

Knowledge Hub

Where you go to work together

Mike McLean

Knowledge and Collaboration Manager



Knowledgehub

16 million
knowledge exchanges
at your fingertips

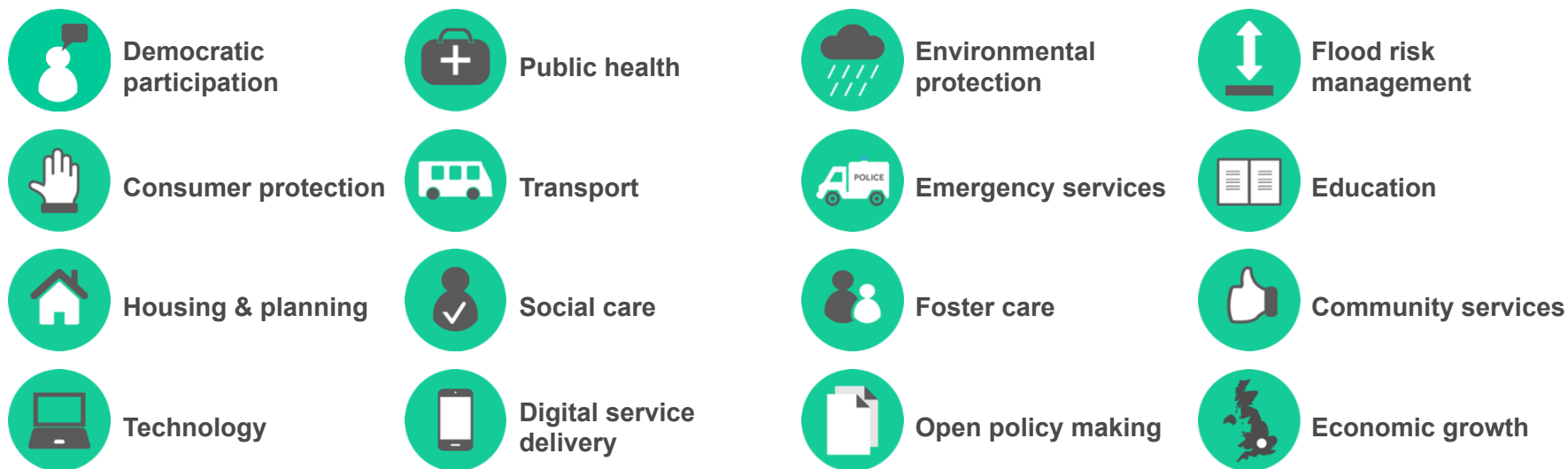


Knowledge Hub is the place where members exchange knowledge to improve public services and produce social value. **It is where...**

100,000 PUBLIC SERVICE
PRACTITIONERS
GO TO WORK TOGETHER

Knowledge Hub helps members and communities across sectors connect, share knowledge, develop initiatives and exchange expertise.

Right now over 1,500 groups are working to improve:



Who is using Knowledge Hub?



Practitioners, elected members, civil servants, researchers, policy makers, suppliers, volunteers... **and many more.**

K

What is Knowledge Hub?

Knowledge Hub (sometimes called KHub) is a free to join cross-sector online collaboration platform where members connect, discuss, exchange knowledge and develop initiatives to improve public services.

It is used extensively in the UK and internationally by central and local government, health, education, housing, police, fire services, and professional membership associations.





Why collaborate?

Discover knowledge to help you do your job.

- Keep up to date with current thinking.
- Enhance your skills and expertise.
- Compare and share information and data.

Connect with people like you and experts to network with.

- Develop and retain specialist knowledge.
- Share what works with others.
- Network and collaborate with peers.

Save time and money.

- Have global conversations from your desk.
- Save hours of research time by learning from others.
- Pool resources.



Why collaborate?

Generate and incubate ideas to drive improvement.

- Inspire innovation.
- Create new ways of working.
- Learn from leaders in your field.

Raise your profile and that of your organisation.

- Get in touch with new and existing customers.
- Build relationships.
- Develop customer insight.



How does collaboration happen on KHub?

The action happens within **groups**. A group can be a community of practice based on a theme, a project space for a time-limited period, or a place to explore innovative ideas. Groups are led by teams of facilitators – usually volunteers – who manage them and support their development.

A group may be open or restricted:

- **Open** – any registered member of Knowledge Hub may view and access information
- **Restricted** – the group is viewable, searchable and easily promotable, but membership must be approved by the group's owner/facilitators



How Knowledge Hub is used

1. Community of interest/practice
2. Working/steering group
3. Project group
4. Recruitment campaign
5. Training programme
6. Peer review and challenges
7. Discussion forums



Why join Knowledge Hub?

