

**N**ASA Safety Center Knowledge Now (NSCKN) allows members to share tacit knowledge and explicit content across any network or geographic boundary. NSCKN offers the ability to identify, capture and transfer knowledge inside of a virtual web-based workspace called a Community of Practice (CoP). It is the powerful features of the CoP workspace that enable community members to interact and collaborate. People are connected to each other through the CoP, and are thus able to share critical lessons learned, personal experience, common documents, favorite links, helpful training, ideas and feedback via polls and questionnaires and a multitude of other knowledge artifacts.

The following information identifies a variety of CoP workspace features. Note that all features require initial setup before they can be used. Generally, [CoP Administrators](#) are responsible for workspace feature setup and ongoing maintenance. However, individuals fulfilling other community roles sometimes assist with certain administrative duties.

### DOCUMENT MANAGEMENT SYSTEM (DMS)

**File sharing relevant to work and special interests.** The DMS is a global shared drive that can be accessed from anywhere at any time. The DMS includes version control, check in/out, multi-level security, auditing, review periods, etc., and supports all file formats (documents, spreadsheets, presentations, graphics, audio, movie files, etc.).

### DISCUSSION FORUMS AND BLOGS

**Threaded discussions.** NSCKN discussion forums enable users to have meaningful group interaction regarding a specific topic, course of study, idea, project, etc. They also can be used for private messaging, blogging, polling, journal entries, and more. Attachments reside within NSCKN's DMS to leverage all of its features and functionality.

### WIKI

**Collaborative, editable web pages.** Wikis allow users to create, delete, modify, and lock web pages through an integrated text editor. Each workspace has its own Wiki with a dedicated search feature, user-defined tagging, and customizable navigation. Wikis can serve as directories, glossaries, and even intranets. (The Wiki is also employed to provide robust online help.)

### ACTION ITEM TRACKING

**Assign, update, and track tasks and projects.** Users can create and group tasks within projects and provide status updates and history for online review and access. This includes powerful security, parallel tasking, and project management features. Attachments reside within NSCKN's DMS to leverage all of its features and functionality.

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## SEARCH

**Find content.** NSCKN's search available on every page, allows you to search across all open NSCKN content.

## EVENT MANAGEMENT

**Registration.** The Event Manager can be used to schedule courses, training, conferences, meetings, or other community events. CoP Administrators can establish events, subgroup them, and set up activities within those events for registration. It includes a feedback feature and automates rosters, provides custom reports, and e-mails reminders.

## QUESTIONNAIRES

**Conduct polls and surveys.** CoP Administrators have the ability to use text areas, checkboxes, dropdown lists, and radio buttons to design questionnaires and feedback mechanisms that collect responses from CoP users. Responses can be collected anonymously, if desired, and can also be exported to a spreadsheet for easy analysis and review.

## METRICS

**Analyze and assess performance.** Track CoP usage patterns and analyze key factors and data. Access NSCKN metrics to reveal the number of users who have used a specific link, identify locations users are coming from, monitor module usage, trend file uploads or downloads, etc. Reports can be comprehensive or include a specified timeframe. Metrics can identify potential weaknesses and strengths of the CoP environment.

## ALERTS

**E-Mail Notification as content changes.** Easily subscribe to be notified as content changes within a workspace, a discussion forum, or even an individual document.

## OTHER FEATURES

**Unique applications and enablers.** Each Workspace includes

- A CoP Calendar tool to post and monitor group schedules and events.
  - A Mailing List feature allows you to instantly send out information to CoP members.
  - A Process Manager module allows a workspace owner to visually document a specific process that other community members can easily follow.
  - A News Ticker feature can provide clickable scrolling text that can be used by a CoP Administrator to disseminate important information.
  - And other tools ...
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