Onboarding in a Box for Departments

Version: 1.0

Abbreviations

ATI	Advanced Training Institute
CBC	Capacity Building Commission
CBP	Competency Building Product
CoE	Centre of Excellence
CSP	Certified Service Provider
CTI	Central Training Institute
DFU	department FRAC Unit
FRAC	Framework of Roles, Activities, and Competencies
IFU	Internal FRAC Unit
iGOT	Integrated Government Online Training
iGOT KY	iGOT Karmayogi platform
MDO	Ministry, department, Organization
PIAA	Proctored Independent Authorized Assessment
POC	Point of Contact
SPV	Special Purpose Vehicle
STI	State Training Institute

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1. Purpose of this Document

Onboarding in a Box (OIAB) is a document which serves as a one stop step by step guide to a government department which can be followed by them while onboarding on iGOT Karmayogi (iGOT KY) platform.

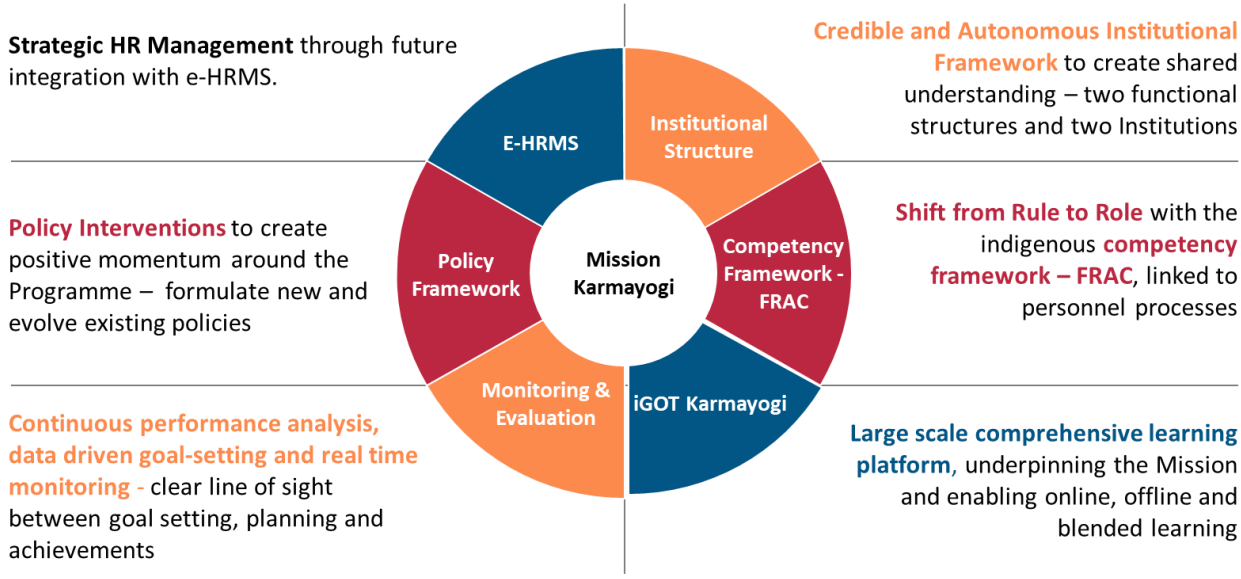
The document starts by providing a brief about the whole Mission Karmayogi – National Programme for Civil Services Capacity Building and a brief contour about the iGOT Karmayogi platform.

Though the document is largely about explaining the onboarding process, but it also mentions briefly the overall roles and responsibilities of the stakeholders – DoPT, iGOT Karmayogi Special Purpose Vehicle and Departments – their immediate role as part of onboarding process and their overall role as part of whole program. It also provides the steps which the Departments should follow to complete the onboarding process along with the documents that provide detailed guidance on some of these steps.

This document helps each department to understand how they can access the platform, explains step by step how a department needs to create their account on platform and how to create users with various roles on platform, explains how content can be uploaded on the platform and then be consumed by users.

2. Introduction to Mission Karmayogi – National Programme for Civil Services Capacity Building

With an aim to enhance capacity building, talent management and HR management of the civil services, Mission Karmayogi – the National Programme for Civil Services Capacity Building has been launched. The Programme aims at developing a well-trained civil service with the right Attitudes, Skills, and Knowledge (ASK), such that there is a continuous improvement in their efficiency and outcomes. A well trained, efficient, and capable civil service will lead to better public service delivery and better governance, thus boosting Citizens' Ease of Living and Ease of Doing Business, elevating citizens' trust in government and overall making the government perform better. Mission Karmayogi has been envisaged as a comprehensive six-pronged Programme, with each strand coming together to create a competent civil service for New India, built on the ethos of Indian values and backed by robust government processes.



Competency Driven Capacity Development

Central to Mission Karmayogi is the recognition that a fit-for-purpose government workforce requires a competency driven capacity building approach, which focuses on imparting competencies critical to discharge roles. The Programme, in lines with the recommendations of the National Training Policy of 2012, will introduce a Competency Framework for the civil services that will govern their training, capacity building, as well as give direction to larger aspects of HR Management, including promotions and postings. This Competency Framework, called the Framework of Roles, Activities and Competencies (FRAC), will link every position in the Government with their required competencies. For every government position, there are roles; each role has activities associated with it; accomplishing each activity needs certain competencies. FRAC will map the roles and activities corresponding to every government position with their desired competencies, with each competency having 5 levels of proficiencies (from Beginner to Expert). As civil service officials progress in their career, it is desirable that they gain new competencies and evolve their proficiency in their current competencies. Competencies have broadly been classified into three types - behavioural, functional, and domain, as explained below.

- Behavioural competencies are a higher order of behaviours that are applicable across a range of jobs, functions, and roles, within the organisation. They describe the key values and strengths that help a department/organisation/official perform effectively in a range of jobs.
- Functional competencies describe the application of knowledge and skills needed to perform effectively in a specific role or group of jobs. They may also include job specific competencies that define the skills and knowledge needed to perform a specific role effectively.
- Domain competencies are shared by a 'family' of related jobs that have common functions and form a logical career path. These competencies are defined for a specific department or business unit, but it may also define jobs across departments that share common tasks and functions.