- **Free** to join
- **Free for public sector** to set up restricted and open groups
- Used by 100% of councils and most government departments
- Covers most public sector subject and policy areas
- Dedicated team of community managers who support members and group facilitators
- Opportunities to co-create products and services
- Broad range of social tools
- Regular upgrades and improvements
- The largest, dedicated public sector online collaboration platform
- UK hosted, secure
- Open source and built to open standards

Governance and technology

- Originally developed by the Local Government Association, now owned by CapacityGrid Knowledge Hub
- Improvement Service has responsibility for Scottish use
- Expanded to wider public sector, UK and global
- KHub Advisory Board – key stakeholders from networks and sectors
- User group for co-production with all members
- Devolvment – groups facilitated by the community

Technology

- Open source (Liferay)
- UK hosted, IL2 compliant (Official), IL3 compliant data centre
- Recommended by [gov.uk](https://www.gov.uk)
- G-Cloud



Scottish Network –

Key features

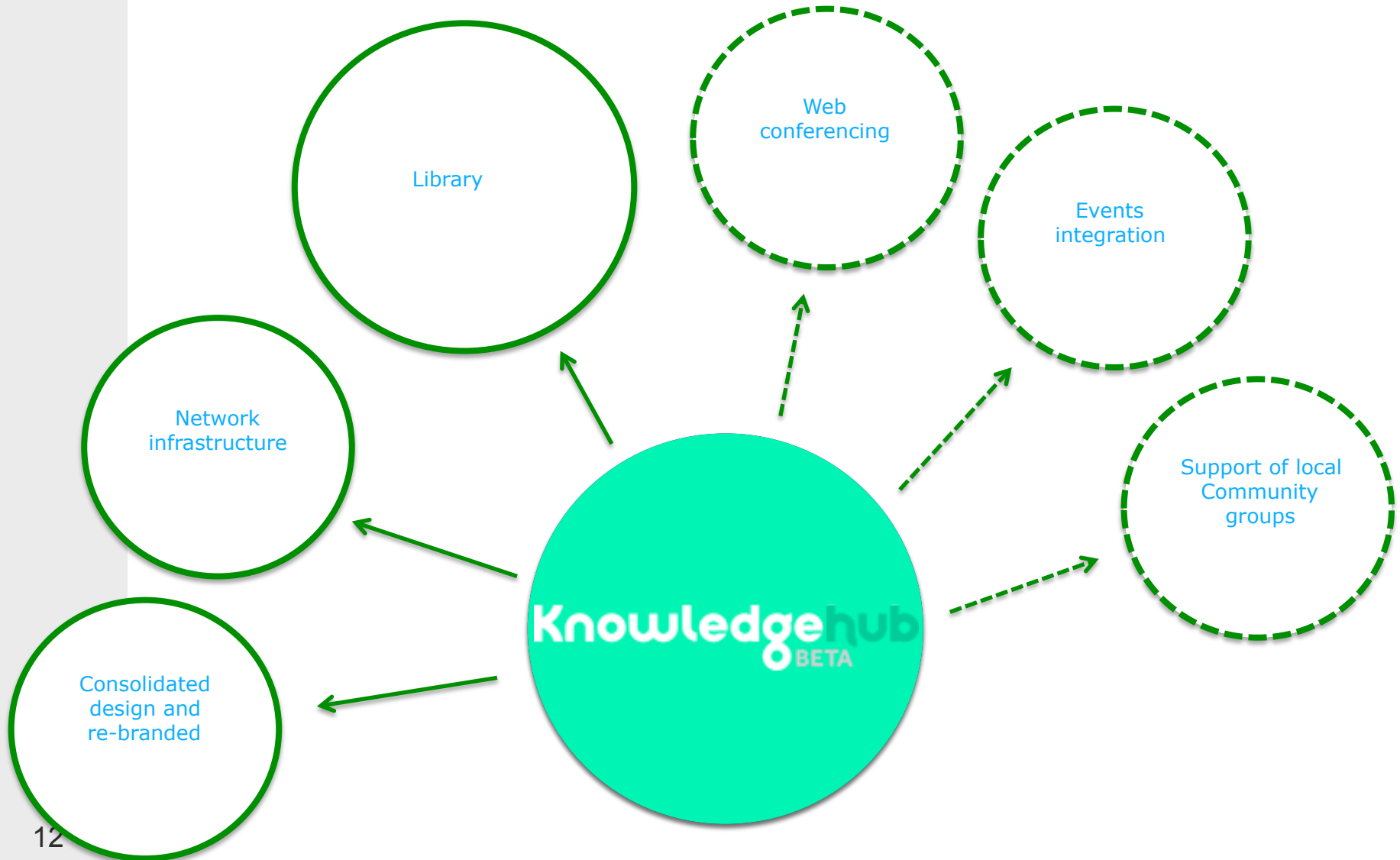
- Improvement Service managed collection of open and restricted groups.
- Filtered from main Knowledge Hub community.
- Branded Network landing page.
- Web content managed areas to promote Scottish network and groups.
- User-friendly network web address to quick-link and for easy access.
- Ability to message all Scottish network members.
- Group and network statistics to check health and activity levels.

Key benefits

- Increase brand awareness in Scotland
- Cost effective – cheaper than running your own platform
- Secure hosting & upgrade path



New release, new features



Adding value

How can we help add value to an organisation's knowledge sharing strategy?

In addition to the technical tools, the Improvement Service offers a wealth of experience when it comes to building up and managing online communities, so you don't have to do it on your own.

As well as a range of resources within the Knowledge Hub, we're also able to offer face to face training for groups of staff from covering the basics of using the Knowledge Hub technology to establishing and developing groups that add real value to individuals, organisations and whole services.

