

Government use case

National skills, public-servant capability, and digital government on one auditable learning platform

Ministries of education, labour, digital transformation, interior, health, and finance · agencies · regional governments

1.0 — August 2026 · English · Planning document — illustrative model, not a bid or audited result

Companion to galebo-edu.vercel.app/for-governments

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Figures in this document are a modeled national program (100,000 unique learners over three years) used for planning. They are not audited outcomes of a named country and should be recalibrated with your unit costs, wage data, and statutory reporting rules.

1. Executive summary

Galebo Edu is a multilingual learning platform that governments use as an organization-scoped tenant: one control plane for citizens, public servants, regions, programs, budgets, grants, placements, compliance, and audit. The commercial motion is not a consumer course catalog. It is a public-sector operating system for skills — sold as a national or departmental partnership with platform access, usage at scale, and implementation services.

- Three contracting motions: National Skills Initiative, Government Employee Training, and Public-Private Partnership (PPP).
- One tenant per government organization, with role-restricted government APIs for citizens, programs, regions, learning paths, skills, jobs, budgets, grants, ROI, compliance, audit logs, analytics, scheduled reports, communications, and video conference.
- Cost advantage comes from content reuse, fewer duplicate LMS procurements, lower venue and travel spend, and a single audit trail instead of fragmented ministerial systems.
- Value is tracked with KPIs (operational performance) and KVIs (public value: employment, inclusion, trust, civic access, cyber hygiene).

2. Business model for governments

Galebo's government offer is a B2G partnership. The government organization is the customer. Learners (citizens and public servants) receive access under that tenant. Content can be Galebo catalog, ministry-owned, or co-branded with universities and employers. Billing follows platform subscription + scale (active learners / programs) + professional services for stand-up, localization, and change management. Grants and treasury allocations are first-class budget sources inside the product.

Contracting motions

National Skills Initiative

DURATION

12–24 months to full scale

SCALE

National or multi-region population

INVESTMENT RANGE

USD 5M–50M+ over the program cycle

TYPICAL LEAD

Ministry of labour, education, or digital economy as lead; regions as delivery units

WHAT YOU BUY

National tenant, multilingual catalog, skills assessment and certification, job matching, regional dashboards, scheduled parliamentary reports

PRIMARY OUTCOMES

Workforce digital literacy, reduced unemployment among participants, a reusable national skills record

Government Employee Training

DURATION

3–6 months to first departments

SCALE

Department, agency, or whole-of-government civil service

INVESTMENT RANGE

USD 500K–5M

TYPICAL LEAD

Public service commission, interior, finance, or a digital academy

WHAT YOU BUY

Role-based curricula, mandatory compliance tracks, leadership paths, completion and attestation reporting

PRIMARY OUTCOMES

Audit-ready mandatory training, faster onboarding, consistent service quality

Public-Private Partnership

DURATION

6–12 months to first cohorts

SCALE

Hybrid: public funding + employer demand

INVESTMENT RANGE

Shared: public grant + employer contribution + platform fee

TYPICAL LEAD

Labour ministry + industry associations + Galebo

WHAT YOU BUY

Industry-aligned paths, placement tracking, innovation hubs, shared investment ledger

PRIMARY OUTCOMES

Placements with verified employers, co-funded training, lower public unit cost

What the government actually pays for

The platform is not priced as a pile of individual course licenses. A government tenant buys a stack:

National or departmental tenant Organization-scoped government portal, SSO-ready user model, region hierarchy

Scale band	Active unique learners and concurrent programs — unit cost falls as volume rises
Implementation	Stand-up, data migration, catalog mapping, localization, accessibility QA
Managed content	Ministry courses, Galebo catalog, university partners, employer academies
Assurance	Audit log retention, compliance register, scheduled reports, evidence packs
Success services	Change management, trainer enablement, quarterly value reviews

3. Operating architecture

The government portal is a first-class product surface, not a white-label of the student app. Backend routes under `/api/government` are restricted to the government role and scoped to the Organization of type government. The modules below are the ones ministries operate day to day.

