

# World Wide Web Usage Mining Systems and Technologies

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## ABSTRACT

Web usage mining is used to discover interesting user navigation patterns and can be applied to many real-world problems, such as improving Web sites/pages, making additional topic or product recommendations, user/customer behavior studies, etc. This article provides a survey and analysis of current Web usage mining systems and technologies. A Web usage mining system performs five major tasks: i) data gathering, ii) data preparation, iii) navigation pattern discovery, iv) pattern analysis and visualization, and v) pattern applications. Each task is explained in detail and its related technologies are introduced. A list of major research systems and projects concerning Web usage mining is also presented, and a summary of Web usage mining is given in the last section.

**Keywords:** World Wide Web, Usage Mining, Navigation Patterns, Usage Data, and Data Mining.

## 1. INTRODUCTION

World Wide Web Data Mining includes content mining, hyperlink structure mining, and usage mining. All three approaches attempt to extract knowledge from the Web, produce some useful results from the knowledge extracted, and apply the results to certain real-world problems. The first two apply the data mining techniques to Web page contents and hyperlink structures, respectively. The third approach, Web usage mining, the theme of this article, is the application of data mining techniques to the usage logs of large Web data repositories in order to produce results that can be applied to many practical subjects, such as improving Web sites/pages, making additional topic or product recommendations, user/customer behavior studies, etc. This paper provides a survey and analysis of current Web usage

mining technologies and systems. A Web usage mining system must be able to perform five major functions: i) data gathering, ii) data preparation, iii) navigation pattern discovery, iv) pattern analysis and visualization, and v) pattern applications.

### Requirements of Web Usage Mining

It is necessary to examine what kind of features a Web usage mining system is expected to have in order to conduct effective and efficient Web usage mining, and what kind of challenges may be faced in the process of developing new Web usage mining techniques. A Web usage mining system should be able to:

- Gather useful usage data thoroughly,
- Filter out irrelevant usage data,
- Establish the actual usage data,
- Discover interesting navigation patterns,
- Display the navigation patterns clearly,
- Analyze and interpret the navigation patterns correctly, and
- Apply the mining results effectively.

### Paper Organization

Many Web usage mining technologies have been proposed and each technology employs a different approach. This article first describes a generalized Web usage mining system, which includes five individual functions. Each system function is then explained and analyzed in detail. It is organized as follows: Section 2 gives a generalized structure of a Web usage mining system and Sections 3 to 7 introduce each of the five system functions and list its related technologies in turn. Major research systems and projects concerning Web usage mining are listed in Section 8 and the final section summarizes the material covered in the earlier sections. Related surveys of Web usage mining techniques can also be found in [18,20,32].

## 2. A SYSTEM STRUCTURE

A variety of implementations and realizations are employed by Web usage mining systems. This section gives a generalized structure of the systems, each of which carries out five major tasks:

- **Usage data gathering:** Web logs, which record user activities on Web sites, provide the most comprehensive, detailed Web usage data.
- **Usage data preparation:** Log data are normally too raw to be used by mining algorithms. This task restores the users' activities that are recorded in the Web server logs in a reliable and consistent way.
- **Navigation pattern discovery:** This part of a usage mining system looks for interesting usage patterns contained in the log data. Most algorithms use the method of sequential pattern generation, while the remaining methods tend to be rather ad hoc.
- **Pattern analysis and visualization:** Navigation patterns show the facts of Web usage, but these require further interpretation and analysis before they can be applied to obtain useful results.
- **Pattern applications:** The navigation patterns discovered can be applied to the following major areas, among others: i) improving the page/site design, ii) making additional product or topic recommendations, iii) Web personalization, and iv) learning the user or customer behavior.

