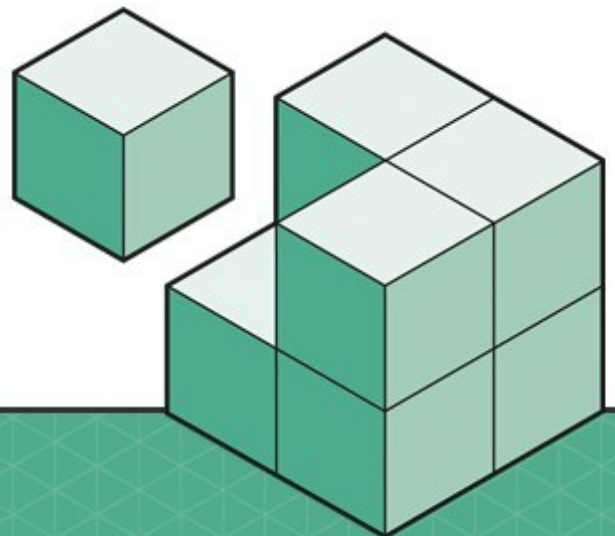


Microsites

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 Microsites

G-Cloud Service Name

Knowledge Hub Microsites

Service Overview

Your own branded mini website – microsite – hosted on Knowledge Hub to promote your knowledge, assets, resources and services publicly. An always open, accessible, digital exhibition space, where you can create responsive web pages and listings utilising Knowledge Hub’s extensive digital toolset, without the need for hosting and maintenance fees.

Service Features

- A microsite of easily navigable web pages with your branding.
- Easy-to-configure page design and flexible digital layout.
- Extensive digital collaboration toolset: discussion forum, library, news and more.
- Categorise and tag information so it’s easily findable.
- Powerful search function and content recommendations.
- Administration tools: manage and organise content.
- Visible publicly (www), and across Knowledge Hub, for extended coverage.
- Fully responsive and accessible with easily added content translations.
- Downloadable management reports and activity-based analytics.

Service Benefits

- Trusted, secure, UK-hosted.
- Low cost, low code, open standards web pages.
- No maintenance, hosting or upgrade costs.
- Easy to manage and maintain.
- Quick set up time: established within a few days.
- Expert technical and content management support.
- Full administrator training.
- User-focused development and platform-wide upgrades.
- Improved efficiency through shared resources.
- Time and money saved through reuse of established technology.

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 Microsites

Knowledge Hub's technology is an enabler for public service organisations everywhere to share and find information and learn from each other, usually within online groups and communities. Knowledge Hub Microsites build on the platform's already established digital tools to enable organisations to develop their own flexible, branded, public site hosted by Knowledge Hub.

Through smart re-use of existing technology, Knowledge Hub Microsites provide you with a low code, easy to use set of web pages at a fraction of the cost of a standard website. You provide your branding and layout requirements and select from a range of existing Knowledge Hub tools you would like to use within the pages, and we'll put it all together for you.

Your microsite will enable visitors to view a set of web pages without logging in, but will also allow them to sign up for their own Knowledge Hub account, so they may log in and contribute to relevant parts of your microsite as appropriate.

Existing tools that could be added to your microsite are as follows:

- **Web content management** – edit a range of web content areas across your pages.
- **Resource upload** – enable the sharing of any kind of resource, including documents, links, or text-based entries.
- **News listing** – curate news stories.
- **Related content** – enable automated related content recommendations based on what is currently being viewed.
- **Discussion forum** – ask questions, have conversations, discuss solutions to problems, share experiences etc.
- **Document library** – upload, share and comment on files; use folders to organise them.
- **Wiki** – collaborate on documents, FAQs, signposting lists etc.
- **Ideas** – generate ideas and 'like' your favourites; see which are the most popular.
- **Events** – promote forthcoming events.
- **Polls** – set up a poll question and share results.
- **Blogs** – site visitors can share their views and reflections on relevant subjects

All tools also allow for ratings and comments and content within them can be organised using your own categorisation and tagging, making things easier to find for your users.

As overall owner of your microsite, you'll have a set of administrator permissions that will allow you to edit and manage content. You will also have access to a downloadable resource report and analytics for reporting purposes.

Why Knowledge Hub Microsites?

A microsite on Knowledge Hub can help you organise, display, and promote your content on an easy-to-navigate set of web pages. If you have a particular product, project, campaign or set of resources you want to promote, a microsite provides the answer.

Through engaging with Knowledge Hub Microsites, organisations can:

- increase visibility and raise reputation publicly on the web and within Knowledge Hub;
- save time and money through re-use of technology and speedy set-up;
- enable sharing of good practice case studies and other resources that help support knowledge re-use and avoid duplication;
- reduce IT and infrastructure costs, as there are no hosting, maintenance or upgrade costs;
- connect better with site users and offer ways to gain feedback and insight on your work;
- create a trusted space for members, in which to build relationships and develop a more collaborative culture;
- improve efficiency through less time spent searching for resources;
- influence platform development through Knowledge Hub's transparent governance and feedback arrangements.

The broader Knowledge Hub also provides opportunities to share practice, insight and innovation regardless of geography, organisation type or sector and offers much needed efficiencies for the public sector. Additionally, it enables individuals to benefit from learning and sharing expertise.

Demonstrating impact – how it works for public sector organisations

Transformation and Innovation Exchange – <https://khub.net/web/tiex>

Responding to a call from councils, the Local Government Association created an online hub using a Knowledge Hub Microsite, which brings together practical help for local government about innovation and efficiency into one place. Developed with local government, the Transformation and Innovation Exchange features a range of case studies, guidance, tools, performance data, training and other resources to help councils continue to deliver value for money and better outcomes for communities. It is an interactive space where councils can come together to share learning and support each other and boasts more than 300 important resources in key efficiency categories.

Digital Sharing Hub – <https://khub.net/web/digital-sharing-hub>

The Centre for Digital Public Services (CDPS), an arms-length body of the Welsh Government that helps deliver the Digital Strategy for Wales, developed the Digital Sharing Hub to meet demand from public service leaders. The Digital Sharing Hub, available in both Welsh and English, provides shared resources from across the public sector and enables visitors to see what others are doing around Wales and beyond. It includes good practice case studies, digital strategies, research reports, how-to guides, free events and AI case studies and prompts.

Training

Comprehensive, bespoke training is a standard component of our microsite implementations. Your account manager will walkthrough all features and controls with your microsite administrators via webinar.

Onboarding and offboarding support

New microsites can be established quickly – within a few days – and administrators are provided with full training (as above) on how to manage their content and collaboration tools.

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, managing content and provide guidance on how to build engagement using any of the digital collaboration tools you may choose to use.

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 Microsite should be deleted, it will be removed from the Knowledge Hub along with its content within an agreed period.

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 microsite 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.

Privacy settings on content items

Knowledge Hub Microsites allow for content items to be displayed publicly as well as when you are logged in. Individuals must log in to add content, comment, or rate items, but the premise of the microsite is that it provides content openly and publicly.

Private pages for microsite members only can be added if required, but you should also consider alternative services such as Knowledge Hub Digital Collaboration Groups, or Knowledge Hub Digital Networks if you wish to upload content in more restricted areas.

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 communities. Feedback is vital to ensuring the Knowledge Hub remains fit for purpose and meets members' needs.

Pricing overview

£950 + VAT per annum, plus £950 set-up fee for standard features in the first year. See pricing document for further information.

Contract information

Please see full terms and conditions.