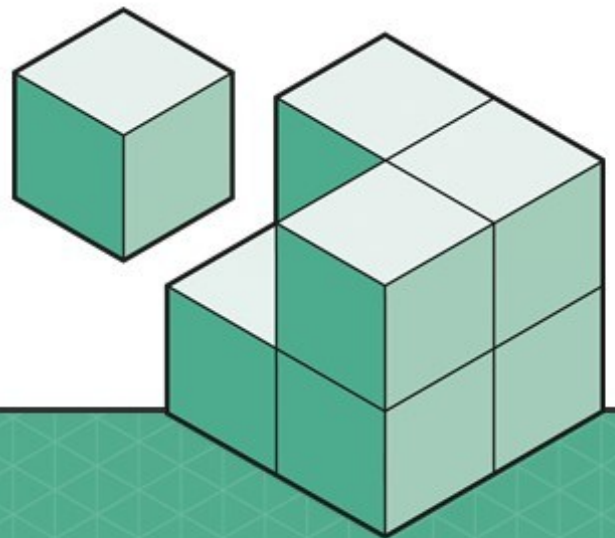


Digital Collaboration Groups

G-Cloud 15 **Service Definition**
January 2026



**Now your team's
knowledge goes
wherever you do**



PLACECUBE

G-Cloud 15 Service Definition

G-Cloud Service Name	2
Service Overview	2
Service Features	2
Service Benefits	2
About Knowledge Hub	3
About Digital Collaboration Groups	4
Why Knowledge Hub Digital Collaboration Groups?	5
How Knowledge Hub groups can benefit individuals and organisations	5
Demonstrating impact – how it works for public sector organisations	6
Product roadmap	6
Training	6
Onboarding and offboarding support	7
Security and privacy	7
Staff security protocol	8
Additional physical security	8
General Data Protection Regulation provisions	8
Individual privacy settings	9
Group privacy settings	9
Privacy settings on content items	9
Service levels, performance, and availability	9
Governance	10
Pricing overview	10
Contract information	10

Knowledge Hub Digital Collaboration Groups

G-Cloud Service Name

Knowledge Hub Digital Collaboration Groups

Service Overview

Free or low-cost collaboration spaces help you effectively communicate, collaborate, and connect with stakeholders, partners, and colleagues. Exchange knowledge and experience in secure communities of practice, project groups and workspaces. Open, access controlled or hidden groups include community collaboration tools, such as discussions, shared libraries, polls and news listings.

Service Features

- **Activity stream and email notifications:** catch up on contributions.
- **Identity:** add your own logo to raise brand awareness.
- **Discussion forum:** ask questions, have conversations, problem solve, share experiences.
- **Library:** upload, share, comment on and organise your content.
- **Online document collaboration and wiki pages:** work on documents together.
- **Ideas:** generate and vote on ideas, challenges, and suggestions.
- **Member directory:** find and connect with peers and send messages.
- **Events:** promote, organise, and manage forthcoming events.
- **Polls:** ask your members key questions and share results.
- **Administration tools:** manage and monitor your group; communicate with members.

Service Benefits

- **Improved efficiency:** less email traffic, pooled knowledge, and resources.
- **Time and money saved:** less duplication of effort.
- **Acquire new skills:** knowledge management, facilitation, digital collaboration.
- **Inspire innovation** through new ways of working and connected intelligence.
- **Trusted**, secure (https), UK-hosted, mobile responsive.
- **No set up fees**, no maintenance, hosting, or upgrade costs.
- **Quick set up time:** can be established within minutes.
- **Unlimited data** storage and users.
- **Expert technical**, online and community and knowledge management support.
- **Community-led** development path and platform-wide upgrades.

About Knowledge Hub

Now your team's knowledge goes wherever you do.

<https://khub.net>

Knowledge Hub is the free-to-join open knowledge platform for public services that makes it simple to collaborate across teams, organisations and communities, everywhere.

1. Making knowledge easy to share.

Quickly enable users to work together, accumulate knowledge and keep everyone informed in one place with relevant up-to-date content.

2. Secure access for government.

Knowledge Hub is a UK cloud-hosted solution, available immediately for secure use over the internet. It is fully scalable and designed to support the concurrent needs of hundreds of thousands of registered users.

3. Open source confidence.

Knowledge Hub is based on **Digital Communities**, Placecube's open knowledge platform that extends and builds upon open-source technology.

4. Trusted by professionals.

The platform is used extensively by public service professionals and their partners to share knowledge, learning, best practice and innovation.

