

Risk-free IT modernization for federal agencies



A practical, step-by-step manual for SES-level IT leaders, outlining how to automate, optimize, and secure agency operations while maintaining compliance and minimizing disruption. This guide focuses on a pragmatic, low-risk approach to IT modernization using TeamViewer DEX.

Synopsis

Federal agencies face increasing pressure to modernize IT environments while maintaining compliance, operational continuity, and mission readiness. This guide provides federal IT leaders with actionable steps to modernize operations through compliance-first automation, measurable ROI, and sustainable operational improvements.

It highlights how automating key IT processes reduces risk, strengthens audit readiness, and improves service delivery without disrupting mission-critical environments. TeamViewer DEX enables agencies to move from visibility to action by automating remediation, reducing service desk ticket volume, accelerating fix times, and supporting operational continuity across complex and highly regulated federal IT environments.

Facing the modernization mandate: Challenges and opportunities

Federal agencies are under unprecedented pressure to modernize. Executive mandates, evolving security requirements, and rising expectations for reliable digital services have made IT transformation a strategic priority. Yet modernization also introduces risk. Leaders must balance urgency with the need to avoid disruption, compliance gaps, and unintended consequences across legacy environments.

Modernization is not just about technology upgrades. It directly affects employee productivity, service delivery, and confidence in IT leadership. Delays or missteps can impact mission outcomes, reduce workforce morale, and jeopardize funding tied to transformation initiatives. According to the U.S. Government Accountability Office, over 80% of federal IT spending still goes toward operating and maintaining legacy systems (GAO, 2023). This leaves little room for innovation and exposes agencies to security and compliance vulnerabilities.

Common obstacles slow progress. Large-scale implementations can disrupt operations. Fragmented tools make it difficult to gain

visibility or take action. Manual processes increase the burden on service desks and compliance teams. Many federal IT leaders struggle to align stakeholders, demonstrate ROI, and reduce service backlogs while maintaining audit readiness. The cost of inaction is tangible. Persistent inefficiencies lead to higher operational costs, slower response times, and increased risk of outages or security incidents.

According to Gartner, agencies that fail to modernize see up to 30% higher service desk ticket volumes and 25% longer resolution times compared to those that automate endpoint management (Gartner, 2022). Recent TeamViewer research reinforces this reality.

In [The Impact of Digital Friction: Understanding How Dysfunctional Technology Drains Productivity, Performance & People \(2025\)](#), nearly half of employees reported that technology issues delayed critical work, and many lost more than a full workday per month to IT dysfunction. In federal environments, this digital friction does more than reduce productivity. It drives workarounds, increases shadow IT risk, and erodes trust between

employees and IT—creating compliance and security challenges that compound over time. Despite these challenges, opportunities exist. Agencies that adopt proven, real-time automation platforms in a measured and compliance-led way can reduce risk, demonstrate leadership, and modernize with confidence. Success depends on establishing a foundation for risk-free modernization—one that prioritizes compliance, incremental progress, and direct action.

Capabilities such as automated remediation in disconnected environments, audit-ready patch compliance, and self-healing service desk automation enable agencies to modernize without compromising mission continuity. TeamViewer DEX enables agencies to move from sole visibility to direct automation and action, reducing ticket volumes, accelerating fix times, and supporting uninterrupted IT modernization.



Compliance-first automation: A step-by-step modernization blueprint

The process begins with assessment. Start by evaluating your current environment. Identify inefficiencies, legacy dependencies, and compliance gaps. Prioritize areas where automation can deliver quick wins, such as endpoint management, patching, and service desk automation. According to Forrester, agencies that conduct a thorough readiness assessment reduce project risk by over 40% (Forrester, 2023).

Next, agencies should build a tailored modernization roadmap. Incremental implementation is critical. Piloting automation within a controlled group or network segment allows teams to validate compliance controls, measure results, and establish trust before scaling. This approach minimizes disruption and creates referenceable success stories for broader deployment.

Federal best practices include automation that functions within closed or air-gapped networks, maintains strict data boundaries, and supports real-time remediation.



TeamViewer DEX is built to operate in these environments, providing policy-driven automation, audit-ready reporting, and direct remediation capabilities.

By enabling IT teams to act on insights rather than simply observe them, agencies can resolve issues before they impact users or services.

Chapter 2

A comprehensive readiness assessment should address:



Current compliance posture and audit requirements



Integration with existing federal systems



Security controls and data residency



Resource availability and operational impact

Risk mitigation steps include:

- ✓ Verifying automation operates in air-gapped or disconnected environments
- ✓ Ensuring sensitive data remains within agency boundaries
- ✓ Aligning controls with NIST, FISMA, and federal security standards
- ✓ Maintaining full visibility and governance over automated actions
- ✓ Reducing reliance on manual workarounds and Shadow IT through proactive remediation



TeamViewer research shows that when employees encounter unresolved IT issues, many turn to unapproved tools or personal devices to stay productive. In regulated federal environments, these workarounds introduce compliance and security risk. Compliance-first automation addresses issues before users feel compelled to bypass approved systems.

By following this blueprint, agencies reduce modernization risk, accelerate time to value, and maintain audit readiness while moving beyond visibility to real operational action.



Maximizing ROI and efficiency: Proving value to agency leadership

Demonstrating measurable ROI is essential to sustaining modernization initiatives. Federal IT leaders must clearly show how investments improve efficiency, reduce costs, and strengthen compliance.

ROI measurement starts with the right metrics. Agencies should track reductions in service desk ticket volume, faster incident resolution, improved patch compliance, and stronger asset utilization. Organizations that adopt automation-driven IT operations consistently report lower support costs and fewer repetitive tickets within the first year.

