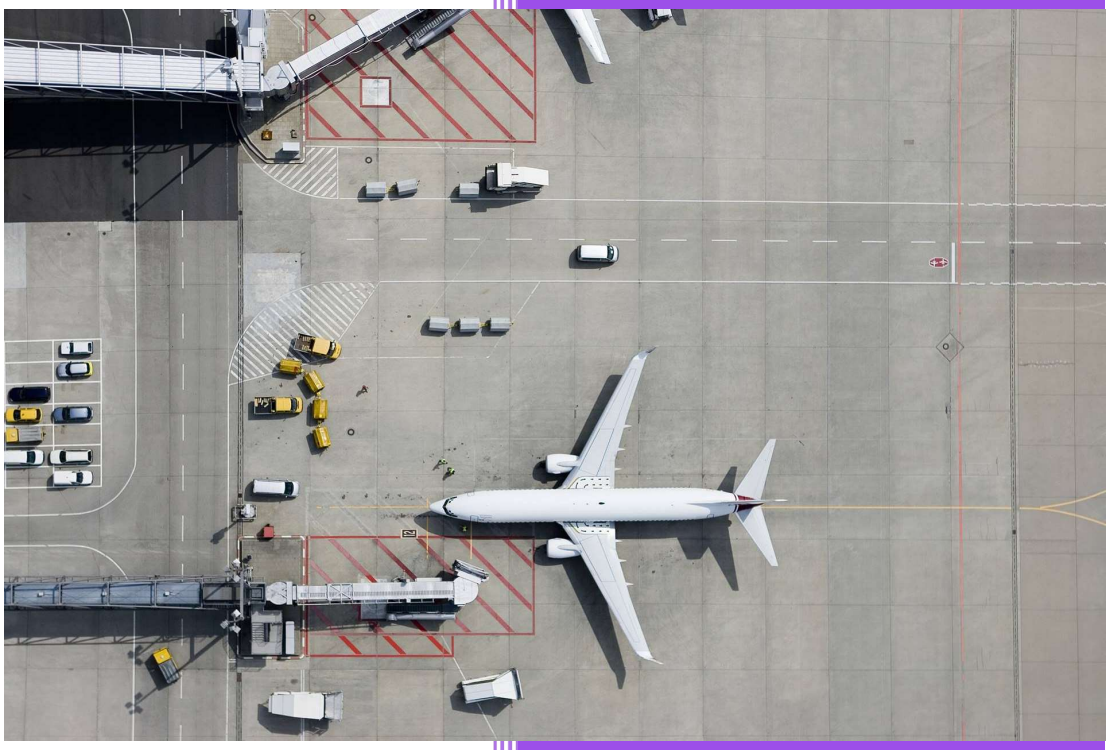
IGOM Portal User Guide



Massimo Cicetti

IATA Ground Operations

3 December 2021

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Abbreviations

AOC	Air Operator Certificate
ICP	IATA Customer Portal
IGOM	IATA Ground Operations Manual
ISAGO	IATA Safety Audit Ground Operations
GHSP	Ground Handling Service Provider
SGHA	Standard Ground Handling Agreement

IGOM Portal User Guide

1 Introduction

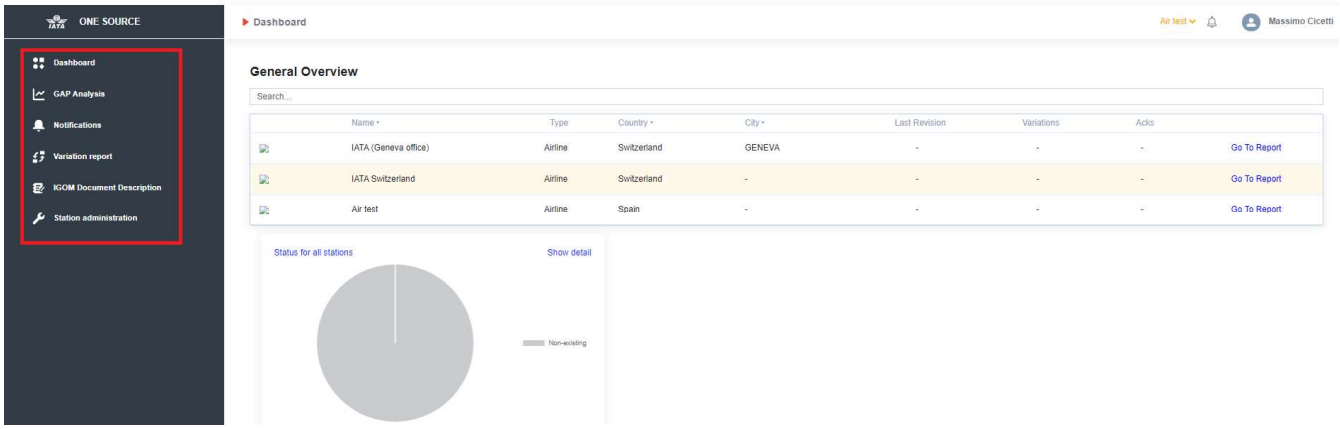
The IGOM Portal is part of the IATA Customer Portal (ICP) which is, in turn, hosted on the Salesforce platform. This user guide includes instructions for people who are already users of the ICP as well as users who are new to the ICP.

The IGOM Portal platform provides account holders a means of digitally performing a gap analysis to compare the IGOM to their own ground operations manual(s). In addition, the IGOM Portal facilitates the communication of any variations from IGOM to other parties, as will be required by the 2023 version of the IATA Standard Ground Handling Agreement (SGHA)

The IGOM Portal platform is divided into the following sections:

- Dashboard page
- GAP analysis
- Notifications
- Variation report
- IGOM document description
- Station administration

All these sections are accessible from the sidebar menu displayed on the left of the page:



2 Registration Process

2.1 Accounts

Airline accounts:
Each airline can have only one account per Air Operator Certificate (AOC).

Ground Handling Service Provider (GHSP) accounts:
GHSPs can have multiple accounts depending on the number of stations in the GHSP's network, but only one account per station.

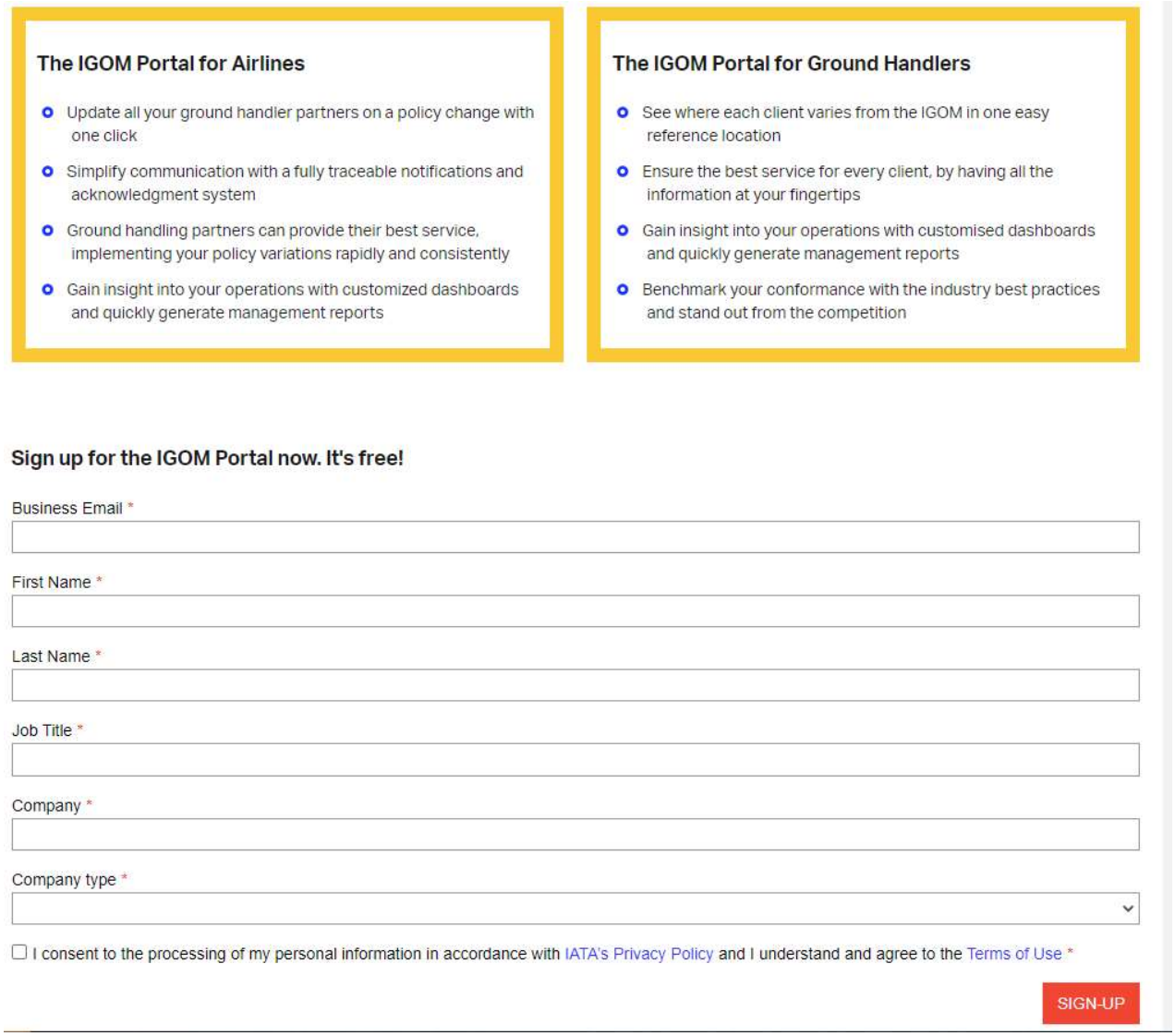
Airlines that also provide ground handling services to third parties as a GHSP will need to create separate accounts:

- As an airline (with one account per AOC)
- As a GHSP (with one account per station)

2.2 Access

Access to the IGOM Portal is granted to airlines and GHSPs through an IATA-administered registration process. To access the IGOM Portal, each company needs to:

- Decide who is going to be the company's main IGOM Portal account administrator
- Have this person complete an initial access request at www.iata.org/igomportal by filling in the fields in the form as shown below.



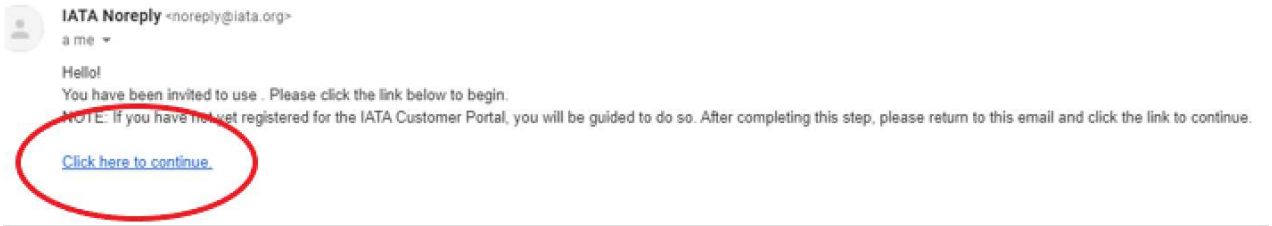
IMPORTANT:
The request to access the IGOM Portal shall be done only by the person designated by the company as their main IGOM Portal account administrator.
Once this person has completed the registration process, they will, by default, have the role of the company's IGOM Portal Account Administrator and Service Administrator.

The role of Service Administrator (see 3.1 Service Administrator "Manage Service" is to manage all further accesses and workflows within the company.

2.3 Registration Steps

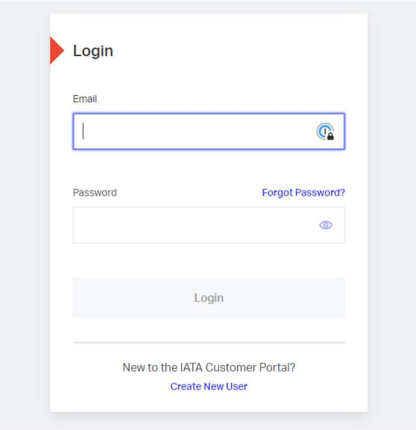
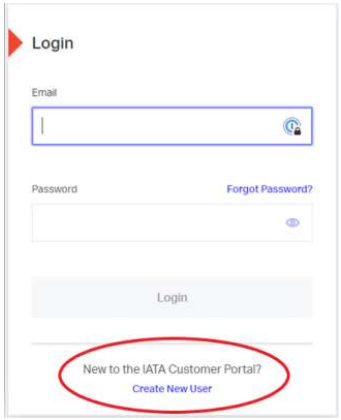
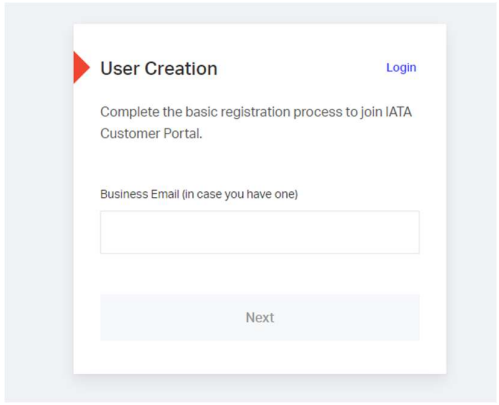
Once the application has been completed, an invitation email will be sent by IATA to complete the necessary steps to access the IGOM Portal.

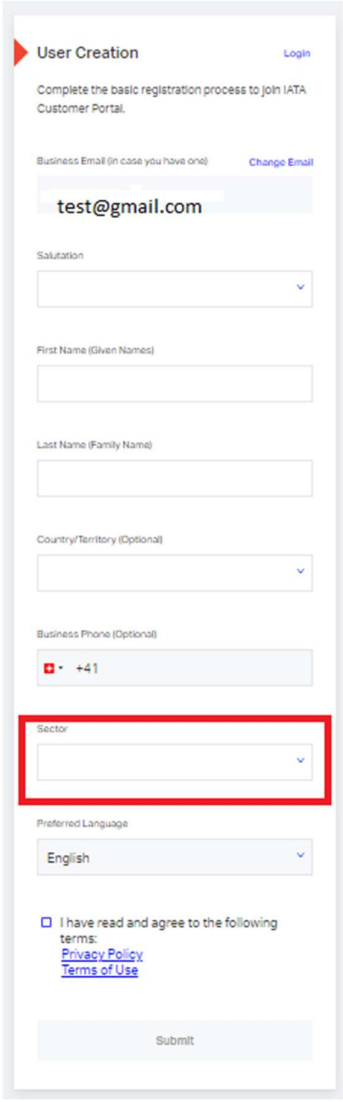
Step 1 – Click on the "Click here to continue" link as indicated in the image below:

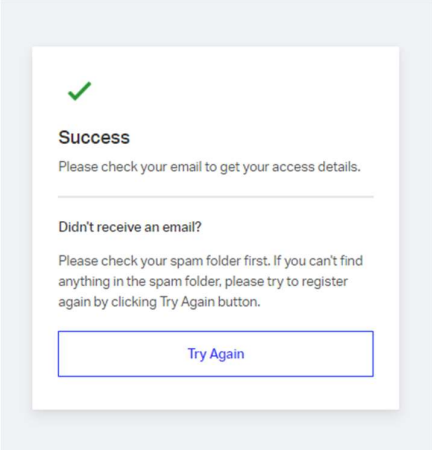
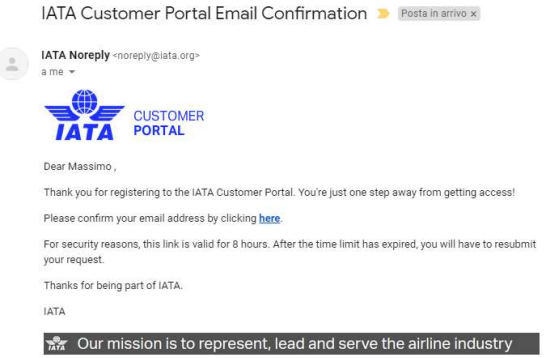


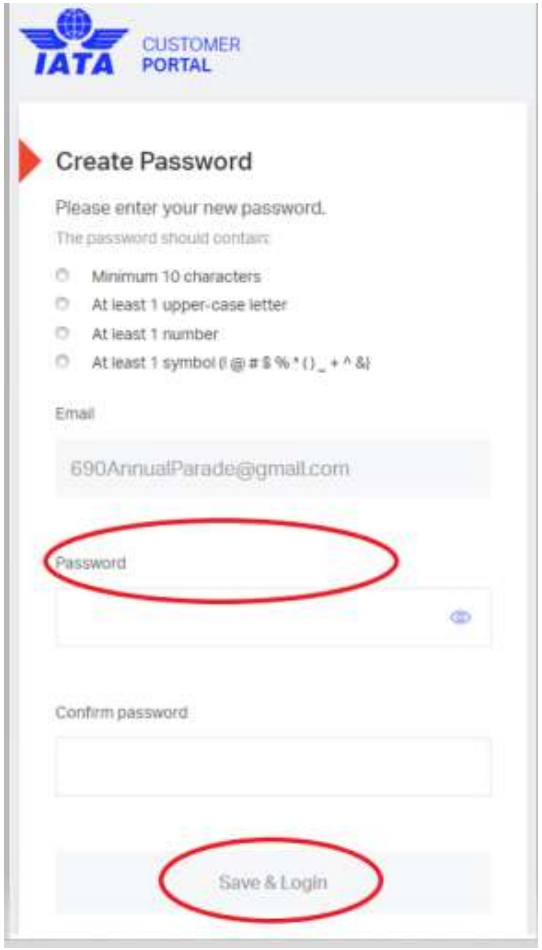
NOTE:

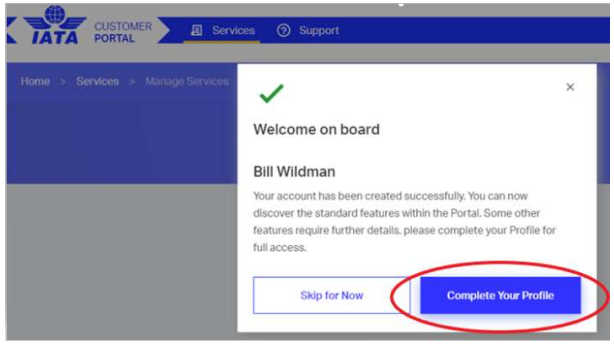
From this point on, the registration steps differ depending on whether the person is already a registered user of the ICP or not.