- **Organization** — Single government tenant: profile, administrators, active status.
- **Citizens** — Register, search, region, enroll, track progress; bulk and enhanced citizen workflows.
- **Regions** — District / state hierarchy so spend and outcomes can be sliced for treasury and governors.
- **Programs & templates** — Reusable program designs, capacity, scheduling, recurring national campaigns.
- **Learning paths & skills** — Sequences of courses plus skill-gap views for labour-market alignment.
- **Job placements** — Verified employment outcomes tied back to the program that trained the citizen.
- **Budgets & grants** — Allocated, committed, spent; sources include government, grant, donation, partnership.
- **ROI** — Program-level return: completion, placements, salary lift, tax, unemployment cost avoided.
- **Compliance** — Register of requirements (data protection, accessibility, reporting, financial) with evidence and violations.
- **Audit logs** — Who did what, to which entity, from which IP, with field-level before/after and compliance flags.
- **Analytics & reports** — Operational dashboards plus scheduled exports for cabinet, parliament, or donors.
- **Communications & video** — Citizen outreach and live briefings without a second conferencing procurement.

4. Use cases

Each use case maps to modules already in the Galebo government stack. Actors, flows, KPIs, and KVI's are written so a ministry can copy them into a concept note or treasury business case.

UC-01 National digital literacy at population scale

Actor. Ministry of digital transformation / education, with regional delivery units

Problem. Large adult populations cannot complete online public services. Classroom campaigns do not reach rural districts and leave no durable skills record.

Platform flow. Stand up a National Skills Initiative tenant. Import or register citizens by region. Assign a multilingual literacy path. Track completion and assessment. Publish scheduled regional reports.

KPIs. Enrollment vs target; 30/90-day completion; assessment pass rate; cost per completer; regional coverage %

KVIs. Share of adults who can complete a government digital transaction unaided; reduction in assisted-service desk load

UC-02 Mandatory public-servant compliance and attestation

Actor. Public service commission, interior, finance, data protection authority

Problem. Ethics, procurement, accessibility, and data-protection training live in slides and attendance sheets. Auditors cannot prove who completed what version, when.

Platform flow. Government Employee Training motion. Role-specific curricula. Deadline and escalation. Completion written to the audit log. Evidence attached on the compliance register.

KPIs. On-time completion %; overdue headcount; recertification cycle time; audit sample pass rate

KVIs. Audit findings closed without restatement; public trust in civil-service integrity

UC-03 Workforce reskilling with verified job placement

Actor. Ministry of labour + public employment service

Problem. Training spend is reported as ‘people trained’, not ‘people employed’. Treasury cannot see payback.

Platform flow. Enroll jobseekers. Skill-gap diagnostic. Learning path. Job placement records with employer, wage band, and verification. ROI service computes salary lift, tax, and unemployment cost avoided.

KPIs. Placement rate at 90/180 days; median wage change; time-to-placement; cost per placement

KVIs. Unemployment among participants; household income; reduced benefit outlays

UC-04 National cybersecurity hygiene

Actor. National cyber authority, interior, and all ministries as consuming agencies

Problem. Phishing and mishandling of data concentrate in under-trained agencies. One-off awareness days do not change incident rates.

Platform flow. Whole-of-government cyber path, phishing simulations as assessments, incident-response micro-credentials, compliance status per agency.

KPIs. Workforce coverage; simulation fail rate trend; mean time to complete incident modules

KVIs. Reportable cyber incidents per 1,000 staff; citizen data-exposure events

UC-05 Health workforce continuous professional development

Actor. Ministry of health, medical councils, regional hospitals

Problem. CPD is fragmented, hard to audit for licensing, and weak in rural facilities.

Platform flow. Program templates for cadres (nursing, community health, pharmacy). Region capacity. Certificates feeding council registers. Scheduled reports to the health inspectorate.

KPIs. CPD hours per cadre; rural vs urban completion gap; license-ready %

KVIs. Protocol adherence; avoidable referral rates; patient-facing digital literacy

UC-06 Infrastructure and smart-city skills pipeline

Actor. Public works, transport, energy, municipal governments

Problem. Capital projects stall for lack of technicians in BIM, grid, water, and procurement of digital infrastructure.

