



Government Publishing Office

ExpertusONE Delivers Digital Training to Government Publishing Agency

CASE STUDY

Established in 1861, the U.S. Government Publishing Office (GPO) has a longstanding history of impact in the United States.

SECTOR: Federal government publications

DESCRIPTION:

The Government Publishing Office (GPO) publishes and disseminates official and authentic federal government publications.

LEARNER TYPES:

Employees

CHANGEMAKER:

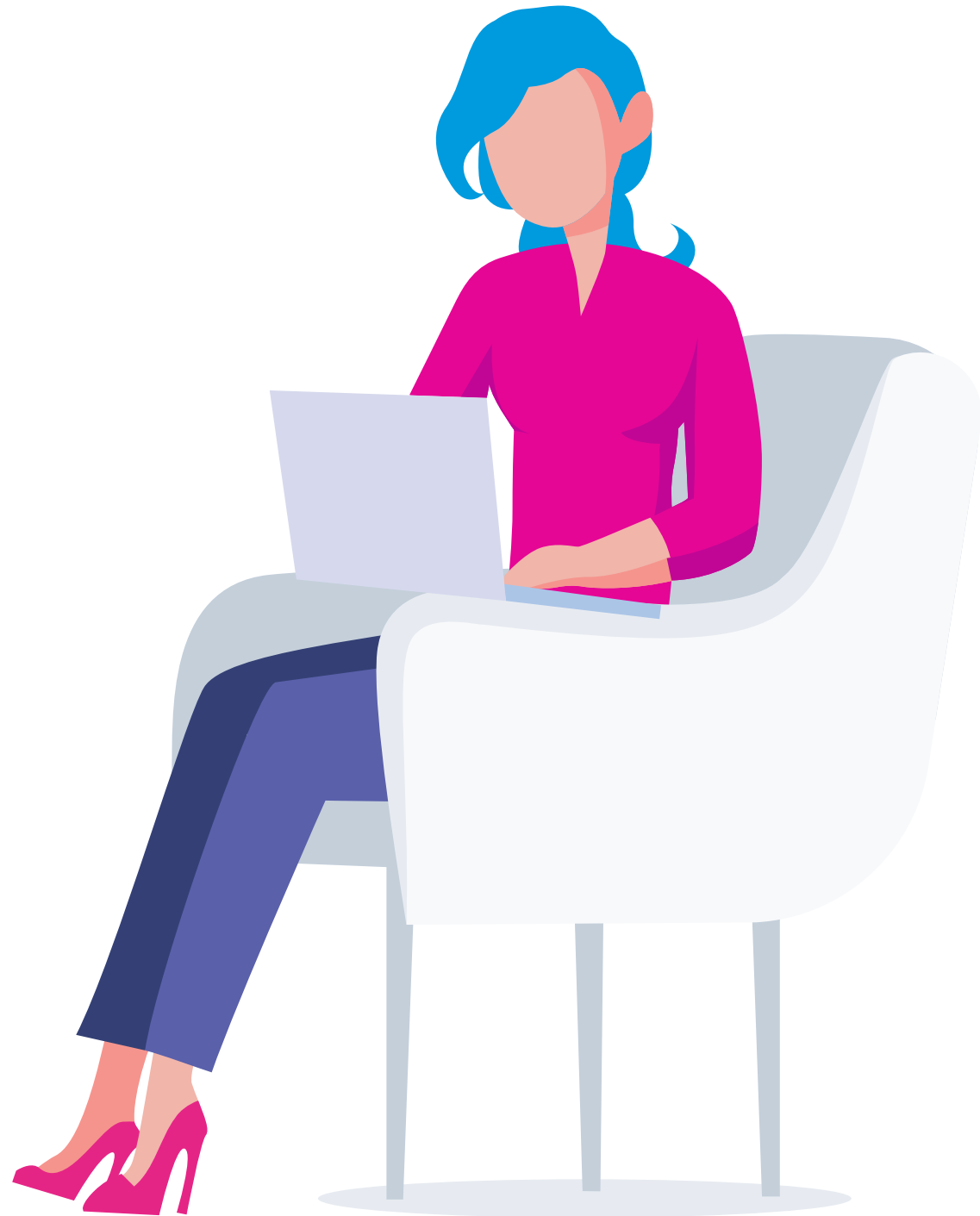


INTRODUCTION

It was the agency that circulated Abraham Lincoln's Emancipation Proclamation, and it continues to carry the critical role of recording, disseminating, and managing federal documents. GPO provides citizens with critical information like new laws, new interpretations of existing laws, and statements made in congress.