Already a registered IATA Customer Portal user:	New to the IATA Customer Portal:
Step 2: Login directly with your valid IATA Customer Portal email and password.  **Proceed to Step 10**	Step 2a: Click on the “Create New User” link at the bottom of the page to create your user profile. 
	Step 2b: Enter your email address. 

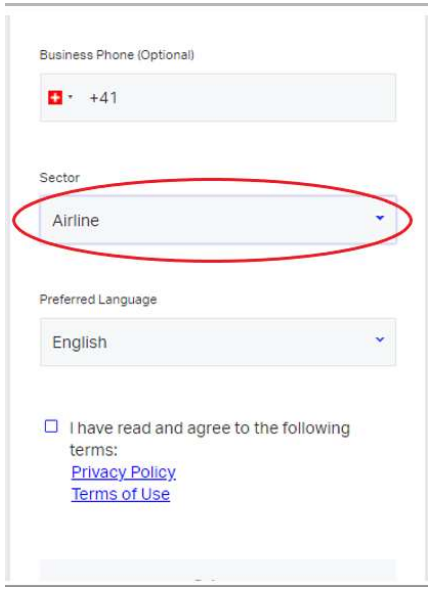
Already a registered IATA Customer Portal user:	New to the IATA Customer Portal:
	Step 3a: Fill in all your personal information. For the box labeled “Sector”, there are two possible options: Airline or Ground Handling Service Provider. 

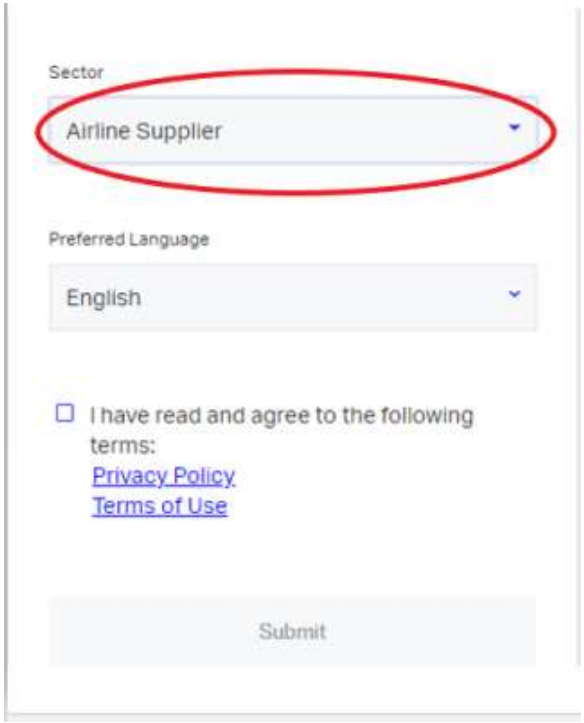
Already a registered IATA Customer Portal user:	New to the IATA Customer Portal:
	Step 3b: After completing the information, a message of confirmation will appear. 
	Step 4a: Check your email for next steps. Confirm email address 

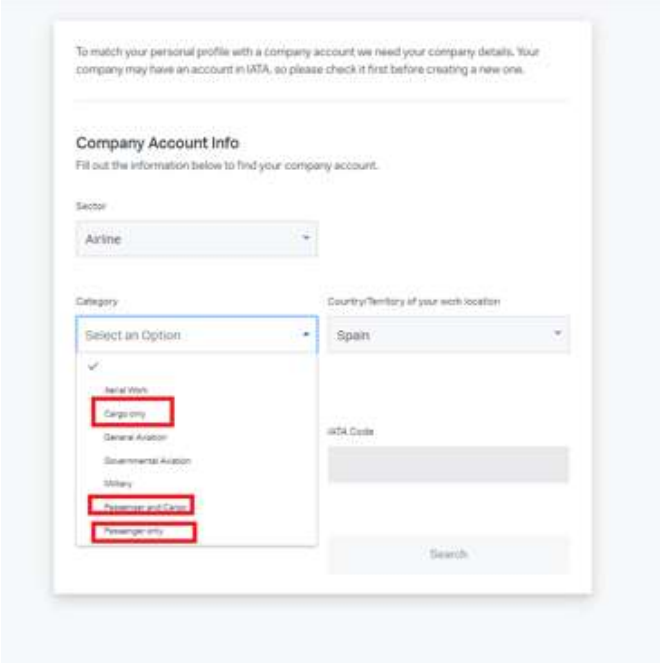
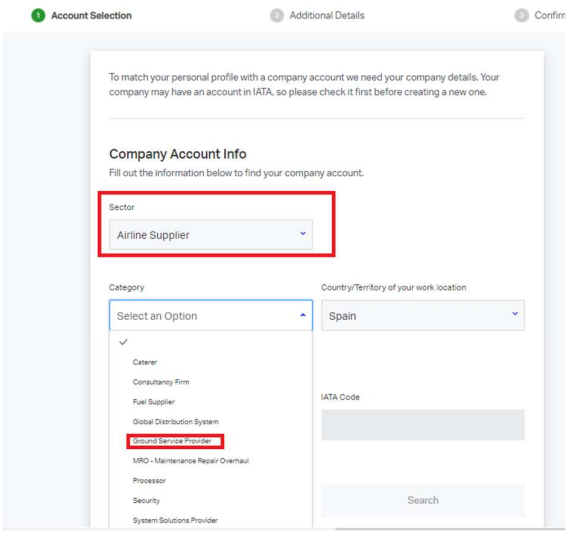
Already a registered IATA Customer Portal user:	New to the IATA Customer Portal:
	Step 4b: Click on the link in the email received and create a password.  Click on Save & Login.

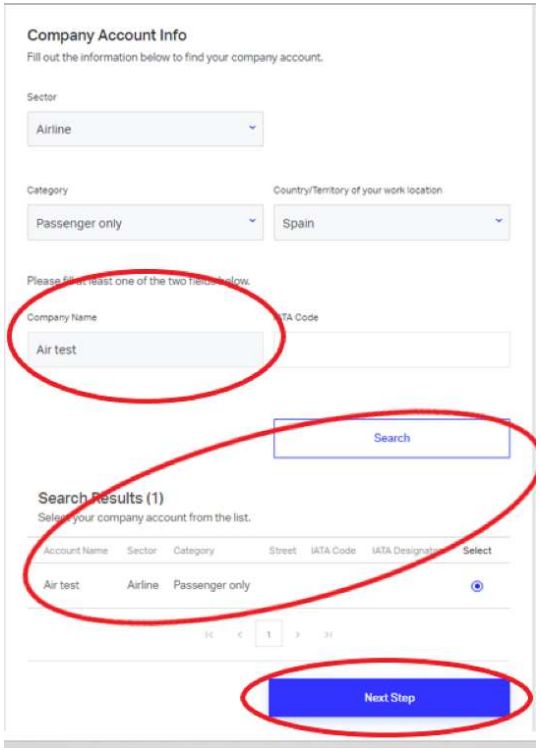
Already a registered IATA Customer Portal user:	New to the IATA Customer Portal:
	Step 5: Complete your profile. 

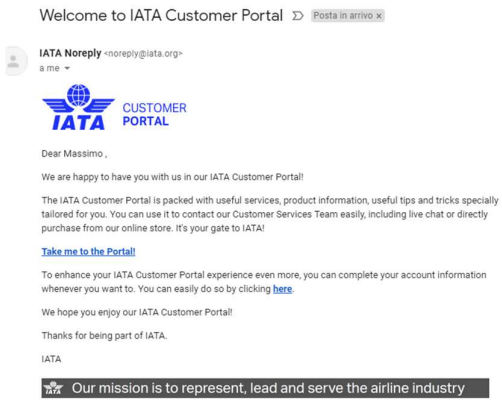
Already a registered IATA Customer Portal user:	New to the IATA Customer Portal:	
	Airline Account:	**Ground Handling Service Provider Account:**
	Step 6a: Choose “Airline” in the dropdown list:	Step 6: Under “Sector” select “Airline Supplier”:





Already a registered IATA Customer Portal user:	New to the IATA Customer Portal:	
	Airline Account:	**Ground Handling Service Provider Account:**
	Step 6b: Then, select the airline type by choosing one of the following three options: 1- Cargo only 2- Passenger only 3- Passenger and Cargo 	Step 6b: Then, select "Ground Handling Service Provider" 

Already a registered IATA Customer Portal user:	New to the IATA Customer Portal:
	Step 7: Search for your company Check if your company already exists in Salesforce by either entering the company name or the IATA airline code (if your company is an airline). If the search displays your company, click on the "Select" button and then "Next Step". If the company is not available, then manually enter your company's name. 

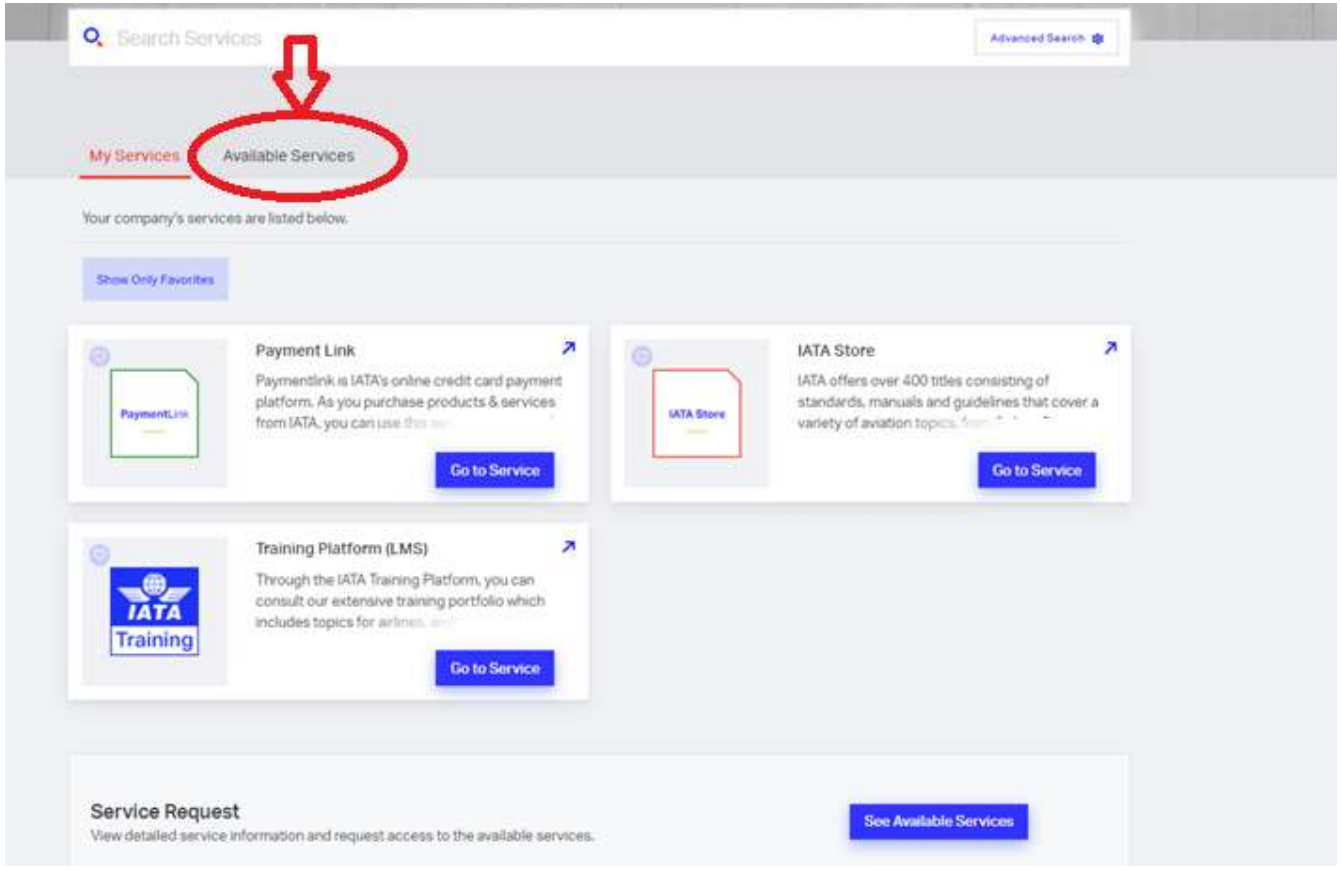
Already a registered IATA Customer Portal user:	New to the IATA Customer Portal:
	Step 8: Finalize your personal information. Once you have completed the information in your personal profile, the registration is active.  Welcome to IATA Customer Portal Posta in arrivo × **IATA Noreply** <noreply@iata.org> a me IATA CUSTOMER PORTAL Dear Massimo , We are happy to have you with us in our IATA Customer Portal! The IATA Customer Portal is packed with useful services, product information, useful tips and tricks specially tailored for you. You can use it to contact our Customer Services Team easily, including live chat or directly purchase from our online store. It's your gate to IATA! Take me to the Portal! To enhance your IATA Customer Portal experience even more, you can complete your account information whenever you want to. You can easily do so by clicking here. We hope you enjoy our IATA Customer Portal! Thanks for being part of IATA. IATA Our mission is to represent, lead and serve the airline industry
	Step 9: Check your email. Click on "Take me to the Portal".

Already a registered IATA Customer Portal user:	New to the IATA Customer Portal:

Step 10: Access IGOM Portal

Now that users new to the IATA Portal have registered, the process is identical for both newly and previously registered users.

You will be directed to this page; click on "Available Services".



After clicking on the "Available Service" tab, the IGOM icon will be displayed. Click on "Service Request" for the IGOM and you will be automatically approved. A final welcome email will be sent to you.

With the registration completed, you will, by default, have the "IGOM Portal Admin" role and the "Service Administrator" role.

2.4 Access Granted

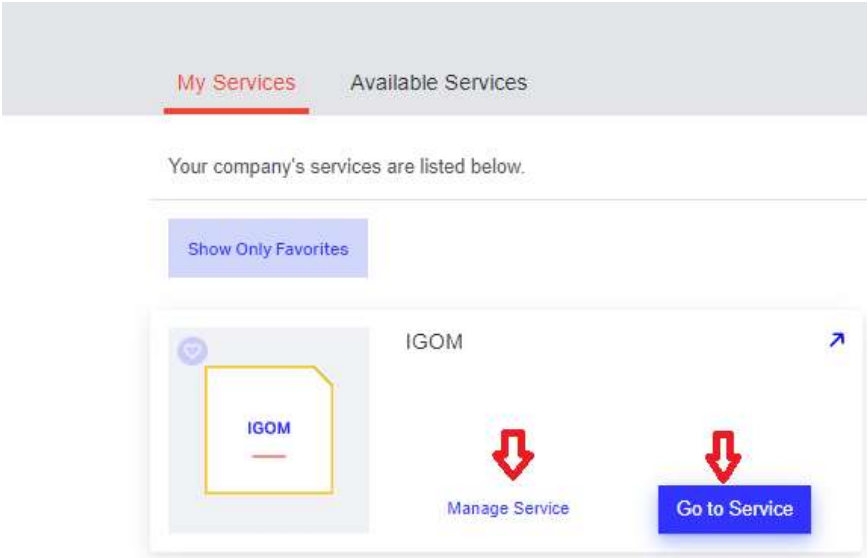
The person of the company who is first given access to the IGOM Portal will have two roles: “IGOM Portal Administration” and “Service Administrator”.

The functionalities of the “IGOM Portal Admin” are described in Table A - Main Functionality per User Role in Section 3.4 Portal User Roles of this guidance.

The functionalities of the “Service Administrator” allow the person to invite any other person in the company to join your company’s IGOM Portal account.

To access the functionalities of the “Service Administrator”, click on the “Manage Service” button. See Section 3.1 Service Administrator “Manage Service”.

To access the IGOM Portal as “IGOM Portal Admin”, click on “Go to Service”.



3. Roles

3.1 Service Administrator "Manage Service"

By clicking on "Manage Service" you will access a page where you will be able to invite people in your company to join your company's account.