Every department will perform a FRAC for every position in the department. To operationalize FRAC in a homogeneous and standardized manner across departments, DoPT is setting up a FRAC Centre of Excellence (FRAC CoE). The FRAC CoE will play the dual role of a "process owner" where it defines, manages, and amends the process of FRACing that departments shall follow and, a "process certifier" where it certifies the FRACing operations at departments. Thus, as the FRAC CoE matures, it will evolve into a standardization body for FRAC and define benchmarks for the expected performance.

iGOT Karmayogi Platform

This is a large-scale comprehensive learning and career management platform, built indigenously in India, to suit the unique needs of the Indian government. The platform creates an environment of continuous, frictionless, and guided learning for all segments of the Indian civil service and provides mechanisms for networking, peer-to-peer interactions, and competency and career management. Envisaged as a multi-channel digital platform – where FRAC understands the competencies required by an individual, and a content marketplace enables learning – iGOT Karmayogi will enable tailored competency development for all valid civil service officials. It shall also form the backbone and starting point of linking and amplifying an intelligent government approach to capacity building and HR management. This has been detailed further in Chapter 3.

Institutional Framework

To operationalize, regulate and govern the capacity building Programme, an institutional mechanism that is robust, co-owned and sustainable, has been proposed. Comprising of two functional structures (the Prime Minister's HR Council and the Cabinet Secretariat Coordination Unit) and two institutional structures (Capacity Building Commission and the iGOT Karmayogi Special Purpose Vehicle), the envisaged institutional structure will bring together all stakeholders in a scalable and efficient manner.

- Prime Minister's HR Council (PMHRC) at the apex providing strategic direction to civil services reforms and capacity building.
- Coordination Unit in Cabinet Secretariat working to unify the Programme and providing mechanisms for overseeing capacity building plans.
- Capacity Building Commission (CBC) to harmonise training standards, create shared faculty and resources, and supervise training institutions.

- iGOT Karmayogi Special Purpose Vehicle (SPV) to implement and enhance digital assets underlying the Programme, including iGOT Karmayogi platform, and facilitate world class learning.

Policy Framework

To sustain the Mission, a Policy Framework that continuously evolves implementable policies is critical. This will refresh existing policies from time to time and formulate new policies, all of which will define the course of action for Programme stakeholders and ensure that the Programme keeps gaining momentum. Through standardized directions for departments and training institutions pan-India, the Policy Framework will upgrade the training landscape and harmonize capacity building, thus enabling a future-centric transformation. For instance, with significant change occurring in the training landscape, training related policies (policies to operationalise e-learning, policies to integrate service matters with FRAC, assessment policies etc.) shall need to be formulated. Similarly, policies to operationalise the Programme (onboarding policies, expenditure policies, governance policies etc.) as well as iGOT Karmayogi platform related policies (data policies, intellectual property rights policies etc.) will be key.

Monitoring and Evaluation

The decentralized nature of civil service capacity building necessitates the creation of a framework that monitors progress of the Programme at every level. Mission Karmayogi's Monitoring and Evolution Framework will help in defining clear linkages between national aspirations and priorities, departmental strategies and objectives, and internal and external ecosystem drivers, ensuring synthesis in goal setting and harmonization in reporting practices.

Key elements of the monitoring framework include –

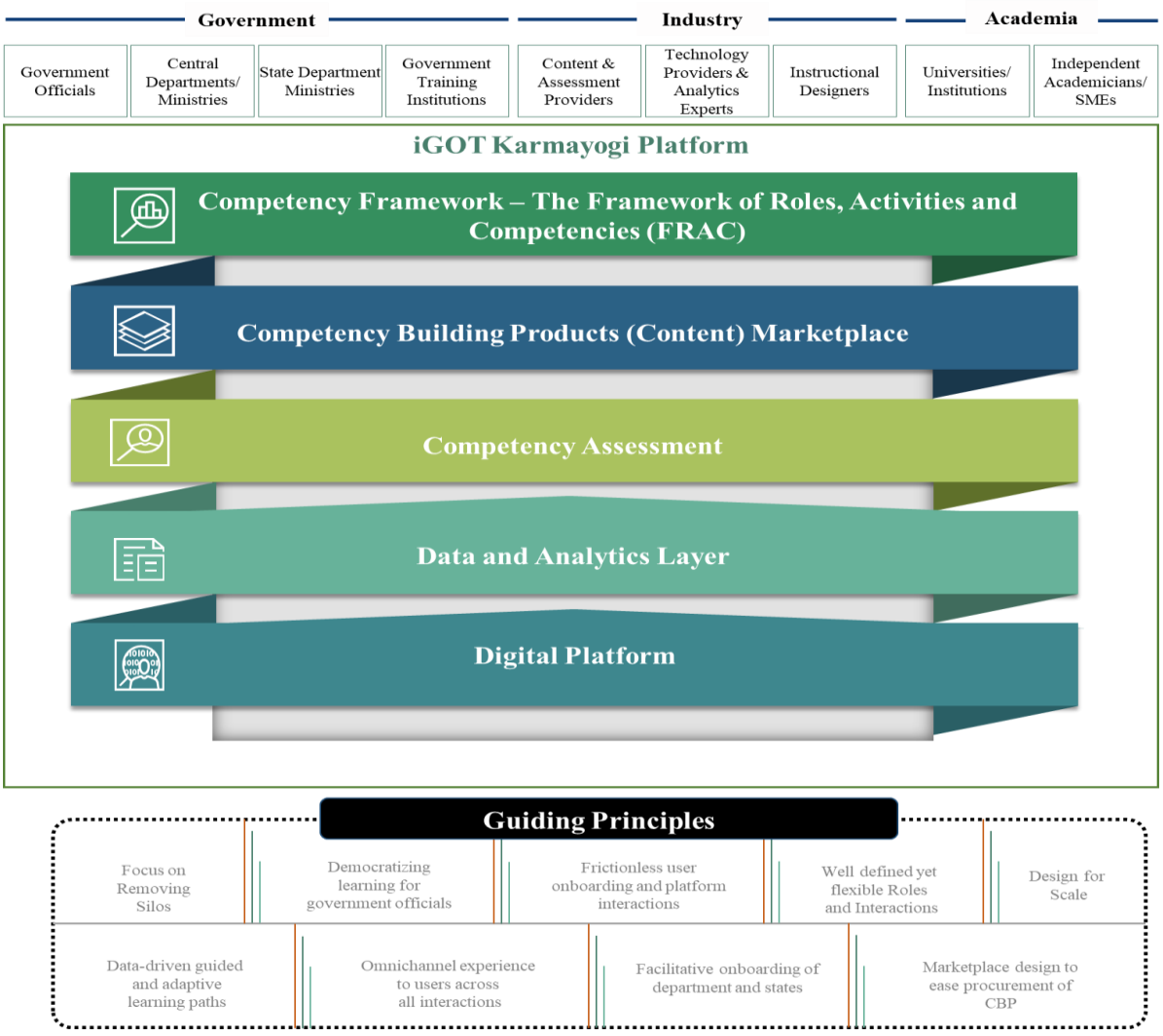
- Annual Capacity Building Plan – A compilation of departmental capacity building goals and objectives, aligned at a national level. This will enable identification of the Key Performance Indicators (KPIs) at the departmental and national level, and thus form the basis for all monitoring and evaluation activities.
- PM's Karmayogi Dashboard - A single source of truth Dashboard providing departmental Progress Reports and Scorecards
- Annual State of the Civil Services Report which will go beyond reporting of Capacity Building Programme and will capture the state of affairs in the civil services as a whole, capturing the achievements and changing responsibilities and civil services' contribution to the national progress.
- Third Party assessment frameworks – enabling third-party audits of departments, Ministries, SPV or of the entire Programme. These may be mandated by the PMHRC or the CBC.

