

From Overload to Automation

Transforming Workflows Through Human-Centered Automation

A Federal Aviation Administration sub-organization managing six air traffic systems sought to modernize internal communications during rapid organizational change. Existing processes relied on email and ad hoc messaging, creating communication breakdowns, inconsistent visibility, and poor response rates to critical data requests.



Challenge

High-visibility air traffic systems demanded frequent, urgent reporting and data call responses. However, shifting priorities, staffing changes, and multiple communication channels left teams struggling to track information. Critical updates were buried in inboxes or lost across platforms, causing missed deadlines, duplicated efforts, and unnecessary stress during operational transformation.



Results

Within six months, the automated process gained traction. With 122 completed data calls and seven automations, it became a model for other programs. Support materials and guidance sessions drove adoption, while feedback informed refinements.

- **Reduced Communication Overload:** Streamlined updates through one Microsoft Teams based system.
- **Improved Accountability:** Automated reminders minimized missed requests.
- **Clearer Workflows:** Central tracking increased visibility across leadership.
- **Expanding Adoption:** This solution presented a scalable model for digital transformation encouraging other organizations and programs began piloting the same model.
- **Greater User Confidence:** Simplified processes reduced stress and confusion (85% positive sentiment from users).

Approach

Evans guided the client through a

Human-Centered Digital Transformation

beginning with a Leadership Team offsite.

The team mapped communication flows, identified redundancies, and co-created shared norms, revealing Microsoft Teams as the most effective platform.



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Key Implementation Highlights:

Building on that foundation, Evans designed and implemented the Data Call Automated Process – an automated workflow within Microsoft Teams that centralized updates and requests through a single form with automated notifications and reminders. This streamlined communication, reduced manual follow-ups, and ensured transparent tracking.

Here are key highlights from our implemented solution:

- **Mapped Communication Bottlenecks:** Visualized workflows to identify pain points and redundancies.
- **Established Shared Norms:** Defined clear expectations for channels, cadence, and ownership.
- **Built an Automated System:** Created a Microsoft Teams-based Data Call Automated Process with automated notifications and reminders.
- **Enhanced Transparency:** Enabled real-time tracking of submissions and progress.
- **Created a Shared Workspace:** Established a group-wide SharePoint site for unified collaboration, streamlining data compilation and accelerating future request handling.
- **Scaled Adoption:** Provided user guides, coaching sessions, and pilot support for broader rollout.

This human-centered approach aligned technology with natural workflows, reducing friction and establishing a foundation for scalable digital transformation.

The Tradeoff of Not Acting

Without intervention, the organization risked:

- Continued communication breakdowns and duplicated efforts across teams.
- Missed or delayed responses to high-priority data calls and leadership requests.
- Reduced visibility into program activities, hindering timely decision-making.
- Increased staff frustration and burnout from unclear or competing processes.

By taking a proactive, human-centered approach, Evans established a transparent, automated system that improves coordination, strengthens trust, and sustains mission-critical operations.

