



Turning **VISION** into **ACTION**®

## PRESIDENT'S NOTE

Dear Friends,

As part of ActionNet's culture of Continuous Improvement and Innovation, we have embraced Scrum with a focus on "Agilizing" everything we do across all of our business and supporting functions. Delivering value continuously and consistently is part of who we are.

Our Core Values and Scrum Values align well with a focus on Commitment, Customer Service, Teamwork and Service Delivery Excellence.

Spring is on the horizon and together, we continue to make a difference!

**Ashley W. Chen**  
Chairman & CEO

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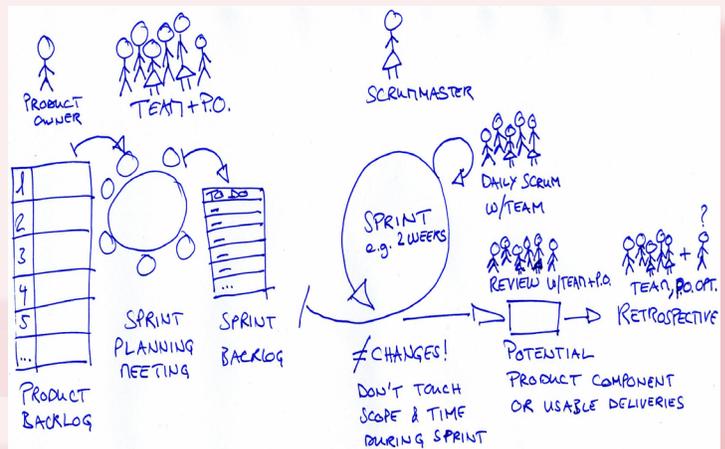
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# Agilizing Everything We Do

By Jeffrey D. Abish, President & CAO

**T**he origins of the Agile Framework and Scrum had an initial focus on improving Service Delivery in Software Development Projects, which had previously taken years of development, often becoming obsolete by the time of delivery. The current world we operate in has large streams of real-time information to be processed, constant deliverables showing forward progress and achieving goals and milestones in a matter of days and weeks, rather than months and years.



The components of People, Process and Technology are as relevant as ever, but true business transformation starts with changing the mindset of the people that drive growth and success by creating an environment that nurtures Creativity, Innovation and Teamwork. Agile and Scrum have transformed the way we think, interact and operate. Minimizing random noise and inertia allows People, Process and Technology to be enabling and facilitating components rather than impediments, with a strong emphasis on Continuous Innovation, Integration and Delivery.

The Scrum Values of Focus, Courage, Openness, Commitment and Respect mirror ActionNet's Core Values of Making Our Customers and Each Other Successful, Drive to Success and Innovate, and Achieve and Sustain Service Delivery Excellence. Transformation starts with ourselves. Our Senior Leadership Team at ActionNet took the Scrum Class together, examining all of our Core Service Delivery and Supporting Functions, "Agilizing" everything we do starting from the beginning of our relationships with our Customers and Employees with Contract Kickoff and Orientation Activities and maintaining alignment throughout the Service Delivery Lifecycle.

**"Agile and Scrum have transformed the way we think, interact, and operate."**

Our Scrum Teams share the critical qualities of Collaborative Leadership, Business Sense, Creativity and Passion. Our motivated and self-directed professionals including Product Owners/Customers (representing the business requirements), Scrum Masters (coaching and facilitating), Service Delivery Teams (providing consistent incremental value) and engaged Stakeholders continually deliver results in support of our Customers' Missions and Business Objectives.



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**“The Integration component of ITIL V4 provides the flexibility to work with other technologies and methods ... like DevOps, Agile and Lean.”**

# ITIL V4 - Agile Service Delivery

By Kimberly Morrison, Quality Assurance and Training Manager

The first launch of Information Technology Infrastructure Library Version 4 (ITIL V4), representing the next phase of evolution of ITIL, occurred in February 2019 and expands on previous versions by providing an emphasis on the business and technology world, how it works today, and how it will work in the future with Agile, DevOps and digital transformation.

The key concepts in ITIL V4 can be summarized as follows:

## Service Value System (SVS)

There are 5 elements that make up the SVS:

1. 7 Guiding Principles of Service Delivery (Align with the Guiding Principles of Agile Methodologies, PMI, Lean, etc.)
2. Governance
3. The Service Value Chain (Simplified – Opportunity/ Demand = Input, Value = Output)
4. Practices (Replaces Processes from V3)
5. Continual Improvement



## The 7 Guiding Principles of Service Delivery

1. **Focus on Value** – Customer Experience, Business Mission, Value Co-Creation, Stakeholder Understanding of Consumers and Their Consumer Mission
2. **Start Where You Are** – Baseline, Identify and Control Assets Throughout the Lifecycle
3. **Progress Iteratively and with Feedback** – Work in Sprints, Identify Quick Wins, Collect and Communicate Feedback
4. **Collaborate and Promote Visibility** – Break Down Silos, Identify Stakeholders, Create Consistent Processes that Can Be Tailored for Specific Use, Increase Urgency Through Visibility, Identify Bottlenecks and Waste
5. **Think and Work Holistically** – Nothing Stands Alone, Impacts (Benefits, Risk Identification and Management)
6. **Keep It Simple and Practical** - Do Not Customize Unless There is No Other Option, Reuse What You Already Have Whenever Possible
7. **Optimize and Automate** – Always Look for Ways to Increase Value, Everyone Owns Quality/Service Improvement, Automate Only After Optimization