e-HRMS and Integration with Capacity Building for Strategic HR Management

DoPT is already implementing an e-HR Management System for digitally recording and managing HR matters across departments and there is a longer-term plan to integrate the Capacity Building and competency information with the e-HR Management System. While this is not the immediate focus of the Programme, such an integration will transform the core HR management of civil services, especially in aspects of recruitment, postings, promotions etc., and more importantly, will provide the right intelligence and insights to government to ensure right persons are at the right job.

3. Introduction to iGOT Karmayogi

At the core of the civil services capacity building Programme is the iGOT Karmayogi platform – a comprehensive online platform to guide individual civil service officials in their capacity building journey and facilitate learning through suitable Competency Building Products (CBPs)[1], assessments and learning recommendations, all linked to the FRAC – the Competency Framework. iGOT Karmayogi is not merely a platform to deliver online capacity building; it will also facilitate face-to-face and blended capacity building, facilitate discussions through topical forums and enable assessments that credibly signal expertise of officials. As a solution built to be 'fit for purpose' to meet the exact capacity building needs of the civil services, the platform will create an environment of continuous, frictionless, guided capacity building for any official, where she can have 24x7 visibility on her competency gaps and overall professional development.



[1] Competency Building Products (CBPs) is a standard term which will be used to define all forms of learning content on the iGOT Karmayogi platform and include online/ offline/ blended courses, modules, workshops, training sessions and other types of content that build competencies

Comprising of five layers, iGOT Karmayogi will be an evolving and scalable platform being built as an integral part of the Digital India stack –

FRAC Layer

The FRAC Layer will encode the Competency Framework - FRAC as a special data structure on the platform. Structured as a collection of interconnected dictionaries of Roles, Activities and Competencies, the layer will provide a mechanism for each department to define the FRAC for all positions under them. Once encoded, the FRAC layer will guide the critical platform operations, including learning path formulation, learning recommendations, content management and assessments. Further, the FRAC layer will also enable digital management of service matters such as – work allocation and deployment and vacancy fulfilment (FRAC for all new vacancies shall be published along with vacancy advertisements).

For each competency identified through FRAC, a GoI department will be identified as the competency owner. Broadly, the Competency Owning department shall – (a) operationalise FRAC for the owned competency and populate the FRAC data on iGOT KY, (b) curate and create relevant content, thus ensuring the CBP marketplace is suitably populated and (c) curate and create assessments and testing resources to test the proficiency of officials on the owned competency.

CBP (Content) Marketplace Layer

Superior CBP will drive the success and adoption of the iGOT Karmayogi. For this reason, the quality and relevance of CBPs sourced internally or externally for this capacity building platform, will be critical for its success. Broadly, the CBP components will encompass learning modules, courses, and programs, available in multiple formats, with each of them addressing a specific competency or set of competencies. The layer will initially be a repository of CBPs a longer time goal of evolving it to a comprehensive CBP marketplace linked to FRAC layer.

As a measure towards implementing a quality barrier, external providers will need validation before they are able to onboard CBPs on the platform, mechanism for which will be owned by the Capacity Building Commission. Further, CBPs will need to be validated at all critical points in their lifecycle, including during onboarding, post-onboarding, enhancement stage etc. For this a formal validation framework will be created and operationalised by the Capacity Building Commission, which will ensure that all CBPs are appropriate and of high quality. Competency Owning departments will also have a major role to play and will validate whether a CBP for the competencies the CBP claims to impart. Beyond formal validation, the platform will also rely on crowdsourced validation based on user feedback.

Competency Assessment Layer

An official will regularly be assessed on her acquired competencies. The assessments will either be in form of proctored standardised assessments or in the form of workplace assessments. The proctored assessments will be standardised computer-based assessment of competencies independent of any CBP or course and will enable learners to get certified on a competency at a particular proficiency level. The workplace assessment will evaluate competencies exhibited by an official as assessed by managers, peers, subordinates, and self and the ratings will be captured on iGOT Karmayogi. These assessments shall also be complemented by CBP based assessments, where every CBP on iGOT Karmayogi will generally have

some assessments as part it. While the exact procedures for the different assessment types are being worked on, the Assessment Layer will eventually implement the procedures and functionalities.

Digital Platform Layer

The core interactions of officials, departments, service providers, competencies, CBPs, assessments and other services will take place over a multi-channel digital platform, built using Indian technology. The platform will codify FRAC, CBP, assessments and orchestrate their interplay, enabling internal and external providers to deliver capacity building services on the platform, in alignment with the learner demands and capacity building needs. The platform will also provide the core technical components, which will drive iGOT Karmayogi, including the frontend service delivery channels, content management system, along with the other four layers of FRAC, CBP Marketplace, Assessment and Analytics.

Data and Analytics Layer

Data is the glue that ties all other layers of the iGOT Karmayogi platform; and the platform will over time emerge as a rich repository of capacity building data for the whole of the government, with information on learning records of officials, training initiatives at departments and competency information for all positions in government. There are two fundamental attributes which distinguish this layer on iGOT Karmayogi – firstly, the ability to emit data continuously and in real time, which will facilitate availability of data in most granular form, and secondly, advanced and inbuilt data science and AI capabilities, which will enable extraction of insights in real time. This emit will enable multiple stakeholder groups to derive insights out of the platform's telemetry data, eventually enhancing user experience and aiding in decision making. The analytics layer will also enable development of functional services including product enhancement through incremental features, dashboarding and visualisations (including internal dashboards and the PM iGOT Karmayogi dashboard at the national level) etc.

