 Node SID		IS-IS v4 Node SID			
	Restrictions Segment Routing - IS-IS v4 Node SID			Restrictions		
	Information About Segment Routing IS-IS v4 Node SID			Information About		
	How to Configure Segment Routing —IS-IS v4 Node SID			How to Configure		
	Configuration Examples Segment Routing - IS-IS v4 Node SID			Configuration Examples		
	Additional References Segment Routing - IS-IS v4 Node SID			Additional references		
	Feature Information Segment Routing - IS-IS v4 Node SID			Feature Information		
	IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute		IS-IS Link-protection	Topology Independent Loo	n Free Alternate Fas	t Reroute
	Prerequisites - IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute		""	Prerequistes	pricerecenterere	
	Information About IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute			Information About		
	How to Configure IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute			How to Configure		
	Additional References - IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute			Additional references		
	Feature Information - IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute			Feature Information		
	Segment Routing Traffic Engineering - IS-IS		Traffic Engineering -			
	Restrictions - Segment Routing-Traffic Engineering IS-IS		##	Restrictions		
2	Information About Segment Routing Traffic Engineering -IS-IS			Information About		
т	How to Configure Segment Routing Traffic Engineering - IS-IS			How to Configure		
	Additional References - Segment Routing Traffic Engineering - IS-IS			Additional references		
-	Feature Information - Segment Routing -Traffic Engineering - IS-IS			Feature Information		
	Segment Routing OSPFv2 Node SID		OSPFv2 Node SID	reature information		
2	Information About Segment Routing - OSPFv2 Node SID		USPFV2 Node SID	Information About		
r						
:	How to Configure Segment Routing - OSPFv2 Node SID Additional References Segment Routing - OSPFv2 Node SID			How to Configure Additional references		
				Feature Information		
	Feature Information - Segment Routing - OSPFv2 Node SID		OCDE 2 Link method		F Alt	Fact Description
	OSPFv2 Link-protection Topology Independent Loop Free Alternate Fast Reroute		USPFV2 Link-protect	ion Topology Independent I Restrictions	.oop Free Alternate	Fast Reroute
	Restrictions - Topology Independent Loop Free Alternate Fast Reroute					
r	Information About OSPFv2 Link-Protection Topology Independent Loop Free Alternate Fast Reroute			Information About		
	How to Configure Topology Independent Loop Free Alternate Fast Reroute			How to Configure		
	Debugging Topology Independent Loop Free Alternate Fast Reroute			Debugging		
2	Examples: OSPFv2 Link-Protection Topology Independent Loop Free Alternate Fast Reroute			Examples		
2	Additional References - OSPFv2 Link-protection Topology Independent Loop Free Alternate Fast Reroute			Additional references		
	Feature Information - OSPFv2 Link-protection Topology Independent Loop Free Alternate Fast Reroute			Feature Information		
	Segment Routing Traffic Engineering - OSPF		Traffic Engineering -			
	Restrictions - Segment Routing Traffic Engineering - OSPF			Restrictions		
	Information About Segment Routing Traffic Engineering - OSPF			Information About		
r	How to Configure Segment Routing Traffic Engineering - OSPF			How to Configure		
r	Verifying Configuration SR-TE Tunnels			Veifying configuration		
2	Additional References - Segment Routing Traffic Engineering - OSPF			Additional references		
	Feature Information - Segment Routing Traffic Engineering - OSPF		••	Feature Information		
С	BGP Dynamic Segment Routing Traffic Engineering		BGP Dynamic + Traff	ic Engineering		