5. Designed for government, by government.

Originally created for UK local government, by local government (within the Local Government Association), Knowledge Hub is now independently owned and provided by Placecube Limited, a government digital services and open-source software specialist.

6. Open collaboration efficiency.

Knowledge Hub continues to provide free-to-use open digital collaboration tools to a broad audience of over 120,000 community members across 5,000 public sector organisations in the UK and internationally.

7. Engaging colleagues everywhere.

The growing Knowledge Hub community is trusted by professionals to gain effective and reliable advice from their peers across central and local government, health, education, housing, police and fire services.

About Digital Collaboration Groups

Knowledge Hub's technology is an enabler for public service organisations everywhere to share and find information and learn from each other within online groups. Knowledge Hub groups are flexible spaces that can be used for a variety of purposes, from large communities of practice, to small time-limited project groups, working groups, training programmes or recruitment campaigns.

Groups can be open to any registered member of the Knowledge Hub, restricted (access controlled by group facilitators), privileged (requiring additional authentication) or private (completely hidden). Please see the section on security and privacy for more information about the privacy settings for each different type of group.

All Knowledge Hub groups are led by facilitators who have access to additional group administration tools to help them manage and develop their groups.

All groups offer the following range of digital collaboration tools as standard:

- **Group activity stream** – see and access quickly all the most recent contributions to the group.
- **Discussion forum** – ask questions, have conversations, discuss solutions to problems, share experiences etc.
- **Library** – upload, share and comment on files; use folders to organise them.
- **Wiki pages** – work together on web pages, FAQs, signposting lists etc.
- **News** – add a news listing to update members on the latest relevant headlines and stories.
- **Ideas** – generate ideas and 'like' your favourites; 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 send direct messages.
- **Events** – promote forthcoming events.
- **Blogs** – publish thoughts, reflections and learning via the group blog.
- **Polls** – group administrators can set up a poll question for the group and share results back with them.
- **Email notifications** – receive regular email updates about what's happening in your groups. Easily manage the frequency and type of notifications you receive.
- **Administration tools** – group administrators/facilitators also have access to a range of support tools to help them manage and monitor the group e.g. invitations, group messages, announcements, management reports etc.

In addition, each Knowledge Hub member has their own unique log in with their own home page, activity stream, easily editable profile and the ability to publish their own blog across the platform and publicly.

Additional premium group services include:

- **Real-time online document collaboration** – collaborate with other group members on Word, Excel or Powerpoint files using the online documents function.

- **Knowledge Base** – create a set of linked articles to share reference information, such as guidance, manuals or help documentation.
- **Other customised listings** – create different types of content listings, such as case studies, jobs, resources, mentoring opportunities or directories. Enable users to enter information in a form, which is then displayed and can be searched and filtered.
- **Increased file size uploads** – standard individual file size upload is 200MB, but options are available for the hosting of larger individual file sizes if required.

Why Knowledge Hub Digital Collaboration Groups?

How Knowledge Hub groups can benefit individuals and organisations

The opportunity to share practice, insight, and innovation regardless of geography, organisation type or sector offers much needed efficiencies for the public sector.

Through engaging with digital communities, organisations can:

- **save** time and money through sharing tried and tested solutions;
- **keep** up to date with the most current thinking;
- **develop** and progress innovations;
- **share** good practice and avoid duplication of work;
- **connect** different parts of the public sector;
- **work** directly with private sector partners;
- **reduce** carbon footprint through less travel to meetings;
- **induct** new staff more quickly into their roles and help people develop new skills;
- **build** relationships that transcend organisational and geographical boundaries.

Individual members of Knowledge Hub report great benefits from using the platform, including:

- learning from the expertise and experience of others, particularly specialists and those who have been in the same job role for longer;
- building confidence and skills, including the use of technology for collaboration, online facilitation and community management, and community engagement;
- developing a higher profile and professional reputation within their own organisation and externally;
- developing more efficient ways of working, such as sending/receiving less email, working collaboratively, not travelling so often to meetings and reusing the best practice and knowledge shared by others.

Demonstrating impact – how it works for public sector organisations

Driving consistency and efficiency in local government

Regulatory Services across UK local government have been using Knowledge Hub for many years to develop a consistent approach to legislative enforcement in all areas of trading standards and environmental health. For example, a group was 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.