Platform flow. PPP with engineering schools and contractors. National catalog modules (civil, planning, sustainability). Placement into project companies. Budget lines tied to each capital program.

KPIs. Certified technicians per project; vacancy days; training cost vs contractor delay cost

KVIs. Project on-time %; local hire share; safety incidents

UC-07 Grant-funded regional equity programs

Actor. Finance / donor coordination unit + lagging regions

Problem. Donor and treasury funds require additionality, eligibility, and evidence. Spreadsheets break the audit.

Platform flow. Create a grant budget source. Attach programs and regions. Track committed vs spent. Export evidence packs. Flag compliance (reporting, financial).

KPIs. Burn rate vs plan; ineligible spend \$; report on-time %; cost per eligible completer

KVIs. Convergence of lagging regions on national digital-literacy and employment KVIs

UC-08 Parliamentary, treasury, and inspectorate reporting

Actor. Ministry leadership, finance, supreme audit institution

Problem. Cabinet asks for outcomes. Ops teams rebuild slides. Numbers do not reconcile to the system of record.

Platform flow. Analytics overview + enhanced reports + scheduled reports. Every material change is in the audit log. ROI pack per flagship program.

KPIs. Report cycle time; reconciling items; number of manual adjustments

KVIs. Oversight confidence; fewer qualified audit opinions on training spend

UC-09 Multilingual, multi-region delivery

Actor. Education + digital ministry in a multilingual state

Problem. A single-language LMS excludes official-language communities and inflates call-center demand.

Platform flow. Tenant locale matches the platform languages (en, fr, es, de, it, pt, ru, ja, ko, zh, ar). Content localization tracked as an implementation workstream. Region dashboards by language of service.

KPIs. Completion gap by language; localization coverage %; support tickets per 1,000 learners

KVIs. Equal access to public digital services; linguistic inclusion

UC-10 Crisis surge training (public health, disaster, elections)

Actor. Crisis cell across health, interior, and local government

Problem. When a surge hits, ministries email PDFs. There is no roster, no attestation, no after-action skill residue.

Platform flow. Clone a program template, schedule immediately, mass-enroll by region/role, live video briefings, completion freeze for after-action review.

KPIs. Time from decision to first enrollment; 72-hour coverage %; briefing attendance

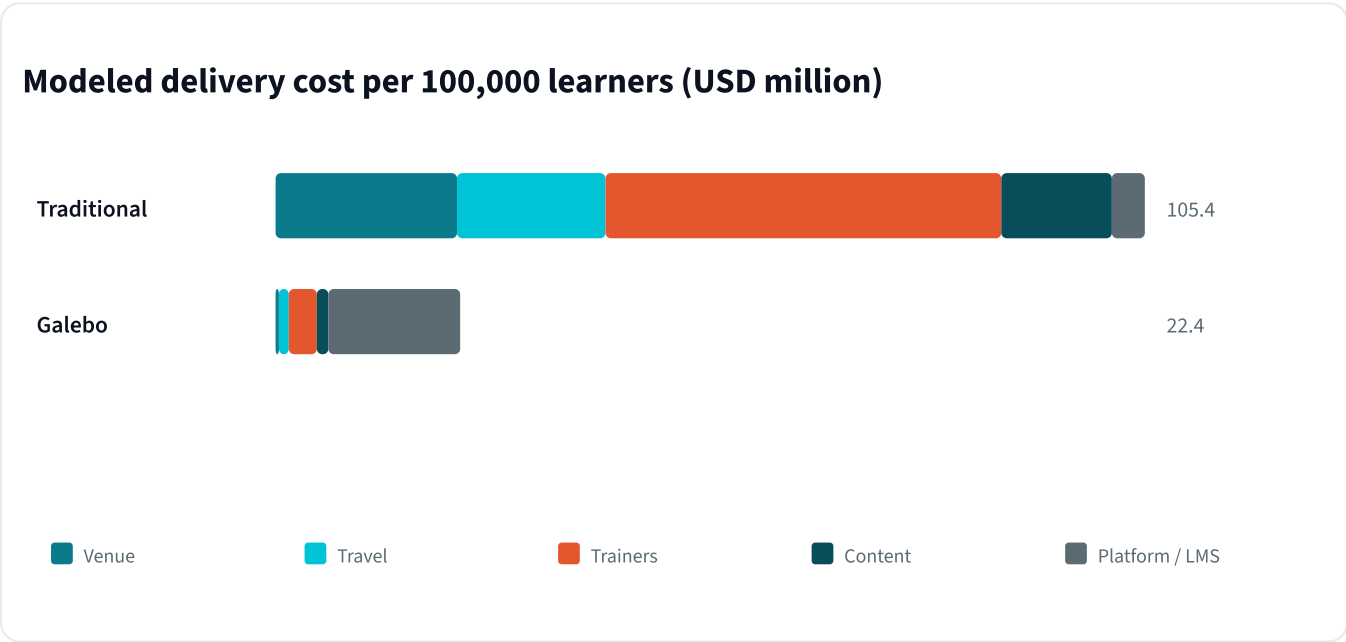
KVIs. Response consistency; rumor-resilient official messaging reach