4. What is Onboarding in a Box?

Onboarding refers to the action or process of enlisting a new user onto the iGOT Karmayogi platform. Onboarding in a Box (OIAB) is a standard toolkit for guiding any government department to get onboarded on iGOT KY. It familiarizes the department about the new platform, how it can be accessed, how users will be created on it and finally how the content/courses are uploaded to be consumed by users/learners.

OIAB is a step by step guide which helps and explains the departments about

a. What are pre-requisites which a department is required to be prepared with before starting the onboarding process and
b. Then step by step process which are to be followed for completing the onboarding.

The key components of OIAB are as follows:

a. Roles and responsibilities for DoPT and SPV in the onboarding process.
b. Roles and responsibilities for every onboarding department in the onboarding process.
c. Guidance on the preboarding requirements and minimum roles that each onboarding department shall have/identify.
d. **User Onboarding Process:** Standard Process for onboarding departmental users on the iGOT Karmayogi platform and subsequent granting of roles and access to each of the onboarded users. Users can be Learner, Manager, Administrator, Content Reviewers, Content Creators, Content Publishers, etc.
e. **Content Onboarding Process:** Standard Processes and guidelines for Content creation and onboarding on the iGOT KY platform including description of how to perform the intermediate activities including creation, production, validation, publishing etc.
f. **FRAC Onboarding Process:** Standard Processes and Templates for FRACing.

Any department intending to get onboarded, needs to identify a Departmental Nodal Officer who will formally request DoPT for onboarding. DoPT in turn will do the necessary due diligence and approves onboarding of the department. This OIAB will provide guidance on the subsequent steps to be performed.

5. DoPT/SPV Responsibilities

5.1 DoPT Responsibilities

DoPT is the nodal department for the execution of the entire Programme and by that virtue, an enabler for implementation and rollout of iGOT KY and will be issuing appropriate guidelines to amplify and facilitate adoption of the iGOT KY Platform. In its larger monitoring role, DoPT will work with other institutional structures, including SPV, Coordination Unit and Capacity Building Commission to constantly evaluate the Programme outcomes including the outcomes of the platform. The responsibilities of DoPT are:

- To implement and operationalize the Institutional Framework, which provides the governance mechanism for the entire Programme, including setting up of an SPV which will own and manage the iGOT KY platform.
- To set up the FRAC CoE at ISTM and through it, design the FRAC Processes and Templates and drive adoption of FRAC across departments.
- To operationalize the behavioural competencies as part of FRAC.
- To empanel specialist HR agencies for purpose of operationalization of FRAC in the departments. Departments may onboard resources from the empanelled pool for their internal FRACing exercise.
- To empanel specialist e-Learning/ Instructional Design Agencies for purpose developing e-Learning content/ CBPs. Departments may onboard manpower from the empanelled pool for the purpose of developing e-Learning content for the platform.

5.2 Responsibilities of iGOT Karmayogi SPV

iGOT Karmayogi SPV will own the iGOT KY platform on behalf of Govt. of India and will be responsible for design, development, feature enhancements, management and operations of the iGOT KY platform. It will also be the interface with the departments for any aspect related to the platform, including onboarding assistance, training, user support etc. Its major responsibilities will be:

- Overall platform development, implementation, enhancement and maintenance activities. As the primary administrators of the platform, the SPV will own all aspects of platform control, including user access, departmental access, access to service providers etc.
- To own this Onboarding in a Box document and to keep it up to date with all relevant changes on regular basis.
- To provide access to the departments and departmental administrators on the platform during onboarding.
- To create and operationalize the content marketplace by onboarding approved Content Providers.
- To provide onboarding training and handholding to departments/ CTIs/ Service Providers during onboarding and subsequently on regular basis.
- To run a helpdesk to resolve concerns/ issues of users or departments or service providers.

(Note: till the time SPV is not operational, these responsibilities will be carried out by DoPT)

6. Department Responsibilities

While iGOT Karmayogi SPV will provide requisite handholding support, the departments will have to own and perform most of the activities pertaining to onboarding.

- Complete the pre-requisites for onboarding as has been specified in section 7 of this document.
- Onboard all departmental users on the platform as part of the onboarding process (refer section 8). The departments will also be responsible for managing the lifecycle of a user on the platform – adding user when she joins the department, remove user when she retires/ superannuates, change departmental tagging when a user gets transferred out of the department.
- In case department curates its own content, then onboard the relevant content on platform (refer section 8).
- Operationalize FRAC within the department (refer section 8).
- Share information about the learning resources and infrastructure of the department, including the expenses incurred on training.

For doing the activities mentioned above, departments will create a Capacity Building Unit (CBU) which will be responsible for all Capacity Building activities at the department level. The CBU will be comprised of internal resources/ employees of departments and may also include external experts, as the department deems fit. The CBU will host an Internal FRACing Unit (IFU) which will operationalize FRACing in the department. The CBU will also be responsible for monitoring capacity building progress of all employees in the department and onboard content/ CBPs on iGOT KY accordingly. Based on the capacity building progress, the CBU will be required to develop Annual Capacity Building plan for the department.

7. iGOT Karmayogi – Preboarding Requirements

Before any department is onboarded on iGOT KY Platform, they must ensure some prerequisites. DoPT/SPV will validate that all minimum requirements are met while approving the department's request.

The following steps constitutes minimum requirements to be eligible to get onboarded to iGOT KY:

1. Department should constitute an internal team for managing its activities on iGOT KY. A representative list of the roles in the said team is provided below and may subsequently be subsumed in the Capacity Building Unit of the department. In an event the department feels that it needs a reduced or augmented internal iGOT KY team, the department may consult with DoPT/SPV for guidance. Following team structure is proposed to be adopted by the departments:
    a. A departmental Nodal Officer for iGOT KY - a JS / Director level official may be nominated for this role by the department. All further communications regarding iGOT KY will take place with the Nodal Officer. Any change in the Nodal Officer will have to be intimated to DoPT/ SPV.
    b. Technical Administrator of iGOT KY (one or more to a maximum of three) – any official may be nominated for this role by the department. His main responsibilities will include
        - User Management on iGOT KY: Onboard departmental users on iGOT KY; offboard users in case of transfers, retirements, etc.
        - User Privilege Management: Provide special access privileges to users as and when required, e.g. assigning content authoring privileges to a user, making a user manager of another user as per departmental orders etc.
    c. In case the department intends to onboard CBPs/ Content resources on iGOT KY, compose the departmental Content team, comprising of:
        - Content Author (can be one or more) – who creates/authors the content on platform
        - Content Reviewer (can be one or more) – who reviews the content on the platform
        - Content Publisher (only one) – who publishes the content on the platform

        (Note:
        1. It is not necessary to assign the above-mentioned roles to different persons. One person can also take up multiple roles.