12. Pre-TR Framework 3: Extrapolate the un-tokenized content onto the Tokenized framework.

~						, ,
DTD	Торіс	Primary Thesis	Secondary Thesis	Routine		
C C	Introduction to Segment Routing Overview - Segment Routing	Segment Routing	Introduction	Our days		
c	How Segment Routing			Overview How Segment Routing Works		
c	How Segment Routing Works Examples - Segment Routing			Examples		
c				Examples Benefits		
c	Benefits - Segment Routing					
	Segment Routing Global Block			Global Block		
C	Additional References - Segment Routing			Additional References		
	Feature Information - Introduction Segment Routing		IS IS	Feature Information		
C	Segment Routing - IS-IS v4 Node SID		IS-IS v4 Node SID	Burnel allows		
c	Restrictions Segment Routing - IS-IS v4 Node SID			Restrictions		
c	Information About Segment Routing IS-IS v4 Node SID			Information About		
	How to Configure Segment Routing —IS-IS v4 Node SID			How to Configure		
с	Configuration Examples Segment Routing - IS-IS v4 Node SID			Configuration Examples		
С	Additional References Segment Routing - IS-IS v4 Node SID			Additional references		
С	Feature Information Segment Routing - IS-IS v4 Node SID			Feature Information		
С	IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute		IS-IS Link-protection	Topology Independent Loop Free A	Alternate Fast Reroute	
С	Prerequisites - IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute			Prerequistes		
С	Information About IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute			Information About		
T	How to Configure IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute			How to Configure		
С	Additional References - IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute			Additional references		
С	Feature Information - IS-IS Link-protection Topology Independent Loop Free Alternate Fast Reroute			Feature Information		
С	Segment Routing Traffic Engineering - IS-IS		Traffic Engineering -			
С	Restrictions - Segment Routing-Traffic Engineering IS-IS			Restrictions		
C	Information About Segment Routing Traffic Engineering - IS-IS			Information About		
Т	How to Configure Segment Routing Traffic Engineering - IS-IS			How to Configure		
С	Additional References - Segment Routing Traffic Engineering - IS-IS			Additional references		
С	Feature Information - Segment Routing -Traffic Engineering - IS-IS			Feature Information		
С	Segment Routing OSPFv2 Node SID		OSPFv2 Node SID			
C	Information About Segment Routing - OSPFv2 Node SID			Information About		
Т	How to Configure Segment Routing - OSPFv2 Node SID			How to Configure		
С	Additional References Segment Routing - OSPFv2 Node SID			Additional references		
С	Feature Information - Segment Routing - OSPFv2 Node SID			Feature Information		
С	OSPFv2 Link-protection Topology Independent Loop Free Alternate Fast Reroute		OSPFv2 Link-protect	ion Topology Independent Loop Fr	ee Alternate Fast Reroute	
С	Restrictions - Topology Independent Loop Free Alternate Fast Reroute		**	Restrictions		
С	Information About OSPFv2 Link-Protection Topology Independent Loop Free Alternate Fast Reroute		**	Information About		
Т	How to Configure Topology Independent Loop Free Alternate Fast Reroute		**	How to Configure		
T	Debugging Topology Independent Loop Free Alternate Fast Reroute		**	Debugging		
С	Examples: OSPFv2 Link-Protection Topology Independent Loop Free Alternate Fast Reroute		**	Examples		
С	Additional References - OSPFv2 Link-protection Topology Independent Loop Free Alternate Fast Reroute		**	Additional references		
С	Feature Information - OSPFv2 Link-protection Topology Independent Loop Free Alternate Fast Reroute		**	Feature Information		
C	Segment Routing Traffic Engineering - OSPF		Traffic Engineering -	OSPF		
C	Restrictions - Segment Routing Traffic Engineering - OSPF			Restrictions		
C	Information About Segment Routing Traffic Engineering - OSPF		••	Information About		
T	How to Configure Segment Routing Traffic Engineering - OSPF			How to Configure		
T	Verifying Configuration SR-TE Tunnels			Veifying configuration		
C	Additional References - Segment Routing Traffic Engineering - OSPF			Additional references		
c	Feature Information - Segment Routing Traffic Engineering - OSPF			Feature Information		
c	BGP Dynamic Segment Routing Traffic Engineering		BGP Dynamic + Traff			

13. TR Framework: A Thesis-Routine tokenized framework is derived from the initial set of DITA and DITAMAP source files. The TR Framework has information on the DTD, Primary Thesis, Secondary Thesis and Routines that are associated with all the DITA source files.

A			6		
DTD	Primary Thesis	Secondary Thesis	Routine		
С	Segment Routing	Introduction			
С			Overview		
С			How Segment Routing	Works	
С			Examples		
С			Benefits		
С			Global Block		
С			Additional References		
) С			Feature Information		
L C	Segment Routing	IS-IS v4 Node SID			
2 C			Restrictions		
3 C			Information About		
4 Т			How to Configure		
5 C			Configuration Example	es	
5 C			Additional references		
7 C			Feature Information		
3 C			n Topology Independent	Loop Free Alternate Fa	st Reroute
e C			Prerequistes		
) C			Information About		
I T			How to Configure		
2 C			Additional references		
3 C			Feature Information		
4 C	Segment Routing	Traffic Engineering -	IS-IS		
5 C	""		Restrictions		
5 C	""		Information About		
7 T			How to Configure		
3 C	""		Additional references		
ЭС			Feature Information		
) C	Segment Routing	OSPFv2 Node SID			
L C			Information About		
2 T			How to Configure		
3 C			Additional references		
t C			Feature Information		
C C		OSPFv2 Link-protect	tion Topology Independ	ent Loop Free Alternat	e Fast Reroute
5 C			Restrictions		
7 C			Information About		
3 T			How to Configure		
T C			Debugging		
			Examples		
			Additional references		
2 C 3 C	Sogmont Douting		Feature Information		
	Segment Routing	Traffic Engineering -	Restrictions		
			Information About		
р С 5 Т			How to Configure		
р <u>і</u> 7 Т			Veifying configuration		
7 1 3 C			Additional references		
			Feature Information		
	Segment Routing	BGP Dynamic + Traff			
	Segment Kouting	bor bynamic + ffan	ie engineering		

