

# FAA Preparing Programs for IP



Meeting Facilitation

Project Management

Human-centered Design

*How Evans Planned and Delivered One of FAA's Largest Interactive Learning Events in Less Than Five Weeks, Engaging Nearly 1,700 Stakeholders with Communications, Technology, and AI.*

The Federal Aviation Administration (FAA) is modernizing the telecommunications infrastructure supporting the National Airspace System. Many programs still rely on legacy Time Division Multiplexing (TDM) services. To prepare for the transition to Internet Protocol (IP), FAA required a large-scale event to deliver consistent information, engage stakeholders, and gather feedback.



## Challenge

Program offices needed clear guidance on ordering, costing, scheduling, and readiness steps through the Telecommunications Infrastructure Replacement (TIR) program. Stakeholders also needed to understand immediate actions to align with TIR and reduce reliance on TDM. With less than five weeks to plan, FAA required a high-impact event capable of engaging both in-person and virtual audiences at scale.



## Results

Evans' approach produced measurable engagement and learning outcomes:

- Nearly 1,700 stakeholders participated, making Path to IP Readiness one of the FAA's largest interactive learning events.
- 89 percent of respondents rated the event Excellent or Good.
- 88 percent found the presentations valuable or very valuable.
- Understanding of TIR and IP readiness improved from 59 percent before the event to 86 percent after.
- Two-thirds of respondents reported confidence in taking next steps.
- 87 percent would recommend a future event.

# Approach

Evans deployed a fully integrated event platform in under five weeks – engaging nearly 1,700 stakeholders through strategic communications, live technology, and AI-driven coordination.

This system was engineered for scale, clarity, and real-time adaptability – delivering measurable participation and actionable insights across a complex federal stakeholder landscape.



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## Key Implementation Highlights:

- **Integrated technology planning:** Partnered with FAA IT, audiovisual, and engineering teams to configure the hybrid environment and ensure reliable connectivity for live demonstrations and remote participation.
- **SME enablement:** Equipped Subject Matter Experts with tools needed to demonstrate real-time system capabilities and modernization technologies.
- **Targeted communications planning:** Built awareness through cohesive branding, messaging, and consistent outreach across FAA organizations to promote broad participation.
- **Digital registration and staffing coordination:** Used online scheduling and volunteer management tools to streamline registration, track assignments, and support a large cross-functional event team.
- **Real-time team communication:** Maintained open coordination through Microsoft Teams chat channels, enabling rapid troubleshooting and instant updates throughout the day.
- **Hybrid delivery and engagement tools:** Connected 1,500 virtual participants and 200 in-person attendees using interactive polling, quizzes, and live Q&A that generated more than 450 questions before and during the event.
- **Data analytics and AI integration:** Applied QR-code registration and automated analytics to monitor engagement in real time, while AI-assisted survey analysis provided leadership with readiness insights and reduced manual reporting workload.

This communications and technology-enabled approach allowed FAA to manage complex hybrid delivery, empower SMEs to showcase technical solutions, and generate real-time data that informed ongoing modernization efforts.

## The Tradeoff of Not Acting

Without immediate action, system owners risked:

- **Delays and higher costs** associated with outdated TDM services.
- **Reduced readiness** for the transition to IP and increased operational risk.
- **Fragmented communications** and misaligned schedules across programs.

By acting quickly through a communications- and technology-enabled approach, FAA achieved enterprise-wide alignment, increased awareness, and stronger stakeholder engagement across the NAS.