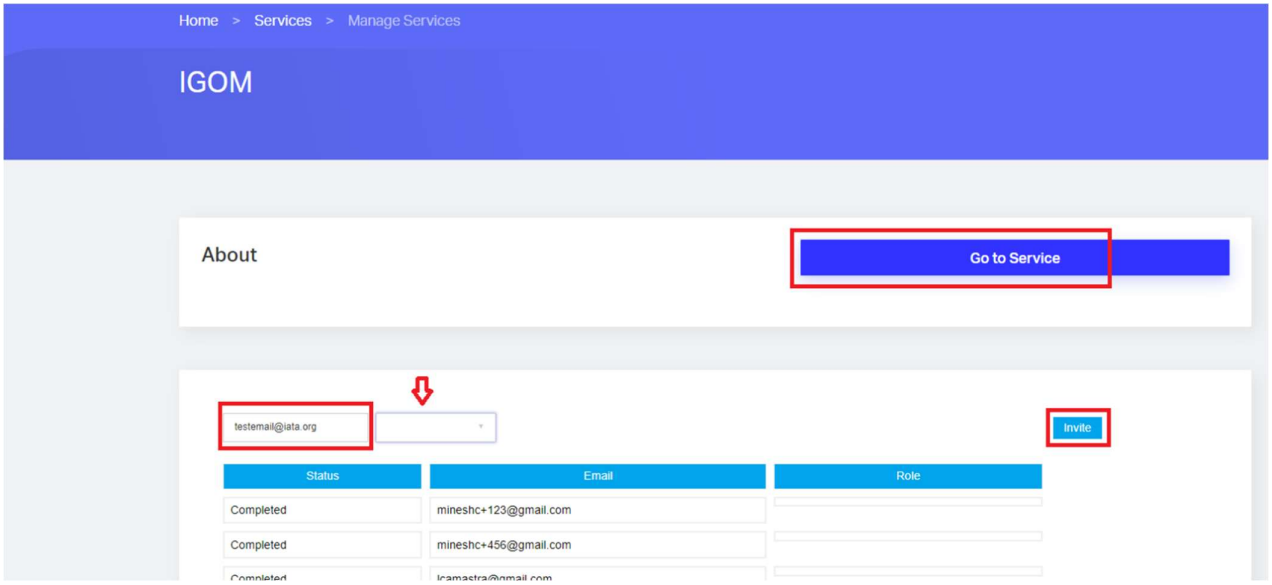
To invite a person to join the account:

1- Enter a valid email address
2- Choose if the person will be a "Service Administrator" or "blank".
3- Click on "Invite"

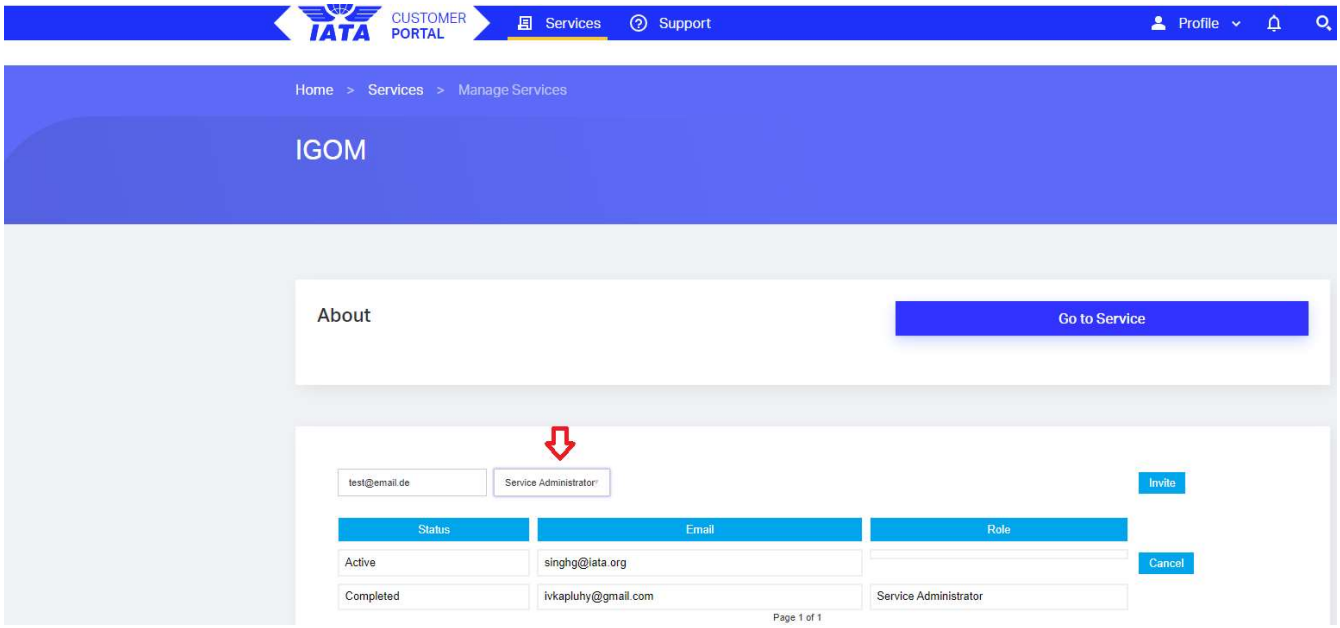
There are two different options you can choose when inviting people: "Service Administrator" or "Blank".

if you invite a person by selecting the "Service Administrator" option, the person will be able to invite other people from your company to the account.

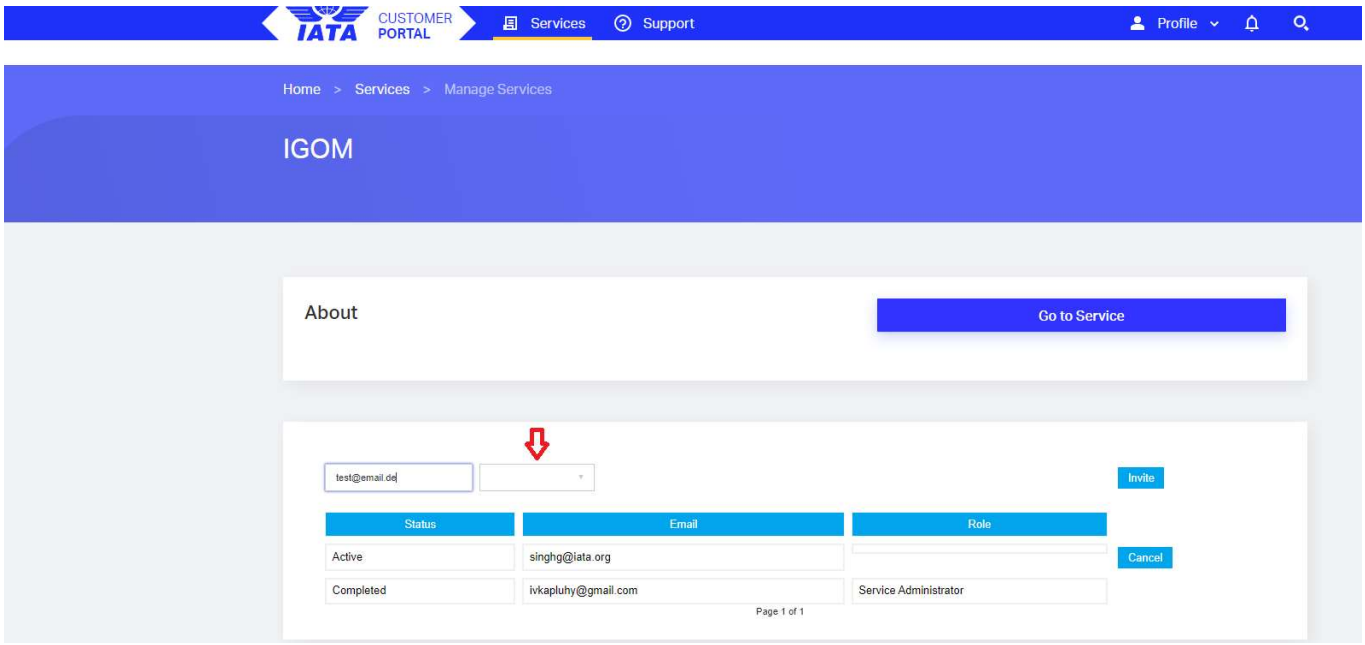
If you invite a person by selecting the "blank" option, the person will not be able to invite any other person to the account, meaning the person will not be enabled as an additional "Service Administrator".



Assign the “Service Administrator” role:



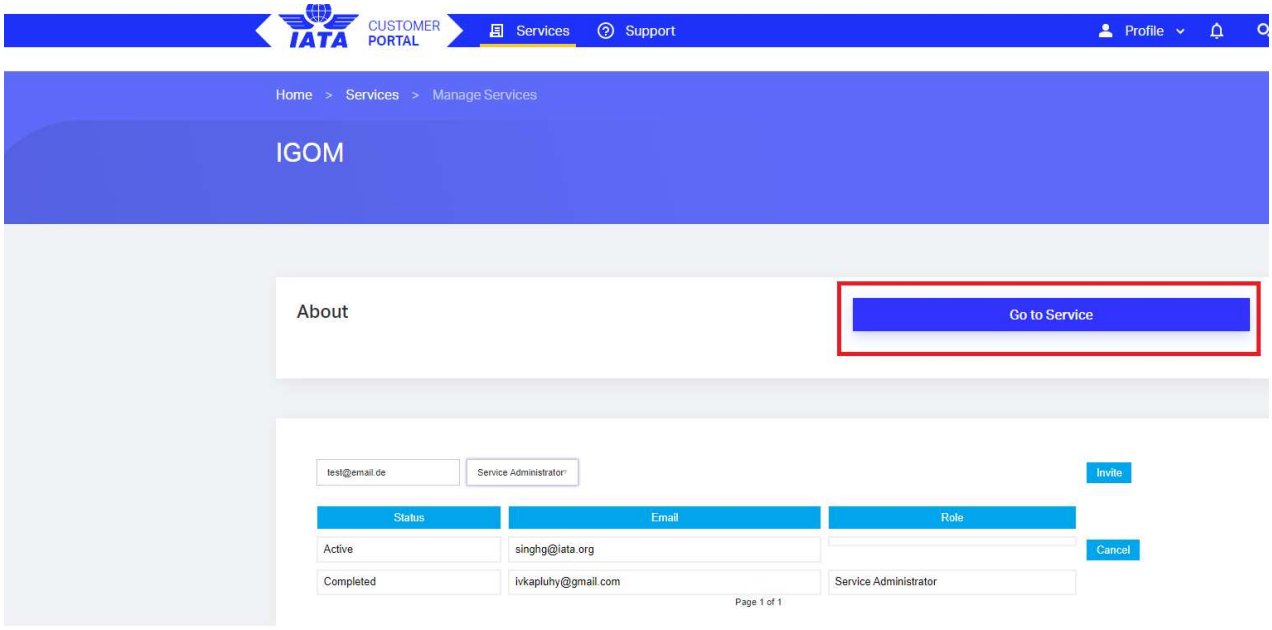
Assign the “blank” role:



Once the invitee has completed his/her profile in the registration process, you will be able to assign him/her a role in the portal. For the “role” assignment, see Section 4.2 Station Management below.

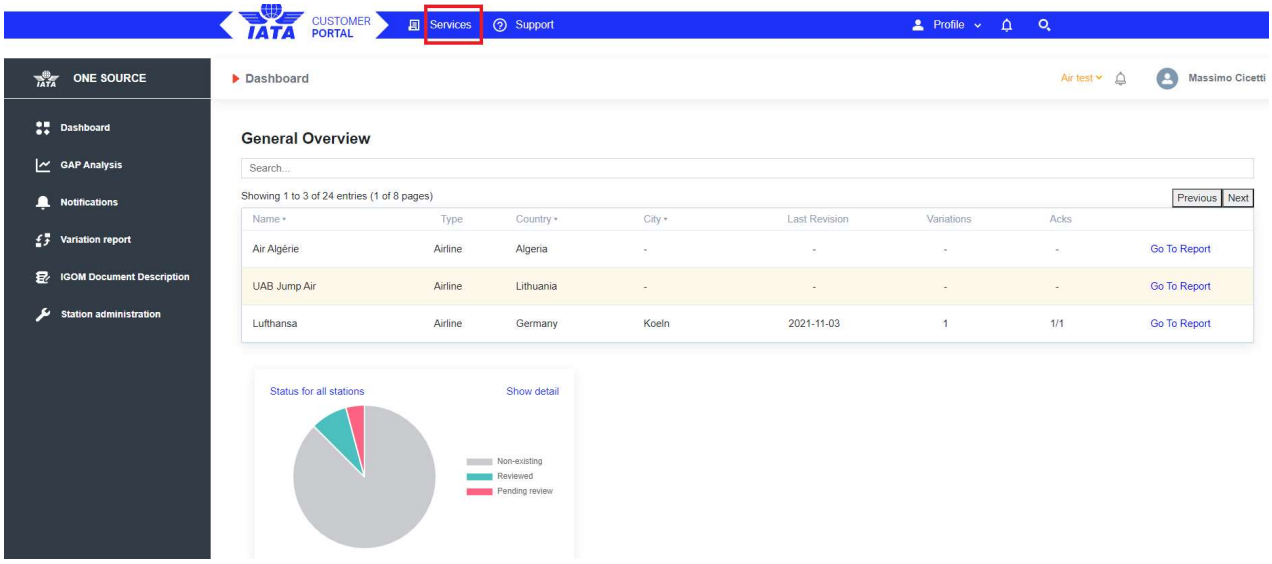
3.2 Accessing the IGOM Portal from the "Service Administration" Page

From the "Service Administration" page, you can access the IGOM Portal by clicking "Go to Service" anytime.

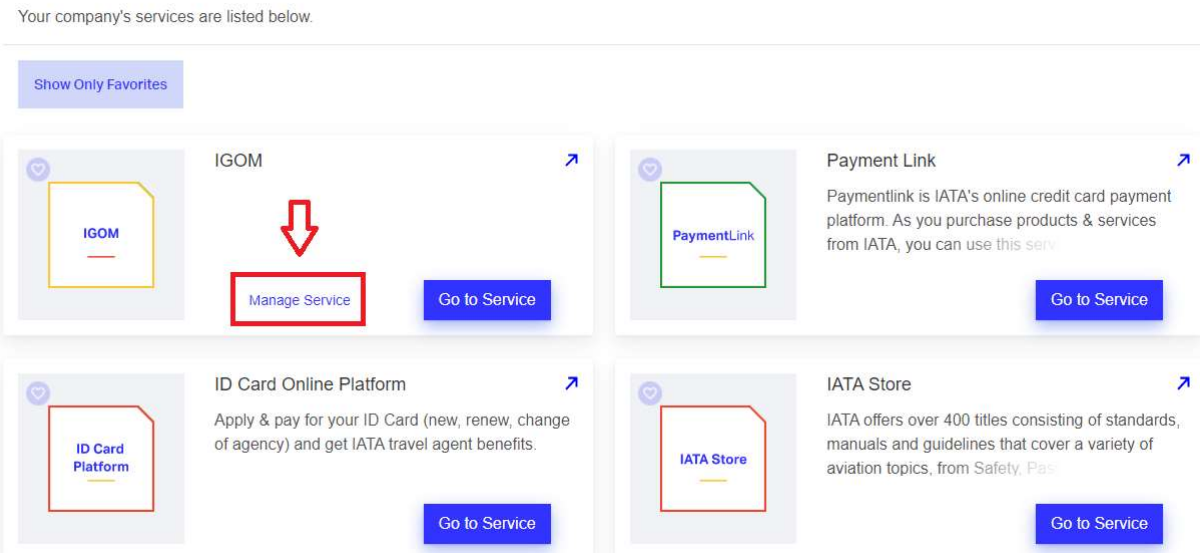


3.3 Accessing the “Service Administration” Page from the IGOM Portal

From the IGOM Portal, you can always access the “Service Administration” page by clicking “Services”.



And then “Manage Service”.



3.4 Portal User Roles

The platform is designed to assign different user profiles that have specific accessibilities and permissions. The roles that a user can have in the IGOM Portal platform are:

- **IGOM Admin**: The company administrator of the account. The IGOM Admin can access all the sections currently enabled in the platform (Dashboard, GAP Analysis, Notifications, Variation Report, IGOM Document Description and Station Administration).
- **Editor**: The Editor is primarily assigned to complete a section or sections of the gap analysis on behalf of the IGOM Admin. The Editor will have access to the Dashboard, GAP Analysis, Variation Report and IGOM Document Description sections.
- **Viewer**: The Viewer is primarily a company employee who has an interest in viewing variation(s) in the accounts of the members of the portal with which the company is sharing information. The Viewer can see the Variation Report and IGOM Document Description sections.
- **Station Acknowledger**: The Acknowledger has access to the same sections as a Viewer, but with the addition of the Notifications section, where they will receive information about the published gap analysis. The Acknowledger is a role primarily designed for GHSP organizations. The role is meant to be the main point of contact of a GSHP Station who oversees handling documentation from customers and distributing it to the personnel.

Table A - Main Functionality per User Role

Sections	Functionalities \ Roles	IGOM Admin	Editor	Station Acknowledger	Viewer
Dashboard	Visualize own station /airline charts	Yes	Yes	Yes	Yes
GAP Analysis	Create / Clone GAP Analysis	Yes	No	No	No
GAP Analysis	Edit Chapters of GAP Analysis	Yes	Yes	No	No
GAP Analysis	Attach GOM Documents	Yes	No	No	No
GAP Analysis	Send notifications	Yes	No	No	No
GAP Analysis	Edit section "Notes" in Gap Analysis	Yes	Yes	No	No
GAP Analysis	Publish a GAP Analysis	Yes	No	No	No
Variation	See Variation description / attachment s	Yes	Yes	Yes	Yes
Variations	Read variations for own station	Yes	Yes	Yes	Yes
IGOM Document	Read the last IGOM	Yes	Yes	Yes	Yes
IGOM Document	List and read older IGOMs	Yes	Yes	No	No
Notifications	Send notifications	Yes	No	No	No
Notifications	Read & acknowledge notifications	Yes	No	Yes	No
Account Administration	Invite other User of the platform to share information	Yes	No	No	No
Account Administration	Assign roles in the account	Yes	No	No	No

4. Station Administration Page

4.1 General

Access to the Station Administration page is only available to people who have been assigned the IGOM Admin role.

