

Eliminating boundaries in knowledge sharing

Liferay Digital Experience Platform enables collaboration across all traditional boundaries.

Summary

Knowledge Hub is the UK's leading digital collaboration space for the public sector. It helps members exchange valuable knowledge and expertise, facilitating collaboration and understanding across social, organisational and even geographical boundaries. With an ethos to always be as relevant and useful as possible, Knowledge Hub decided to upgrade with Liferay DXP to give members the best user experience possible.

www.khub.net

In Brief

Industry:

Public Sector

Country/Region:

United Kingdom, Global

Use Case:

Collaboration Platforms, Extranets, Knowledge Management Platforms

Key Features:

Collaboration, Social Networking, Search and Tagging, Documents and Media, Role Based Content Delivery, Responsive Design

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Knowledge Hub's vision is to provide every public servant a place where they can network and collaborate online, build communities of interest and explore new ways to address the issues that really matter in the daily running of government.

Challenges

- Growing membership and user activity required more flexibility and scalability
- Mobile-first audience expected an experience mirroring their social networks
- Ongoing financial pressure drove demand for high-value solutions for collaboration and training

Results



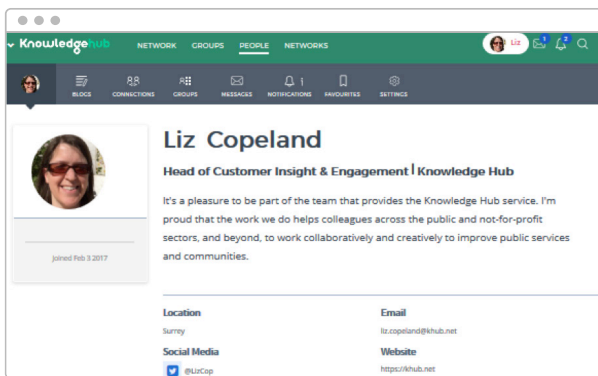
Driving consistency and efficiency in local government

Regulatory services across UK local government have been using Knowledge Hub to develop a consistent approach to enforcement in all areas of trading standards and environmental health. For example, a group had recently been set up to disseminate information on the use of fireworks and explosives, creating a much needed link between trading standards and fire services. Pooling knowledge and sharing how people are tackling issues has helped them iron out inconsistencies in the interpretation of legislation and produce agreed templates and guidance.

Facilitating global knowledge sharing

Knowledge Hub is a digital collaboration and knowledge sharing platform for global public service. Knowledge Hub uses Liferay Digital Experience Platform with TeamWorXX 3 from PFIKS to provide digital collaboration tools to well over 140,000 members in 2,000 communities across central and local government, health, housing, police and fire services. It began primarily for UK local government, but has since grown and evolved into an independent small company maintaining the original ethos of a free-to-use platform for public service professionals.

Now on a global scale, the core aim remains unchanged: to facilitate collaboration so as to gain maximum value from and through collective knowledge and expertise. Public service professionals across Europe and beyond now work together digitally regardless of geographical or traditional organisational boundaries. Over the last 12 months, Knowledge Hub has seen fantastic growth. New membership has increased by 57% compared to the previous year, and social activity across the platform has increased by 27%. During 2016 Knowledge Hub saw more than 6 million page views, 1 million visits, 25,000 conversations and 10,000 documents shared. Membership currently spans 80 countries.



A flexible platform ready for the future

Knowledge Hub has always encouraged member feedback to ensure it remains effective and relevant. User surveys and feedback sessions in 2016 confirmed that members wanted an improved mobile experience, a more intuitive journey around the site and a more modern look and feel. Liferay Digital Experience Platform is giving members a better user experience through optimised pages, a much-improved mobile site and smarter site navigation. The new improved Knowledge Hub is making use of tools such as Lexicon and AlloyEditor to support a sharper look and feel. Contextual menus in each area aid site navigation, and a more flexible suite of notifications allows members to choose to receive them by email or from within the platform. Additionally, the introduction of a more streamlined image selector, an in-line profile editor and the use of @mentions are improving the social experience on the site.

With a membership that has become increasingly tech-savvy, particularly where mobile technology is concerned, it's important that Knowledge Hub responds to the growing demand for a superb mobile experience. That is why, in addition to recent improvements, Knowledge Hub will look to add a mobile app into its development roadmap.

Leadership key to successful collaboration

One of Knowledge Hub's great strengths is its community management expertise. With over 30 years' community leadership experience between them, the Knowledge Hub team is able to bring highly specialised support to its members. Gartner famously reported that only around 20% of "social business" efforts succeed, largely due to inadequate leadership. In Knowledge Hub's case the success rate of its communities is an impressive 70%. This is in large part due to the huge amount of support the Knowledge Hub team offers members. Successful collaboration is not just down to technology – it depends on people. Embedding a culture of knowledge sharing through engaging members takes time, effort and effective leadership.

The beauty of Knowledge Hub is its huge and varied membership. It offers rich opportunities for networking across department, organisation, sector, geography and subject field. Members can connect with experts and join groups outside of their own immediate network and organisation, helping them broaden their skills and experience. Knowledge Hub's wide range of groups and networking opportunities also means that members can enjoy the serendipity of discovery.

Real impact

Developing leadership in education

A range of government and professional organisations within education have been using groups and networks on Knowledge Hub to support leadership development within schools. Cohorts of teachers use groups to work through middle and senior leadership and headship course materials and support each other as study groups. Not only has this style of learning helped teaching staff across primary and secondary education in the UK, but courses have also been run for schools in the rest of Europe, Australia, New Zealand, the Middle East and South East Asia.

Cross-government collaboration in project delivery

By using Knowledge Hub, UK civil service and NHS project delivery professionals are now able to share ideas, knowledge and experience, solve problems, stay in touch and make new relationships across traditional boundaries. In the space of only a few months, more than 1,500 programme and project managers across government departments and health organisations have accessed shared resources and expertise to build capacity and skills in the project delivery profession and help retain valuable knowledge and experience.

Supporting Syrian Refugees

A number of groups have been set up on Knowledge Hub to support those working to resettle Syrian refugees in the UK. Local authority officers, government officials, police staff and others working with refugees can communicate issues, share ideas and raise awareness of cultural matters. The groups have also been used to share best practice, templates and guidance on subjects as diverse as ESOL funding, data collection, hate crime awareness, forced marriage and unaccompanied asylum seeking children.