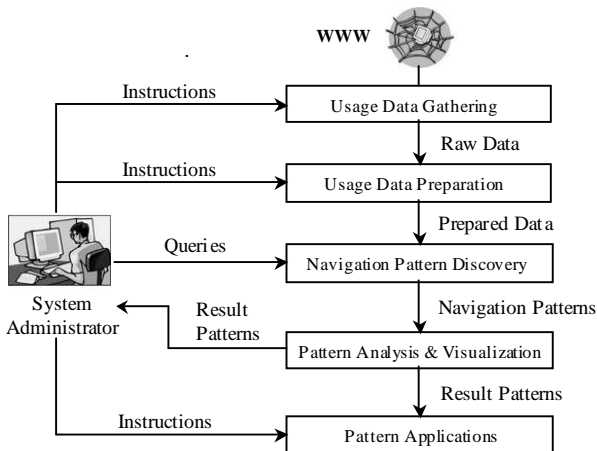


Figure 1: A Web usage mining system structure.

Figure 1 shows a generalized structure of a Web usage mining system; the five components will be detailed in the next five sections. A usage mining system can also be divided into the following two types:

- **Personal:** A user is observed as a physical person, for whom identifying information and personal data/properties are known. Here, a usage mining system optimizes the interaction for this specific individual user, for example, by making product recommendations specifically designed to appeal to this customer.

- **Impersonal:** The user is observed as a unit of unknown identity, although some properties may be accessible from demographic data. In this case, a usage mining system works for a general population, for example, the most popular products are listed for all customers.

This paper concentrates on the impersonal systems. Personal systems are actually a special case of impersonal systems, so readers can easily infer the corresponding personal systems, given the information for impersonal systems.

## 3. DATA GATHERING

Web usage data are usually supplied by two sources: trial runs by humans and Web logs. The first approach is impractical and rarely used because of the nature of its high time and expense costs and its bias. Most usage mining systems use log data as their data source. This section looks at how and what usage data can be collected.

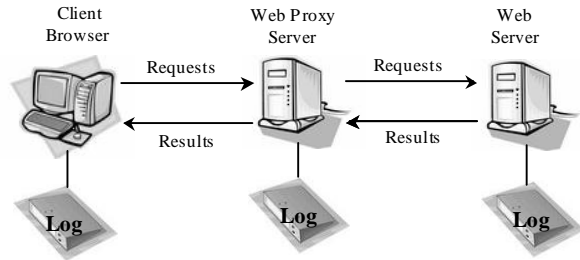


Figure 2: Three Web log file locations.

### Web Logs

A Web log file records activity information when a Web user submits a request to a Web server. A log file can be located in three different places: i) Web servers, ii) Web proxy servers, and iii) client browsers, as shown in Figure 2, and each suffers from two major drawbacks:

- **Server-side logs:** These logs generally supply the most complete and accurate usage data, but their two drawbacks are:
  - These logs contain sensitive, personal information, therefore the server owners usually keep them closed.
  - The logs do not record cached pages visited. The cached pages are summoned from local storage of browsers or proxy servers, not from Web servers.
- **Proxy-side logs:** A proxy server takes the HTTP requests from users and passes them to a Web server; the proxy server then returns to users the results passed to them by the Web server. The two disadvantages are:
  - Proxy-server construction is a difficult task. Advanced network programming, such as TCP/IP, is required for this construction.
  - The request interception is limited, rather than covering most requests.

The proxy logger implementation in WebQuilt [7], a Web logging system, can be used to solve these two problems, but the system performance declines if it is employed because each page request needs to be processed by the proxy simulator.

- **Client-side logs:** Participants remotely test a Web site by downloading special software that records Web usage or by modifying the source code of an existing browser. HTTP cookies could also be used for this purpose. These are pieces of information generated by a Web server and stored in the users' computers, ready for future access. The drawbacks of this approach are:
  - o The design team must deploy the special software and have the end-users install it.
  - o This technique makes it hard to achieve compatibility with a range of operating systems and Web browsers.