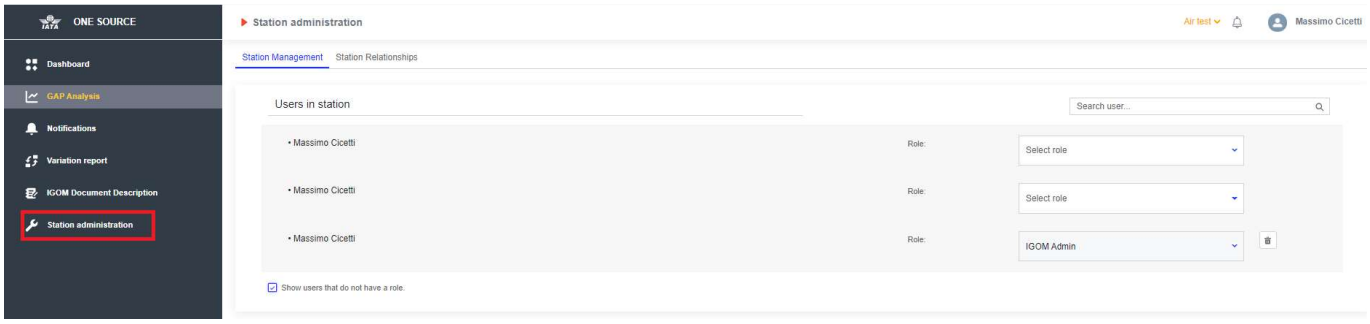
The Station Administration page has two tabs to manage the following:

Station Management: assign roles to people you have invited to join your IGOM Portal account.

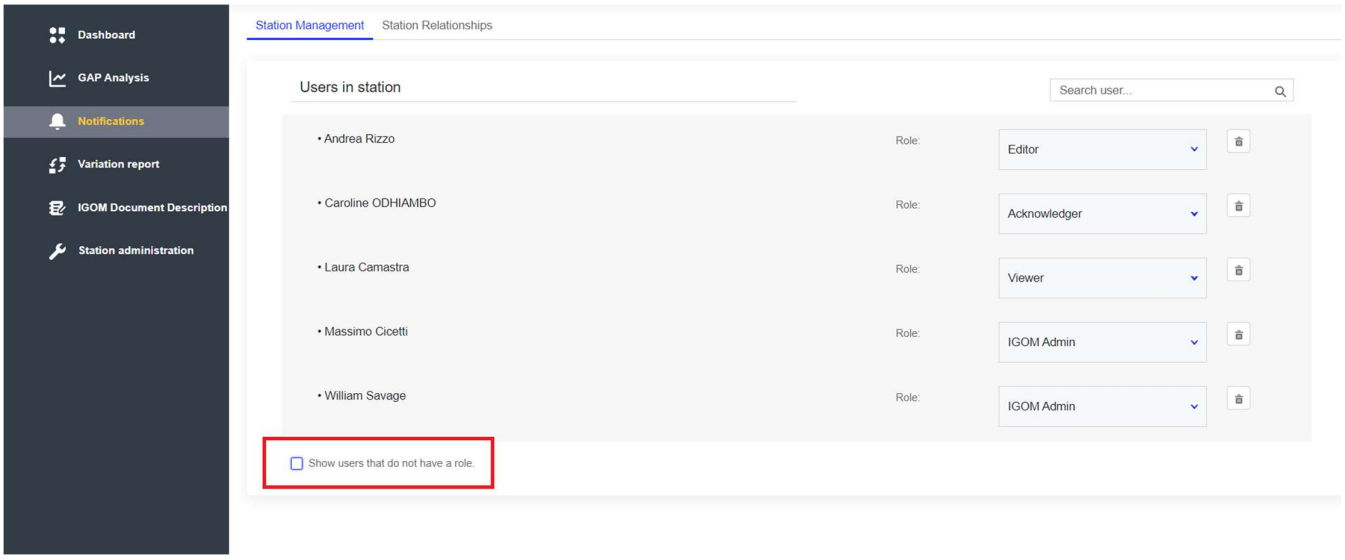
Station Relationships: Create relationships between accounts.

4.2 Station Management

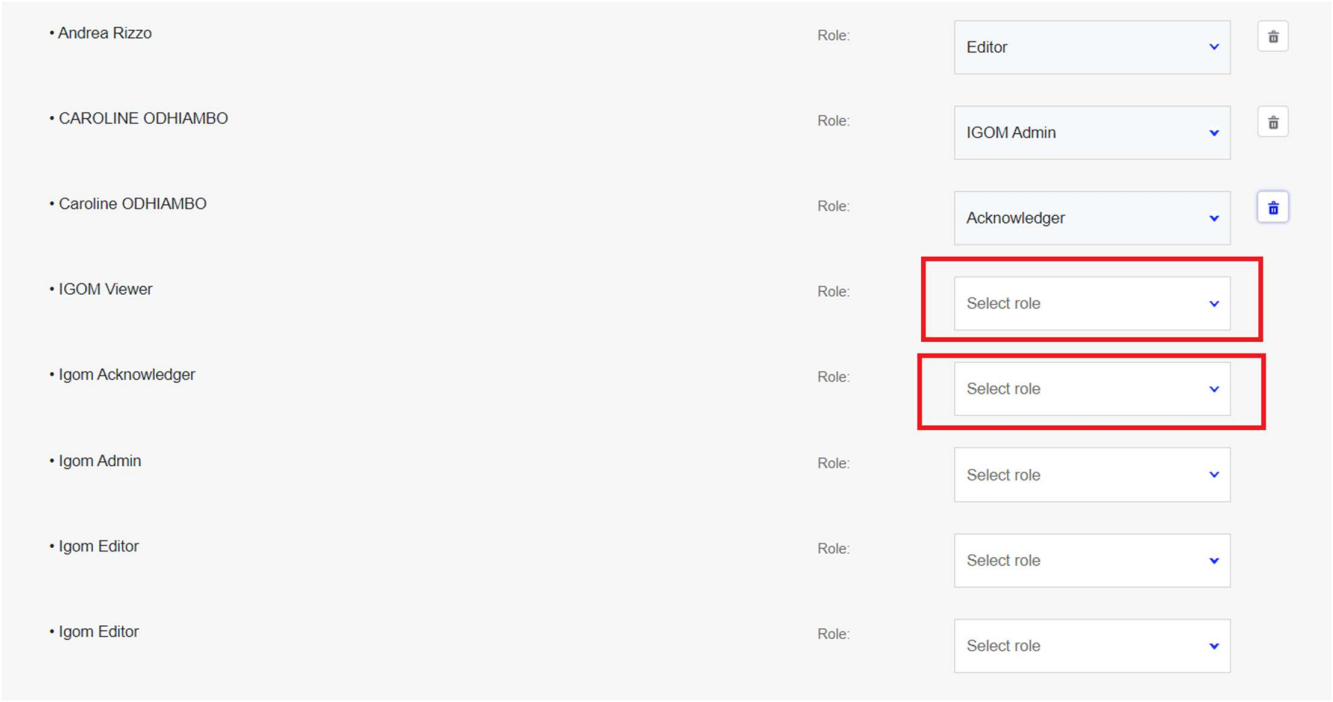
In this tab, the IGOM Admin can assign a role to each person in the account.



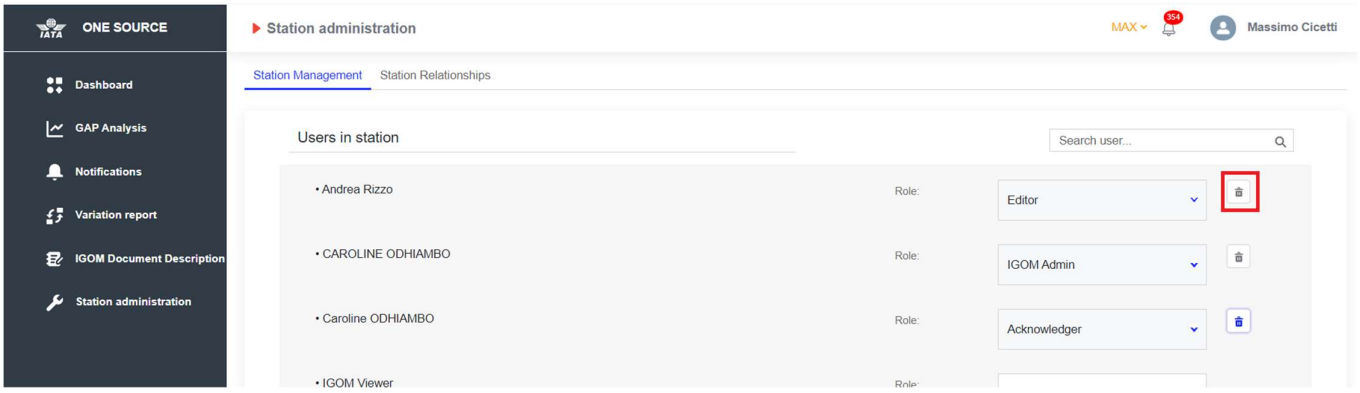
Below the list of users, there is a checkbox “Show users that do not have a role” that will display those users who do not yet have a role.



Example:



Additionally, the IGOM Admin will be able to remove a role from a user by means of clicking on the bin icon (to the right of the role).



At the top of the list, there is a search box to make it easier to find a specific user by typing their name. This option will filter the list by any searched term.

All these options will allow the IGOM Admin to easily manage the roles of users at their station.

4.3 Station Relationships

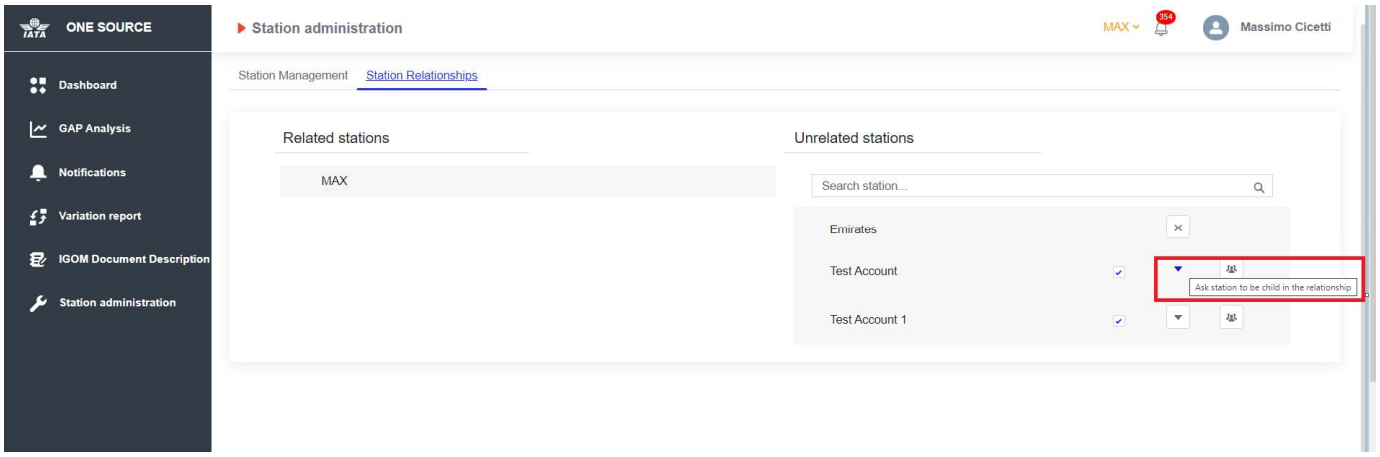
The Station Relationships tab is a workspace where the IGOM Admin can manage relationships between different IGOM Portal accounts.

4.3.1 Create a Hierarchy Group

A hierarchy group creates a "parent/child" relationship. A "parent" can share documentation loaded in the "Document" section to all members of the hierarchy and give any member of the group the opportunity to "reuse" an existing gap analysis published by the parent. To better understand how to use an existing gap analysis, please see Section 5.3 New File from a Previous Version in this user guide.

This option can be used by GHSPs operating in multiple stations to link all the stations under one umbrella. In this case, the headquarters station (parent) will send a request to the outstations to become a "child" in the hierarchy.

This option can also be chosen by airlines to either link different AOCs of the same group under one umbrella or to link the airline to its own ground handler (e.g., airlines also having a ground handling department).

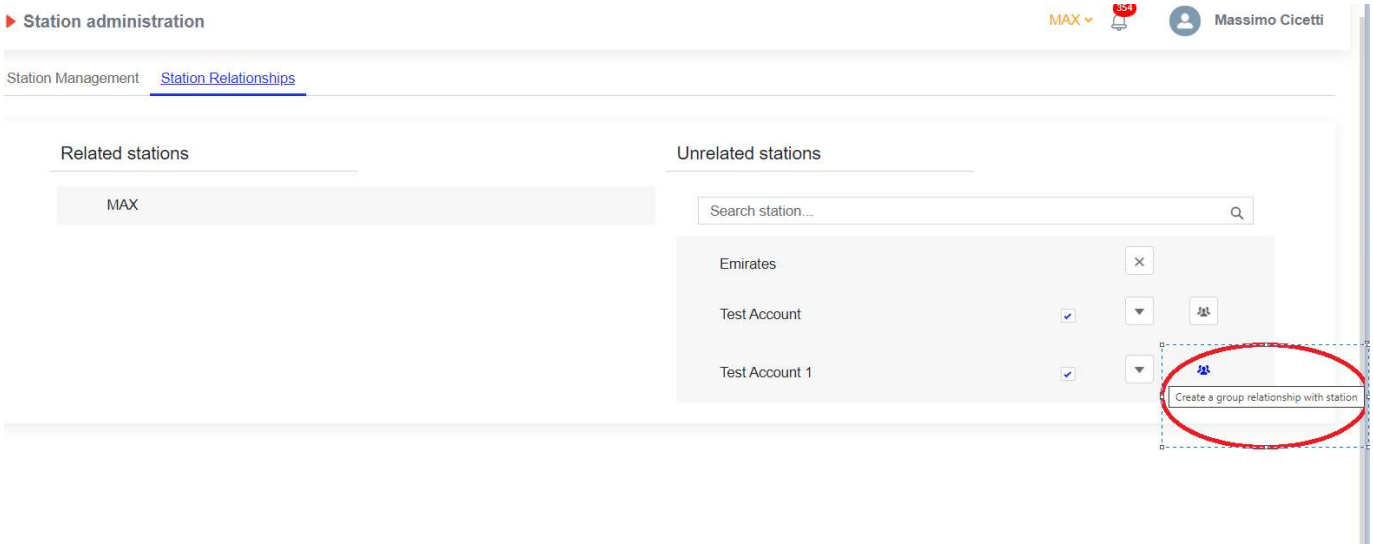


4.3.2 Create a Group Relationship with Another Account

This option is used to create a relationship between an airline and a GHSP to make it possible to share information between the accounts in the relationship. To initiate this option, a relationship request is sent to the other account, which can either accept or reject the request.

There is a check to control whether notifications are allowed in the relationship or not. The account requesting the relationship must include the request for notifications to be allowed in the request, and the other account either accepts or rejects the notifications request.

Relationships allow accounts to share their gap analysis for review/use instead of each account having to fully complete their own gap analysis


Station administration
MAX
354
Massimo Cicetti
Station Management
Station Relationships
Related stations
MAX
Unrelated stations
Search station...
Emirates
Test Account
Test Account 1
Create a group relationship with station

5. Gap Analysis

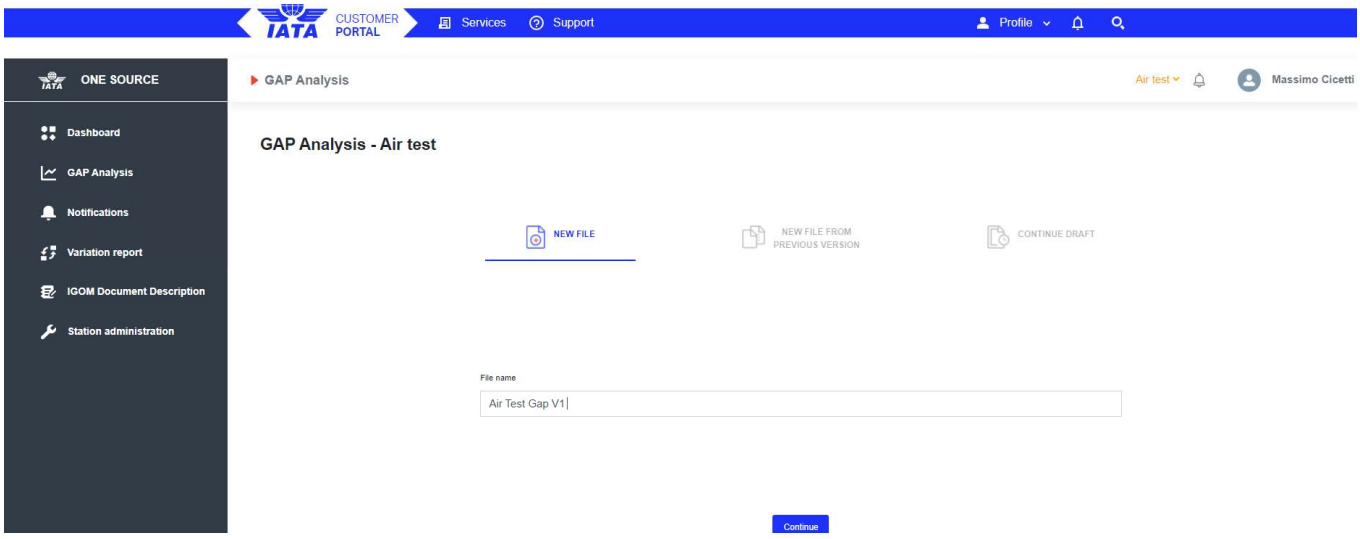
5.1 Introduction

It is important to note that a gap analysis shows conformity (or not) at a documentational level; it does not indicate actual implementation or conformity.