5. Cost optimization

Public training budgets leak through duplicate LMS contracts, venue hire, travel, reprinting, and irreconcilable attendance lists. Galebo concentrates spend on a tenant, reusable content, and measurable completions.

Primary levers

- Avoid a second (or fifth) ministerial LMS. One government organization, many programs.
- Reuse program templates across regions instead of commissioning new curricula each fiscal year.
- Replace a large share of residential workshops with blended paths; keep live video for briefings that need presence.
- Tie every dollar to a budget line (government, grant, donation, partnership) and to a program ID.
- Unit cost falls with active learners: national scale is cheaper per completer than departmental pilots that never industrialize.
- Placement-linked PPP shifts part of the bill to employers who capture the wage productivity.



Illustrative split. Traditional assumes classroom-heavy delivery. Galebo assumes blended digital + targeted live. Recalibrate with local per-diems and trainer day-rates.

Where the savings appear in the ledger

Venue and catering	Mostly eliminated except flagship academies
Learner and trainer travel	Cut to live cohorts and rural last-mile hubs
Duplicate content commissions	Templates + national catalog
Attendance paper trails	Replaced by audit log + completion records
Inspectorate sampling cost	System evidence packs instead of reconstructed files

Employer co-funding (PPP)

Reduces net public outlay per placement

6. Auditability and assurance

Governments do not only need learning. They need to defend spend. Galebo’s government audit log stores action, entity type (citizen, program, budget, report, user), performer, IP, user agent, field-level old/new values, and compliance flags such as GDPR, data retention, and access control. The compliance register tracks requirement, category, status, evidence, and violations.