### Web Log Information

A Web log is a file to which the Web server writes information each time a user requests a resource from that particular site. Examples of the types of information the server preserves include the user's domain, subdomain, and hostname; the resources the user requested (for example, a page or an image map); the time of the request; and any errors returned by the server. Each log provides different and various information about the Web server and its usage data. Most logs use the format of a common log file [10] or extended log file [14]. For example, the following is an example of a file recorded in the extended log format.

```
#Version: 1.0 #Date: 12-Jan-1996
00:00:00 #Fields: time cs-method
cs-uri 00:34:23 GET /foo/bar.html
12:21:16 GET /foo/bar.html
12:45:52 GET /foo/bar.html
12:57:34 GET /foo/bar.html
```

The following list shows the information may be stored in a Web log:

- **Authuser:** Username and password if the server requires user authentication.
- **Bytes:** The content-length of the document transferred.
- **Entering and exiting date and time.**
- **Remote IP address or domain name:** An IP address is a 32-bit host address defined by the Internet Protocol; a domain name is used to determine a unique Internet address for any host on the Internet such as, cs.und.nodak.edu. One IP address is usually defined for one domain name, e.g., cs.und.nodak.edu points to 134.129.216.100.
- **Modus of request:** GET, POST, or HEAD method of CGI (Common Gateway Interface).
- **Number of hits on the page.**
- **Remote log and agent log.**
- **Remote URL.**
- **"request:"** The request line exactly as it came from the client.
- **Requested URL.**
- **rfc931:** The remote logname of the user.

- **Status:** The HTTP status code returned to the client, e.g., 200 is "ok" and 404 is "not found."

The CGI environment variables [8] supply values for many of the above items.

## 4. DATA PREPARATION

The information contained in a raw Web server log does not reliably represent a user session file. The Web usage data preparation phase is used to restore users' activities in the Web server log in a reliable and consistent way. This phase should at a minimum achieve the following four major tasks: i) removing undesirable entries, ii) distinguishing among users, iii) building sessions, and iv) restoring the contents of a session [11].

### Removing Undesirable Entries

Web logs contain user activity information, of which some is not closely relevant to usage mining and can be removed without noticeably affecting the mining, for example:

- **All log image entries.** The HTTP protocol requires a separate connection for every file that is requested from the Web server. Images are automatically downloaded based on the HTML page requested and the downloads are recorded in the logs. In the future, images may provide valuable usage information, but the research on image understanding is still in the early stages. Thus, log image entries do not help the usage mining and can be removed.
- **Robot accesses.** A robot, also known as spider or crawler, is a program that automatically fetches Web pages. Robots are used to feed pages to search engines or other software. Large search engines, like Alta Vista, have many robots working in parallel. As robot-access patterns are usually different from human-access patterns, many of the robot accesses can be detected and removed from the logs.

As much irrelevant information as possible should be removed before applying data mining algorithms to the log data.

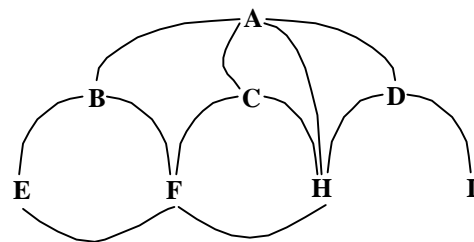


Figure 3: A sample Web site.

### Distinguishing among Users

A user is defined as a single individual that accesses files from one or more Web servers through a browser. A Web log sequentially records users' activities according to the time each occurred. In order to study the actual user behavior, users in the log must be distinguished. Figure 3 is a sample Web site where nodes are pages, edges are hyperlinks, and node A is the entry page of this site. The edges are bi-directional because users can

easily use the back button on the browser to return to the previous page. Assume the access data from an IP address recorded on the log are those given in Table 1. Two user paths are identified from the access data: i) A-D-I-H-A-B-F and ii) C-H-B. These two paths are found by heuristics; other possibilities may also exist.

Table 1: Sample access data from an IP address on the Web site in Figure 3.