The GAP Analysis section is the core of the IGOM portal. It allows the company to benchmark its own procedures against those of IGOM, indicating areas of conformance, variations and what is out-of-scope in the company's documentation in comparison to IGOM. To better understand IGOM implementation, it is recommended to view the IGOM Implementation video.

5.2 New File

The "New File" wizard enables the IGOM Admin to create the first company gap analysis. When accessing the wizard, the items found in IGOM will be visible.



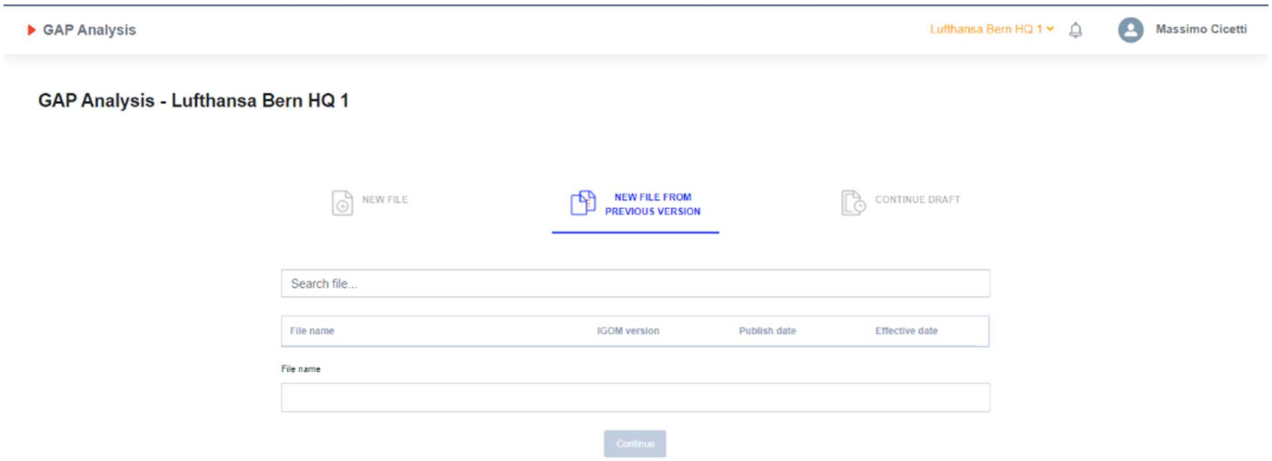
5.3 New File from a Previous Version

Once a hierarchy group has been established between accounts, it is possible to pick an existing gap analysis published by another account and to adapt it to the specifics applicable to your own account. This option is meant to support GHSPs having multiple accounts (multiple stations) or groups of airlines sharing the same documentation.

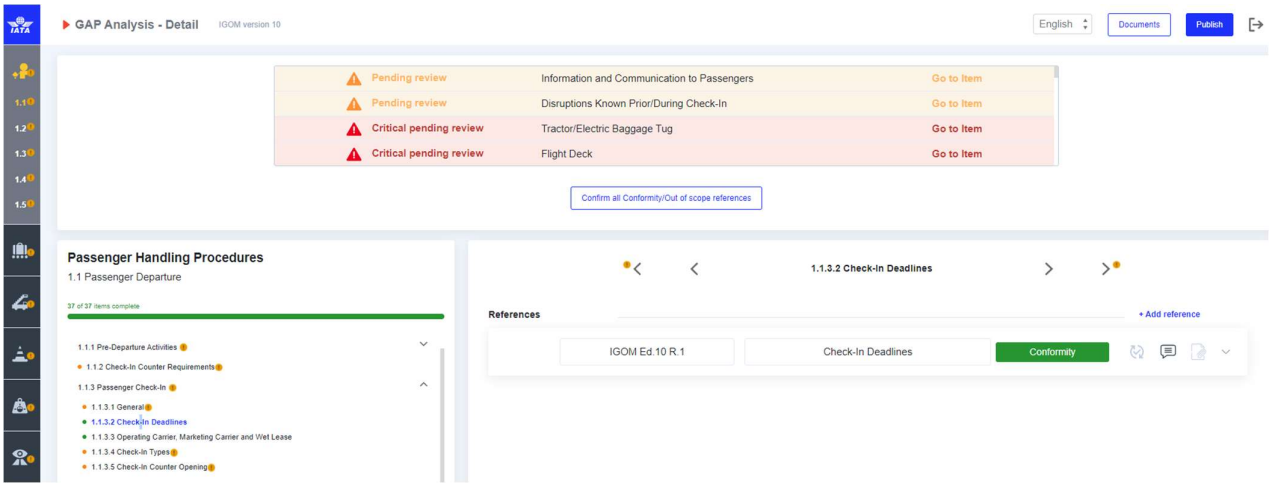
For more information, please see Section 4. Station Administration Page of this user guide.

Typically, a generic version of the gap analysis is created at the headquarters or "parent" level by the IGOM Admin. It can then be loaded and renamed for the specific "child" account and adjusted with other information in line with the applicable account specifics.

When accessing an already published gap analysis, it will display with all the references already filled in. Any IGOM items that have been updated with the latest IGOM version will be highlighted for easier comparison by the Editor.



The Editor will be able to modify any of the columns for all the gap analyses of that account.



5.4 Continuing a Draft Version of the Gap Analysis

Once a gap analysis is started, all information is automatically saved in the IGOM Portal. When accessing the wizard, the automatically saved “draft” gap analysis will be available so the Editor or IGOM Admin can continue to fill in the remaining information and/or modify data already in the gap analysis.

GAP Analysis - Lufthansa Bern HQ 1

NEW FILE | NEW FILE FROM PREVIOUS VERSION | CONTINUE DRAFT

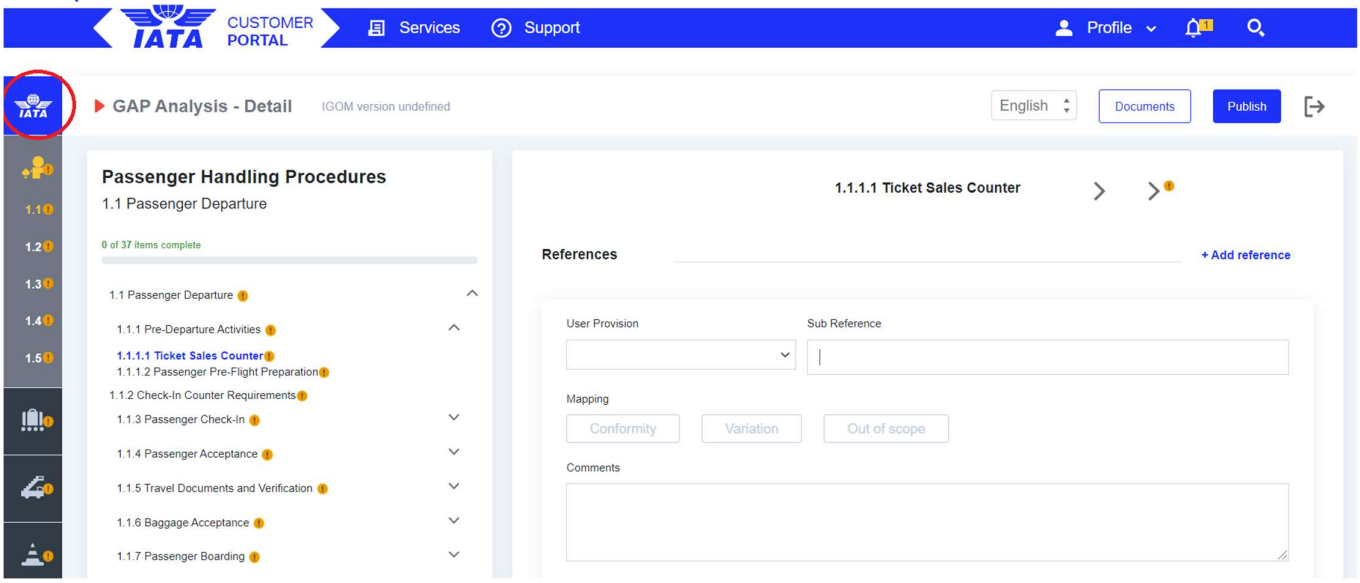
File Name	Completion	
GAP Analysis Draft	0.71% complete	Discard draft
GAP Analysis Draft	0% complete	Discard draft
GAP Analysis Draft	0% complete	Discard draft
GAP Analysis Draft	0% complete	Discard draft
GAP Analysis Draft	0% complete	Discard draft

Continue

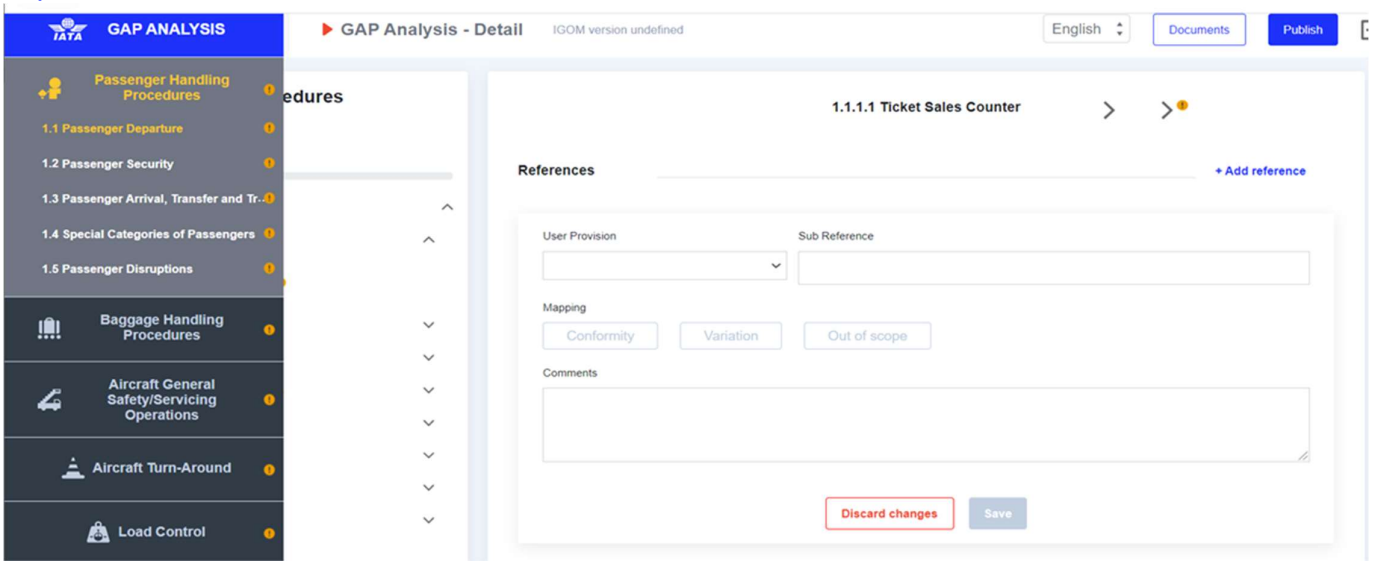
5.5 Main Display

The gap analysis wizard is divided into multiple sections. There is a sidebar menu on the left where the IGOM chapters and subchapters are displayed. This menu can be collapsed or expanded by clicking the IATA logo at the top of the sidebar.

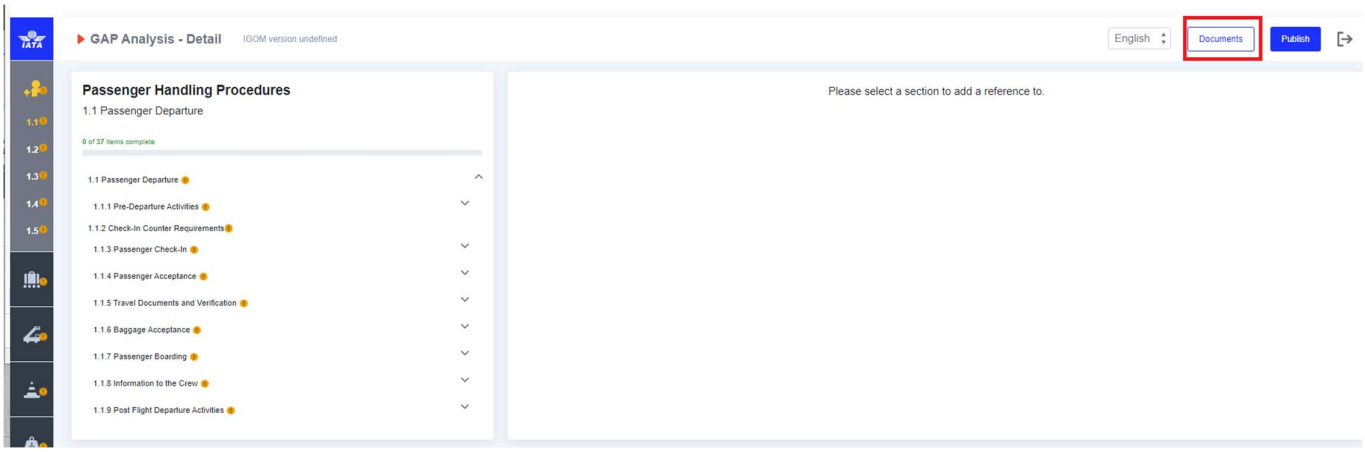
Collapsed View:



Expanded View:



To be able to start filling in the gap analysis, the “Document” section first needs to be populated.

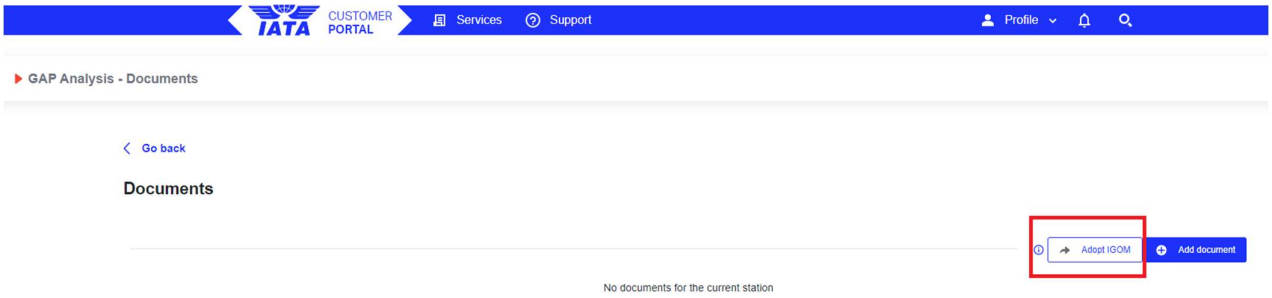


5.6. Documents

To populate the “Document” section, there are two options: “Adopt IGOM” or “Add document”.

5.6.1 Adopt IGOM

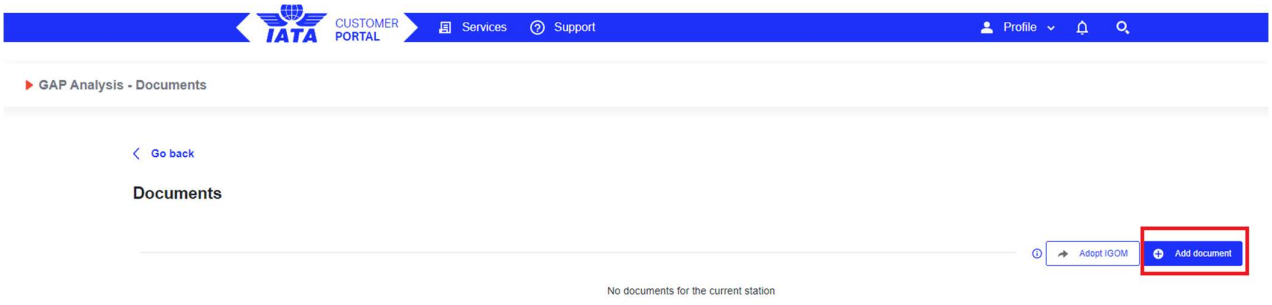
The “Adopt IGOM” button is available only when the gap analysis is empty. If a company chooses to adopt IGOM in its entirety, then, by clicking the “Adopt IGOM” button, all the information in the gap analysis will automatically turn to “green”. This indicates conformity with the reference and sub-reference as it is published in IGOM. Nevertheless, if a user still has a variation(s), it is possible to add other document references by using the “Add document” function.



