

State & Local Government Case Studies – Microsoft 365, Teams, and IT Service Management

These case studies highlight ONLC's work supporting digital transformation across state and local government agencies. From collaboration workflows to IT certification pathways, each solution was tailored to meet the operational, security, and organizational realities of public sector clients.

Case Study: City Government – From Outlook Chaos to Teams Discipline

Business Problem:

A city IT department faced mounting pressure to modernize communications. Although Microsoft Teams had been deployed, staff continued using Outlook for file sharing and day-to-day conversations. The result was poor file version control, email overload, and fragmented team communication.

Custom Training Solution:

ONLC designed and delivered a modular training series that:

- Focused on transitioning conversation threads from email to Teams channels
- Demonstrated how to centralize file collaboration using Teams document libraries
- Included templates for standardizing Teams/channel structure across departments
- Delivered flexible 90-minute remote sessions with live Q&A

Results:

- Increased adoption of Teams as the primary collaboration platform
 - Reduced reliance on email for internal communication
 - Improved version control and visibility into shared files and project status
-

Case Study: SharePoint to Teams Workflow Redesign (State Agency)

Business Problem:

A regional state agency operated with a mix of Outlook, SharePoint, and local drives, creating confusion around where files and conversations were stored. Employees lacked confidence in where to work, often duplicating effort and losing version control.

Custom Training Solution:

ONLC delivered a multi-day custom training series that:

- Focused on Microsoft Teams as a unified collaboration hub
- Included architecture planning for Teams and channels
- Addressed file governance, lifecycle management, and common collaboration traps
- Emphasized content discipline at the point of document creation

Results:

- Users adopted Teams as the central workspace for projects and communications
- Consolidated file and message sprawl into structured digital workspaces
- Reduced search time and confusion among staff

Case Study: Cross-Agency Cohorts – Modular Teams Rollouts for Government Staff

Business Problem:

Several departments within a regional government were granted access to Microsoft Teams but lacked consistent rollout strategy or training support. Without a shared understanding of best practices, collaboration remained siloed and underutilized.

Custom Training Solution:

ONLC created a scalable rollout model by:

- Delivering a sequence of modular 90-minute sessions across agencies
- Using a follow-along format with real-time practice and exercises
- Providing reusable templates for Teams/channel design and meetings
- Preloading data files and structure within the client's system to enable hands-on participation

Results:

- Established a consistent baseline of Teams knowledge across departments
 - Enabled departments to support each other's adoption efforts
 - Created recorded training content for onboarding future staff
-

Case Study: ITIL Certification Pathway – State Supreme Court**Business Problem:**

A state supreme court IT team was preparing for cloud-based modernization and required ITIL certification to align with formal service management practices. Staff needed more than exam prep—they required training that connected ITIL theory to their operational environment.

Custom Training Solution:

ONLC delivered a 4-day ITIL Foundation course that:

- Provided contextual bridges between ITIL principles and real court IT operations
- Offered guidance on how to apply ITSM thinking during active infrastructure planning
- Included flexible scheduling to minimize disruption to daily court functions

Results:

- Achieved 100% participation and certification across the IT staff
- Delivered a foundation for implementing ITIL in a state-level public sector setting
- Opened discussions with leadership about follow-up consulting and strategic planning