

Benefits of iGOT 2.0

Citizen / Residents

- Through systematic capacity building initiatives for officials at all levels, it is anticipated that the citizen experience for government services and government interactions will improve.

Civil Services

- Civil services can pursue learning courses on iGOT 2.0 at their own convenience and drive their professional development.
 - Civil services can access all courses on the platform and are free to pursue lifelong learning in multiple directions.
 - Civil services across rank will have access to courses from leading institutions and the best of private provider, thus creating equitable access to learning resources for all officials.
 - Civil services can create their own learning path with personalized training content that is linked to roles and competencies for each position and is refreshed and updated on a continuous basis.
 - With bite-sized learning modules focused on providing job-aides, officials can have access to instant and right guidance at the exact point of need on their job (e.g., an official with the responsibility of conducting procurement for large technology set up will have access to a course specifically for that purpose).
 - Officials can signal the need for specific courses/ content on the platform through a feedback mechanism.
 - By developing and enhancing competencies, officials may create their own specialization and become subject matter experts, formally recognized for their expertise.
 - Officials can visibly demonstrate their capacities and will be scored and certified by the system.

Managers

- Managers can access learning and competency insights of all reporting employees and use the insights to guide their professional development.
- Managers can assign courses and assessments to the reporting employees based on their job requirements.
- Managers can use the platform to support the reporting employees through on the job learning and mentorship tools available on the platform; research shows that 70% of learning takes place on the job and 20% through active mentorship¹.

- Managers can access the independent competency testing arrangements on boarded on to iGOT 2.0 for themselves and their subordinates.

Departments and their training institutions

- iGOT 2.0 brings scale necessary to undertake capacity building initiative for more than two crore officials in India; something which cannot be achieved through traditional forms of physical, classroom-based training.
- iGOT 2.0 will provide readily available courses, modules and items which can then be leveraged by the departments and the training institutions. The platform will also have arrangements through which independent assessments of the current levels of competencies of officials of all levels can be undertaken, with suitable courses recommended for their professional development.
- Learning can be made available to any official posted anywhere, be in India or abroad, significantly reducing the need to be away from stations of posting for training purposes.
- iGOT 2.0 will enable a shared learning infrastructure where training institutions can cross leverage the learning resources. This will significantly reduce duplication of effort and cost at every institution.
- Departments will cross leverage available competency frameworks to drive capacity building initiatives.
- Departments can also access learning and competency information of all employees in the department on real time basis, enabling data driven decision making.
- As the identification of competencies for all roles and activities (FRACs) associated with all positions progresses, an owner department will be notified for each competency. It will then be the responsibility of that department to ensure that suitable capacity building resources of the highest and independent proctored testing arrangements both of the highest quality, reliability and validity are on-boarded onto iGOT 2.0. These will be available for use by all officials, managers and departments at Central, State and Local government.

Government

- iGOT 2.0 will reduce existing service-based silos in capacity development which will eventually lead to better public service delivery.
- iGOT 2.0 will provide a holistic view of the capacity building initiatives happening across the departments and states along with their outcomes. This in turn will provide policy level inputs to further enhance capacity development in all of the civil services.

Content Providers

- Content providers can gain visibility and an opportunity to drive usage of their content by uploading it on a platform which will reach a large number of users.

- Content providers can identify new modes of learning, innovative pedagogy and new solutions basis insights on courses, performance, competency, efficacy etc. With a widespread user base spanning different demographics, geographies, educational and social backgrounds, insights gained from the data will be important. While the data will remain with the government, aggregated insights from it will be provided to improve content.
- Content providers can further their brand image and effectively establish themselves as leaders in the content space. By providing content for skilling of the government workforce, providers can reinforce their brand and signal impact and quality of their content.