- 1. The rows containing the Task DTDs are identified.
- 2. On the generated TR Framework, plot the 1st, 2nd and 3rd level Subroutines. In other words, the 3rd, 4th, and 5th level hierarchical topics are listed to every tokenized row that has a task DTD.

C	0		F	3	п		
DTD	Primary Thesis	Secondary Thesis	Routine	Sub-Routines			
Task S Task S Task S	Thesis	Secondary mesis	Routine				
				1st Level Sub-Routines	2nd Level Sub-Routines	3rd Level Sub-Routines	
				Configuring Comment Doubles			
	Thesis Th			Configuring Segment Routing			
	Task Segment Task Segment Task Segment Task Segment Task Segment Task Segment Routing			Configuring Segment Routing on IS-IS	Network		
	Thesis Thesis Thesis Thesis Thesis Segment Routing ask Segment Routing			Configuring Prefix-SID for IS-IS			
Task	-	IS-IS v4 Node SID	How to Configure	Configuring Prefix Attribute N-flag-clea	ar		
Task Se R Task R Task R Task R	Routing			Configuring Explicit Null Attribute			
				Configuring Segment Routing Label Dis	stribution Protocol Preference		
				Configuring IS-IS SRMS			
				Configuring IS-IS SRMS Client			
Title Thesis Task Segment Routing Task Segment Routing Task Segment Segment			Configuring IS-IS SID Binding TLV Doma	ain Flooding			
Task S							
Task				Configuring Topology Independent Log	op Free Alternate Fast Reroute		
Task Task Task Task		IS-IS Link-protection		Configuring Topology Independent Log	op Free Alternate With Mapping Server		
		Topology Independent	How to Configure	Verifying the Tiebreaker			
		Loop Free Alternate Fast	How to configure	Verifying the Primary and Repair Paths			
		Reroute		Verifying the IS-IS Segment Routing Co	nfiguration		
				Verifying the IS-IS Topology Independe	ent Loop Free Alternate Tunnels		
					ngineering With Topology Independent Lo	pop Free Alternate Configuratio	
					· · · · · · · · · · · · · · · · · · ·		
				Configuring Path Option for a TE Tunne			
	Segment Routing Segment	Traffic Frazina anima 10.10	Hausta Canforda	Configuring SR Explicit Path Hops			
Task	Routing	Traffic Engineering - IS-IS	How to Configure	Configuring Affinity on an Interface			
				Enabling Verbatim Path Support			
				Verifying Configuration of the SR-TE Tu	nnels		
Task				Verifying Verbatim Path Support			
Task Task Task				Configuring Segment Routing With OS			
Task Segme Task Segme Task Routi				Configuring Segment Routing on OSPF	Network		
	Segment			Configuring Prefix-SID for OSPF			
	Routing	OSPFv2 Node SID	How to Configure	Configuring Prefix Attribute N-flag-clea			
				Configuring Explicit Null Attribute Wit			
					stribution Protocol Preference With OSPF		
				Configuring OSPF SRMS			
Task See RC Task See RC Task See RC Task See RC				Configuring OSPF SRMS Client			
		OSPFv2 Link-protection		Enabling Topology Independent Loop I	Free Alternate Fast Reroute		
Tack		Topology Independent	How to Configure	Configuring Topology Independent Loo	op Free Alternate Fast Reroute		
IdSK		Loop Free Alternate Fast		Configuring Topology Independent Fas	st Reroute Tie-breaker		
		Reroute		Verifying Topology Independent Fast R	eroute Tunnels		
			Debugging	Debugging Topology Independent Loo			

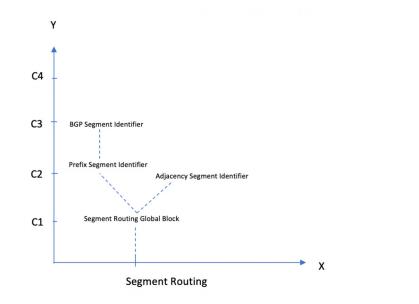
A tokenized information set from the DITA source files is generated in this step.