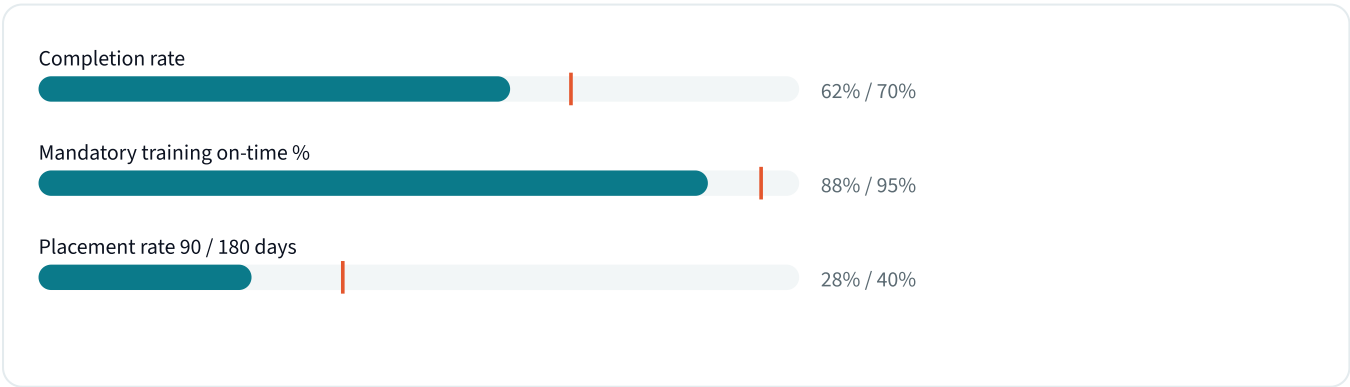
Control design

Identity	Government role required on API routes; organization scope on every query
Integrity	Field-level change capture on material actions (enroll, budget, program)
Evidence	Documents, audits, certifications, and reports attached to each requirement
Retention	Compliance flags for data retention; scheduled checks with nextCheckDate
Access	restrictTo('government'); administrators bound to the government Organization
Reporting	Scheduled reports so oversight is a system job, not a heroic spreadsheet
Financial	Budget allocated / committed / spent with source type, reconcilable to programs
After-the-fact	Violations recorded with severity and resolver — not overwritten

This is operational auditability for training programs. It does not replace your supreme audit institution, but it is designed so that institution can sample from a system of record instead of reconstructed folders.

7. KPI framework (performance)

KPIs are the operational numbers a program director should see weekly. Targets below are starting points for a national tenant — not contractual SLAs unless you write them into the partnership.



Reach and learning

Metric	Definition	Target / use
Unique enrolled learners	Distinct citizens or servants in active programs	vs annual target

Metric	Definition	Target / use
Completion rate	Completed / enrolled (program definition of complete)	≥ 70% mature programs
Time-to-complete (median)	Days from enrollment to completion	Trend down after localization
Assessment pass rate	First-attempt and final-attempt	Set per credential

Cost and delivery

Metric	Definition	Target / use
Cost per completer	(Spent + committed) / completions	Falls across years 1–3
Budget execution	Spent / allocated by source (government, grant, PPP)	±10% of plan
Trainer hours per completer	Live hours / completions	Declines as templates mature
Support tickets / 1,000 learners	Locale and accessibility load	Monitor after each language launch

Labour market (when in scope)

Metric	Definition	Target / use
Placement rate 90 / 180 days	Verified job placements / completers	Program-specific
Median wage change	From ROI calculator inputs	Positive real terms
Vacancy-days avoided	For public-servant and infrastructure tracks	Vs baseline roster

Assurance

Metric	Definition	Target / use
Mandatory training on-time %	By role and ministry	≥ 95% for statutory courses
Audit log completeness	Material actions with performer + entity	100% of API mutations
Compliance items overdue	nextCheckDate in the past and not compliant	Zero critical

8. KVI framework (public value)

Key Value Indicators describe why the treasury should care after the KPIs look healthy. KVIs are slower, more political, and should be owned by the lead ministry with statistics office support. Galebo supplies the micro-data (who learned, who placed, who attested); the statistics office supplies the population denominators.

KVI	Meaning	Owner
KVI-E1 Employment	Unemployment rate among program participants vs matched non-participants	Labour + statistics
KVI-E2 Earnings	Median real earnings change 12 months after completion	Labour + tax authority
KVI-E3 Fiscal payback	Incremental tax + reduced benefits – public training outlay	Finance
KVI-S1 Digital inclusion	% of adults who can complete a priority e-service unaided, by region, gender, disability, language	Digital + education
KVI-S2 Civic access	Uptake of digital government services among trained cohorts	Interior / digital
KVI-S3 Trust	Share who report they can rely on official digital channels (survey)	Communications
KVI-C1 Cyber hygiene	Reportable incidents per 1,000 public servants after coverage $\geq$ 80%	Cyber authority
KVI-H1 Health capability	CPD-compliant share of licensed cadres in lagging regions	Health
KVI-G1 Equity	Completion and placement gaps by region, gender, language, disability — closing over three years	Lead ministry
KVI-G2 Oversight quality	Qualified opinions or restatements on skills spend	SAI / inspectorate

