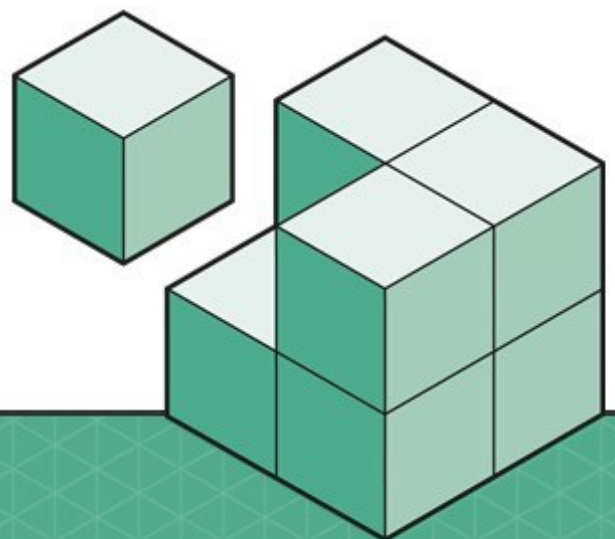


Digital Networks

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



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



PLACECUBE

G-Cloud 15 Service Definition

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Knowledge Hub Digital Networks

G-Cloud Service Name

Knowledge Hub Digital Networks

Service Overview

Easy-to-use collaboration solution, helping you effectively communicate, collaborate, and connect with stakeholders, partners and employees. Manage your own branded channel, members, communities and microsites. Hosted on the Knowledge Hub platform, meaning no infrastructure burden. Build a flexible collaboration space, blending accessible open groups and closed intranet-style workspaces.

Service Features

- Trusted, secure, UK-hosted collaboration space within Knowledge Hub.
- Flexible access controls and management allowing intranet and extranet.
- Your branding across all network pages and groups.
- Direct login to network homepage; set as default view.
- Create your own open, restricted, privileged and private collaboration groups.
- Content manage network information, curate news, build public microsites.
- Collaboration tools: blogs, discussions, library, real-time document collaboration, polls.
- Monitor and manage your network using tailored reports and analytics.
- Powerful search, recommendations, content tagging, categorisation and indexing.
- Mobile responsive, unlimited data storage, affordable subscription; no maintenance fees.

Service Benefits

- Improved efficiency, less email traffic, pooled knowledge and resources.
- Increased productivity, time and money saved, less duplication.
- Silos broken down through internal and external knowledge sharing.
- Raised brand profile within your network and beyond.
- Reach a broader audience through publishing publicly.
- Improved two-way communication and engagement with employees and partners.
- Opportunities to develop skills: knowledge management, facilitation, digital collaboration.
- Quick set-up time: established within a few days.
- Expert technical, online 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 Networks

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 digital networks provide the opportunity for organisations to buy their own branded channel on Knowledge Hub for use as an externally branded open network of groups and microsites (extranet), a private social intranet, or a mixture of the two. This allows you to seamlessly engage with employees, partners, suppliers and citizens all in one place without the need for multiple logins.

Using the Knowledge Hub in this way significantly reduces the costs of developing and replicating similar bespoke systems, removes traditional organisational and geographical boundaries and there are no infrastructure and hosting costs for your organisation.

A Knowledge Hub digital network offers you:

- Your own branded collection of collaboration groups hosted within Knowledge Hub.
- Your own branded network group to act as a gateway to your network that includes:
 - landing page(s) to signpost key content within your network;
 - network groups list;
 - network members list;
 - cross-network collaboration tools, such as discussion forum, library, blogs and events;
 - network news listing;
 - home network setting, so members can log into your network homepage by default.
- Network administration rights enable you to edit landing page content, create groups within your network, manage a set of network-wide communication and collaboration tools, view and download network management reports, curate news items, access and manage access to intranet groups.
- A flexible set of collaboration groups and microsites that can be used for a variety of purposes; from publicly accessible campaign sites and large communities of practice that need to be visible and marketable, to small private project spaces, which you can choose to make into privileged or intranet groups for an added layer of authentication and privacy.
- The full range of Knowledge Hub digital collaboration group tools including activity stream, discussion forum, library, real-time document collaboration, wiki tool, ideas generation, member directory, event promotion, group poll, email notifications, direct group messages, group announcements, knowledge base, blogs, news, resource and jobs listings.
- Powerful search and find, recommendations and suggestions, content tagging, categorisation and indexing.
- A dedicated account manager as a first point of contact to support network set-up and growth and help with any issues.
- A half-day community management training session for network administrators and group administrators.

- Full Knowledge Hub support services (see onboarding and offboarding support for more information).
- The benefits of wider networking across Knowledge Hub through joining groups of interest and connecting with professionals outside your own network.

