

Introducing the Benefits of U-KNOW

Welcome to U-KNOW!

U-KNOW is Drew University's new Knowledge Platform, based on the [Atlassian Confluence Software](#) . Confluence is a great tool in use by dozens of other colleges and universities including:

- British Library
- Brown University
- Cardiff University
- Cornell University
- Duke University
- Harvard Business School
- Johns Hopkins University
- Macquarie University
- MIT
- New York University
- Queensland University of Technology
- Stanford University
- Stockholm University
- University of Bath
- University of California
- University of Hawaii
- University of Melbourne
- University of Oslo
- University of Southern California
- Yale University

What these other institutions have realized is that we can leverage the power of social networking, distributed knowledge, and community collaboration to provide previously unavailable clarity and understanding into what we do and how we do it. By using some of the features that come with Confluence we can make U-KNOW into a powerful tool that can benefit the entire Drew Community.

U-KNOW As Knowledge Repository

With its very easy to learn and use interface, U-KNOW provides a really low barrier to entry so that all members of the University Community can participate fully in the knowledge sharing. The simple Rich Text Editor provides all of the tools needed to get up and running with U-KNOW right away and the fine grained access control/uLogin integration means that any sensitive information can be protected against unauthorized editing or viewing. Some other great features of the U-KNOW Platform include:

- **Easy reorganization of content within U-KNOW**

U-KNOW allows your space and content to just grow organically. You don't have to delay putting content into the system because you're not sure where it belongs. You can quickly reorganize the information later when patterns of information naturally emerge

- **Integration with Microsoft Office Products.**

U-KNOW allows you to attach any files to a page, and with documents like Word, Excel or PowerPoint, you can even display the content of the document right in-line with the page.

- **Space/Page Watching**

U-KNOW provides tools to allow you to "watch" a space or a page to see when ever new content is added or edited. This can help you keep up to date on any changes going on in the policies and procedures within a department.

U-KNOW As Collaboration Tool

Currently the editing of a communal document involves either emailing around a copy of the document or working with that document within a shared network drive. Both of these systems have issues and limitations, and frequently, it can be hard to know which version is the latest copy. By authoring the entire document within the U-KNOW system, departments and committees can take advantage of several features of U-KNOW such as:

- **Concurrent Editing**

Even with multiple authors working on the same page at the same time, U-KNOW can seamlessly merge the revisions together as long as the changes don't overlap and conflict with each other. Even when they do, U-KNOW will provide a quick interface for users to decide which changes should be preserved.

- **Revision tracking**

As an enterprise wiki tool, U-KNOW keeps a complete history of all changes to a page and allows you to revert to previous versions.

- **Page Commenting**

Got an idea for a document, but don't want to edit the page yet? Add a comment to the page. Everyone who can access the page can see your comments and you can engage in a discussion about the topic.

So how do I get Started with U-KNOW?

1. Either attend one of the Training Workshops scheduled for U-KNOW [here](#)
2. Explore the documentation on U-KNOW in the [technology guides](#)
3. Contact the Staff Lab for one-on-one training/consultation at x3043.