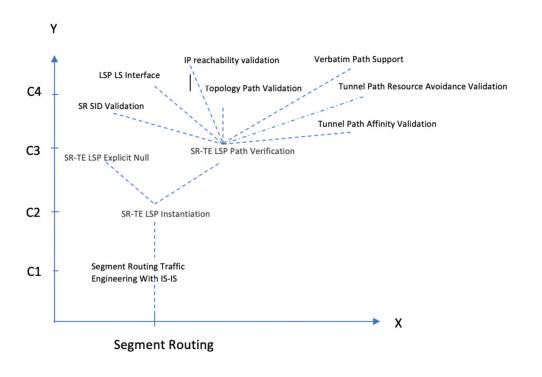
Part 2: Derived relationships (Creating a Domain Ontology)

- 1. A tokenized information set is derived using the Thesis-Routine Matrix.
- 2. A set of Procedural information is derived from the Task DTD source files. For example, the terms Installing, Configuring, Troubleshooting, Resolving, Setting up, and so on.
- 3. A set of domain specific information is derived from the Concept DTD source files.
 - Relations across Concept DTD files are derived by nesting the DITA files by their hierarchy in the DITAMAP - The following relations are mapped. All the following relations apply for the Thesis – Segment Routing.

Nesting Level Topic					_
Concept 1	Segment Rou	ting Global Blo			-
Concept 2	-	ncy Segment Ic			-
Concept 2		Segment Identi			-
Concept 3	Freitz		gment Identifie	NFC .	-
concept 5		bor Freix Se			_
Nesting Level		Το	pic		_
Concept 1	Segment Rou	ting With IS-IS	v4 Node SID		_
Concept 2	Segme	nt Routing Adja	ertisement		
Concept 3		Multiple Adja			
Concept 2	Segme	nt Routing Map			
Concept 3		Connected Pr			
Concept 2	SRGB F	Range Changes			
Concept 3		SRGB Deletion	n		_
Nesting Level		То	pic		-
Concept 1	Segment Rou	ting Traffic Eng	ineering With	IS-IS	_
Concept 2		.SP Instantiatio	_		
Concept 3		SR-TE LSP Exp	licit Null		
Concept 3		SR-TE LSP Pat	h Verification		
Concept 4			Topology Patl	n Validation	-
Concept 4			SR SID Validat	ion	
Concept 4			LSP Egress Int	erface	
Concept 4			IP Reachabilit	y Validation	
Concept 4			Tunnel Path A	ffinity Validation	
Concept 4			Tunnel Path R	esource Avoidance Validatio	or
Concept 4			Verbatim Pat	n Support	

b. The mapped concepts are depicted using an Inverted Disclosure Plot. This has the nesting level information on the Y-axis and the Feature related information on the X-axis. The disclosure plot provides a graphical representation of how the various entities, their sub-entities (classes and sub classes) are related with each other. Using the Inverted Disclosure Plot method, two fundamental concepts in Segment Routing can be depicted using the following graphs:





 c. The relations between these plotted concepts can thus be represented as simple ratios. For example, the following ratios can be arrived at from the Inverted Disclosure Plots.

Concept 1	Concept 2	Relation
Segment Routing Global Block	Adjacency Segment Identifiers	1:2
Segment Routing Global Block	Prefix Segment Identifiers	1:2
Segment Routing Global Block	BGP Prefix Segment Identifiers	1:3

Concept 1	Concept 2	Relation
Segment Routing Traffic Engineering With IS-IS	SR-TE LSP Instantiation	1:2
Segment Routing Traffic Engineering With IS-IS	SR-TE LSP Explicit Null	1:3
Segment Routing Traffic Engineering With IS-IS	SR-TE LSP Path Verification	1:3
Segment Routing Traffic Engineering With IS-IS	Topology Path Validation	1:4
Segment Routing Traffic Engineering With IS-IS	SR SID Validation	1:4
SR-TE LSP Path Verification	SR SID Validation	1:2

d. The plotted concepts are evaluated in a Weightage Matrix. A threshold value is assigned for concepts that are recurring across products. A threshold value would ensure that domain concepts and sub-concepts are recurring and valid across the entire domain.