Analytics provide transparency, but action delivers value. TeamViewer DEX combines real-time insights with automated remediation, enabling agencies to address issues directly from identified trends. This shift reduces service backlogs, improves operational continuity, and minimizes disruption to mission-critical services.

Beyond day-to-day support efficiency, actionable insights help agencies make more informed decisions about their IT

environments. Visibility into device health, application usage, and compliance status enables teams to optimize device refresh cycles, prioritize remediation efforts, and reduce operational risk without relying on manual analysis or delayed reporting.



In environments where it is supported, usage insights can also help identify underused or overlapping software, creating opportunities to better align licensing and entitlements with actual mission needs. Even without immediate action, this level of visibility strengthens audit readiness, supports cost governance discussions, and reinforces data-driven decision-making at the leadership level.

Chapter 3

To sustain executive buy-in, agencies should establish a reporting framework that consistently highlights outcomes such as:



Reduced ticket volumes and faster resolution times



Improved compliance posture and audit readiness



Increased operational continuity and system availability



Cost efficiencies driven by automation and smarter resource utilization

This disciplined approach ensures that automation-driven modernization efforts are recognized, funded, and sustained over time in support of risk-free IT modernization.



Empowering teams and sustaining change: Minimizing disruption and resource strain

Successful modernization depends on people as much as technology. Federal IT teams manage daily operations, compliance requirements, and legacy systems simultaneously. Change management, training, and communication are essential to sustaining progress without overburdening staff.

Clear communication builds trust. Leaders should explain the purpose of automation, expected outcomes, and how new capabilities support existing workflows. Addressing concerns around disruption and governance early reduces resistance and encourages adoption.

Training is equally important. Practical, role-based enablement helps teams use automation effectively for proactive endpoint management, compliance enforcement, and remediation. According to NIST, agencies that invest in continuous training see 30% higher adoption rates and fewer implementation challenges (NIST, 2022).



TeamViewer research highlights the human impact of unresolved IT issues. Nearly half of employees report reduced job satisfaction due to persistent technology problems, and many link IT dysfunction to burnout and attrition. For federal agencies competing for skilled IT talent, reducing digital friction is a workforce sustainability issue.





Automating repetitive tasks and resolving issues proactively frees IT professionals to focus on higher-value work. With self-healing and service desk automation with TeamViewer DEX, teams move from identifying problems to resolving them automatically within approved guardrails—reducing manual effort while maintaining control.

Checklist for sustaining change:

- ✓ Communicate modernization goals and benefits clearly
- ✓ Provide role-based training and enablement
- ✓ Establish feedback loops for continuous improvement
- ✓ Recognize innovation and early adoption
- ✓ Adjust processes based on performance data

Empowering teams reduces disruption, improves retention, and builds a foundation for continuous improvement.

Confidently driving risk-free IT modernization

Federal agencies have a clear path forward. By adopting a compliance-first, automation-driven approach, IT leaders can reduce risk, improve service delivery, and modernize with confidence.

Key steps include:

- ✓ Assessing the current environment and prioritizing automation opportunities
- ✓ Building a phased roadmap with controlled pilots and quick wins
- ✓ Tracking and reporting measurable ROI
- ✓ Empowering teams through training and communication
- ✓ Sustaining progress through continuous feedback

Risk-free IT modernization is ultimately about reducing friction—for employees, IT teams, and the agency as a whole. By automating compliance, remediation, and optimization, agencies can prevent issues before they disrupt operations, reduce service backlogs, and sustain mission-critical services.



Platforms like TeamViewer DEX provide federal agencies with proven outcomes to modernize without increasing risk—supporting operational continuity, audit readiness, and long-term resilience.



56%

Companies with proactive device management experience 56% fewer unplanned outages and 40% less employee downtime.



TeamViewer DEX delivers a real-time, autonomous platform designed to ensure operational continuity and reliable support for large and complex IT environments. Built on 1E technology and now part of the TeamViewer portfolio, TeamViewer DEX enables organizations to predict, prevent, and resolve workplace technology issues efficiently.

Over one-third of Fortune 100 companies trust TeamViewer DEX to improve IT operations, enhance employee experience, and maintain compliance while reducing cost and downtime. The platform combines real-time analytics with automated action, enabling agencies to move beyond monitoring and directly resolve issues at scale.



**Explore TeamViewer
DEX for federal IT
modernization**

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About TeamViewer

TeamViewer provides a Digital Workplace platform that connects people with technology—enabling, improving and automating digital processes to make work work better. In 2005, TeamViewer started with software to connect to computers from anywhere to eliminate travel and enhance productivity. It rapidly became the de facto standard for remote access and support and the preferred solution for hundreds of millions of users across the world to help others with IT issues. Today, more than 640,000 customers across industries rely on TeamViewer to optimize their digital workplaces—from small to medium sized businesses to the world's largest enterprises —empowering both desk-based employees and frontline workers. Organizations use TeamViewer's solutions to prevent and resolve disruptions with digital endpoints of any kind, securely manage complex IT and industrial device landscapes, and enhance processes with augmented reality powered workflows and assistance—leveraging AI and integrating seamlessly with leading tech partners. Against the backdrop of global digital transformation and challenges like shortage of skilled labor, hybrid working, accelerated data analysis and the rise of new technologies, TeamViewer's solutions offer a clear value add by increasing productivity, reducing machine downtime, speeding up talent onboarding, and improving customer and employee satisfaction. The company is headquartered in Göppingen, Germany, and employs more than 1,800 people globally. In 2024, TeamViewer achieved a revenue of around EUR 671 million. TeamViewer SE (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX. Further information can be found at www.teamviewer.com.

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