NSCKN KNOWLEDGE NOW

MODULE DESCRIPTIONS

Action Item Tracker

The **Action Item Tracker** is a workspace feature available to all CoP members and is a valuable administrative tool to manage (assign, update, and track) action items and projects (comprised of multiple action items) within a CoP.

Alerts

The **Alerts** module enables the CoP members to subscribe to many Alert notifications (emails) that suit their personal interests and needs.

Blogs

Blogs are usually maintained by an individual, with regular entries of commentary, descriptions of events, or other material such as graphics or video. See **Discussion Forums.**

Calendar

The community **Calendar** is a workspace feature available to all members of your Community of Practice. Posted Calendar items enable community members to stay up-to-date with current and upcoming events and happenings.

Discussion Forum

Discussion Forum enables community members to have meaningful group interaction regarding a specific topic, course of study, idea, or project. Participants in a Discussion Forum offer and receive input via an online, threaded discussion area.

Document Management System (DMS)

The **Document Management System** module enables community members to share and properly manage the sharing of files that are relevant to their community's work and special interests. The DMS supports all file formats (e.g., documents, memos, reports, spreadsheets, presentations, HTML files, graphics, etc.).

FAQ

The **Frequently Asked Questions** feature provides community members with quick, direct access to answers for questions that occur within the community on a regular basis.

Links Administration

Links Administration is one of numerous workspace features available to your Community of Practice (CoP). All CoP Members have access to the various links that display on their community's home page. Although certain links (i.e., Document Management) may be standard across communities, other links will differ according to factors such as the community's needs as well as the CoP Administrator's method for categorizing and labeling links. Links are used for many purposes to connect to various workspaces such as Document Management, Discussion Forums, FAQs, etc.; to

access specific tools and resources; to visit external web sites; and to be directed to a number of other valuable knowledge resources. All community members can use links, but only the CoP Administrators are capable of creating and maintaining links.

Mailing List

The **Mailing List** module is a valuable tool to aid in community collaboration via email generated by online discussions, group emails, or individual one-to-one communications. The Mailing List module allows CoP members to choose who they wish to collaborate with based on the community membership lists.

Metrics

The **Metrics** feature is a mechanism for tracking usage patterns and collecting key factors related to a CoP site. For example, metrics can reveal the number of users who have used a certain link—overall, or within a specified time frame. Another Metrics report identifies the location from which CoP users are coming in (i.e., connecting) to the community, and this knowledge can help to identify marketing and other CoP-promotional opportunities. Many other Metrics reports exist and can be applied to a variety of situations for targeting potential needs and strengths of the current workspace environment. Essentially, Metrics results can be used as a basis for evaluating—and subsequently modifying—CoP site content, or for deciding upon some other action plan for improving performance, effectiveness, or other aspect of the online community.

News Ticker

The **News Ticker** is a workspace feature available to all members of a CoP. Much like the community Calendar, the News Ticker enables items of interest to be widely and consistently shared among CoP Members. The News Ticker, too, displays on the CoP home page. Unlike the Calendar (which reflects a comprehensive view of scheduled community events) the News Ticker serves as more of a "broadcast banner" to inform you of special messages and important reminders.

Process Manager

The **Process Manager** tool provides the capability to enter and display a step-by-step process with nested sub-processes / steps and associated resources or reference.

Questionnaire

NSCKN's **Questionnaire** module gives administrators the ability to create a feedback tool that captures responses in spreadsheet format for tabulation and review. The Questionnaire module can also be used to collect data, conduct tests and votes, and event registration (e.g., conferences and meetings).

Registration

The **Registration** module allows CoP administrators to set up events, group them for display and metrics, and set up activities within those events for registration in one or more activities. The Registration module can be used to schedule training, meetings, or other community events (e.g., social events). Other benefits of the module include automated rosters, custom reports and automated e-mails to remind attendees of upcoming deadlines and training.

Search

The **Search** engine provides the capability to find content stored within the entire NSCKN system. Information may consist of CoPs, web sites, documents, wikis, etc.

User Administration

The **User Administration** feature is limited to CoP Administrators. However, CoP Members are capable of administering two user-related activities: they can edit their own user information, and they can remove their own membership (i.e., access) to a community to which they currently belong.

Wiki

A **Wiki** is a CoP feature where users can create, delete, and modify web pages online via the web browser. Wikis are often used to create collaborative websites, store collective knowledge, and are increasingly being used by businesses to provide affordable and effective Intranets.

Note: The NSCKN Help System uses a Wiki.