	+			
Concept and	Occurs in	Occurs in	Occurs in	Weightage
sub-concepts	Product A	Product B	Product C	
Segment Routing	30	30	30	90
Global Block –				
Adjacency				
Segment				
Identifiers				
Segment Routing	30	30	0	60
Global Block –			Č.	
BGP Segment				
Identifier				

The following classes and sub-classes are derived from this step:

A set of **Derived Relationships** are arrived from this step.

Part 3: Extracted Relationships

A Chronology of the product features, its closed and open caveats/bugs, the new and modified software features, the new and modified hardware features are all plotted and diagrammatically listed as shown in the following image.

This information is extracted from the Release Notes documents, and are listed chronologically, for every product release.

	New & Changed Information	New Software Features	Modified Software Features	New Hardware Features
cBR 16.6.x		BFS QAM Configuration	Lawful Intercept	
		Expanded GQI Protocol Support	Cisco Remote PHY Out-of-Band	
		Remote PHY DOCSIS 3.1 OFDM Channel Configura	tion	
		Capped License Enforcement		
		Dynamic Multicast Replication Session		
		Remote PHY PowerKey VOD		
		DOCSIS 3.1 Upstream		
		DOCSIS 3.1 Downstream Resiliency for OFDM Chan	nel	
		D3.1: Multiple OFDM channels per port: 16 per LC		
cBR 16.7.x	Cisco cBR-8 Converged Cable Access Router Supervisor 250	Configurable DOCSIS CMTS Capabilities DHCPvx6 F	512 RPD per Chassis	Cisco cBR-8 Converged Cable Access Router Supervisor 250
		Dynamic Bonding Group	SG Based Config (OpSimp) Phase 2	
		Voltage Thresholds for AC Power Supply Module Mo	Multicast Session	
		Configurable Tilt adjustment for all channels on a por	OFDMA Channel Configuration Enhancer	ne
		RPHY IPV6 Support		
		ISSU I-CCAP Upgrade Across Major Releases		
		RPHY and ICMTS Mixed mode support		
		Time and Frequency Division Multiplexing (TaFDM) S	upport	
		Network Configuration Protocol		
		Enabling IOx on Cisco cBR		
		Remote PHY DVB Video on Demand		
		Remote PHY Switched Digital Video		

20

A set of Extracted Relationships are derived from this step.

Part 4: Generating Relationships

Relationships are plotted for a product ontology. A simple representation is depicted through the following image.

	Releases	Features	Error Codes	Sotware features	Hardware Features	Modified Software	Open Bugs	Closed Bugs
Releases		Supports		New features	New Hardware	Modied Software	Unresolved bugs	Resolved Bugs
Product	Has versions	Supports	Listed error codes					
Features	is supported from							
Error Codes		has possible error scenario						
Software features	has new software							
Hardware Features	has new hardware							
Modified Software	has modified software							
Open Bugs	has unresolved bugs	related to						
Closed Bugs	resolved bugs on	related to						

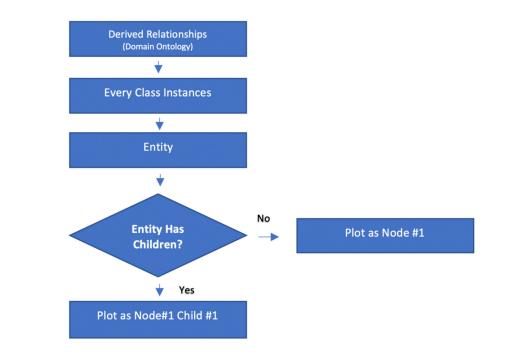
The plotted classes and relationships are diagrammatically represented as an Ontology as shown in the following image. The tool used is Protégé.



Part 5: Generating an AI Schema

The AI schema can be plotted by:

- 1. Copying the list of generated class instances and sub-class instances as Entities.
- 2. Copying the list of generated Routines as Intents.
- 3. Creating parent nodes and child nodes based on the relations derived from the ontology tree. This is as represented in the following flowchart.



4. The parameters in the following table is further used to create the subsequent Dialog Nodes framework structure.

Routine	Primary Thesis	Secondary Thesis	DTD	Node Relationship
✓	~	~	✓	Individual Node – Node #1 Child #1
✓	~	×	✓	Branch on Node #1, Child #2
~	×	~	✓	Individual Node - Node #2
×	~	~	✓	Individual Node - Node #3
~	~	~	×	Individual Node - Node #4