EASY DYNAMICS℠

Tier III Program Management

ICAM PROGRAM TRANSFORMATION THROUGH STAKEHOLDER ENGAGEMENT & TRUST

Easy Dynamics elevated transparency, collaboration, and communication to successfully transform a federal ICAM program.

Background and Challenge

In September 2022, Easy Dynamics was contracted to establish a Tier III Program Management Office to manage and oversee a federal agency's Identity, Credential, and Access Management (ICAM) program and align this program to Zero Trust principles. In the inaugural year, the focus was on support for policy development, communication, enforcement, and overall program management.

Navigating the intricate landscape of the agency, Easy Dynamics encountered a reluctance towards change within the enterprise. The stakeholders, while dedicated, were accustomed to established methodologies, posing a challenge in transforming the ICAM program. A hesitance existed within the agency due to the absence of a pre-established framework or information from the two prior incumbents.

Rather than being a hindrance, the stakeholders' initial distrust became an opportunity for Easy Dynamics to showcase its commitment to transparency and collaboration. The challenge was reframed as an initial hurdle, spurring the team to build a foundation of trust through consistent and open communication, engagement, and performance.

Solution and Benefits

Easy Dynamics prioritized transparent communication and collaboration to build trust and engage stakeholders effectively. Along with performing technical capabilities, an effective communications plan was implemented. The comprehensive communications plan included stakeholder mapping, agency advertising, articles, and additional communication strategies. Using initiatives like office hours, individual training sessions, town halls, demonstration videos, targeted emails, dashboards, and a comprehensive documentation site, the team successfully fostered a culture of transparency. Our extensive documentation site delivered end-user guides, technical guides, resources, FAQs, and release information, as well as concepts, terms, and definitions. We also provided management status reporting and regular updates to stakeholders, delivering briefings multiple times per week to the federal leadership team, weekly reports, bi-weekly program status briefings, and monthly briefings to agency stakeholders including the deputy secretary.

In addition, Easy Dynamics established productive partnerships with other departments within the agency. These departments participated in working groups and vice versa to create a unified effort to support the agency's cybersecurity posture. Collaboration with stakeholders, including Information Security Officers and Information System Security Officers, was a priority, leading to establishing a working relationship to coordinate current priorities and initiatives. Easy Dynamics also guided system integration and filled in for systems needing more technical resources — exceeding expectations and receiving numerous recognitions. Our team demonstrated

adaptability by staying informed about White House policies and implementing them as needed.

The Outcome

Easy Dynamics and the federal agency have a trusting and collaborative partnership one year into the five-year contract. Our commitment to collaboration and engagement with various agency stakeholders has led to successful partnerships and a productive working relationship. Easy Dynamics' delivery focus is more than technical capabilities; it is also about stakeholder engagement to provide a trusted relationship, approach, and technical delivery that aligns to federal mandates.

CONTACT US

Greg Gordon
Chief Delivery Officer
ggordon@easydynamics.com

JJ Harkema
VP Solutions & Partnerships
jharkema@easydynamics.com

Efficiency. Resiliency. Security.

Easy Dynamics has been delivering innovative technology solutions to the federal government since 2006, advancing its varied missions with maximum efficiency and value. We shine the bright light of cybersecurity on everything we do, illuminating the critical importance of operational security and risk mitigation across all of our core services.

Visit **easydynamics.com** for more information.

EASY DYNAMICS℠   +1 202.558.7275   **info@easydynamics.com**