

Maharashtra Govt Employees Learn to Use Microsoft Office Effectively Using CBT

Overview

Country or Region: India

Industry: Government

Customer Profile

The Directorate of Information Technology takes policy decisions on the use of IT products and services, computerization of departments and offices, and e-governance for the Government of Maharashtra.

Business Situation

Since the various departments in the Maharashtra Government use MS Office extensively, the need was felt for a training tool that could help employees use the powerful features available in Office.

Solution

GurujiWorld's MS Office CBTs were evaluated through a tender process and put on Rate Contract. Various departments could procure them for training their staff on using Office applications effectively.

Benefits

- Hands-On Learning
- Familiar Language of Delivery
- Time and Money Savings
- Increased Productivity

The training was good and use of GurujiWorld's CBT was effective; all employees are using Office applications efficiently.

Director-IT, Directorate of IT, Government of Maharashtra

The Directorate of Information Technology (DIT), Government of Maharashtra, is responsible for taking decisions related to the computerization of government departments and offices. It is the nodal agency for IT activity in the state. While Microsoft Office is the default productivity suite in government offices, the employees require assistance in understanding and applying the powerful features of Office applications. Last year, DIT evaluated GurujiWorld Technologies' computer-based training (CBTs) in Microsoft Office and Windows XP. The CBTs were approved and put on the government's Rate Contract; Microsoft Office was already on the Rate Contract. Government departments that require training on MS Office and Windows can now procure the CDs directly from GurujiWorld; they can also get the company to organize training sessions for them.



Microsoft Office System
Customer Solution Case Study

Maharashtra Govt Employees Learn to Use Microsoft Office Effectively Using CBT

“The CBT is localized, interactive, based on practical scenarios, and has step-by-step user-driven procedures facilitated by audio.”

Girish Prabhu, CEO, GurujiWorld Technologies

Situation

The Directorate of Information Technology (DIT) is the policy-making body for all IT-related decisions in the Government of Maharashtra (GoM). The GoM has about 29 departments, with more than 5,00,000 employees across the state. One of DIT's responsibilities is to select IT products and services that could be used by the GoM in its computerization and e-governance initiatives. DIT is responsible for technical evaluation, undertaking tender processes for procurement, evaluating and short-listing and finally approving products and services for use by the GoM. Selected products and services are put on the Rate Contract, which specifies the contact details of vendors who can be contacted for specific products and the prices at which these products can be procured. Government departments can use the Rate Contract to procure products and services for usage.

While Microsoft Office has been the productivity suite of choice for the GoM, unlocking the potential of the software and using its basic and advanced features for automating routine tasks was only a partially successful task, given the sheer number of employees and their varied educational and computer-skill backgrounds.

“We need to train employees regularly, almost every month,” says Director-IT, Directorate of IT, Government of Maharashtra. “Training builds awareness, boosts employee morale, and increases utility and productivity,” he states.

DIT was considering a training package for GoM employees, which could help them use MS Office applications better. The training had to be in a language easily understandable to the vast number of employees in different departments, who were more conversant in Marathi than in

English, and even needed to use many Office applications in the former language.

Tenders, technical evaluations, short-listing products and further evaluations and approvals led to GurujiWorld's CBTs being put on the Rate Contract in 2007.

Solution

GurujiWorld Technologies Limited, which is a managed ISV (Independent Software Vendor) for Microsoft India, has developed Computer Based Training (CBT) in both English and Marathi on Microsoft Office and Windows.

GurujiWorld's MS Office CBTs have been used to train 5,000 employees in 15 GoM departments so far. Even before the software was put on Rate Contract, GurujiWorld counted Maharashtra Police among its bigger clients. The CDs were procured and installed in several police stations across the state to train policemen on using Windows XP and MS Office.

The CBTs include about 50 hours of learning on the basic and advanced features of Office applications. They cover computer awareness, Word, Excel, PowerPoint, Outlook and Access. Apart from basic topics it also covers advance Topics like Macros, Creating and Formatting Tables, Document Formatting and Printing, Track Changes, Reviewing, Mail Merge, Advance Formulas and Functions, Pivots, What If, Goal Seek, Database Designs, Relationships in Databases, and Forms and Report Designing.

“The training using GurujiWorld's MS Office CBT enables learners to enhance their understanding of various MS Office applications and gives in-depth knowledge of the tools available in it, which increase effectiveness and efficiency of the output of their work. Learners' productivity is increased when they use MS Office as a productivity

“The training with GurujiWorld’s CBTs enables learners to enhance their understanding of MS Office applications and gives in-depth knowledge of the tools, leading to increased adaptability of MS Office.”

Girish Prabhu, CEO, GurujiWorld Technologies

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The training can be customized for users by getting a trainer to cover some parts of the CBT in a lab setup. Otherwise, users can procure the CBT CDs and go through the training themselves.

Each module of the CBT is segmented into chapters, which cover specific topics. Learning is interactive and based on practical scenarios, and learners get hands-on experience, as they have to execute each feature when they learn how to use it. A quiz at the end of the chapter helps them revise what they have learnt. Therefore, learners can themselves select what they want to learn at any point in time—all they need to do is navigate to the required module, chapter and topic and get going.

Benefits

DIT has trained all 35 of its staff members using GurujiWorld’s MS Office CBT. “The training was good and use of GurujiWorld’s CBT was effective, all of them are using MS applications efficiently,” says the Director-IT.

Hands-On Training

The training covers theory as well as practical sessions. This enables the staff to practice and perform what they have learnt. “Our training is completely hands-on,” says Prabhu. “When we explain a feature such as AutoCorrect, the learner has to execute each step for using the feature there and then. This helps them understand how to use it and in what scenarios,” he explains.

Familiar Delivery Language

GurujiWorld’s MS Office CBTs are available both in Marathi and English. Since most GoM departments use Marathi in official communications, and even use Office

applications in Marathi, the training can be very useful for them.

Time and Money Savings

One of the advantages of GurujiWorld’s MS Office CBTs is that the same training need not be conducted again and again for the same set of people. The concerned departments can procure the CBT (available on CDs), so that learners can refresh their knowledge anytime, or move on to learning advanced features of the applications. This saves time and expenditure required in organizing further training sessions. “The CBT is localized, interactive, based on practical scenarios, and has step-by-step user-driven procedures facilitated by audio,” says Prabhu. This ensures that learners can easily use the training on their own.

Increased Productivity and Adaptability

Most employees used MS Office primarily for typing in Microsoft Word and printing; they hardly used any of the powerful tools available in MS Office. Going through the training using GurujiWorld’s CBT would enable them to use more powerful features to automate routine tasks. This would improve efficiency and increase productivity and would also increase the adaptability of MS Office in masses.

For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: www.microsoft.com

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Microsoft Office System

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