

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

- **ActioNetDesk™**
- **ActioNetAgile™**
- **ActioNetHosting™**
- **ActioNetMobility™**
- **ActioNetCyber™**
- **ActioNet360™**

For a complete list of ActioNet-Cloud™ Solutions, visit www.actionnet.com/Solutions/ActioNetCloud.asp

ActioNet'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.

Ashley W. Chen
President & CEO
703.204.0090
info@actionnet.com

ActioNet, Inc.
2600 Park Tower Drive
Suite 1000
Vienna, VA 22180
www.actionnet.com

Our Health Services Business Unit in Baltimore hosted an All Hands on 8/17/2015. Dave Collignon and his leadership team shared their many HSBU Initiatives, Innovation, Business and Professional Growth with our many ActioNeters in Baltimore right outside of our building. Kudos to all ActioNeters who make our success possible! At the end of the All Hands it was clear that the fever of success had been caught by our Health Services members prompting Ashley to ring a service hand

bell to queue an Ice Cream truck. However, she quickly noted that the only prescription to our collective success across ActioNet was to hear some Cow Bell! Low and behold a cow bell materialized and its ringing was immediately followed by an appearance of an ice cream truck playing its theme song, pulling in front of everybody. We all enjoyed an ice cream bar prior to breaking for lunch. Everyone went back to work happy in the afternoon. How COOL is that!



Turning **VISION** into **ACTION**®

PRESIDENT'S NOTE

Dear Friends,

The Fall is upon us and the landscape is changing with the initial release of Windows 10 and the future roadmap of "Windows as a Service". Also, there are many prominent Cloud options on the horizon, but selecting the right service is critical both from a security and portability perspective. Please check these out in this issue of ActioNews. Best wishes for the new season!

Please visit us at www.actionnet.com, select [Vote ActioNet for the DC's Coolest Companies](#), click on the URL and then Finish Survey.

Ashley W. Chen
President & CEO

IN THIS ISSUE

- Cloud Means Choices . . . 2
- Summer Events 4
- More Cow Bell Please . . . 4

Windows 10 and Beyond

By Jeffrey D. Abish, EVP & CTO

We have been accustomed to new Desktop Operating Systems from Microsoft every few years with the promise of improved reliability and security with a more modern interface while still maintaining backward compatibility. It seems like every other version of Windows "gets it right" with broad user adoption and OEM support. While Windows 8 boasted faster booting and the touch-based Metro Interface with rectangular tiles, it also suffered from a split personality including a disjoint Desktop Mode, which looked somewhat like Windows 7 minus the familiar Start Menu, which was partially brought back in Windows 8.1.

On July 29, 2015, Microsoft released the initial version of Windows 10. Here are some initial impressions:

User Interface

Windows 10 has a new Start Menu, which combines a less flexible version of the Windows 7 Start Menu for those more comfortable with using the keyboard and mouse, as well as components of the Windows 8 tile interface (see the picture above). The new Windows 10 tablet mode provides much of the touch capability of Windows 8.1 featuring spread-out tiles with limited groupings and the Start options hidden under the "triple horizontal line" icon in the upper left.

Compatibility

This is one area where Windows 10 shines. There are no huge application security model or driver architecture changes, as there were when moving from Windows XP to Windows Vista, or Windows XP to Windows 7. In the few cases where a compatibility problem exists, the installer highlights those and tells you what you can do about it (if applicable). Any application running on Windows 7/8/8.1 will run just fine on Windows 10.

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Service Delivery and Quality

By Kim Morrison

Quality is defined as a service provider's ability to deliver services of value to the customer as determined by the customer.

ActioNet has successfully grown our business every year because of our focus on quality management and service delivery and quality is a vital part of our culture. We take pride in our ISO 9000, ISO 20000, ISO27000 and SEI CMMI Level 3 certifications.

Our programs rely on IT Service Management practices to deliver consistent, high value services to our customers. These services must not only meet their business needs but also coordinate with other industry certifications and standards like ISO and CMMI in order for ActioNet to remain competitive and continue successful growth.

How does ActioNet Ensure High Quality Service Management?