Supporting marginalised groups – working with refugees

A number of groups were set up to support those working with Ukrainian refugees, so that they could share best practice and get advice from each other, particularly in relation to the Homes for Ukraine scheme. Members have shared solutions on topics such as identity checks for sponsors, effective partnership working between local authorities and voluntary services, clothing vouchers, driving licences, bus passes and much more. In the past, several groups were established to help Syrian refugee resettlement in the UK. Local authority officers, Government officials, police staff and others involved in working with refugees were able to communicate issues, share ideas and raise awareness of cultural matters.

Creating a trusted space for online exams

National Records of Scotland (NRS) uses Knowledge Hub for their exam study group. This brings all candidates together to share general information about the exams, test papers and revision materials, so they can be found quickly. NRS expanded their use of Knowledge Hub groups to provide candidates with trusted spaces for their own work and communications with their managers. They have also been able to download exam papers, take exams and submit completed papers. Not only have travel time and costs been slashed, but savings have also been made on print and postage costs.

Further case studies can be found at <https://khub.net/case-studies>

Product roadmap

We take member input to our development roadmap seriously, which is why we are always keen to hear customer views about the platform, to make sure what we offer our members remains relevant, useful and meets their needs. Items are prioritised for development based on user need, demand, the anticipated positive impact on the Knowledge Hub community and whether there is a sponsor.

Knowledge Hub is based on open-source technologies and open standards. The benefit of this is that we are able to easily build in updates from our technology providers and consider a range of third-party integrations in our roadmap.

Training

There is a comprehensive range of training and support materials available online in Knowledge Hub for those facilitating groups. Recorded video walkthroughs for facilitators are available, as well as ongoing help and support via our Knowledge Hub help pages and access to our Online Facilitators Community.

Specialist community management training on building and managing a successful online group led by our expert community managers is available at additional cost.

Onboarding and offboarding support

New groups can be established very quickly, and new facilitators are provided with comprehensive information about how to administer their groups together with helpful tips and advice on growing and managing their online communities.

Full helpdesk support is provided Monday-Friday 09.00-17.30 (UTC) by Knowledge Hub's experienced team of community and knowledge managers, who can advise on the functionality of the site, and point you in the direction of guidance on how to build and run a successful online group.

All group facilitators are invited to join the Online Facilitators Community that offers extensive advice not only from the Knowledge Hub team, but also from facilitators across the wider Knowledge Hub.

When the service is no longer required, subject to legislation, including General Data Protection Regulations, a backup of all appropriate data and file content can be provided on request in encrypted zip format. Any extraction or migration of data would usually carry an additional charge depending on the amount of data and format required.

Once it is decided that a Knowledge Hub group should be deleted, it will be removed from the site along with its content within an agreed period.

Files within group libraries can be easily downloaded in zip files. A group member list can be downloaded via the group management reports.

Security and privacy

We are committed to keeping your data safe and secure and adhere to extremely strict security standards. This includes operating from SOC-1/ISAE-3402/SOC-2/SOC-3 compliant datacentres run by Amazon Web Services (AWS) and maintaining ISO27001 certification covering both our corporate and datacentre environments. We also hold Cyber Essentials Plus accreditation.

Our cloud software solutions are hosted by AWS in the UK in some of the most highly specified datacentres available. They're built to exacting, rigorous standards and deliver unparalleled security, power, connectivity, and environmental control. It's a world-class infrastructure and keeps our servers running uninterrupted 24*7. The datacentres are engineered with fully redundant connectivity, power, and HVAC to avoid any single point of failure. Each datacentre is staffed by highly trained technical support staff.

We manage the infrastructure for you, so you can concentrate on managing your group and your users. We ensure that all software within the environment, including operating systems, databases and application-level software is fully patched. We use enterprise-grade monitoring solutions on all our cloud environments to allow us to pre-empt and react to system events and resource usage.

The platform goes through weekly vulnerability scanning at the web application and infrastructure level, and is penetration tested at least annually by an independent CHECK service provider. The underlying software of our solution, Liferay DXP, is also regularly penetration tested and verified by a third party.

We are an ICO-registered data controller and have appropriate data processing agreements in place with all clients to meet the requirements of the General Data Protection Regulations and Data Protection Act.

Staff security protocol

All Placecube staff with responsibility for Knowledge Hub have undergone appropriate employment security checks. As owners and operators of the Knowledge Hub, our staff require access to all data across the site including members' profile information, all public content items and content within all types of groups. This site-wide access is essential to:

- investigate and fix any errors with group or network functions.
- investigate and fix any errors relating to an individual's profile information or log in details;
- investigate any issues relating to items of content that may be flagged by members;
- identify and remove any spam content in public areas of the site.