9. Illustrative three-year financial model

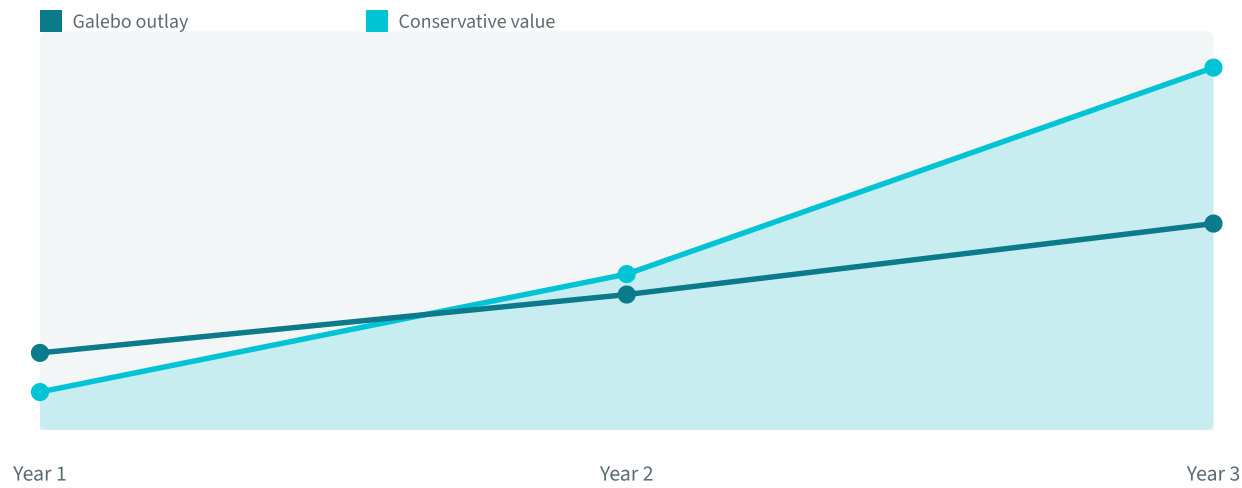
Scenario: a mid-sized national program — 100,000 unique learners over three years (citizens + public servants), blended delivery, two official languages at launch, a third in year two. Currency: USD. This is a planning model, not a quote.

Assumptions

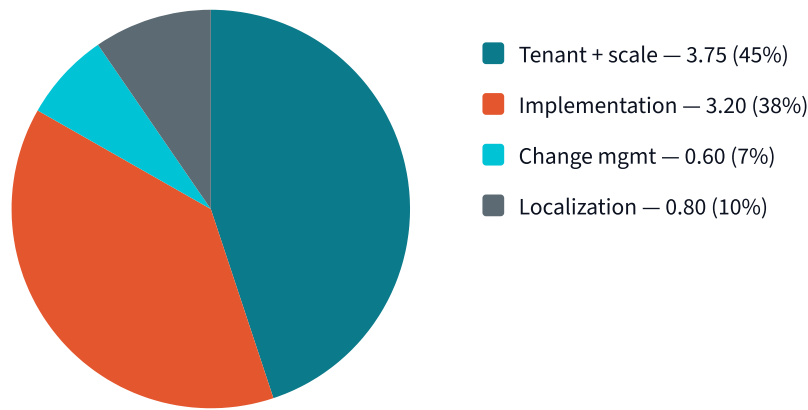
- Active learners: 30,000 (Y1), 65,000 cumulative (Y2), 100,000 cumulative (Y3).
- Galebo stack: national tenant USD 2.4M/year; USD 45 per active learner-year; implementation USD 3.2M in Y1 then USD 0.6M/year; localization USD 0.8M / 0.4M / 0.2M.
- Traditional comparator: USD 850 classroom + USD 180 travel per learner-year equivalent, plus USD 4.0M duplicate LMS over three years.

- Value (conservative): 18% of completers in the labour track place into work with USD 2,400 incremental annual tax/benefit effect, counted only for the labour subset (40% of learners). Public-servant productivity valued at USD 400/completer/year avoided overtime and error — labour economists should replace this with your own shadow prices.