## Four Dimensions

The Four Dimension Model ensures a holistic approach to Service Management. The four dimensions remember the former 4 Ps of ITIL – People, Products, Partners and Processes. Each component of the SVS should be considered across these four dimensions, which are:

1. **Organizations and People** – Contribution in the SVS, Culture, Capacity and Competence
2. **Information and Technology** – Protecting, management and archiving of information. Technology is main driver for benefit in Service Management including Artificial Intelligence, Machine Learning, Mobile Platforms, Cloud Solutions, Collaboration Tools, Automated Testing and Operations as well as Continuous Integration/Continuous Development/Continuous Deployment Solutions.
3. **Partners and Suppliers** – Every service provider leverages other organizations to create value influenced by focus, corporate culture, resource scarcity, cost, subject matter expertise, external constraints and demand patterns.
4. **Value Streams and Processes** – Value streams are a series of steps, which creates value as product or services. Processes transform with a set of activities input in output. The processes



ActionNet solutions are built on **People, Innovative Processes, Technology** and **Partnership**. ActionNet has established an outstanding track record of creating continuously forward-looking, cost-effective IT solutions, meeting such Federal mandates as 'Cloud-First' initiatives. Our ActionNetCloud® family of service offerings include:

- **ActionNetDesk®**
- **ActionNetAgile™**
- **ActionNetHosting®**
- **ActionNetMobility®**
- **ActionNetCyber™**
- **ActionNet360®**

For a complete list of ActionNetCloud® Solutions, visit [www.actionnet.com/Solutions/ActionNetCloud.asp](http://www.actionnet.com/Solutions/ActionNetCloud.asp)

ActionNet's Core Values center on Customer Service, Employee Growth and the Quality of our Work. We continually invest in our people and our capabilities with a continual process improvement focus based on ISO 20000, ISO 27000, ISO 9000, HDI and CMMI® Level 3. We are proud to have many certified staff:

- 500 ITIL Certified
- 100 PMP Certified
- 80 DoD 8570 Compliant
- 35 ScrumMasters
- 24 AWS Certified Technical

The key to successful transformation into a performance-based, customer-focused organization is clearly defining the current state of the organization and building a detailed roadmap for improving service delivery.

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## Thinking Outside the Box...No, Just Get Rid of the Box

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through retirement of multiple legacy Windows servers resulting in significant cost savings.

With any technology transformation project comes risk and burden of how to minimize impact to current operations. ActionNet addressed these risks head-on by reframing the transition to "User Empowerment". This amounted to marketing, branding, and messaging of 'You control your device, and completing this transition yourself is faster and more secure.' We developed a detailed user guide enabling self-guided transition of clear and easy step-by-step instructions and visual aids guiding device transition onto this new solution. We orchestrated iterative transitions across multiple Agencies, and hosted online webinars, call-in bridges, and café kiosks (at lunchtime in the cafeterias) providing end users guided transition and troubleshooting if needed. Surveys of mobile device users confirmed very positive user experience during the transition process.

Current costs are now almost entirely associated with an Office 365 license bundle, which is projected to result in even further cost savings as the Apple DEP service eliminated manual configuration of new devices thus reducing staff to configure new accounts.

ActionNet also engineered an integrated Mobile Device Remote Access method using Cisco ISE, with Microsoft Active Directory and InTune enabling mobile devices to use a certificate to automatically authenticate against a Virtual Private Network appliance by establishing a session between the device and the network enabling secure access to intranet resources. By enabling an integrated cloud based Software-as-a-Service (SaaS) offering, MDM administration is now enabled through web portal access, thus eliminating all server administration and improving end user mobile access to mission critical information by 'Getting Rid of the Box' altogether.

*"My low expectations were far exceeded! Outlook is about 1,000,000,000,000x better than now ... Thanks for doing it - Onward!"*  
-End user survey respondent



## ActionNet Sponsors the Salvation Army Clothing Drive

**A**ctionNet is collecting new and gently used men's, women's, children's and infant's clothing through April 2019. In addition to the Salvation Army Clothing Drive, ActionNet celebrated Heart Health Month, Valentine's Day, Lunar New Year and February employee birthdays. Acceptable items include: coats, hats, gloves, sweaters, dresses, shirts, blouses, pants, jeans, ties, belts, socks, shoes and boots.

**Please Donate to the ActionNet Salvation Army Clothing Drive**  
Now - April 5, 2019  
ActionNet HQ Reception Area  
POC: Michelle Barnes  
703-204-0090 x102  
[mbarnes@actionnet.com](mailto:mbarnes@actionnet.com)

**ACCEPTABLE ITEMS**  
All men's, women's, children's and infant's clothing including:  
Raincoats and Overcoats  
Dresses  
Shoes and Boots  
Ties  
Shirts, Blouses, Sweaters  
Pants and Jeans  
T-shirts  
Formal Wear  
Hats and Gloves  
Handbags and Purses  
Belts  
Socks

The Salvation Army operates 7,546 centers in communities across the United

States. These include food distribution, disaster relief, rehabilitation centers, anti-human trafficking efforts, and a wealth of children's programs. In the National Capitol & Virginia Division. The Salvation Army has 30+ centers, serving residents throughout the Commonwealth of Virginia and the Washington, D.C. Metropolitan Area. The Salvation Army is serving more people in the United States than ever before; and seeing large increases in the number of Americans seeking the basic necessities of life – food, shelter, and warmth. Approximately 30 million people received help from The Salvation Army last year.

The Salvation Army's work is funded through kettle donations, corporate contributions, and the sale of goods donated to our Salvation Army Family Stores. Eighty-two cents of every dollar spent supports various missions across the country. Please join ActionNet in supporting this worthwhile charity.