



## USER EXPERIENCE

A diverse CoP is one where members, irrespective of their background, feel valued and heard. Prioritizing equity ensure that every member has equal access to opportunities and resources. Inclusion creates an environment where everyone feels they belong and can actively participate.

While members from various backgrounds, roles, and experiences bring unique perspectives that enrich the collective knowledge pool, it's the deliberate and strategic efforts towards fostering inclusivity that ensure these voices are truly integrated and valued.

In the context of a community of practice, we understand user experience to be members' and the community ecosystem's experience of/with the community's operational model. This includes:

- the community processes and practices,
- the community's methods for organisation,
- the digital tools used and the way community members use them.

## On the Use of Technology – Websites & Repositories

### WHAT

As its most basic asynchronous tool, a community usually has a webpage, however rudimentary. It is both symbolic as an identity marker and useful as an entry point for access.

### WHY

It serves as a public face for non-members who want to know more about the community or access resources the community has made public. It is also a home space for members with functions like a calendar, a member directory, a repository of documents, and sometimes even a workspace with wiki-like facilities for collaboration on joint projects or agenda design.

### HOW

#### **Websites:**

One of the easiest way to start creating a website is to ride on the Govtech OGP product ISOMER with easy to setup, configurate and maintain with online Content Management System (CMS).

You can refer to <https://www.isomer.gov.sg> on the steps to setup your CoP website. Do be mindful that the ISOMER product and services is still evolving and may not meet all your desired requirements, but suffice for a functional website.

**Repositories:**

For your CoP repositories, do onboard the CHILD platform after the launch tentatively end 2024/early 2025.

All newly created CoP online CHILD Platform will be equipped with a standard set of tools such as Discussion Forum, Event Manager, Messaging, and inclusive of an online repository based on the Sharepoint Document Library Widget and many other capabilities.

Simply create your respective folders and drag and drop your documents for sharing within the CoP space which can be accessible only by the CoP members.