

### What is NSCKN?

NASA Safety Center Knowledge Now (NSCKN) is a virtual workspace that connects people through knowledge sharing. NSCKN provides an environment to identify, capture and transfer knowledge inside of virtual communities.



Each workspace, called a Community of Practice (CoP), has one or more Knowledge Owners (KO) who maintain the community, administer the collaborative tools and make decisions about membership.

### How does NSCKN work?

NSCKN offers its members a collaborative environment that includes features such as:

**Document Management System**—a CoP module that allows users to share and transfer unclassified files, save multiple versions of files, view file audit trails, and restrict file and folder access. You can think of it as a secure, global shared drive that can be accessed from anywhere at any time.

**Collaboration Tools**—interactive resources such as an online community Calendar, a robust Discussion Forum environment, a Professional Networking feature, an Action Item Tracker tool, a Questionnaire tool for polling and gathering feedback, a Registration tool for managing event registrations and many more features.

### How do I become a member of NSCKN?

For current ESWG members, your ESWG account will be transferred to your CoPs in NSCKN, and you should wait until your notification arrives. If you request your own account, you won't be a member of any CoPs. If you never had an account in ESWG, click the create NSCKN account button on the NSCKN login page (<https://nscn.nasa.gov>), then fill out the User Credentials and Contact Information sections. By clicking **Create Account** you verify that you have read and agree to the Terms of Service. Note: Items marked with a red asterisk (\*) are required.

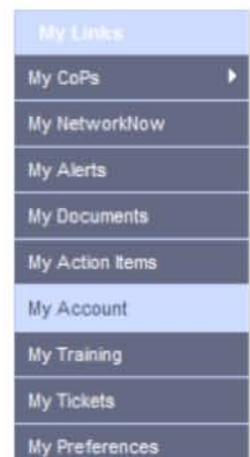
Eventually NSCKN will be using E-Authentication for account management. Once you've obtained a NASA identity, you will request a NSCKN account through the NASA Application Management System (NAMS).

### How do I modify my User Information?

When you need to make changes to your personal information, you can follow these steps:

- Make sure you are logged in to the system.
- In the **My Links** dropdown, click **My Account**.
- Modify the appropriate fields. Note: Items marked with a red asterisk (\*) are required.
- Click **Update Account**.

### Are there different kinds of CoPs?



## Are there different kinds of CoPs?

Yes, when a Knowledge Owner establishes a Community of Practice, they have the option of creating a normal or private CoP.

- A **normal** CoP is visible on the master list of NSCKN CoPs and anyone with an NSCKN account can see that it exists.
- A **private** CoP only appears to members and is not listed on the master list of CoPs. All CoPs containing Controlled Unclassified Information (CUI) need to be made private.
- Additionally, CoP homepages and modules may be restricted to allow access by CoP members only.

## How do I find CoPs?

- You can locate all **normal** CoPs by clicking **CoP Report** under **KN Links**.
- You can locate all the CoPs that you belong to by clicking **My CoPs** under **My Links**.

## How do I find my way around a CoP?

CoP homepages are a collection of widgets (modules such as a calendar, a document management system, etc.) designed and organized by CoP Administrators. All NSCKN widgets are available for use on each CoP, but some of them may not be displayed. CoP Administrators may place widgets anywhere on the CoP homepage. You will also find links to the major widgets in the **My CoPs** flyout.

My Links		
My CoPs	ESWG to NSCKN Migration Team	
My NetworkNow	Home Page Demo	
My Alerts	NSC ID	Action Item Tracker
My Calendars	NSC Knowledge Now	Calendar
My Documents	NSCKN Demo	Discussion Forum
My Action Items	Operational Safety	Document Management
My Account		Questionnaire
My Training		Registration
My Tickets		Wiki
My Preferences		



Let's look at the major parts of a CoP:

### CoP Navigation

- **CoP Page Header** — This section identifies the name of the community as well as provides links to important CoP features.

Regardless of your current location in a CoP, clicking the name of the CoP returns you to the CoP's homepage.

- **My Links**—Links to your NSCKN information, from member CoPs to your user account information.
- **KN Links**—Links to NSCKN main page, CoP report, and metrics.
- **CoP Links**—External and internal links placed on each CoP by CoP Knowledge Owners.
- **Help Links**—Links which can be used to generate an email to the current CoPs Knowledge Owners, to access the context-sensitive Help Wiki and the Knowledge Support Center.

## CoP Features

Note: the CoP Administrators determine which modules appear in a CoP.

**Search**—NSCKN's Search is available on every CoP page. Enter a keyword or phrase, set your parameters in the dropdown, and click the magnifying glass to begin your search of content within non-private NSCKN CoPs.



The results page offers many ways to sort and further refine your search.

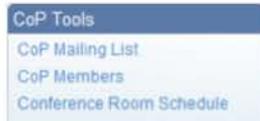
**News Ticker**—This section features clickable scrolling text that can be used by a Knowledge Owner to broadcast information to CoP members and/or visitors.



**Calendar**—The calendar enables community members to stay up-to-date with current as well as upcoming events and happenings. The current month's calendar displays on the homepage for the CoP. The current date is indicated by a yellow-orange highlight. Dates with scheduled events have a light blue highlight. Clicking on a calendar date opens the full calendar which offers different ways to view the calendar and the items it contains.

**Discussion Forum**—Discussion participants offer and receive input via an online forum, or threaded discussion area. Interaction may or may not be moderated.

**Network Now**—NSCKN's Professional Networking tool, similar to NASA's Spacebook. Accessible via the MyLinks dropdown and the Network Now toolbar at the bottom of each CoP page.



**Links**—Links are used for many purposes including connecting users to workspace features, accessing specific tools and resources, visiting external websites, and for directing users to any number of other valuable knowledge resources.

**Questionnaire**—Questionnaires can be useful for meeting planning, gathering information for decision making, collecting anonymous feedback on sensitive issues, acquiring feedback to gauge understanding, and clarifying possible misconceptions via assessment. Questionnaires are created by Knowledge Owners and Administrators.

**Registration**—Used to schedule training, meetings or other community events.

**Action Item Tracker (AIT)**—has two main purposes:

- Project Management
- Task Management

The strength of the AIT module is in its ability to break down large projects into smaller measurable pieces with multiple deadline breakout and delegation of project parts to different individuals. Project functions can be individually monitored.

**Document Management System (DMS)**—A CoP's DMS is the file repository for the CoP. It can include a variety of documents and graphics.