



CLIENT SUCCESS STORY

Preparing a Federal Workforce for Technology Adoption Without Operational Disruption

How a mid-sized administrative agency stabilized operation during modernization and maintained service delivery

55

Staff Members

2,800+

Annual Actions

6 Months

To Stabilization

Executive Summary

THE SITUATION

A federal administrative office responsible for processing regulatory submissions faced mounting pressure to improve efficiency while modernizing internal tools. Leadership planned to reduce reliance on manual coordination and transition portions of the workload to automated and AI-assisted processes.

The concern was not the technology itself.



The risk was operational instability during transition.

The organization had 55 staff supporting several thousand actions annually. Previous modernization efforts in similar environments had resulted in workload spikes, rework, and temporary service slowdowns. Leadership wanted to avoid a cycle where efficiency gains were offset by disruption, burnout, or rehiring.

OBSERVED RISKS

Operational Readiness

Staff were unfamiliar with the decision boundaries of new tools and used them inconsistently

Role Alignment

Existing responsibilities were built around legacy workflows rather than decision ownership

Workload Volatility

Small workflow changes caused cascading coordination effort

Continuity Concerns

Remaining staff could inherit fragmented responsibilities without structured transition

Federal organizations rarely struggle because employees resist change.

They struggle because change is introduced faster than work itself is redesigned.



Our Approach

Preparation-First Modernization

Rather than beginning with deployment, DYMARIS conducted an operational readiness assessment before any workforce adjustments or automation scaling.

THE OBJECTIVE

Stabilize the work before accelerating the work.

Implementation Phases

01

Operational Discovery

We interviewed staff across roles and mapped how decisions moved through the office. This revealed that effort was concentrated in coordination, not analysis.

02

Readiness & Risk Analysis

We identified where automation could safely assist decisions and where human review remained essential. This prevented tools from being applied in ways that created rework.

03

Role Alignment & Workflow Redesign

Responsibilities were reorganized around decision ownership rather than task inheritance. Staff understood what they owned, what the system handled, and when escalation occurred.



04

Controlled Adoption

A small pilot group used redesigned workflows on lower-complexity actions. Daily feedback refined instructions before wider use.

05

Stabilization & Transfer

Internal champions were trained, procedures documented, and monitoring dashboards established so the organization could manage the system independently.

Operational Outcomes

FIRST 6 MONTHS

The goal was continuity — not speed.

After stabilization, the agency observed:

- Noticeably fewer workflow interruptions during workload fluctuations
- Reduced coordination time across teams
- More consistent use of automated decision support
- Improved confidence in task ownership among staff
- Fewer instances of corrective reassignment after implementation

Importantly, the organization did not need to reverse workforce planning decisions due to operational breakdown — a common outcome in rushed modernization efforts.



Client Perspective

“The value was not just introducing new tools. The value was understanding how work needed to function after change. Staff knew what they were responsible for, and the transition did not interrupt our service commitments.”

— Agency Operations Manager

Implementation Insights

Investment Before Reduction

Early preparation reduced the need for corrective hiring or emergency workload redistribution.

Legacy System Constraints

Automation supplemented existing systems instead of forcing replacement, allowing continuity during adoption.

Human-Centered Adoption

Staff participated in defining boundaries between human judgement and system assistance, increasing confidence and consistent use.



Why It Worked

Many modernization efforts attempt to accelerate output immediately.

DYMARIS focuses first on making operations predictable.

Once work becomes predictable, efficiency follows naturally.



ABOUT DYMARIS

DYMARIS supports federal organizations navigating operational change, workforce transition, and technology adoption. Our work emphasizes continuity, clarity of responsibility, and sustainable improvement within mission-critical environments.

This case study is illustrative and reflects patterns observed across multiple engagements. It does not describe a specific organization and metrics represent observed operational trends rather than guaranteed results.