

Dawn Allison

“ I had heard about TRM’s reputation in the Maximo Asset Management field for several years now and have been impressed. Their move to IBM IT Service Management was the ideal opportunity to take my ITSM customer experience to a broader level. TRM has the same vision, so it was a natural step in my career. – Dawn Allison ”



Dawn Allison is the Program Manager for TRM’s Mid-Atlantic Operations. Dawn joins TRM from BAE Systems Information Technology, where she managed the merging of over fifteen acquired companies’ IT departments and service desks under one division. This paved the way for bringing together BAE’s diverse portfolio of IT assets all on a single Maximo platform for IT Asset Management and Service Management, employing Tivoli Asset Management for IT and Tivoli Service Request Manager. Her team went from supporting 200 end-users to 50,000 in a matter of three years with:

- Service Requests
- Incidents
- Change
- Problems
- Asset Management
- Work Orders

Dawn also represented BAE on the IBM Maximo/Tivoli Advisory Council, and worked closely with the Tivoli sales teams as a referral and development partner.

Dawn is ITIL Foundations and Practitioner Release and Control Certified. She earned a Bachelor of Arts in International Studies at Frostburg State University and a Master’s of Public Administration with a Minor in Information Systems at Troy State University.

Contact Information

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