Why Knowledge Hub Digital Networks?

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.

In addition, those subscribing to a network can expect to:

- **extend** and enhance membership/employee engagement;
- **build** brand profile within the network and beyond;
- **raise** reputation and awareness with external partners, suppliers and communities
- **connect** better with members, gaining feedback and insight;
- **create** a trusted space for members, in which to build relationships and develop a more collaborative organisational culture;
- **break down** silos within organisations and departments;
- **improve** efficiency through less email traffic and less time spent starting from scratch;
- **reduce** IT and infrastructure costs, as there are no set-up/development fees, or hosting, maintenance or upgrade costs;
- **influence** platform development through Knowledge Hub's transparent governance and feedback arrangements;

- **generate** income through an income share model based on attracting digital advertising revenue.

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

Cross-Government commercial collaboration

The Government Commercial Function (GCF) network has been enabling commercial colleagues to connect and share experiences in the Knowledge Hub for the last 8 years. They are able signpost forthcoming events, deliver best practice materials and circulate important information to more than 7000 commercial and procurement professionals across central Government and the wider public sector. Important insights shared recently include the Anti-Slavery Risk Tiering Tool (ARTT), guidance on AI in commercial and updated markets, sourcing and suppliers information. Using the network has helped reduce the number of emails being sent and created a skills model where people are learning through experiences, building communities of practice and networking as one function more than ever before. The provision of the latest guides and best practice through one central service is a powerful communications and engagement tool that has saved them reinventing the wheel.

Gathering local authority feedback and disseminating learning

The Local Government Association (LGA) Network on Knowledge Hub has long been supporting the sharing of best practice across the local authority sector. They see Knowledge Hub as a great place to share ideas and get feedback from members. In particular, the LG Inform and LG Inform Plus group has had great success using the ideas and poll functions to get feedback quickly without clogging up email inboxes. They have also found targeted, live, online discussions a useful way for councils to share learning without the need for costly physical meetings and events. LGA have also been able to make the most of public microsites to promote particular pieces of work around transformation and innovation, public health and advanced analytics.

Connecting peers across Scotland and beyond

The 12,500-member strong Scottish Public Services Network (SPSN), managed by the Improvement Service for Scotland and funded by the Scottish Government, brings public servants together to share best practice, discuss ideas and work collaboratively. For such a geographically dispersed audience, face-to-face meetings have become less practical, so the SPSN offers vital channels of communication, enabling members to connect, share knowledge and support each other in delivering for their communities despite

the physical barriers. Key successes include providing support for local councillors, bringing together partners preventing violence against women and developing a professional network for change managers.

Engaging the heritage sector

Historic England facilitates and manages the Heritage Workspace, a digital network that brings together 1000+ members working with Historic England to care for, enjoy and celebrate the historic environment. They have a range of groups and microsites to support projects, such as their Historic Environment Skills Forum, their community directory and their work with the Chartered Institute for Archaeologists. They are seeing cost savings and increased productivity, while reducing their carbon footprint and they're developing specialist skills in knowledge sharing.

Further full 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

Comprehensive, bespoke training is a standard component of our Digital Network implementations. Your account manager will walk-through all the network features and controls with your network administrators via webinar.

Walkthrough webinar training sessions can be arranged for your network group facilitators as needed.

A half-day specialist community management training session is also available for network subscribers within their first 3 months, to help upskill network administrators, content managers and group administrators. Training can be tailored to individual organisational needs, but would usually include an introduction to building and managing successful online networks and groups delivered by our highly experienced community managers. The interactive session encourages participants to consider their network/group's purpose, core team, target audience and helps them develop an initial action plan.

We enhance initial on-site and webinar training with ongoing help and support via our Knowledge Hub help pages and access to our facilitators' community.

Onboarding and offboarding support

Networks can be established quickly, and new network administrators are provided with information about how to administer their network and their groups together with helpful tips and advice on growing and managing their online communities (as detailed above). Setting up the network is done in close

collaboration with your account manager to ensure all branding, content and data options are understood and implemented as you want them.

Customers may decide to start a network from scratch, in which case your account manager will support you to build your membership and grow your network. Alternatively, customers may wish to build networks from pre-existing groups in Knowledge Hub.

New group facilitators within your network are provided with comprehensive information about how to administer their groups together with helpful tips and advice on growing and managing their online communities. 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. Walkthrough webinars are also available to help familiarise facilitators with group features.

In addition to regular contact with your account manager, 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 provide guidance on how to build and run a successful online group and develop knowledge management skills.

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 network should be deleted, all organisational branding, information pages, groups and their content will be removed from the site within an agreed period.