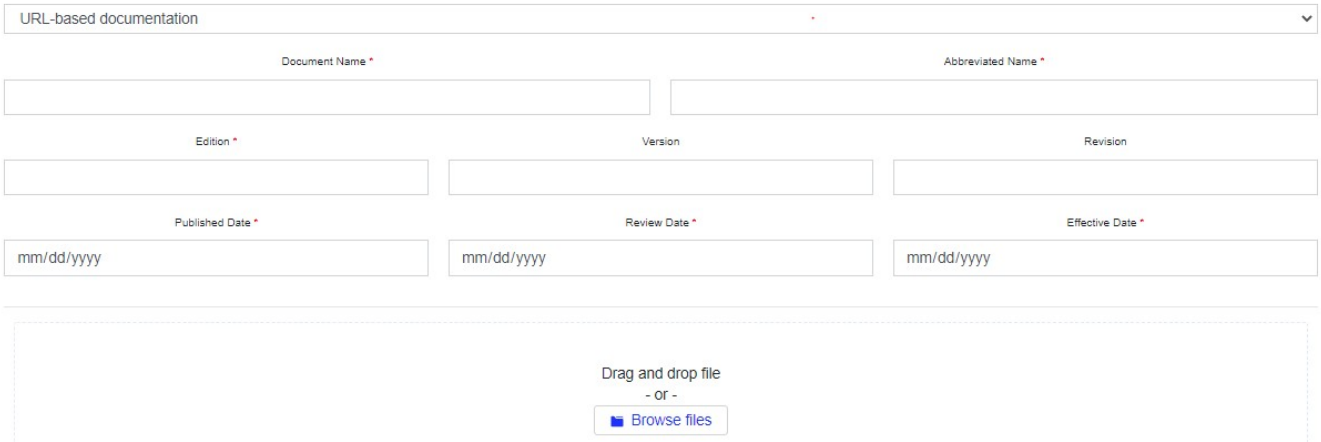
5.6.2 Add Document

Clicking on the “Add document” button will automatically add a new document to the list. All documents inserted in this tab will be available in the dropdown menu “User Provision”.

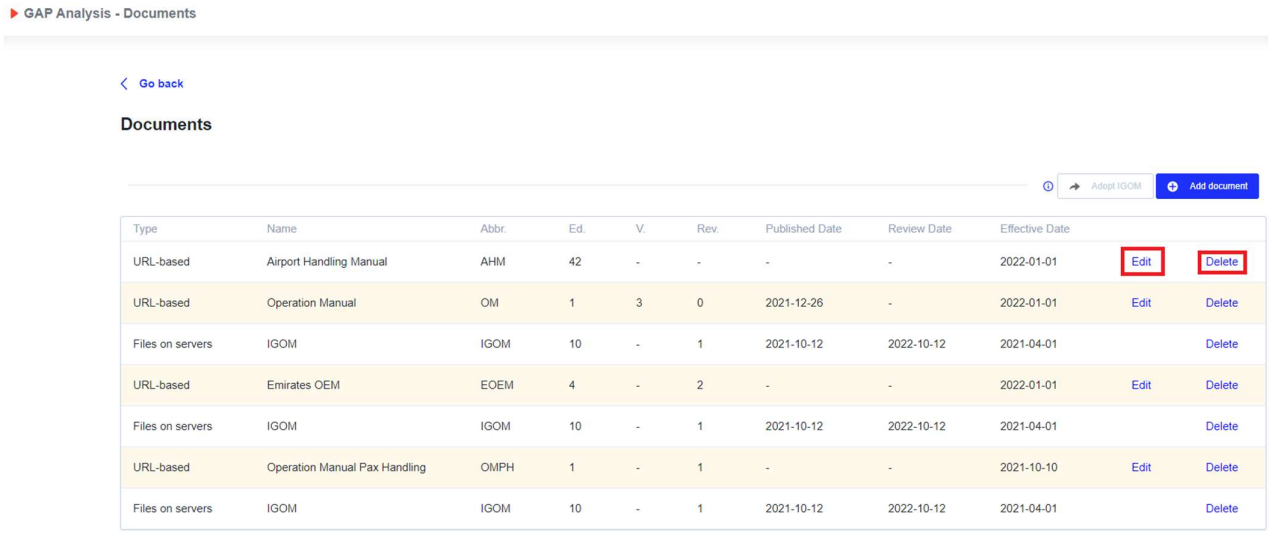
If the company wishes to benchmark (gap analysis) their documentation with IGOM, the “Add document” function shall be used.



For each document added, the user (typically the IGOM Admin or Editor) shall fill in the mandatory information.



If the user wants to edit or delete an existing document, the function “edit” or “delete” can be used.

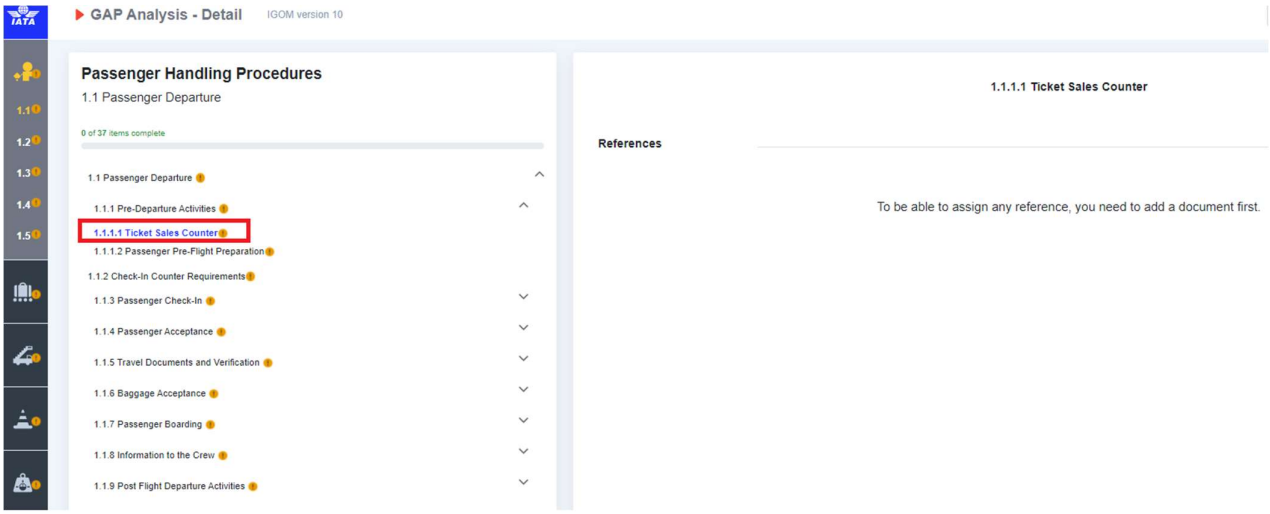


For those organizations that have set up a hierarchy group, all documents uploaded in the IGOM Portal in an individual account will be visible to all members of the group. For more information, please see Section 4.2 Station Management

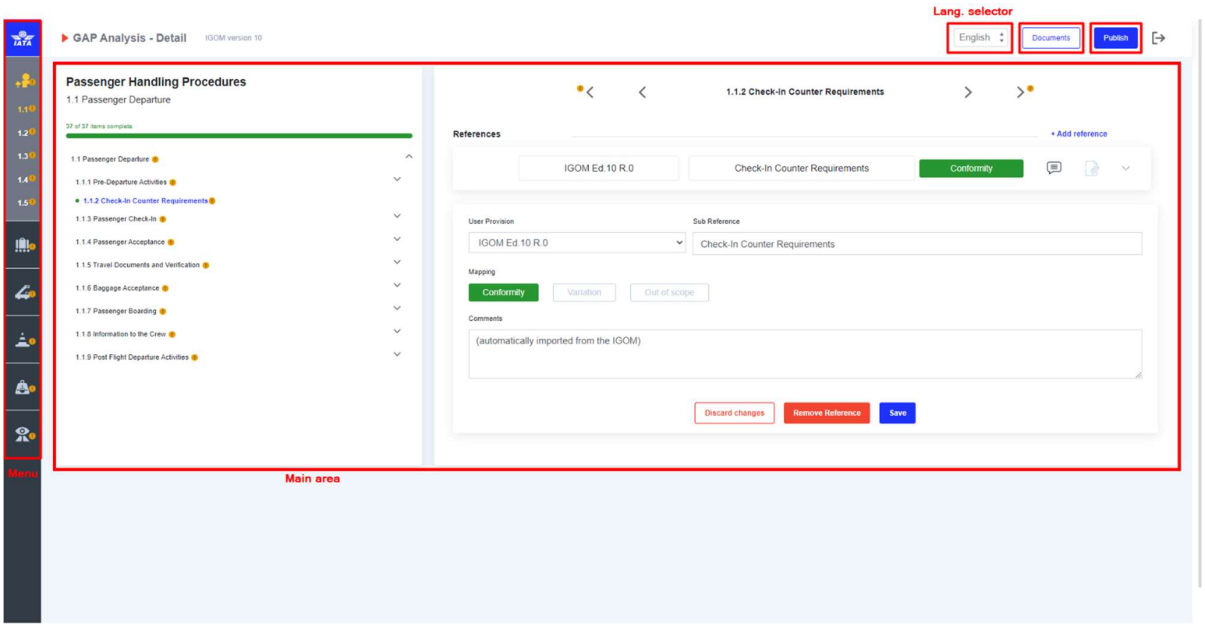
5.7 Gap Analysis Display

Chapter 1 of IGOM “Passenger Handling Procedures” is displayed by default. All subchapters are displayed in the main area. These subchapter(s) contain a navigation menu for the items of the selected subchapter. A progress bar indicates how many items per section have been assessed as “Conformity”, “Variation” or “Out of scope”.

Fillable fields are only provided for the subchapters of IGOM that contain a procedure. For example, in the screenshot shown below, the “collapsed view” shows that section 1.1.1.1 is fillable while its parent sections 1.1.1 and 1.1 are not.



When more than one language of IGOM is uploaded by IATA, a language selector will appear in the top right corner of the screen.



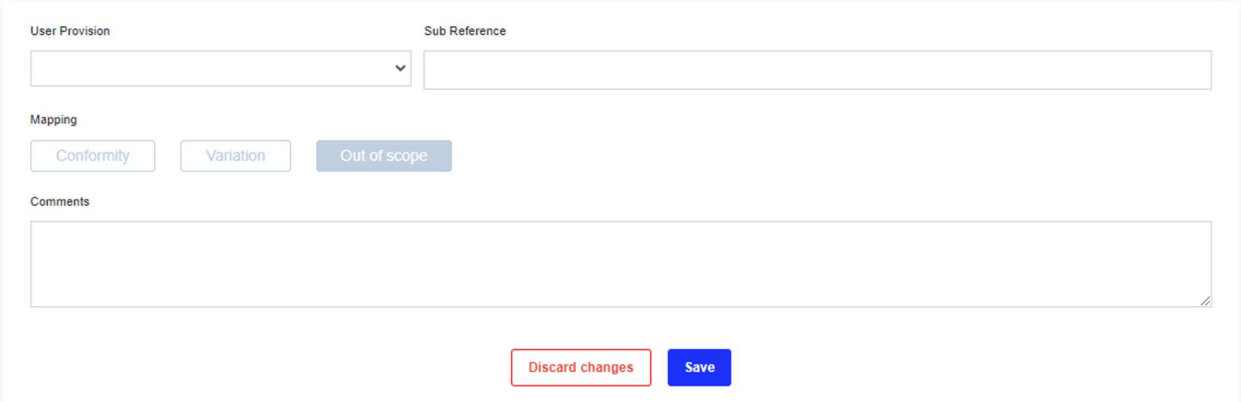
All the documents necessary for referencing in the gap analysis first need to be uploaded in the documents section. See Section 5.6.2 Add Document.

Lastly, once the gap analysis is completed and ready to be published, click on the “Publish” button in the top right corner of the screen. For more information on the Publish function, see Section

5.11 Publish GAP Analysis

5.8 References

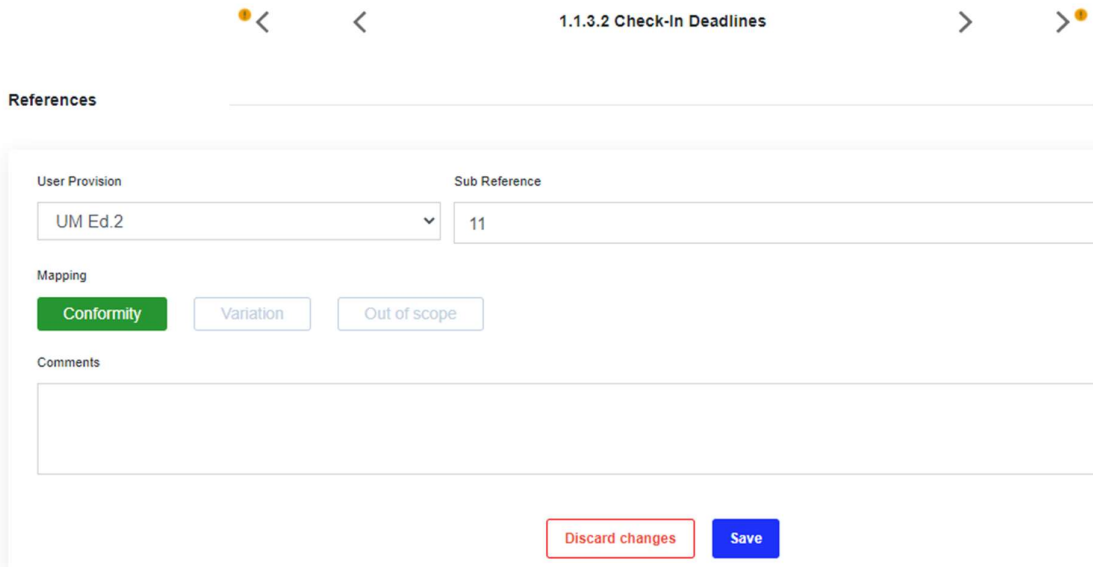
This is where you compare your reference documentation to IGOM.



Under "User Provision", there is a drop-down menu that displays a list of all the documents previously loaded into the Document section.

"Sub Reference" is the part (typically a numbered section) of the manual or document to be referenced.

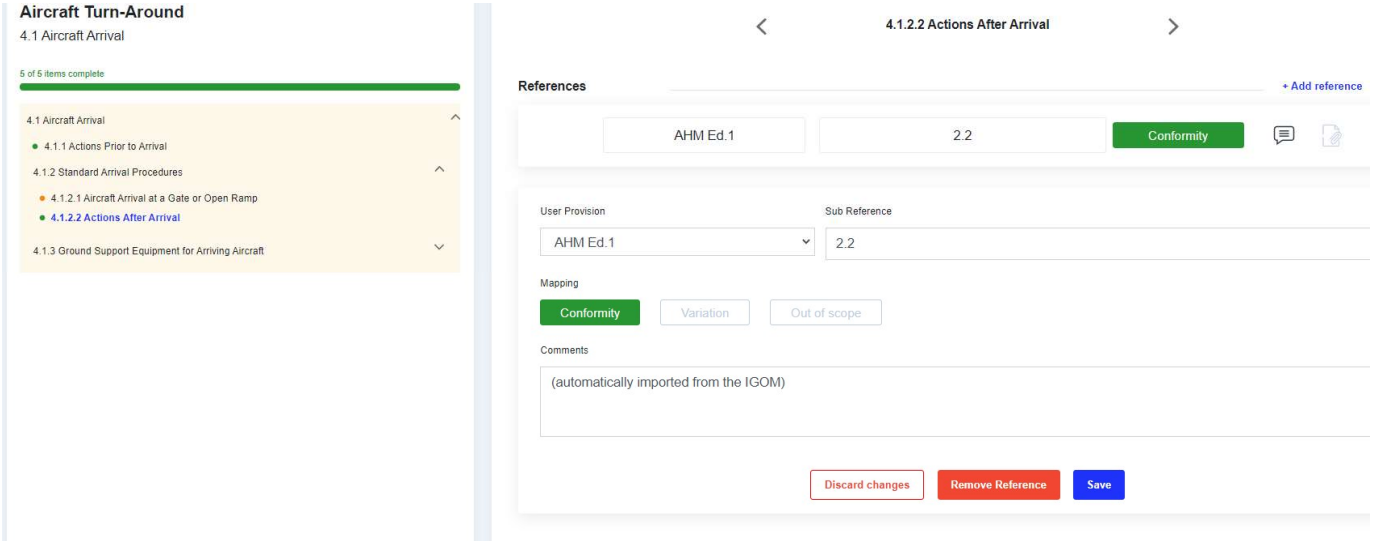
If an IGOM procedure is covered in different parts of the company's documentation (e.g., in two different sections of the same manual or even in different manual(s), the function "Add reference" can be used. This allows the company to add as many references to their documentation as are needed to fully address the IGOM procedure.


1.1.3.2 Check-In Deadlines
References
+ Add reference
User Provision
UM Ed.2
Sub Reference
11
Mapping
Conformity
Variation
Out of scope
Comments
Discard changes
Save

Second reference inserted:

5.9 Assess Conformity

If the reference is marked as “Conformity”, the user needs to indicate this in both the “User Provision” as well as the “Sub Reference” to be able to save.



5.9 Out of Scope

If the reference is marked as “Out of scope“, it is possible to save without the need for a reference to company documentation.

