



# Enabling digital talent at scale



## Enhancing skills and amplifying human potential

Infosys recognizes and acknowledges this Human + AI era. The sentient mindset has propelled us to constantly invest in people and the ecosystem that will augment their skillsets and potential to navigate through technology and business waves. Fiscal 2024 saw continued investment in creating relevant opportunities to skill employees, client teams, and societal talent pools.



### Employees

We endeavor to provide employees with new learning experiences and future-ready skills through two large interventions— the foundation program and the continuous education program.

We are now experiencing the play of Human + AI in multiple fields, including learning. This technology wave gives us the ability to hyper-personalize learning, at scale. In addition to infusing GenAI components into the digital learning platform, we have also created a spectrum of AI skills that applies to AI consumers and AI creators alike.

The foundation training program is designed to mold newly-onboarded entry-level engineering and science graduates into corporate professionals. The continuous education program aims at upskilling or reskilling existing employees and sets the tone for lifelong learning.

### Foundation education program

The Infosys foundation education program is a 16- to 19-week residential training program to enable entry-level engineering and science graduates transition into the corporate world. This program focuses on IT foundation skills and one of the many technologies based on business requirements. The program includes both process training as well as professional and behavioral skills training.

Trainees can also choose learning paths in Lex, our internal learning platform, based on their interest areas, and equip themselves with internal certifications to move faster in their careers. In the recent past, gen AI and prompt engineering-related topics were included in the foundation program to provide entry-level graduates an exposure to the latest technologies.

30 lakh + learning days in fiscal 2024

### Continuous education program

#### Average training hours for employees

Men	72.02
Women	78.57
<b>Total</b>	<b>74.60</b>

Lex, our versatile learning platform, helps our employees keep abreast of the latest technologies by facilitating learning anytime anywhere. Some of the key updates to the platform are:

1. **Technology playgrounds and professional skills simulators:** Infosys has leveraged cloud containers on a host of open-source technologies to create practical learning for our employees and give them hands-on experiences. We have over 180 technology playgrounds to enable learning through seamless experiences. In the last few months, gen AI-powered simulators have been a force multiplier for professional skill development. These simulators use a combination of animation and professional input to create different learning and teaching scenarios. In the current beta rollout, the gen AI professional skills simulators have been extended to 10,000 employees.

2. **Assessments:** We have a robust virtual proctoring and GenAI-backed mechanism that has helped us adopt subjective and more immersive practical learning assessments. The GenAI infusion has helped us craft creative assessments facilitating mock assessments and opportunities to prepare talent for a variety of interviews while giving them the ability to refine their responses too.
3. **Credentials:** The digital learning platform has leveraged blockchain to secure learning credentials for our learners and we have also reused the India tech stack of verifiable certificates to ensure we have clear authenticity and mechanism.

Over 1 million certifications  
for our employees, clients and learners  
on Infosys Springboard

4. **AR / VR content:** We leveraged augmented reality / virtual reality (AR / VR) to create a visual learning pathway that gamifies the learning experience, complete with pit stops for reaching out to subject matter experts (SMEs), requesting and registering for training for a topic.  
**Case study:** During the COVID-19 pandemic, we leveraged AR / VR capabilities to create a self-driving game in Unity that would help learners imbibe the concepts. To democratize content creation, the authoring platform has a predefined component to help SMEs leverage AR / VR and 3D-content-creation capabilities, irrespective of their level of knowledge.
5. **Gamification:** We have a robust gamification component that helps all key stakeholders including leaders to create topical badges and provide a host of recognition and celebratory options for their teams. In addition, we have

leveraged GenAI techniques to share the learning analytics of learners to present their learning data in an engaging story format. This personalized video service is available to the learners at key milestones and acts as a great motivator to review and realign their learning goals.

6. **Virtual learning assistant:** The virtual learning assistant has been an integral part of the learning aid for our talent. With the help of GenAI, we have been able to give them a lot more flexibility to choose their own avatar, their learning style from Socrative to Adaptive to Storytelling and more, while also getting the option to translate terms and concepts in their native language.

### Other programs

We have forged academic partnerships to develop future-ready top talent and to collaborate on emerging and niche technologies. We conducted various workshops in AWS, Azure, GCP and GenAI in collaboration with our partners to provide employees hands-on exposure to cloud technologies. Some of these interventions include Microsoft Copilot drives and Infosys ETA AI Academy track-led hands-on GenAI training for business leaders in India and Europe.

