

Driving Enterprise Readiness During Large-Scale Operational Change

Client

State Motor Vehicle Agency

Industry

Public Sector / Government

Business Challenge

The organization needed to modernize workforce training, organizational development, and change management capabilities to support rapidly evolving operational models and large-scale legislative changes. Existing training approaches lacked the scalability and agility needed to support distributed teams and frequent policy updates.

BC*forward* Solution

- Conducted an enterprise-wide organizational development and training assessment across multiple departments
- Developed strategic recommendations for onboarding, technical training, leadership development, and change management
- Created enterprise training roadmaps, governance models, and workforce enablement recommendations
- Designed innovative large-scale training delivery approaches supporting legislative and operational readiness
- Supported change management planning tied to hundreds of statewide legislative and procedural updates

Results + Business Impact

- Supported agency-wide readiness efforts for more than 600 legislative and operational changes
- Enabled successful statewide workforce education prior to critical operational go-live deadlines
- Improved organizational alignment around training modernization and employee enablement
- Established scalable workforce development and onboarding strategies
- Contributed to future-state modernization planning, including AI-enabled training initiatives

Capabilities Leveraged

- Organizational Change Management
- Workforce Enablement
- Public Sector Advisory
- Training Modernization