No.	Time	Requested URL	Remote URL
1	12:05	A	-
2	12:11	D	A
3	12:22	C	-
4	12:37	I	D
5	12:45	H	C
6	12:58	B	A
7	01:11	H	D
8	02:45	A	-
9	03:16	B	A
10	03:22	F	B

### Building Sessions

For logs that span long periods of time, it is very likely that individual users will visit the Web site more than once or their browsing may be interrupted. The goal of session identification is to divide the page accesses of each user into individual sessions. A time threshold is usually used to identify sessions. For example, the previous two paths can be further assigned to three sessions: i) A-D-I-H, ii) A-B-F, and iii) C-H-B if a threshold value of thirty minutes is used.

### Restoring the Contents of a Session

This task determines if there are important accesses that are not recorded in the access logs. For example, Web caching or using the back button of a browser will cause information discontinuance in logs. The three user sessions previously identified can be restored to obtain the complete sessions: i) A-D-I-D-H, ii) A-B-F, and iii) C-H-A-B because there are no direct links between I and H and between H and B in Figure 3.

## 5. NAVIGATION PATTERN DISCOVERY

Many data mining algorithms are dedicated to finding navigation patterns. Among them, most algorithms use the method of sequential pattern generation, while the remaining methods tend to be rather ad hoc.

### A Navigation Pattern Example

Before giving the details of various mining algorithms, the following example illustrates one procedure that may be used to find a typical navigation pattern. Assume the following list contains the visitor trails of the Web site in Figure 3.

1. A-D-I (4)
2. B-E-F-H (2)
3. A-B-F-H (3)
4. A-B-E (2)
5. B-F-C-H (3)

where the number inside the parentheses is the number of visitors per trail. An aggregate tree constructed from the list is shown in Figure 4, where the number after the page is the support, the number of visitors having reached the page. A Web

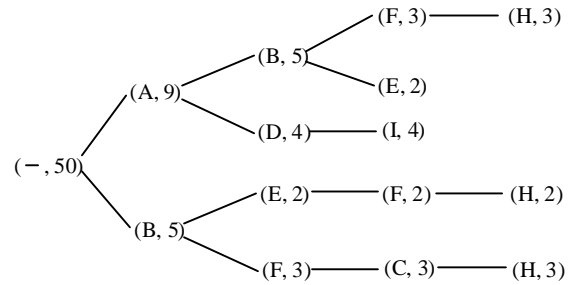


Figure 4: An aggregate tree constructed from the list of visitor trails.

usage mining system then looks for “interesting” navigation patterns from this aggregate tree. Some of the interesting navigation patterns are related to the following three topics:

- **Statistics:** for example, which are the most popular paths?
- **Structure:** for example, what pages are usually accessed after users visit page A?
- **Content:** for example, thirty percent of sports page viewers will enter the baseball pages.

Figure 5 shows an example of navigation patterns from page B to page H in Figure 4.

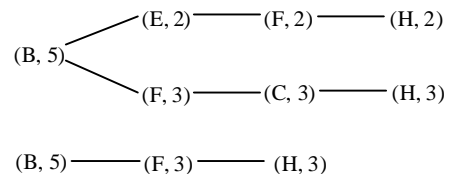


Figure 5: The navigation patterns from page B to page H in Figure 4.

### Sequential Pattern Generation

The problem of discovering sequential patterns consists of finding intertransaction patterns such that the presence of a set of items is followed by another item in the time-stamp ordered transaction set [4]. The following three systems each use a variant of sequential pattern generation to find navigation patterns:

- **WUM (Web Utilization Miner)** [31] discovers navigation patterns using an aggregated materialized view of the Web log. This technique offers a mining language that experts can use to specify the types of patterns they are interested in. Using this language, only patterns having the specified characteristics are saved, while uninteresting patterns are removed early in the process. For example, the following query generates the navigation patterns shown in Figure 5.

```

select glue(t)
  from node as B, H
  template B×H as t
 where B='B' and H='H';

```

- MiDAS [6] extends traditional sequence discovery by adding a wide range of Web-specific features. New domain knowledge types in the form of navigational templates and Web topologies have been incorporated, as well as syntactic constraints and concept hierarchies.
- Chen et al. [9] propose a method to convert the original sequence of log data into a set of maximal forward references. Algorithms are then applied to determine the frequent traversal patterns, i.e., large reference sequences, from the maximal forward references obtained.