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

While Placecube is the overall data controller of Knowledge Hub, organisations owning a network agree to take joint controller responsibility with us for the purposes of managing engagement within their networks only.

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 have access to their data via their profile at all times 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.

Network privacy settings

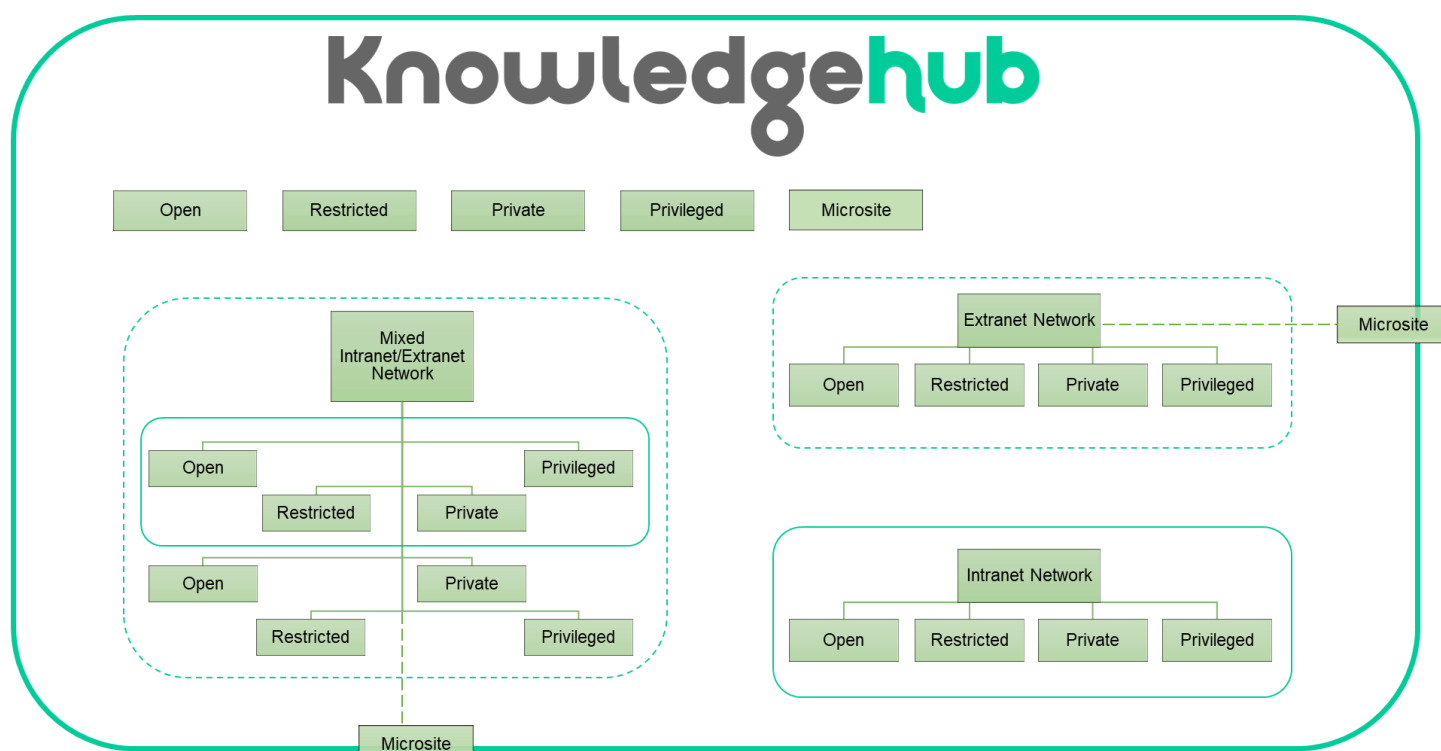
There are three possible different types of network that can be hosted within Knowledge Hub:

- **Extranet** – groups carry your organisational branding and are managed by you. All network open and restricted groups are searchable and visible within Knowledge Hub as normal. All private groups are hidden as normal. Microsites are visible publicly.
- **Mixed extranet/intranet** – all extranet groups and microsites work as described above. All intranet groups work as described below.

- **Intranet** – groups carry your organisational branding and are managed by you. Only those with access to the intranet network may view, join and participate. Intranet groups are not visible within the wider Knowledge Hub. Network administrators can manage access either by email domain, or by adding individual Knowledge Hub members to the network.

Figure 1 below shows a visual representation of how each network operates.

Figure 1



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 may choose to publish them within Knowledge Hub, publicly, or within specific networks and groups only.

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

Annual subscriptions for networks start from as little as £3,000 + VAT per year depending on scale and complexity.

Contract information

Please see full terms and conditions.