5.10 Variations

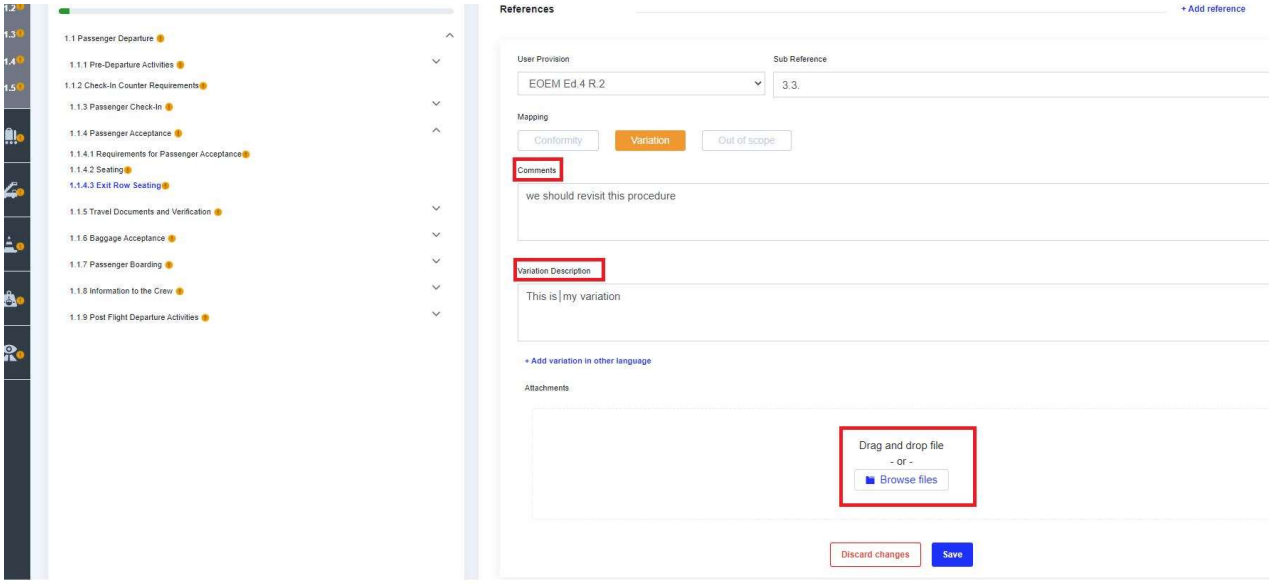
5.10.1 General

If the reference is marked as “Variation“, the “User Provision”, “Sub Reference” and “Variation Description” fields are mandatory. The text inserted in the “Variation Description“ will be displayed in the variation report. There is also the opportunity to “Attach” supporting documents that can be subsequently downloaded.

Note:

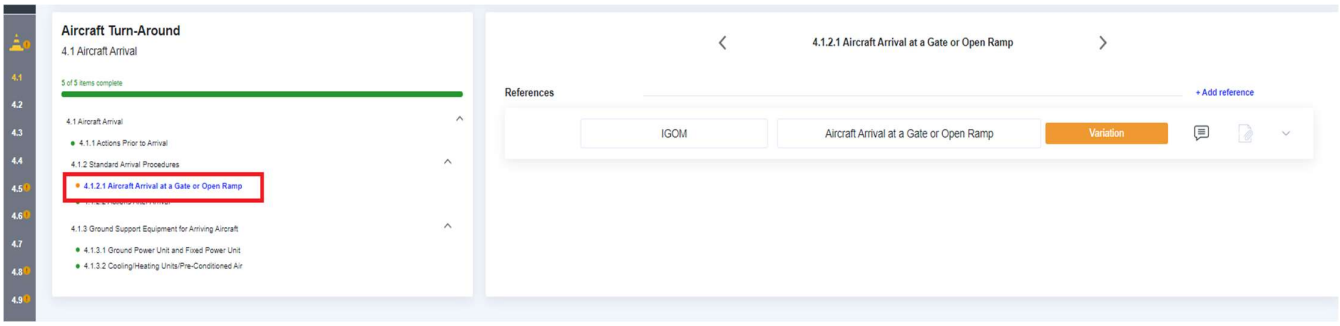
A “Variation Description” will be visible to all end users.

A “Comment” is for notes for internal use only (the account’s IGOM Admin and Editor).



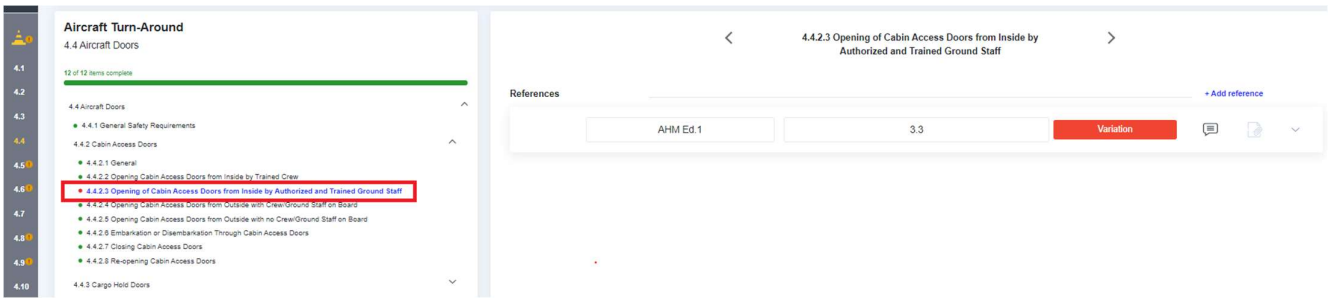
5.10.2 Variations from IGOM Non-safety Critical Procedures

Variations from IGOM's non-safety critical procedures will be automatically highlighted in amber.



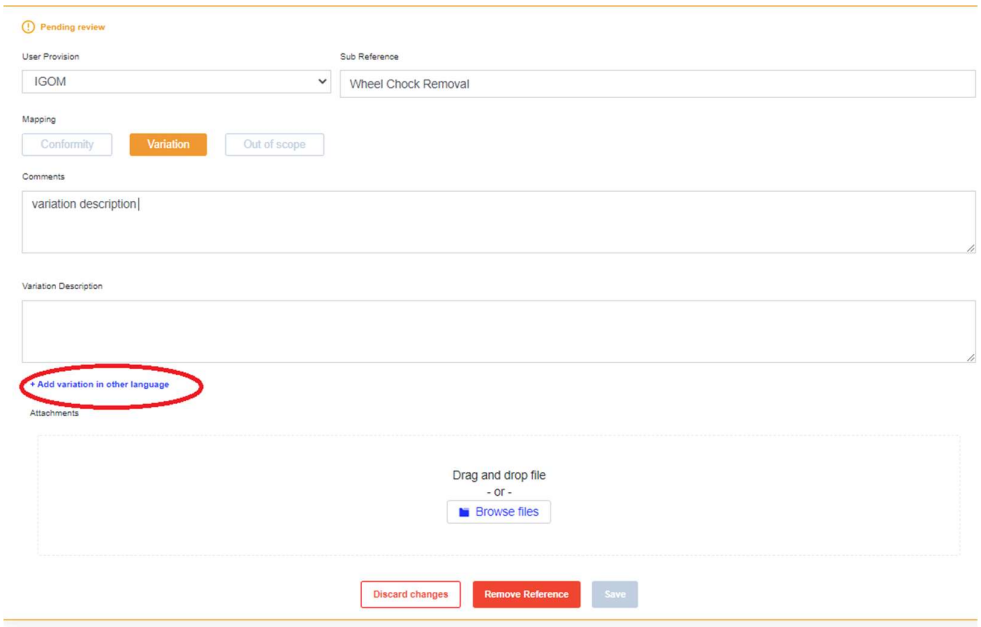
5.10.3 Variations from IGOM Safety Critical Procedures

Variations from IGOM's safety critical procedures will be automatically highlighted in red.



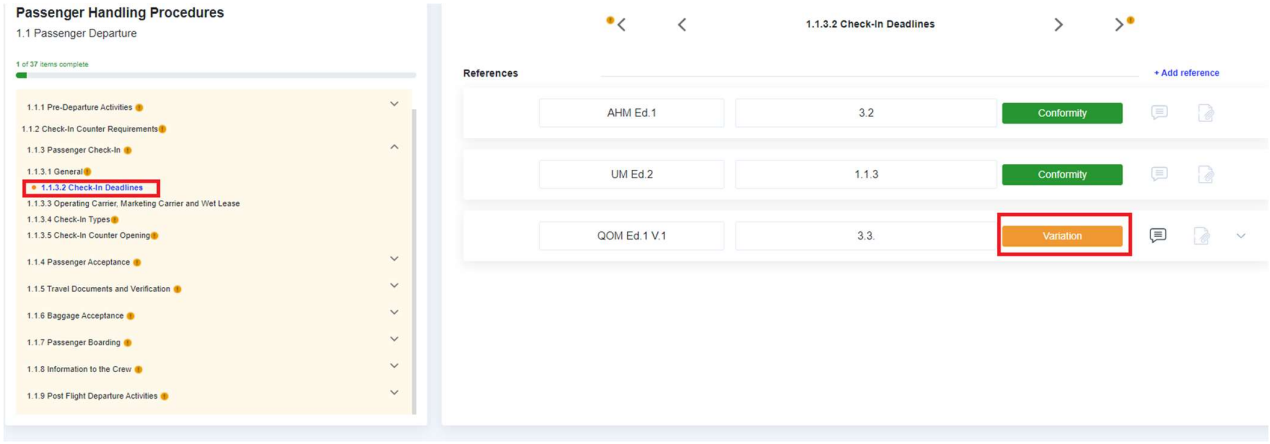
5.10.4 Multiple Language Option

The system is designed so companies can insert variations descriptions in multiple languages. This option facilitates the display of variations in more than one language.



5.10.5 Intermix of “Conformity” and “Variation”

When there are multiple company document references to an IGOM procedure, and one of these references is marked as a Variation, the system will automatically assess the gap as a Variation.



5.11 Publish GAP Analysis

Once the gap analysis has been completed or partially completed, it is possible to "Publish" either the entire gap analysis or selected chapters by choosing either "Select All" or just the chapters to be published. Publishing enables the sharing of the information in the gap analysis with all other accounts with which it has a relationship.

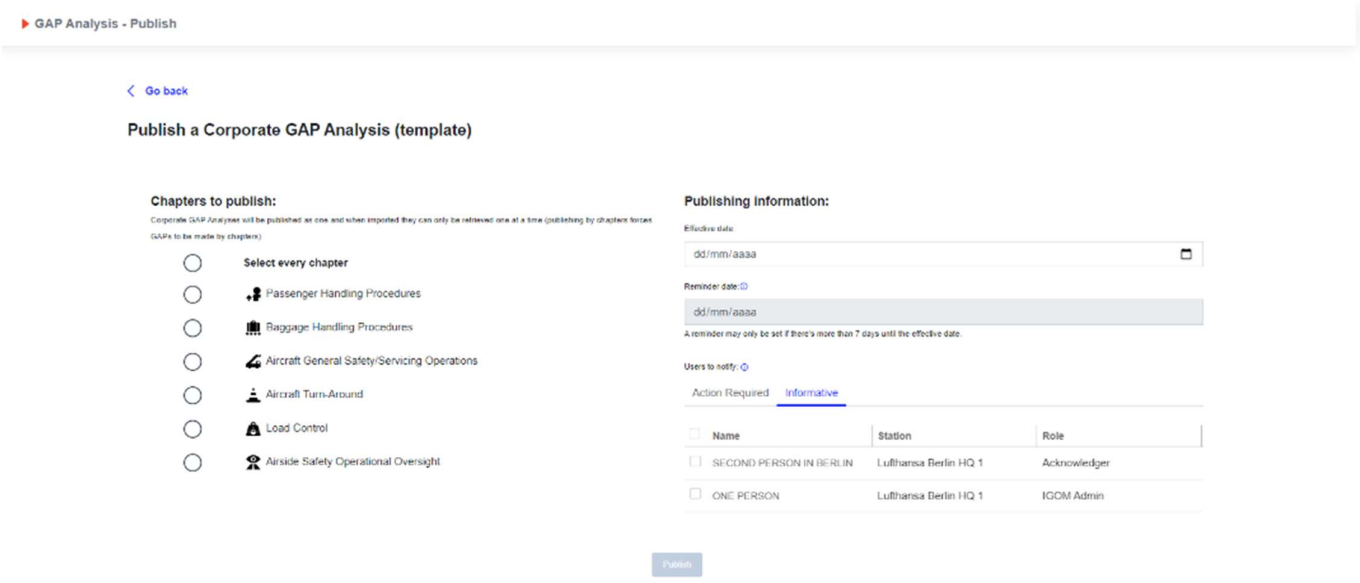
Click on the "Publish" button to publish the selected gap analysis.

At the same time as publishing the gap analysis, it is possible to establish an "Effective Date" to be associated with the gap analysis. Should this effective date be more than seven days after the publishing date, a reminder date can also be set.

Notifications (see Section 6 Notifications) regarding the publishing of the gap analysis can also be sent. These notifications can be selected as either "Action Required" or "Informative".

"Action Required" notifications trigger the sending of an email listing all the items together with their variation status and a link to acknowledge all of them.

"Informative" notifications trigger just the sending of an email listing all the items together with their variation status.

