**The Hub Frequently Asked Questions**

1. **How will content be controlled?**

The nuclear industry is special and unique and the control of information is vitally important to the safe operation of each nuclear utility. The Hub will require members to agree to a Content Guidelines and User Policy agreement. This agreement is modeled after the user policies associated with INPO’s Nuclear Community, and provides guidelines on what is considered appropriate information to post and what is not. It will also be up to each site to determine any further restrictions on content guidelines, and there will be a level of individual accountability. Users will be able to report potential violations of the user agreement; if inappropriate content is posted, it can be removed and the individual posting the content can be banned as necessary.

1. **How will use of material be controlled?**

Part of the user agreement will include discussion on how anything posted to The Hub is for information use only, and that any training received on-site takes precedence over any potential information posted to The Hub. The Hub Steering Committee has had these discussions with INPO regarding “Big T” Training and “little t” training, and will ensure these concerns are addressed within the user agreement.

1. **Who will provide oversight at the sites?**

Oversight of The Hub will be provided by a long term steering committee and NAYGN. These two entities will work together to push the initiatives, maintain the site, and encourage industry participation. The Hub can leverage the local NAYGN presence to help provide oversight, however on-site activities relating to The Hub will need to have “top-down” support.

1. **What’s our plan to encourage use?**

One way to encourage use of The Hub is to build it into the on-site tasks and activities, similar to how OE live and perpetuate. There are also a number of incentives potentially available to encourage use across the industry.

One of the goals of the pilot program will be to identify what the unique motivators are to encourage active engagement with The Hub. However, support from top-level executives will be crucial to ensure success of The Hub at each site, regardless of the incentives that are ultimately determined to be most effective.

1. **What equipment will be used to capture video and picture information and how will this be controlled?**

Video, picture and audio capture can be obtained using any APPROVED device with this capability (example, audio recorders, cameras, etc.). The control of portable digital equipment is a high priority in the nuclear industry. Each site has developed procedures and policies that govern the use of portable digital equipment. The Hub users will be required to adhere to and follow the procedures and requirements outlined by the perspective site on the use of portable digital equipment.

1. **What are the deliverables for the steering committee and pilot program?**

During the pilot program, The Hub Steering Committee will send out quarterly reports to the NAYGN Core on progress. Additionally, a marketing plan will be developed for the larger rollout of The Hub. The Hub Steering Committee will also develop a plan to integrate industry content into the search results of The Hub software.

1. **What resources will be required to implement the pilot program?**

Support from top executives from each site will be crucial to the success of this initiative.

The Hub will need 50 highly enthusiastic and engaged people to participate in the pilot program. The pilot program members will largely be Subject Matter Experts that will create content for The Hub. We will need SMEs in the following areas:

* Engineering
* Equipment
* Maintenance
* Operations
* Performance Improvement

Outside of SMEs, there will also be a few members where this initiative particularly resonates with them, and their purpose is to be actively engaged in creating content and searching for new content categories that will be useful to populate.

The pilot members will be asked to contribute on average 2 hours per week over the next year.

We also need two CNO and CEO volunteers to participate in an “Introduction / The Hub Etiquette” video which will be posted to The Hub for members to view.

1. **Who will lead the effort to identify these people?**

The Hub Steering Committee will identify a few participants for the pilot program, however we will need NSIAC support to identify a total of 15 SMEs to participate. The pilot program members will need to be identified by January 15, as the pilot program will roll-out at the end of January.

1. **Are there similar initiatives already available in the industry?**

Meetings with representatives from INPO, NEI, EPRI, NAYGN, and industry training directors were held to discuss initiatives in the fleet that may be similar to The Hub. While there are examples of similar knowledge transfer platforms being explored, The Hub is the first example of an initiative of this level of magnitude and collaboration being pursued.

1. **How will we measure success of the pilot program?**

This is a first of a kind project, so initial measures will largely be qualitative. We will be looking at pilot member engagement and activity in the form of site traffic and periodic check-ins. We will also be relying on testimonials from the pilot members on their use of The Hub and how to improve it. These will feed into the Marketing Plan to inform a successful roll-out of The Hub to a larger user base.

1. **Will there be members of The Hub from outside of North America?**

At this time, members of The Hub will be limited to nuclear professionals in North America.

1. **What milestones are we working towards?**
* February 2016: Pilot phase rolled out and in progress.
* June 2016: Draft marketing plan for larger rollout developed.
* December 2016: Update to NSIAC on pilot phase status.

The schedule will include periodic check-ins with the pilot members, and quarterly reports to NAYGN on status.

1. **What does The Hub Steering Committee need from NSIAC?**

Support from top-level executives in the industry is crucial for long-term success of The Hub. The Hub Steering Committee will need NSIAC’s immediate support in identifying SMEs to participate in the pilot program as described above, and long-term support of this initiative at each site in order to allow and encourage active participation in The Hub.

This is a very exciting time for The Hub; the vision is for The Hub to become an industry wide knowledge transfer platform that allows every nuclear worker the ability to share and add relevant videos and content for others to access and use, and that is achievable with the help and support of NSIAC.