### Ad Hoc Methods

Apart from the above techniques of sequential pattern generation, some ad hoc methods worth mentioning are as follows:

- Association rule discovery can be used to find unordered correlations between items found in a set of database transactions [3]. In the context of Web usage mining, association rules refer to sets of pages that are accessed together with a support value exceeding some specified threshold.
- OLAP (On-Line Analytical Processing) is a category of software tools that can be used to analyze data stored in a database. It allows users to analyze different dimensions of multidimensional data. For example, it provides time series and trend analysis views. WebLogMiner [33] uses the OLAP method to analyze the Web log data cube, which is constructed from a database containing the log data. Data mining methods such as association or classification are then applied to the data cube to predict, classify, and discover interesting patterns and trends. Büchner and Mulvenna [7] also make use of a generic Web log data hypercube. Various online analytical Web usage data mining techniques are then applied to the hypercube to reveal marketing intelligence.
- Borges and Levene's [5] model views navigation records in terms of a hypertext probabilistic grammar, which is a probabilistic regular grammar. For this grammar, each non-terminal symbol corresponds to a Web page and a production rule corresponds to a link between pages. The higher probability generated strings of the grammar correspond to the user's preferred trails.
- Pei et al. [25] propose a data structure WAP-tree to store highly compressed, critical information contained in Web logs, together with an algorithm WAP-mine that is used to discover access patterns from the WAP-tree.

## 6. PATTERN ANALYSIS AND VISUALIZATION

Navigation patterns, which show the facts of Web usage, need further analysis and interpretation before application. The analysis is not discussed here because it usually requires human intervention or is distributed to the two other tasks: navigation pattern discovery and pattern applications. Navigation patterns are normally two-dimensional paths that are difficult to perceive if a proper visualization tool is not supported. A useful visualization tool may provide the following functions:

- Displays the discovered navigation patterns clearly.
- Provides essential functions for manipulating navigation patterns, e.g., zooming, rotation, scaling, etc.

WebQuilt [17] allows captured usage traces to be aggregated and visualized in a zooming interface. The visualization also shows the most common paths taken through the Web site for a given task, as well as the optimal path for that task as designated by the designers of the site.

## 7. PATTERN APPLICATIONS

The results of navigation pattern discovery can be applied to the following major areas, among others: i) improving site/page design, ii) making additional topic or product recommendations, iii) Web personalization, and iv) learning user/customer behavior. Web caching, a less important application for navigation patterns, is also discussed.

### Web Site/Page Improvements

The most important application of discovered navigation patterns is to improve the Web sites/pages by (re)organizing them. Other than manually (re)organizing the Web sites/pages [19], there are some other automatic ways to achieve this. Adaptive Web sites [26] automatically improve their organization and presentation by learning from visitor access patterns. They mine the data buried in Web server logs to produce easily navigable Web sites. Clustering mining and conceptual clustering mining techniques are applied to synthesize the index pages, which are central to site organization.

### Additional Topic or Product Recommendations

Electronic commerce sites use recommender systems or collaborative filtering to suggest products to their customers or to provide consumers with information to help them decide which products to purchase. For example, each account owner at Amazon.com is presented with a section of *Your Recommendations*, which suggests additional products based on the owner's previous purchases and browsing behavior. Various technologies have been proposed for recommender systems [27] and many electronic commerce sites have employed recommender systems in their sites [28]. For further studies, the GroupLens research group [16] at the University of Minnesota is known for its successful projects on various recommender systems.

### Web Personalization

Web personalization (re)organizes Web sites/pages based on the Web experience to fit individual users' needs [22,30]. It is a broad area that includes adaptive Web sites and recommender systems as special cases. The WebPersonalizer system [23] uses a subset of Web log and session clustering techniques to derive usage profiles, which are then used to generate recommendations. An overview of approaches for incorporating semantic knowledge into the Web personalization process is given in the article by Dai and Mobasher [12].