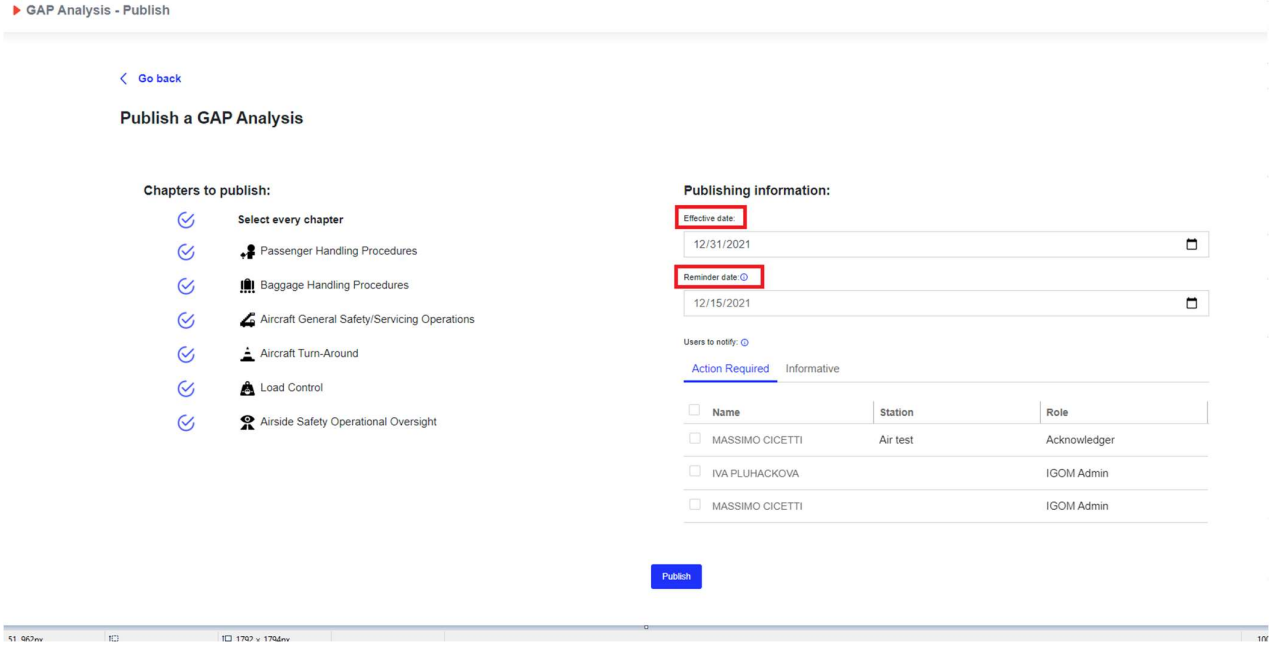


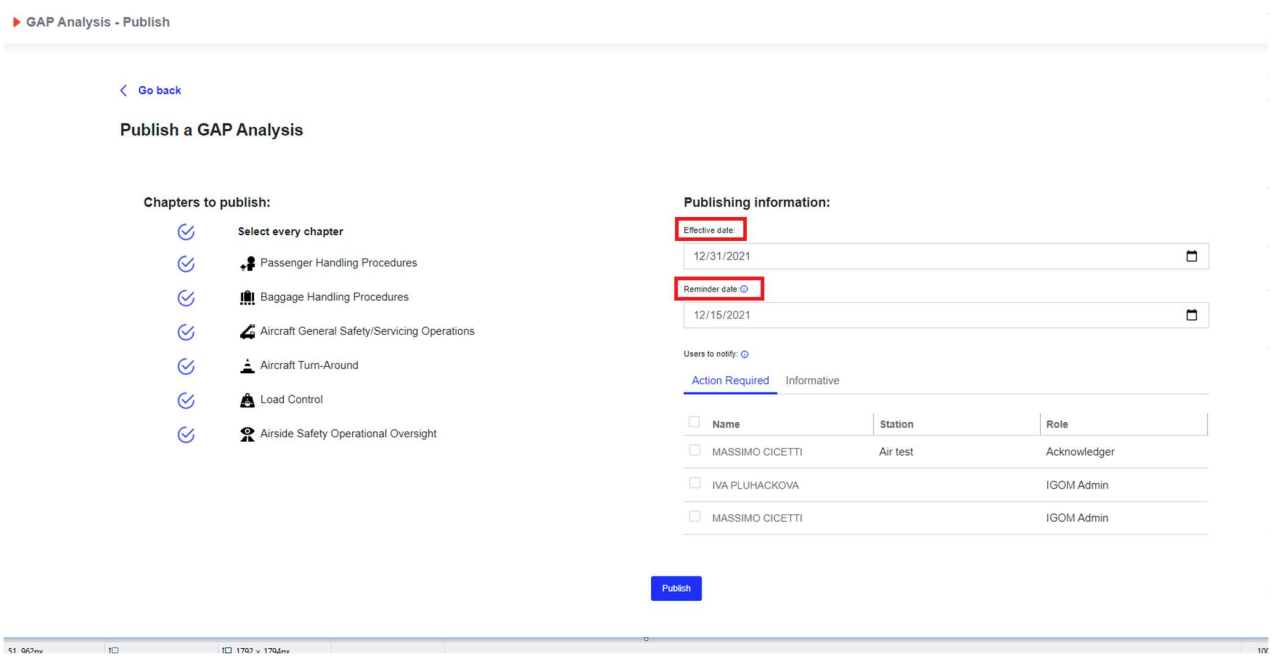
6 Notifications

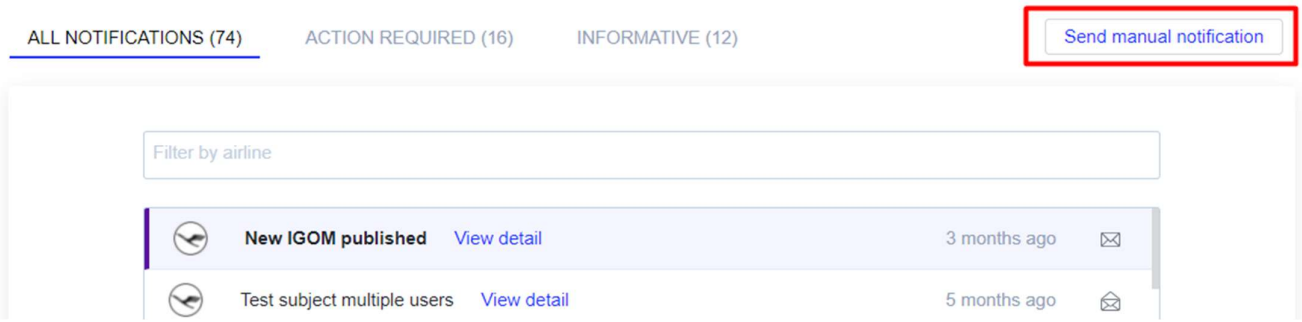
6.1 Introduction

The notifications page is used to display all the notifications sent to the user as well as the type and status of each for ease of checking and management of the notifications.

The IGOM Admin can also send manual notifications to a list of recipients (see Section 6.3 Manual Notifications).



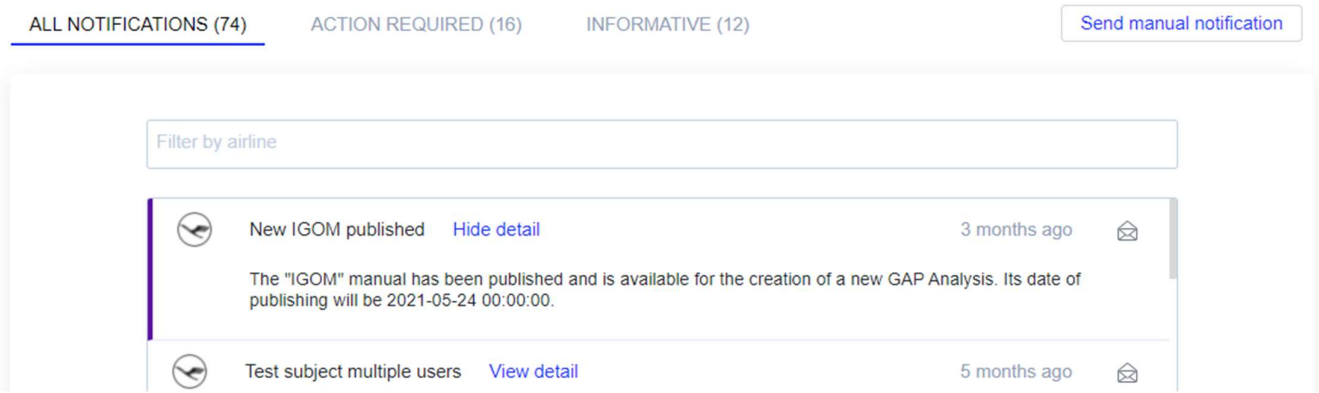




6.1.1 Notifications about Variations

When an item in the gap analysis is published or changed, the system will give the option to send a notification to all the accounts of the network (e.g., IGOM Admin and Acknowledgers, where applicable).

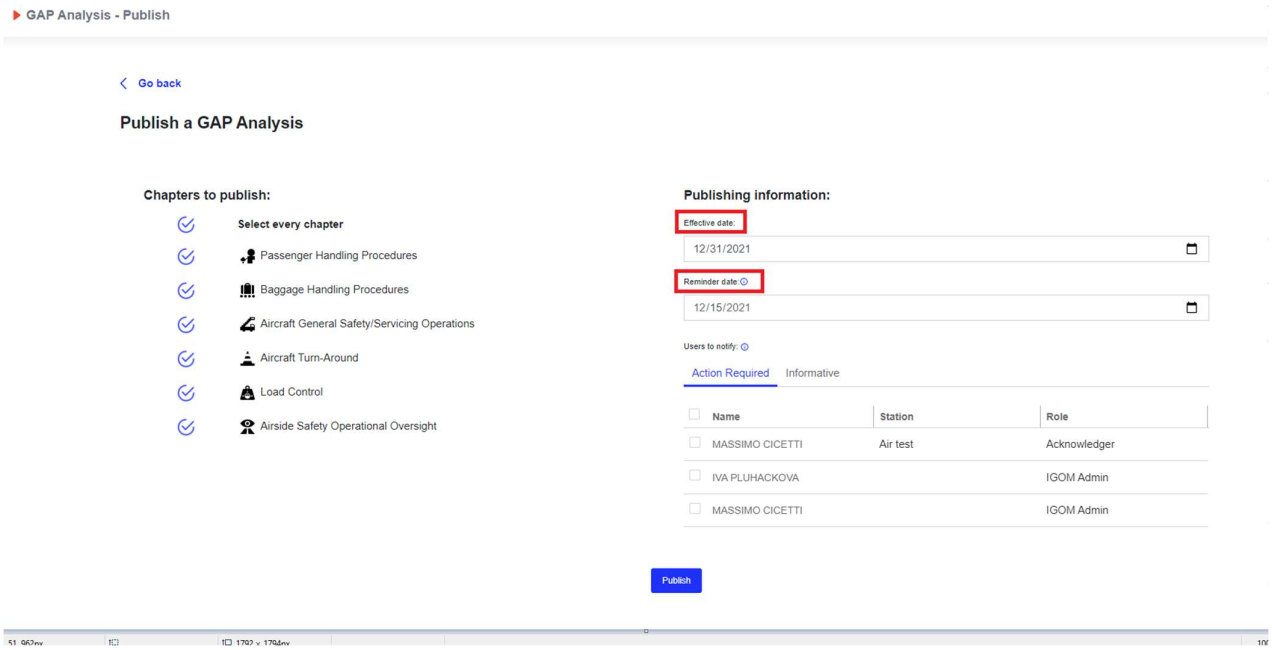
If the recipient of a notification is an IGOM Admin or Acknowledger, that recipient will be able to acknowledge notifications that are pending review. In both cases, clicking on one of the notifications will expand the message to show the complete content.



6.2 Sending a Reminder Notification

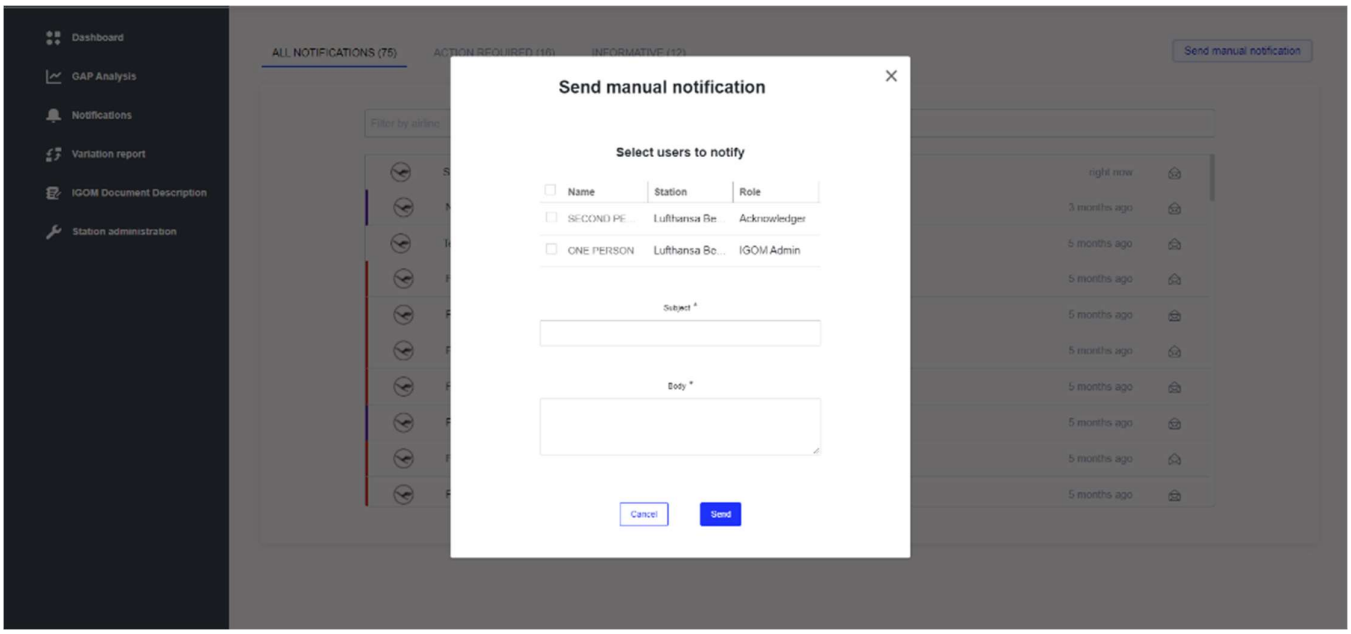
If a notification has not been actioned by the Acknowledger, an automatic "reminder notification" can be sent. These reminder notifications will be sent via email and will contain an "Acknowledge" button that will redirect the recipient to the IGOM Portal. A reminder can be set only if the effective date is seven or more days after the gap analysis is published.

Automatic notifications can be set up so the system will send reminders to different users that need to "Acknowledge" any specific change or update.



6.3 Manual Notifications

The IGOM Admin can use the "Send manual notification" button to send a notification to a list of users at any time. This notification will have a subject and body and it can include free text.

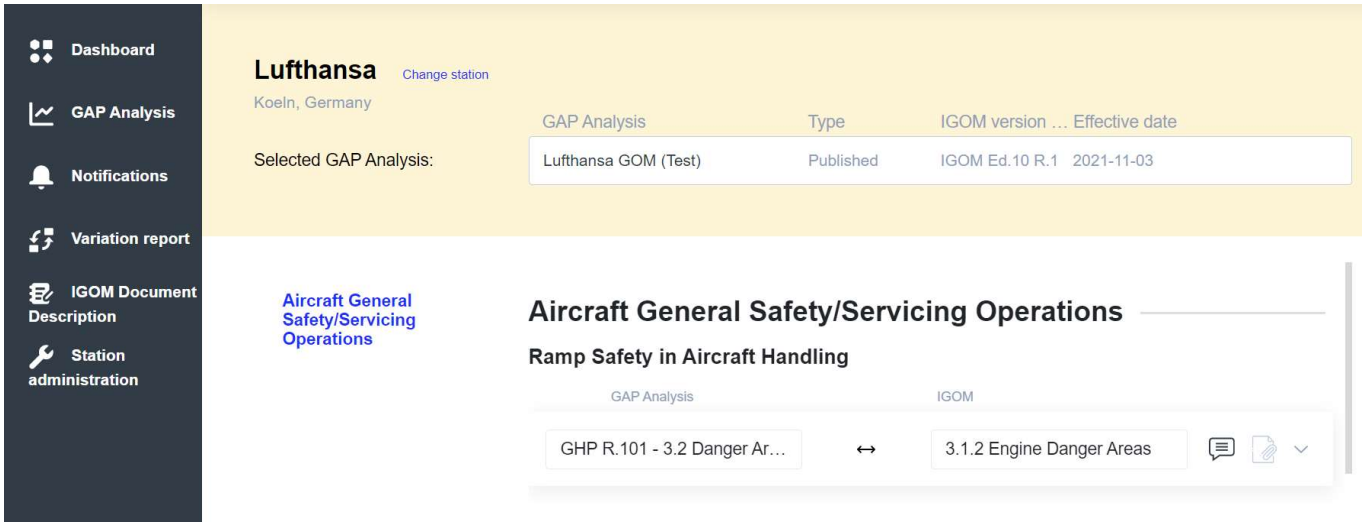


7 Variations Report

The Variations Report page displays the variations for a specific gap analysis. Instead of having to manually go through a whole GAP Analysis document, the Variations Report makes it much easier to see what variations were identified in the document.

The Variations Report displays a list of all the airlines the company has access to, with summary information about them in columns like:

- Name of the GAP Analysis
- IGOM version
- Effective Date



Once in the report area, a dropdown menu will allow the user to select which GAP Analysis to check. There is an option to select a previous version of the GAP Analysis, and, if selected, the page will refresh showing the variations for that selected version.

Once a GAP Analysis is selected, the variation list is displayed, sorted by chapter and section. In this way, it is possible to see either all the variations at once, or just the ones related to a specific chapter.

The Variations Report will show:

- IGOM item (chapters, subchapters).
- Name.
- Mapping to the company's own GOM document.
- Comments field.
- Attachments that were used to provide extra information about the variation. Any attachments will be downloadable for local storage.

GHP R.101 - 3.2 Danger Ar… ↔ 3.1.2 Engine Danger Areas

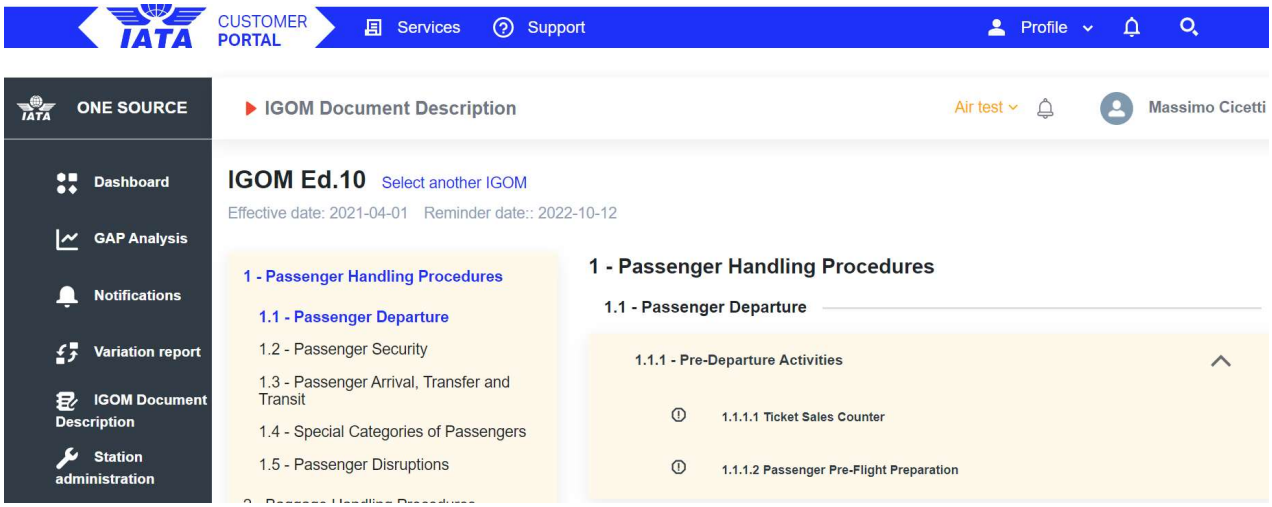
Variation comments

Follow distance of respective aircraft type danger area

8 IGOM Document Description

The “IGOM Document Description” section is used by IATA to upload the IGOM manual every time there is a new edition or update. It also allows any account member to see the structure of the IGOM document.

When this page is accessed, it defaults to the latest IGOM edition. The document is displayed with collapsible sections and navigation through chapters and subchapters, so it is easy to view, read and navigate.



The latest IGOM edition highlights the items that have been changed from the previous edition. Different colors are used to indicate if the item has either been added or modified compared to the previous edition. When the item is deleted from the previous version, an “x” is placed where the item used to be. An arrow “∧” on the right side of each section allows the section to be collapsed.

Next to the current IGOM document title, there is a link that allows the user to select another IGOM document edition.

9.Account Suspension

It is the duty of each user to keep their information in the portal up-to-date with the current IGOM edition. Each new edition of IGOM has a publishing date and an effective date set for three months after the publishing date. It is expected that all users will review/update their information in the GAP Analysis before the effective date. The account will be suspended if the user fails to update the information within eight months of the effective date.