Cumulative public cost vs conservative fiscal/productivity value (USD million)



Year-1 Galebo spend mix



Implementation and localization dominate year 1; years 2–3 are mostly tenant + scale.

Modeled cash view (USD million)

Item	Year 1	Year 2	Year 3	Total
Galebo platform + scale	3.75	5.33	6.90	15.98
Implementation + change	3.80	0.60	0.60	5.00
Localization	0.80	0.40	0.20	1.40

Item	Year 1	Year 2	Year 3	Total
Galebo total outlay	8.35	6.33	7.70	22.38
Traditional comparator	34.90	35.25	35.25	105.40
Avoided cost vs traditional	26.55	28.92	27.55	83.02
Conservative value (fiscal + productivity)	4.10	12.80	22.40	39.30
Net public position (value – Galebo outlay)	–4.25	6.47	14.70	16.92

On this conservative basis, simple ROI vs Galebo outlay is about 76% by the end of year 3 $((39.30 - 22.38) / 22.38)$, while cash avoided versus a classroom-heavy comparator is about USD 83M. Marketing ranges such as ‘300% ROI in 3 years’ describe more aggressive productivity and GDP attribution; use them only if your economists accept those shadow prices. Payback on the conservative value line occurs during year 2.

10. Implementation roadmap

Phase 0 — Decision (4–8 weeks)

- Name the lead ministry and a single authorizing officer.
- Choose the primary motion (national, employee, PPP) and two lighthouse use cases (recommended: UC-02 + UC-01 or UC-03).
- Confirm data residency region, official languages, and identity source (civil registry, HR-MIS, or employment service).

Phase 1 — Tenant and control (weeks 1–10)

- Provision the government Organization. Bind administrators.
- Stand up regions, compliance register (GDPR/equivalent, accessibility, financial reporting), and audit retention policy.
- Connect identity; define citizen vs public-servant cohorts.

Phase 2 — Lighthouse programs (weeks 6–20)

- Load program templates. Localize the first paths.
- Enroll the first 5,000–15,000 learners. Turn on budgets and, if needed, a grant source.
- Schedule the first oversight report. Run a tabletop with internal audit on the audit log.

Phase 3 — Industrialize (months 6–18)

- Expand regions and languages. Add placements and ROI for labour tracks.
- PPP employer onboarding if in scope. Crisis template (UC-10) on the shelf.
- Quarterly KVI review with the statistics office.

11. Data protection and residency

A government tenant should treat learner records as public-sector personal data. Galebo's compliance categories already include data protection, accessibility, reporting, and financial. Partnership contracts should pin residency, subprocessors, and retention to your statute — not to a generic SaaS DPA alone.

- Residency: align the tenant with your required region (EU, Africa, Japan, or other agreed location in the platform's regional model).
- Roles: government administrators see organization-scoped data only; citizen progress is not a marketing dataset.
- Retention: set nextCheckDate and retention flags so deletion/anonymization is a controlled action in the audit log.
- Accessibility: WCAG-oriented delivery is a compliance category with evidence, not a footer claim.

- Exports: scheduled reports and evidence packs are the supported path for SAI and donors — avoid shadow copies.
- Languages: official-language duty is a delivery requirement (see UC-09), not an afterthought.

12. Partnership next steps

From the For Governments page, Start partnership discussion opens a request to the public-sector team (ministry or agency, work email, optional phone and message). Download use case gives you this document in the language of the site.

1. Send the partnership request with your lead ministry, target motion, and two lighthouse use cases.
2. We return a calibrated cost model using your learner volumes, languages, and residency constraint.
3. Jointly pick KPIs that will be contractual and KVIIs that will be ministerial (owned with your statistics office).
4. Kick off Phase 0 with identity, residency, and the compliance register before the first mass enrollment.

Galebo Edu · Education that connects the builders of society — including the public institutions that train them.

Galebo Edu — Government use case · Modeled planning figures · Not a contractual offer