A web version of the global news publication, Wall Street Journal, was launched via Lex for employees. Financial Times, which was introduced earlier, has over 1,00,000 users now.

'Milestone' programs for our mid-level employees to enhance their role readiness, peer networking and leadership connect, and 'Bridge' programs that offer employees training and internship opportunities to switch to new careers, such as consulting and technical architecture, have also seen wider participation.

Our learning efforts continued to garner accolades from Brandon Hall, ATD Best and Training Apex. Avasant, Everest and Nelson Hall continue to rate our digital learning capabilities in the highest quadrant.

### Clients

Infosys Wingspan, our learning solution for clients, has helped companies strengthen their employees' digital capabilities. Infosys Wingspan, a one-of-a-kind cloud and mobile-first platform, provides seamless interactive learning experiences, which has accelerated organizations' transformation journeys.

With Infosys Wingspan, the client workforce gains from a learner-centric experience, including setting learning goals, receiving recommendations based on interests, practicing skills in fail-safe virtual lab environments, getting assessed and tracking their learning achievements and proficiencies.

The social and mentoring aspects of the Wingspan learning experience also encourage peer learning. Client leaders can use Wingspan to communicate with all employees via live streaming. Siemens adopted the dynamic skill role framework at the 2024 World Economic Forum in Davos. It was recognized as a lighthouse project. As organizations move towards a skill-based framework, these global recognitions validate the thought leadership of Infosys in skilling efforts.



## Community Infosys Springboard, India

In alignment with the Infosys ESG Vision 2030 to enable digital skilling at scale, Infosys aims to empower over 10 million people with digital and life skills by 2025 through its flagship digital learning platform, Infosys Springboard. This initiative has been crafted to help learners hone their skills, empower them and amplify their potential. Infosys Springboard promises to be a game-changer, thanks to Infosys' competency development lineage, active content curation, and ability to support additional learning needs. It is aligned with India's National Education Policy 2020 to provide easily accessible, affordable, high-quality, and accountable education.



The platform, powered by Infosys Wingspan, is available free of cost to any curious learner from Class 6 onwards.

Immersive learning experiences together with a host of benefits, including curated world-class content through partnerships with top content providers like Coursera, Skillsoft, Techademy, and more, offer insights into various domain and technology trends through masterclasses by recognized academia and industry experts. Virtual practice environments include programming challenges and assessments.



Through Infosys Springboard India, we have garnered

**7.7 million learners, of which  
32% are women learners**

Our association with state governments and educational institutions has ensured we have access to the most remote towns where education is eagerly awaited.

- a. **Maharashtra SCERT Engagement:** In an engagement with primary and secondary teachers in Maharashtra with the help of the state education department, the content was developed in Marathi and ringfenced to the intended audience of over two lakh teachers. For the experience to be seamless and immersive, the Springboard platform offered Marathi, along with 23 native Indian languages, for navigation support. We have clocked over **2.97 million learning hours in this project**, and we continue to engage learners.



Infosys Springboard Lab on Wheels

- b. **Language flexibility:** During our Catch Them Young pan-India sessions, we have seen language flexibility play a strong role. Translators are crucial in such sessions. For one of our Catch Them Young 2023 sessions, one of our Pune employees, Nilesh Shivaji Suryawanshi, set up a streaming facility in his village for all three days. He helped to translate and also helped the students speak up and engage with the trainers who joined from LBSNAA (Lal Bahadur Shastri National Academy of Administration), Mussoorie. Renowned authors had also joined in from Bengaluru. Language was no bar here.
- c. **Last-mile connectivity:** When learners cannot make it to the classroom, we have found an interesting way of taking the classroom to the learners. **Infosys Springboard Lab on Wheels is a mobile classroom in a bus, equipped with a trainer and STEM learning kits.** This initiative helps us take learning to government schools in the remotest parts of the country. In areas where network connectivity proves to be a challenge, we leverage the **Infosys Springboard Raspberry Pi** device to provide content to learners.
- d. **Community inclusion:** In line with our inclusion efforts, our partnership with the Chamarajanagar district administration helped us engage with prison inmates for skilling and making them livelihood-ready. A computer lab has been set up in the prison and government schoolteachers in the vicinity have offered to teach the inmates.

We have reached  
**11.75 million people**  
through our digital skilling  
initiatives