        2. In a situation where the department is onboarding content, it will be provided access to the iGOT KY Pre-Prod environment)

    d. Establish Internal FRACing Unit (IFU) as defined in the Draft document for "The Framework of Roles, Activities and Competencies". This is optional for the time being. DoPT is working on formalizing the structure and operating procedure for implementing FRAC across departments and will provide necessary guidelines to the departments periodically as the process evolves. However, the departments may refer the mentioned document to initiate FRACing internally to have a head start.

2. Once the team is in place, department shall create an execution plan to perform on-time onboarding of users from the department.

    a. Create a list of users with their email IDs who will be onboarded on the platform along with their roles – learner, content creator, etc.

    b. Timelines for onboarding these users

    c. Follow up plan to ensure all desired users have completed all the onboarding steps successfully.

3. In addition, following will also be the department's responsibilities:
    a. Departments to ensure that the FRACing process starts at the earliest, once DoPT/SPV empanels Certified Service Providers (CSPs) for FRACing. (Refer to the FRAC Draft document for details. DoPT will empanel Certified Service Providers (CSPs) for FRACing whose service the departments may procure).
    b. Initiate process of onboarding an Instructional Design agency which will be able to develop digital content on behalf of the department (only if the department wishes to develop content/ CBPs by itself). DoPT is also in the process of empaneling Instructional Design Agencies for developing e-Learning content on iGOT KY and the department may tap into this pool of empaneled agencies.
    c. Department may be required to pay the annual per-person subscription fee for every employee onboarded on iGOT KY (will be notified once this is finalized).

8. Onboarding Stages for a department

For each department to get onboarded on iGOT KY, following steps must be followed:

8.1 Request Email/ Authorization letter

Use the following email template to request an administrator profile to be created on iGOT for your department/institution/ organization.

To: <email id of iGOT KY SPV CEO - TBD>

Subject: iGOT Karmayogi Onboarding Request - <<insert org name>>

Dear Sir/Madam,

I <<insert your full name and designation>> have been designated as the nodal officer for iGOT KY representing << insert complete official department name >>. I am writing to you with a request to onboard <<insert complete official department name>> onto the iGOT Karmayogi platform. Our official correspondence address is: <<insert full address>>.

We intend to create resources on the platform. Hence, request you to provide us with access to the pre-production iGOT Karmayogi platform where we can test our content. <Optional, if the department wishes to create content>

Kindly create a technical administrator user profile for <<Insert name and designation of the nominated official>> on the iGOT Karmayogi and iGOT Karmayogi Pre-prod platform. The email address to be used for admin profile creation is- <<insert email id of the nominated official>>

Kindly find the status of pre-boarding requirements at Annexure 1, as attached for your reference.

Kindly advise if any other information is required.

Regards,

<<Full Name>>

<<Designation>>

<<department>>

<<Organization>>

8.2 Account Set-up of Administrator on iGOT Karmayogi

Step 1: Once the admin account creation request is approved by DoPT, iGOT KY admin team (at SPV) will take the following actions:

1. Create the administrator account for the requested new technical administrator user on iGOT KY and iGOT KY Pre-prod.
2. Send out an email notification to the new admin user with a confirmation and single sign-on link to iGOT KY.
3. Send out an email notification to the new admin user with a confirmation and single sign-on link to iGOT KY Pre-prod platform.

Step 2: Administrator will have to take the following actions to complete the account set up process:

- Refer to the confirmation email sent by < email id of iGOT KY Admin Team - TBD > with the subject line:

  'iGOT Karmayogi: Set password' (Technology Provider to set the trigger mail)

- Click on the reset password link embedded in the email. This link will redirect you to the 'Set Password' page on iGOT KY. Here you can set your new password.
- After the first login with the newly set password, the user needs to update their profile on iGOT KY. (Profile update is a mandatory step)

Step 3: Administrator will have to follow similar steps to set up the account on iGOT KY Pre-production.

Note: New user is given admin rights within 48-72 hours of their profile updation. Users will receive an email from iGOT KY confirming their access as an administrator of their department on iGOT KY.

8.3 Administrator Role and Rights

The Administrator would be looking over Central User Management, Content Management and FRAC management teams. The admin would create further user roles who would be responsible for onboarding learners to the platform, and other activities like:

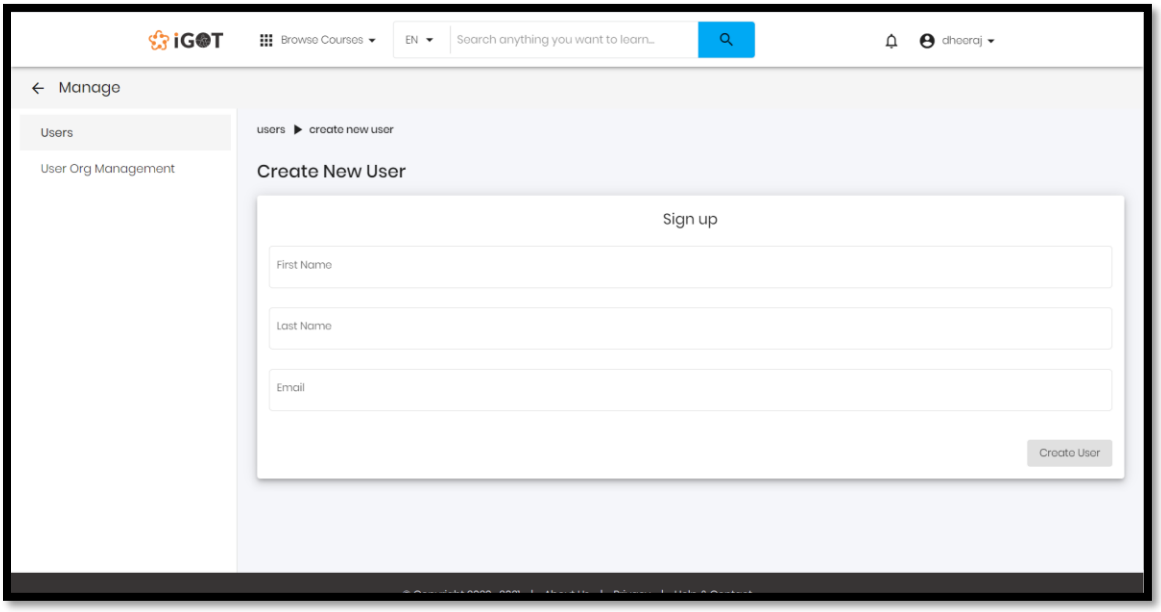
1. Onboarding learners on the platform.
2. Assigning Content creators/ reviewer and publisher roles.
3. Assigning role-based contents to the learners.
4. Monitoring course deadlines.
5. Monitoring learner's goals and progress.
6. Offboarding users in case of transfers, retirements, etc.