Today, the agency plays a critical role by providing access to government information. Citizens look to the agency for access to important government documents, and U.S. leaders look to the agency to preserve and distribute essential information to Congress and federal agencies.

The pandemic caused a need for rapid digitalization across all industries. For GPO, pandemic-era issues and political conflicts resulted in a significant need for communication with the public. The agency could not possibly stall or slow down work at that time. Digitalization was essential.



CHALLENGE

GPO was in need of a digital learning tool that could support its remote teams during the pandemic. GPO was one of the first federal government agencies to enable a telework policy and, as such, the agency's leaders knew they needed a training solution that was adaptable to their learner's variety of needs. The organization needed to support learning on multiple levels, from blue-collar workers to white-collar workers, in a variety of departments. The agency's leaders knew that training and development were essential for attracting employees, boosting engagement, and encouraging retention, but they were not equipped with the necessary technology.

GPO rolled out the nation's very first federal hybrid workforce policy. They did this out of necessity so that the organization could continue operating in a time of crisis. Ever the proponents of innovation, GPO knew that they would not be able to function unless their work systems and training systems were digitized. The organization also needed a digital LMS to support the launch of its new apprenticeship program, which was designed to be a core part of its strategy to attract, hire, train, and retain new team members.

GPO's faced these unique challenges:

- **The need for rapid digital transformation:** The organization's completely in-person workforce needed an agile, digital, cloud-based LMS platform so that they could complete work in a remote context. In order to prevent work from slowing down or stalling altogether, this transition needed to happen quickly.
- **A wide range of learner types:** Team members at the agency play a variety of roles, from highly technical jobs to managerial and strategic roles. With this in mind, the organization's 1,600 employees needed individualized training that catered to their unique job requirements.
- **Extensive compliance standards:** The GPO operates under rigorous standards set by the U.S. Office of Personnel Management (OPM), including the requirement that the organization provides more than 13 training topics that are reviewed by more than 250 supervisors.
- **A goal to attract, train and retain new workers:** 60% of GPO's existing workforce was set to retire in the next five years. The agency needed a better system to onboard and continuously train new team members.

SOLUTION

After a formal RFP process, GPO selected the ExpertusONE digital LMS because of its ability to serve a variety of learners and manage rigorous compliance requirements. The agency chose ExpertusONE for its comprehensive design and the way that it caters to both the learner and the leadership. With its modular design, the platform enables administrators to easily reconfigure the platform to serve each user. The platform also enables administrators to assign each team member personalized course recommendations based on their role and job description.

GPO chose ExpertusONE for these distinct qualities:

- **Engaging Training for Hybrid Workers:** The ExpertusONE LMS platform offered an engaging, interactive learning experience that helped GPO equip its hybrid workforce.
- **Support for Implementation:** ExpertusONE offered the 24/7 support that the agency required for rapid implementation of the new digital system.
- **Flexible Design:** GPO could optimize the digital LMS platform and cater each course to individual learner types at technical, administrative, and managerial levels.
- **Compliance and Reporting Features:** ExpertusONE's compliance and reporting capabilities, like Insights and Observation Checklist, helped GPO generate required monthly reports.



RESULTS

Choosing a digital LMS system kept GPO operational and enabled them to continue their important work, serve the country, and remain one of the best employers in the United States, as noted by [Forbes](#) (2022). ExpertusONE supported GPO's unique training needs with a digital LMS software that catered to a large network of learners and provided essential training insights.

The agency was able to manage and maintain compliance regulations even in a digital environment with a team of hybrid workers. The agency witnessed increased productivity among its employees and management after the implementation of the cloud-based, next-generation LMS technology. The ExpertusONE platform improved efficiency and transparency among training managers and governing agencies by streamlining the review process. The agency's 250 leaders still review compliance topics regularly, but they do all of this online through the LMS, which provides them with the information they need when, where, and how they need it.

With ExpertusONE, the Government Publishing Office was able to satisfy all requirements set forth by the OPM on 26 different reporting requirements. The agency addressed needs for telework, safety, compliance, and technical, supervisory, and leadership training with a single platform. With ExpertusONE, they are now able to maintain a skilled, safe, and compliant workforce.



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