Knowledgehub

https://knowledgehub.local.gov.uk

Knowledge Hub group

About Knowledge Hub

Knowledge Hub is the place where members exchange knowledge to improve public services and produce social value. As the UK's largest platform for public service collaboration Knowledge Hub helps members and communities to freely connect, share knowledge, develop initiatives and share expertise in a secure environment.

What a Knowledge Hub group provides:

A group on the Knowledge Hub provides the following functions:

- **Group activity stream** – the group home page shows an activity stream of all the most recent contributions to the group.
- **Group branding** – you can add a picture or logo to the group to distinguish it.
- **Discussion forum** – ask questions, have conversations, discuss solutions to problems, share experiences etc.
- **Library** – upload, share and comment on documents – these can be tagged with particular terms for ease of access.
- **Wiki** – collaborate together as a group on documents, FAQs, signposting lists and much more.
- **Ideas** – generate ideas and 'like' your favourites to see which are the most popular.
- **Members** – view all members of the group and their profiles – members may also like to connect with each other, which will enable them to use the immediate chat function when they're online at the same time.
- **Events** – promote forthcoming events.
- **Admin** – group owners/facilitators also have access to a range of support tools to help them manage the group e.g. invitations, group messages and announcements.

In addition, each member has their own unique log in with their own home page and activity stream, they can make connections with others, edit their own profile, manage their email notifications and publish blogs. They can also send direct messages to each other.

Group members also have access to the wider Knowledge Hub and a range of support options.

As group owner, you'll have additional account management support to help you through the community journey.

Security and privacy settings on Knowledge Hub
The Knowledge Hub data centre is based in the UK and accredited to IL3. The platform itself is accredited at IL2.

Individuals
Individual members of Knowledge Hub may set their own privacy settings on their public profiles and choose to make different aspects of their profile available publicly, to members of Knowledge Hub, or just to their connections.

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Groups

There are three basic types of group on the Knowledge Hub:

Open – any registered member of Knowledge Hub may view and access information, join the group and participate.

Restricted – the group is viewable, searchable and more importantly easily promotable in the Knowledge Hub and publicly. However, the group's public page only reveals minimal information and those who wish to access information and become members must firstly register on the Knowledge Hub and then request to join. Group owners/facilitators manage the group's membership and can refuse members if they see fit. Non-members cannot view and access information, or join the group and participate without first having the approval of the group owner/facilitators.

Private – this group is hidden. Only members may see it. It is not viewable or searchable within Knowledge Hub or publicly. It is invitation-only – members must be invited by a group owner or facilitator.

Items within groups

Members of open and restricted groups are able to determine at the point of upload whether they make a library file or an event public or not. The default setting is for the item to be available to the group only. However, if it is something they feel can safely be made public – they wish to promote an event for example – they may decide to change the settings on that basis. If library files and events are made public, they can be found in the public library and events sections.

Knowledge Hub members may also create blogs, which they can publish to all Knowledge Hub members, or make available publicly. Blogs are viewable in the public blogs area and can be drawn into different group blog pages via their tags by group owners/facilitators.

Group owners/facilitators may decide to make elements of their group public:

Library – any items that have previously been made public at the point of upload will also appear in a group public library page as well as the public library.

Events – any items that have previously been made public at the point of upload will also appear in a group public events page as well as the public events section.

Blogs – any blogs that have previously been made public at the point of upload will also appear in a group public blogs page as well as the public blogs page.

Should group owners/facilitators wish to make other elements of their group public (discussion forum, wiki, members and ideas), they first need to consult their community and ensure everyone is comfortable with the idea. They may then make a request to knowledgehub@capacitygrid.com to make these elements public.