### User Behavior Studies

Knowing the users' purchasing or browsing behavior is a critical factor for the success of E-commerce. The 1:1Pro system [2] constructs personal profiles based on customers' transactional histories. The system uses data mining techniques to discover a

Table 2: Major research systems and projects concerning Web usage mining.

No.	Title	URL	Major Method/Application
1	Adaptive Web Sites	<a href="http://www.cs.washington.edu/research/adaptive/">http://www.cs.washington.edu/research/adaptive/</a>	Pattern application
2	GroupLens	<a href="http://www.cs.umn.edu/Research/GroupLens/">http://www.cs.umn.edu/Research/GroupLens/</a>	Recommender systems
3	MiDAS	—	Sequence discovery
4	WebQuilt	<a href="http://guir.berkeley.edu/projects/webquilt/">http://guir.berkeley.edu/projects/webquilt/</a>	Proxy logging
5	WebLogMiner	<a href="http://www.dbminer.com/">http://www.dbminer.com/</a>	OLAP application
6	WebSift	<a href="http://www.cs.umn.edu/Research/webshift/">http://www.cs.umn.edu/Research/webshift/</a>	Data mining
7	WUM	<a href="http://wum.wiwi.hu-berlin.de/">http://wum.wiwi.hu-berlin.de/</a>	Sequence discovery

set of rules describing customers' behavior and supports human experts in validating the rules. Fu et al. [15] propose an algorithm to cluster Web users based on their access patterns, which are organized into sessions representing episodes of interaction between Web users and the Web server. Using attributed-oriented induction, the sessions are then generalized according to the page hierarchy, which organizes pages according to their generalities. The generalized sessions are finally clustered using a hierarchical clustering method.

### Web Caching

Another application worth mentioning is Web caching, which is the temporary storage of Web objects (such as HTML documents) for later retrieval. There are significant advantages to Web caching, e.g., reduced bandwidth consumption, reduced server load, and reduced latency. Together, they make the Web less expensive and improve its performance [13]. Web caching may in turn be enhanced by navigation patterns. Lan et al. [21] propose an algorithm to make Web servers "pushier." Which document is to be prefetched is determined by a set of association rules mined from a sample of the access log of the Web server. Once a rule of the form "Document1 > Document2" has been identified and selected, the Web server decides to prefetch "Document2" if "Document1" is requested. Two other Web page prefetching methods based on access log information are described in other papers [24,29].

## 8. MAJOR SYSTEMS AND PROJECTS

Though Web usage mining is a fairly new research topic, many systems and tools are already on the market [1]. Most provide only limited knowledge or information, such as the number of hits, the popular paths/products, etc., but Table 2 shows the latest major research systems and projects in the field. They make it possible to extract hidden knowledge from log data and apply the knowledge to certain real-world problems.

## 9. SUMMARY

In less than a decade, the World Wide Web has become one of the world's three major media, with the other two being print and television. Electronic commerce is one of the major forces that allow the Web to flourish, but the success of electronic commerce depends on how well the site owners understand users' behavior and needs. Web usage mining can be used to discover interesting user navigation patterns, which can then be applied to real-world problems such as Web site/page improvement, additional product/topic recommendations, user/customer behavior studies, etc. This paper has provided a survey and analysis of current Web usage mining systems and technologies.

A Web usage mining system performs five major functions: i) data gathering, ii) data preparation, iii) navigation pattern discovery, iv) pattern analysis and visualization, and v) pattern applications. Each function requires substantial effort to fulfill its objectives, but the most crucial and complex part of this system is its navigation pattern discovery function. Many usage mining algorithms use the method of sequential pattern generation, while the rest tend to use ad hoc methods. Sequential pattern generation does not dominate the algorithms, since navigation patterns are defined differently from one application to another and each definition may require a unique method.

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