

WP6

Knowledge Hub – is built for a variety of stakeholders

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EOSC-Nordic project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 857652



Roles: website

The role of the main site is to act as a general information channel of the project and the activities

- Attracts visitors with dynamic content feed supported with social media messages
- Short user news: who has used
- Article type references about the impact



Communication and marketing



Events



News



Social media messages



Articles



Expert blogs

Knowledge Hub

Service site for users/stakeholders



Service site for users/stakeholders



Targeted content: topics



Get started: Finding services



Instructions and support



Contact persons and contact information

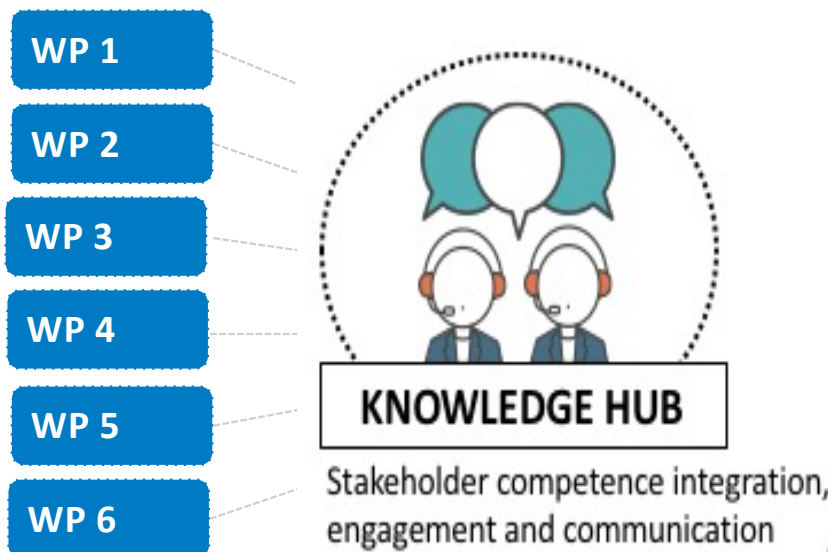


Training and events

- A user-friendly service path creates a positive user experience
- The role is to offer targeted information of EOSC related services, as well as provide a channel to get started
 - Reports, recommendations, use cases
 - Services and Tools
 - Training
 - Service desk & FAQ
 - Community support
- The website will be supported by NelC after the project

Service elements

EOSC-Nordic Work Packages



Interactive web tool mapping Nordic infrastructure services and being an entry point for service providers:

SERVICES

<https://neic.no/services/>



Competence Sharing

Interactive web tool mapping contact points for specific competencies (E.g. Use cases in Competence Map)

COMMUNITY based support
<https://neicnordic.github.io/knowledge-map/>



Help desk handling requests by expert network from the WPs

SUPPORT

<https://eosc-nordic.atlassian.net/servicedesk/customer/portal/1>



KNOWLEDGE

Collection of knowledge based on reports, guidelines, and recommendations from the project

TAGS: TOPIC, KEY WORDS
STAKEHOLDER



FAQs based on questions from service desk

SUPPORT

<https://eosc-nordic.atlassian.net/wiki/spaces/EN/overview>

The content and components are being developed according to the development of EOSC and the EOSC-Nordic project



<https://www.eosc-nordic.eu/knowledge-hub/>

The “Materials” section with a topic, stakeholder and keyword sub-structure.

- You will find key materials of the project (reports, recommendations & guidelines)
- Select the documents of your interests below and explore the Knowledge Hub
- <https://www.eosc-nordic.eu/knowledge-hub/materials/>

Description of the stakeholder benefits in the “Users and Organisations” section.

- A wide range of stakeholders benefit from EOSC-Nordic. Find out what EOSC-Nordic can offer for you.
- Use cases. Relevant articles
- <https://www.eosc-nordic.eu/knowledge-hub/users-and-organisations/>

the “Training” section with a topic, stakeholder and keyword sub-structure.

Training Library

- The training library brings together all sorts of training materials in the form of webinars, videos, articles, and more
- <https://www.eosc-nordic.eu/knowledge-hub/training-library/>


Entry point for “Services”

The services available and a guidance how to register a service

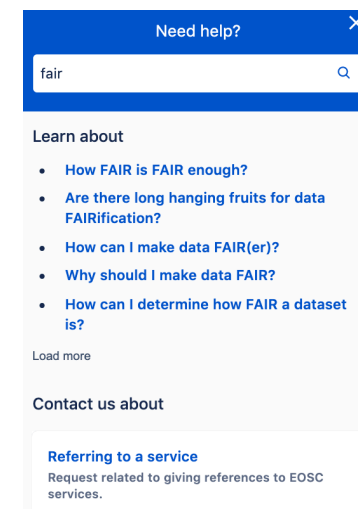
- Researcher: Get to know all services available for researchers in the Nordics.
- Service provider: This is an entry point for a service provider to register or update their service into the list.
- EOSC-Nordic Services Dashboard offers insights into the situation with EOSC services from the perspective of different stakeholders.
- <https://www.eosc-nordic.eu/knowledge-hub/services/>

SUPPORT

Access to support via Frequently Asked Questions (FAQ) and link to Service Desk (Ticket system)

- Do you have a particular interest in a subject and want to discuss it with our experts?
- Browse our Materials, FAQs or send over your request via [our Service Desk](#).
- <https://www.eosc-nordic.eu/knowledge-hub/support/>
- Gadget 

www.eosc-nordic.eu



Community engagement possibilities: Connect with peers and learn from others in your field

- Community is for peer learning, competence sharing, and exchanging experiences.
- The competence map shows the contact points for specific competencies.
- Here you can also find upcoming community events.
- EOSC-Nordic is also collaborating with other EOSC-related Horizon2020 projects.
 - you can read more about the different projects below.
- <https://www.eosc-nordic.eu/knowledge-hub/community/>

Contribute

- Do you have a use case or a success story that highlights how EOSC services and resources can support researchers and innovators' daily work? Do you have an event or news that you want to share with us?
- <https://www.eosc-nordic.eu/contribute/>



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www.eosc-nordic.eu



https://twitter.com/EOSC_Nordic



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