Once admin rights are available, a user as an admin can perform various actions defined in the "iGOT KY user manual" attached as Annexure A. Few key actions that admin can perform on iGOT KY platform as well as on the iGOT KY Pre-prod platform are as follows:

8.3.1 Create & onboard other users

The list of users along with different roles has been created as part of the pre-boarding requirements who needs to be onboarded on iGOT KY. The Admin of the department may re-verify, if required, and will start the process of onboarding them as follows. The Admin can refer to User Management section in "iGOT Karmayogi User Manual" (attached as Annexure A) for reference.

The organization admin creates the users from the **admin console** using the 'Create New User' tab**.** Admin console can be accessed from the features tab available on iGOT KY.

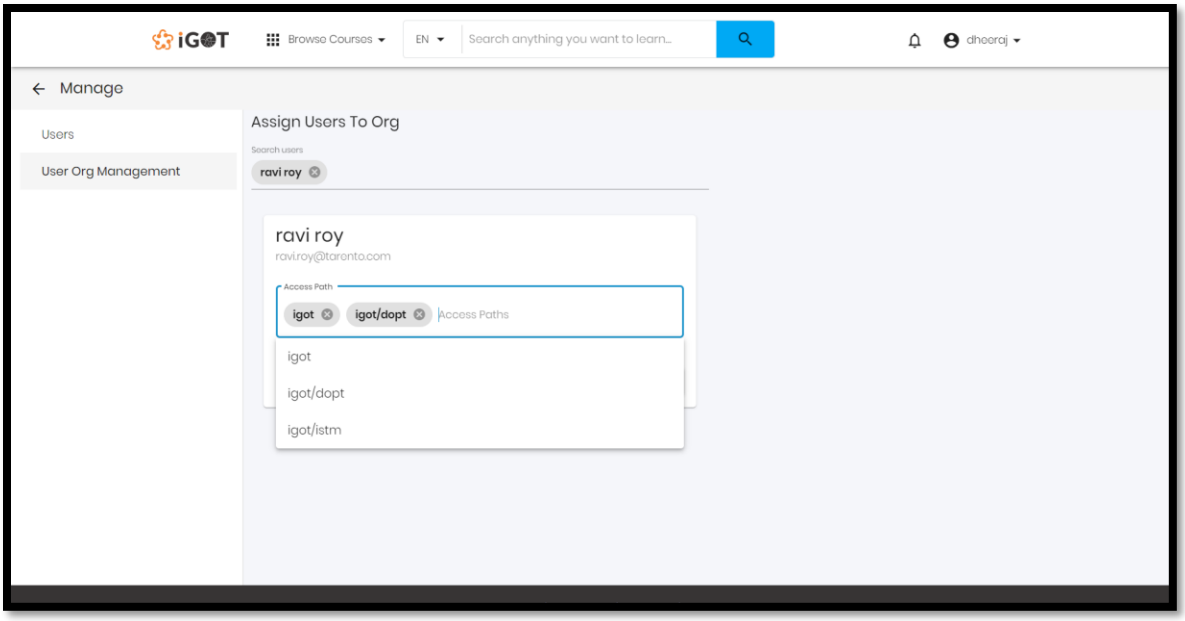


Once the account is created, the users receives an email with further instructions. Users will have to take the following actions to complete the account set up process on iGOT KY:

1. Refer to the confirmation email sent by <email id of iGOT KY Admin Team> with the subject line: 'iGOT Karmayogi: Set password'.
2. Click on the reset password link embedded in the email. This link will redirect the user to the 'Set Password' page on iGOT KY. Here the user can set your new password.
3. After the first login with the newly set password, the user needs to update their profile on iGOT KY. (Profile update is a mandatory step)

8.3.2 Assign department to users

Once the user account is created, the admin can add the user to their department by selecting from the drop-down in the **User Org Management console**.



Admin will have to take the following actions to assign department to the users:

1. Go to the 'Explore All Features' tab by clicking the user profile icon on the top right of the page.
2. Select the Admin Console from the Features tab.
3. Go to Manage Users and select 'User Org Management' tab.
4. Under the Assign Users to Org, type the user's name. (Note: The user shall already be onboarded as a learner on the platform before they can be assigned an organization).
5. Select the correct username from the suggestions and add the organization tags under the Access Paths.
6. Click Ok to confirm the Organization assignment to the user.

