



Driving Operational Efficiency

Tennessee Division of Strategic Technology Solutions

NASCIO Award Category: Operational Efficiency

Project Title: Driving Operational Efficiency

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Executive Summary

As Tennessee's Microsoft 365 ecosystem expands, the state faces increasing challenges with decentralized visibility into users, licenses, configurations, and administrative activities. These gaps create inefficiencies across STS and partner agencies, making it more difficult to maintain consistent governance, enforce security standards, manage permissions, streamline administrative work, and control costs. Without a centralized approach, routine tasks can become more manual, reporting can become fragmented, and agencies may have limited ability to efficiently manage their Microsoft 365 (M365) needs. CoreView provides a powerful overlay that centralizes reporting, strengthens governance, enhances security, simplifies administrative processes, and reduces costs. By enabling granular permissions, automated workflows, and agency-level self-service, CoreView significantly improves operational efficiency across STS and partner agencies.

Idea

What problem or opportunity does the project address?

Before CoreView, agencies depended on End Point administrators to manually run complex scripts or compile multi-source reports, a process that often took 30 minutes to several hours. This created delays for agencies, increased workload for technical teams, and made routine reporting inefficient. The state needed a solution that provided centralized visibility, agency self-service reporting, granular permissions, and automation.

What makes it different?

Centralized visibility into users, activity, licensing, group membership, devices, applications, and more.



Granular permissions limit agencies to viewing only their own data within a secure environment.

Agency self-service reporting that does not require service tickets or IT intervention.

Automation to eliminate manual tasks, reduce human error, and streamline Active Directory cleanup efforts.

Tennessee needed an approach to manage M365 that gave agencies greater ownership and visibility without increasing security risk. Agencies needed the ability to access and manage relevant information while avoiding overprivileged permissions, with guardrails in place even for read-only access. This was especially important as decentralized administration, fragmented reporting, and inconsistent access controls created challenges across STS and partner agencies.

A more efficient way was also needed to automate routine M365 administrative work. PowerShell-level automation within CoreView reduced the need to maintain separate scripts, scheduled tasks, or additional server resources, simplifying operations and reducing manual effort.

What makes it universal?

For any organization leveraging M365 on premises, in a hybrid environment, or fully in the cloud, CoreView provides highly relevant insights. Every M365 customer must manage licenses, users, groups, devices, and compliance needs. CoreView consolidates all this data and presents it in an actionable, user-friendly format, making it broadly applicable across the enterprise.

Implementation

Roadmap

CoreView aligns with STS's long-term roadmap to reduce directory sprawl, improve security, and maintain high-quality standards. Major milestones included:

- Full system implementation and configuration
 - Building virtual tenants and permission sets to isolate agency access
 - Onboarding agencies and expanding user groups
 - Directory cleanup, standardization, and automation improvements
- Success was measured in adoption rates, the volume of cleanup completed, and validated operational enhancements across agencies.

Who Was Involved?

This collaborative effort brought together technical, security, agency, training, communications, and leadership teams to coordinate key activities and support successful enterprise-wide implementation.

A COLLABORATIVE TEAM EFFORT



PRIMARY TEAMS

included Active Directory and CoreView specialists, supported by:



These groups coordinated demos, security reviews, procurement, implementation, onboarding, and communication across the enterprise.

How Did You Do It?

Following procurement, STS stood up a connector server and configured CoreView to integrate with both on-premises Active Directory and Azure.

The team:

- Established custom permission sets and virtual tenant segmentation
- Ensured strict data isolation for each agency
- Built automation workflows to standardize routine tasks
- Created training materials, guides, and promoted adoption through demos and CoreView University resources

This foundation ensured responsible data access, consistent user experience, and rapid scalability.

Impact

CoreView addressed all these needs by consolidating M365 insights into a single, powerful platform, eliminating delays and enabling agencies to run their own reports instantly.

What Did the Project Make Better?

CoreView significantly transformed STS operations:

- **Agency self-service reporting** replaced manual ServiceNow requests, eliminating hours of scripting and data compilation.
- **License optimization** enabled agencies to identify inactive or unnecessary accounts, reducing waste and returning savings for strategic priorities.
- **Directory cleanup** accelerated: over 20,000 AD objects were disabled or removed, reducing attack surface and improving performance.
- **Standardization and automation** created a more secure, efficient, and maintainable directory environment statewide.

Quantitative improvements include reductions in report turnaround time, thousands of objects cleaned up, and measurable cost savings from license reclamation. Agencies confirm rapid access to data that previously required lengthy IT involvement.

THE BENEFITS

SMARTER LICENSING. STRONGER OPERATIONS.



Faster agency project timelines

Streamlined processes and automated workflows reduce delays and keep projects moving forward.



Reduced administrative burden on End point teams

Automated tasks and clear visibility eliminate manual work so teams can focus on what matters most.



Licensing transparency that enables the cleanup of unnecessary expenditures

Full visibility into license usage helps identify overlap, eliminate waste, and optimize spend across the agency.



Improved directory integrity and strengthened security

Automated workflows and consistent oversight ensure accurate data, reduce risk, and strengthen your security posture.



What Now?

Future plans include expanding user access statewide, building additional custom workflows and automation policies, and integrating CoreView with ServiceNow to support automated ticket handling and improved response standardization. These enhancements will further the state's long-term goals for strengthening security, increasing operational efficiency, and promoting responsible cost stewardship.