Knowledge Hub staff members recognise that trust is one of the most important elements of a successful online community and that members will only want to participate if they feel comfortable in the online environment. Knowledge Hub staff will not access or use your network/group content or private profile data for their own purposes, or any other reason, except:

- in any of the above circumstances listed above, where some intervention is required to investigate and/or fix a problem.
- if we are asked by you to carry out a task or investigate a problem.

Additional physical security

All electronic devices used to access Knowledge Hub have host-based firewalls, corporately managed anti-virus applications and software with automatic updates. Devices are password protected and adhere to ISO27001 security policies and standards.

General Data Protection Regulation provisions

As a registered data controller, Placecube takes its responsibility regarding members' personal data seriously and we are committed to their security online. Placecube's lawful basis for processing personal information within Knowledge Hub is primarily:

- so members have a secure method of signing in to use the site;
- so we are able to provide the Knowledge Hub service in accordance with our terms and conditions;
- and that the processing is carried out in Knowledge Hub's legitimate interests and the interests of its members.

Our full privacy statement provides all members with information about what we do with their data and how we treat it: <https://khub.net/privacy-statement>

Members always have access to their data via their profile and may update their information themselves as they see fit. They may disclose as much or as little information as they choose and are able to adjust their privacy settings accordingly.

Members may delete their own personal profile. We also have processes in place for the deletion of individuals' personal data should they request it from us.

We always seek additional consent from our members in relation to targeted advertising and direct marketing.

Individual privacy settings

Every individual registered on Knowledge Hub has their own password to access their account and may set their own profile privacy settings to a level of visibility, with which they feel comfortable.

Group privacy settings

There are four different types of group:

- **Open** – any registered member of Knowledge Hub may join without needing to be approved.
- **Restricted** – there is an access control that allows group administrators/facilitators to approve or deny entry. Non-members may see the group in listings and request to join, but cannot see content or participate until they have been accepted by a facilitator. Facilitators may also set access controls to accept members by email domain.
- **Private** – these groups are completely hidden and are only visible to members. Membership is by facilitator invitation only.
- **Privileged** - allows for a greater level of security to be applied to restricted and private groups through additional authentication and membership expiry dates.

Privacy settings on content items

Members of open and restricted groups can determine at the point of upload whether they make a library file or event public, available across Knowledge Hub or only available within their group. The group setting is the default.

Members of private groups may not publish any content outside their group.

Members who write blogs from their profiles may choose to publish them within Knowledge Hub or publicly.

Service levels, performance, and availability

Full UK-based helpdesk services are provided Monday to Friday 09:00-17:30 (UTC) and we aim to respond to all enquiries within four hours.

Incident handling service levels are as follows:

Priority	Description	Response time	Target resolution time
1	Service is 'down'	1 hour	4 hours
2	Operation of service severely degraded or major components not operational	4 hours	2 days
3	Most of the service is functional, but certain non-essential features are impaired	12 hours	7 days
4	Non-disabling errors that have little impact on normal operation of service	24 hours	Next maintenance release

We aim to provide at least a 99.9% uptime service availability level. The service is fully resilient, with no single points of failure throughout the technology stack. The service comes with a 4-hour recovery time objective (RTO) and a 15-minute recovery point objective (RPO). This means that in the event of a major loss of infrastructure, the service would be available again within 4 hours, with a data loss of no more than 15 minutes.

Availability excludes agreed scheduled maintenance events, customer-caused or third party-caused outages or disruptions, or outages or disruptions attributable in whole or in part to force majeure events. Any service-impacting planned maintenance work is always performed outside of UK business hours, with adequate notification to our clients.

Incremental database backups are taken continuously throughout the day, configured with a 35-day retention period, with support for point-in-time restore within that period. The file storage solution is backed up daily and offers support for point-in-time restore. Backups are stored across multiple data centres and are fully encrypted.

Governance

Knowledge Hub is committed to openness and transparency in its governance, which is demonstrated in the way it regularly consults with members and involves them in technological developments through its facilitator and network manager communities. Feedback is vital to ensuring the Knowledge Hub remains fit for purpose and meets members' needs.

Pricing overview

Open and restricted groups using the standard functions are offered free of charge to public sector and not-for-profit organisations, within the bounds of our reasonable use policy. (See pricing documentation for more details.) Prices for privileged groups, private groups and groups requiring additional premium functions start from £950 + VAT per year.

Contract information

Please see full terms and conditions.