8.3.3 Manage user roles

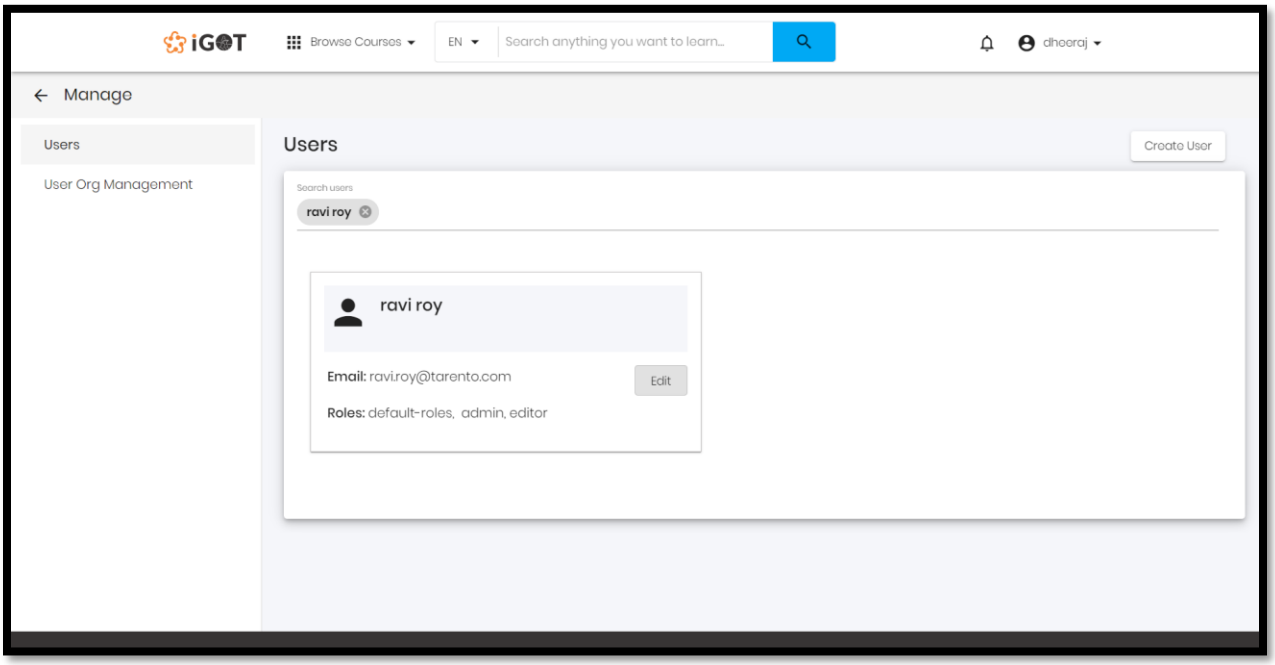
The admin now assigns a role to the user from the **Users console** by selecting the user from the search box.

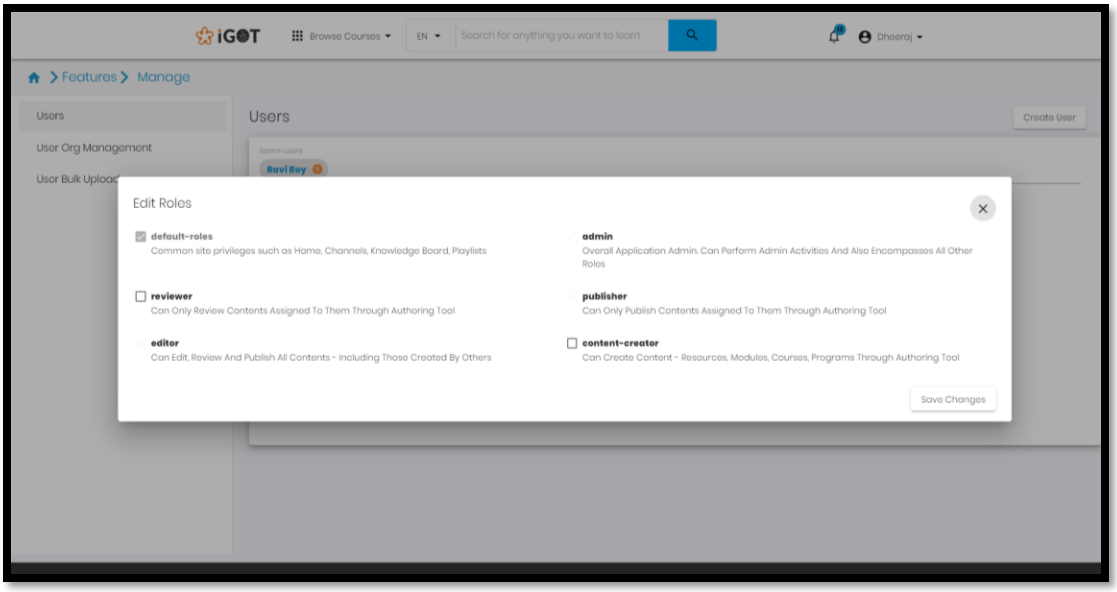
Admin will have to take the following actions to assign roles to the users:

1. Go to the 'Explore All Features' tab by clicking the user profile icon on the top right of the page.
2. Select the Admin Console from the Features tab.
3. Go to Manage Users and select 'Users' tab.
4. Under the Search users tab, type the user's name. (Note: The user shall already be onboarded as a learner on the platform before they can be assigned an organization).
5. Select the correct username from the suggestions and click on edit to add/ change role of the selected user.
6. Following roles can be assigned:
    a. Default roles: This provides the user access to all the common site privileges such as access to the home page, knowledge boards, content playlists, etc.

b. Admin: Assigning this role to a user will make them the superuser with all the roles on the platform.
c. Content Creator: Users with this role can create new content using the course authoring tool.
d. Reviewer: Users with this role can review content assigned to them using the course authoring tool.
e. Publisher: Users with this role can publish the content assigned to them on the iGOT KY home page using the course authoring tool.
f. Editor: Users with this role can edit, review and publish content created by self as well as others.

7. Click on Save Changes to confirm the User role assignment to the user.





Note: (It's not necessary to assign the above-mentioned roles to different people. One person can take up multiple roles)

8.4 Content Onboarding

Once the department has identified the content which needs to be uploaded on iGOT KY, following steps will have to be followed:

8.4.1 Onboarding content team

The content team comprising of content creator, reviewer and publisher will be onboarded by admin user as described above in administrator role and rights.

