Federal Case Studies – Custom Training in Data Modeling and Generative AI

These case studies illustrate ONLC's work supporting federal agencies with training solutions tailored to specific organizational needs. Each program reflects our ability to combine technology instruction with domain-relevant examples, while navigating federal security and access constraints.

Case Study: Data Modeling Workshop for a Federal Financial Oversight Agency

Business Problem:
A federal agency responsible for financial oversight had analysts producing reports in Power BI, but lacked consistent modeling standards across departments. This resulted in fragmented data structures, inefficient queries, and difficulties in scaling report development.

Custom Training Solution:
ONLC delivered a 3-day interactive workshop focused on data modeling fundamentals, including:

- Star schema and dimensional modeling best practices
- Translating business processes into reusable data structures
- Collaborative modeling exercises based on agency reporting scenarios
- Practical DAX techniques to support report consistency

Results:

- Increased alignment in report-building approaches across teams
- Improved efficiency through stronger upstream data models
- Boosted analyst confidence in applying best practices within Power BI

Case Study: Generative AI Awareness and Hands-On Training for a Federal Benefits Agency

Business Problem:
Teams within a federal benefits agency needed foundational knowledge of generative AI and how it might support workflows such as survey synthesis, training content creation, and stakeholder communication. Participants came from diverse departments, with varying technical experience.

Custom Training Solution:
ONLC developed and delivered a 2-hour customized awareness and demo session via secure virtual meeting. Highlights included:

- Live demonstrations of AI summarization using de-identified survey data
- Practical use cases for training content creation and legal language simplification
- Discussion of emerging platforms like Copilot and model access limitations in federal environments
- Group discussion to identify high-impact AI use cases across departments (e.g., quality review, policy concurrence, email summarization)

Results:

- Introduced AI literacy across operational and training-focused teams
- Created shared understanding of generative AI capabilities and constraints
- Led to continued exploration of secure sandbox environments for future experimentation and internal pilots

Case Study: Copilot Studio Training and Secure Sandbox Access – A Federal Agency Specializing in Intellectual Property

Business Problem:
A federal agency specializing in intellectual property needed to prepare technical and administrative teams for the secure adoption of Microsoft 365 Copilot and Copilot Studio. Staff required early access to the environment and hands-on training, with a focus on prompt engineering, bot development, and AI governance.

Custom Training Solution:
ONLC delivered a two-part training solution supported by a 60-day sandbox environment:

- Day 1: Microsoft Prompt Engineering Workshop for understanding AI behavior and practical use of Copilot in secure environments
- Half-Day: Copilot Studio training focused on bot creation and integration basics
- Provisioned secure sandbox tenant for independent testing and exploration post-training
- Included guidance on security permissions, governance best practices, and feature limitations in GCC vs. Commercial clouds

Results:

- Provided hands-on exposure to Copilot and Copilot Studio functionality
- Enabled technical teams to evaluate extensibility, governance, and licensing impacts in advance of rollout
- Allowed experimentation with sandboxed Azure services under safe, time-bound trial conditions