8.4.2 How to use content authoring tool of iGOT

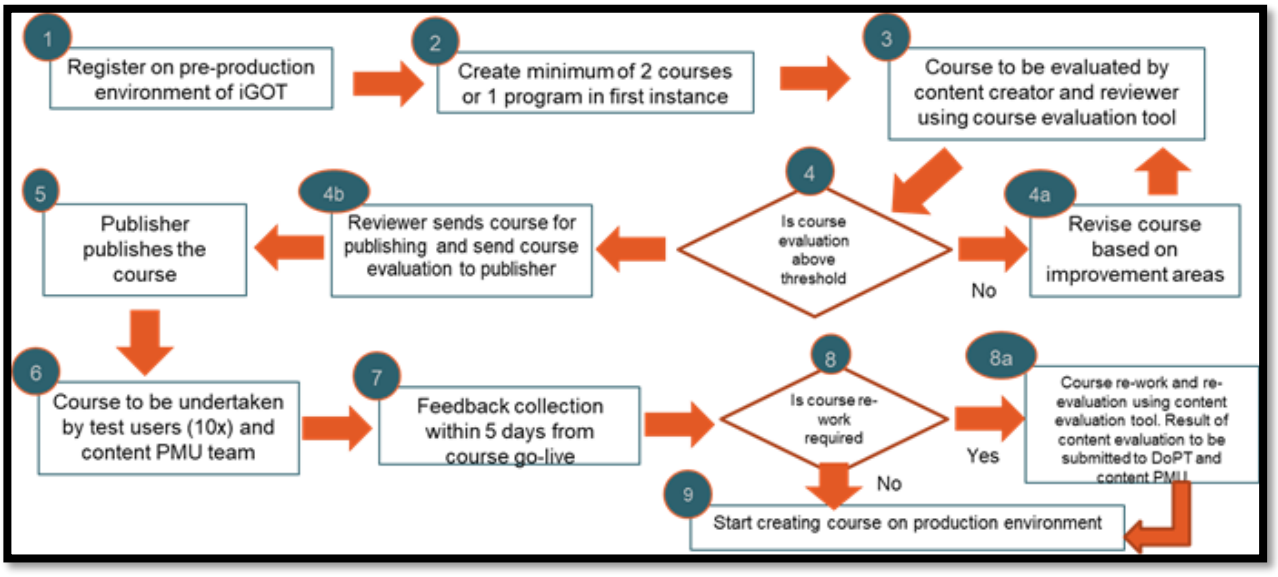
Once the content creation team is onboarded on iGOT KY, they can follow the steps as specified in Content Creation section of iGOT KY User Manual to create content on the platform.

8.4.3 How to create iGOT KY ready content

The content team needs to follow and understand the curation process as described in "Content Framework and Quality Assurance" document to create iGOT KY ready content.

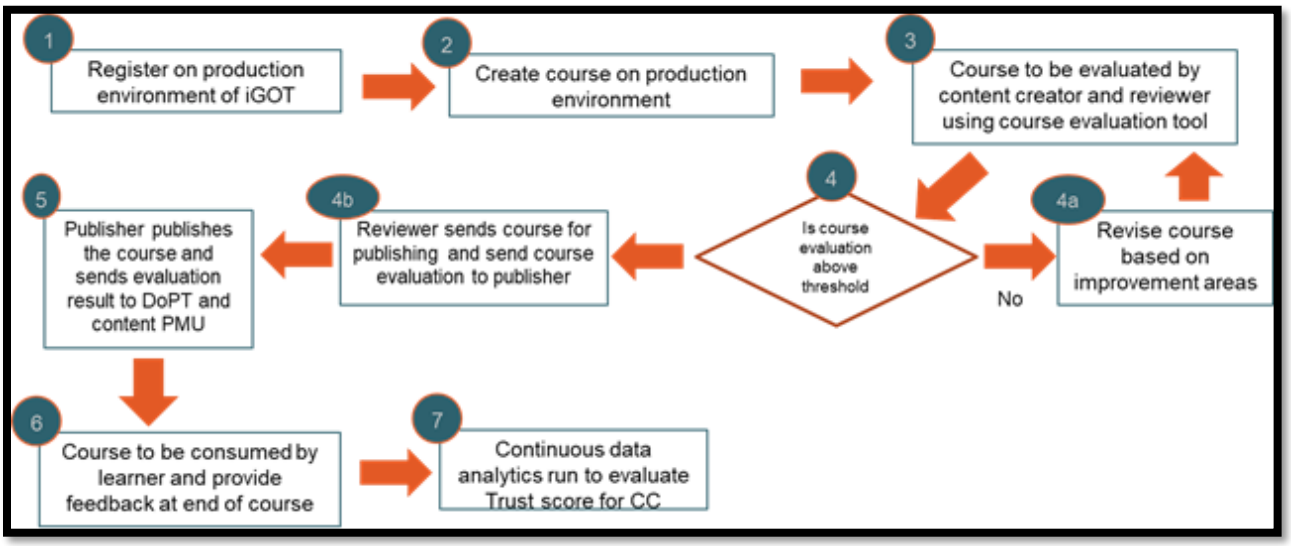
8.4.4 Process for first time content curation and publishing

For the first-time content creator, it is advisable that they become used to the platform and the overall content creation process before starting to publish courses for the end user. Hence, it is proposed to practice/test onboarding of a minimum of 2 courses on iGOT KY pre-prod platform before starting to curate courses on iGOT KY. Below diagram showcases the steps to be followed by content curator for first time curation:



8.4.5 Process for regular content curation and publishing

To ensure that the highest quality content is being uploaded on the platform, all content curators need to follow the "Content Framework and Quality Assurance" document for process and guidelines. Below mentioned are the steps to be followed by the content creators on iGOT KY platform:



8.4.6 Content Tagging

The content thus uploaded will have to be properly tagged (key search words) so that the right content is discoverable by users as per their learning needs, desired competencies to be achieved, etc. The content team will perform this activity and if required can take guidance from SPV.

8.5 Administrator and User Training

Post onboarding process, departmental nodal officer may write to DoPT/SPV for conducting a detailed user training on the platform, if required. DoPT/SPV may conduct the same for a group of departments or for a single department also, as required.

8.6 Onboarding department FRACing Unit (IFU + CSP)

It has been envisaged that each department shall have its own DFU which comprises internal FRACing unit and Certified Service Provider to support in FRACing at department. The members of this FRACing unit shall help and guide all the employees of the department to undergo the FRACing exercise efficiently. This FRACing exercise will help in mapping of roles, activities and competencies for each individual position within all government ministries, departments and organizations across all levels.

This repository of roles, activities and competencies for each position in government will help the officials understand that what it will take to pursue a career path of his/her choice and do well in the current one.

Currently the FRACing exercise will be done offline at the department, however the iGOT KY platform is being upgraded to host the FRACing exercise online soon.

For detailed understanding of the FRACing exercise, please refer to the Draft document for "The Framework of Roles, Activities and Competencies".

8.7 Onboarding Associated CTIs

Each department can onboard their associated CTI(s) on iGOT KY both as Users and Content Providers. Detailed step by step guide for Onboarding CTIs will be provided later.

9. Key Contacts at iGOT KY Team

In case of any queries, the department can reach out to

- Mr. Manoj Gupta (US, Training Division, DoPT) at manoj.gupta74@nic.in
- Mr. Ankur Garg (Director, Training Division, DoPT) at ankur.garg@ias.nic.in

10. Annexures

10.1 Annexure A – iGOT KY User Manual