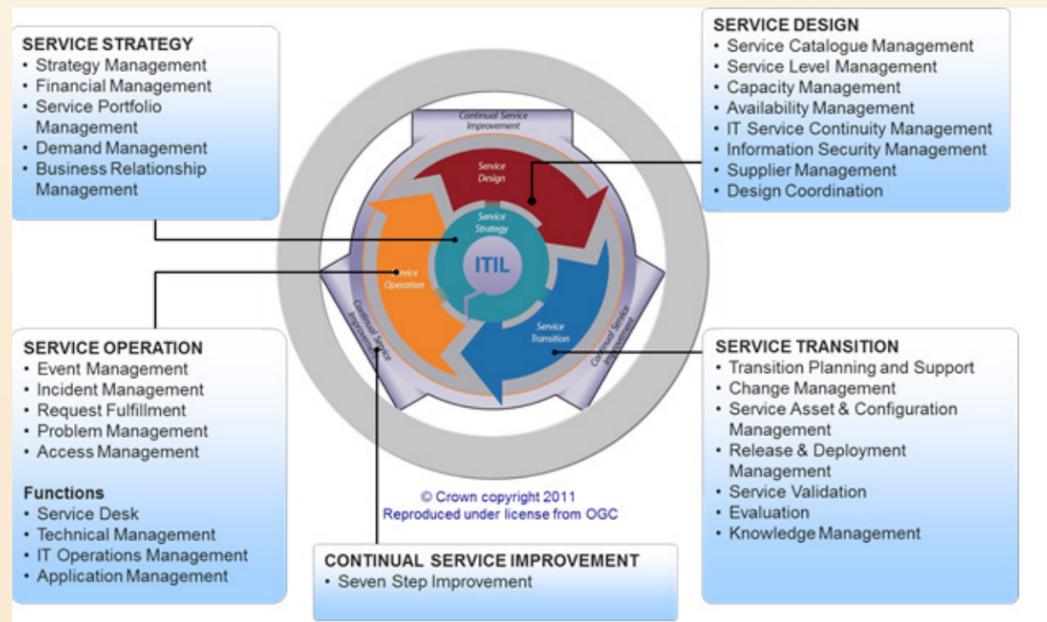


Figure 1- ITIL 5 Lifecycles

To deliver top notch IT Services to our customers we follow ITIL (Information Technology Infrastructure Library) recommended best practices. These practices focus on the alignment of IT Services with our customers' business needs. When services meet the needs of the business we are delivering Quality. Using the five ITIL lifecycles shown in Figure 1 - Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement (CSI) - we are able to meet or exceed customer expectations.

In the Service Strategy lifecycle we asks questions that help us to identify the future needs of the business. What services will need to be added, retired or replaced? What are our current capabilities and resources? How can we modify them to ensure successful growth? Is there new Governance or regulations that require infrastructure change? We also answer these questions by developing a business case to document the impacts, risk and recommended solutions. Key process areas include Business Relationship Management (BRM), Financial Management and Service Portfolio Management. BRM develops a close

relationship with the customer in order to understand their business needs and over time. Financial Management ensures funding is available to cover design, development and delivery of services. The Service Portfolio management is the source for all service offerings, past, present and proposed.

In Service Design we look at the design and development of recommendations approved during the Service Strategy lifecycle. Successful design of a new, changed or retired service will require resources. Those resources are known as the 4P's of Service Management; people, process, partners (suppliers) and products. A service design package documents the business alignment, resource demands, schedules, key performance metrics including service level agreements, technology needs and standard process. This package becomes the input for the next lifecycle, Service Transition.

The key process areas of this lifecycle include; Service Level Management (SLM), Service Catalogue Management (SCM), Availability Management and Information Security Management (ISM). The purpose of SLM is to define, document, agree to, monitor, measure and report the performance levels achieved. SCM is responsible for

providing a consistent source of active and soon to available service offerings. Availability Management ensures that services and resources (the call center for example) meet the agreed to availability requirements. ISM objective is to keep information secure while ensuring the confidentiality requirements are met and data integrity is achieved.

Service Transition manages how we test and implement change. The key processes of this lifecycle include Change Management, Service Asset and Configuration Management (SACM), Release and Deployment, Transition Planning and Support and Knowledge Management. Change Management is the process that controls all changes to the environment, regardless of impact, to ensure that minimal disruption to delivered services occur. SACM is the process area that manages all configuration items (CI's) needed to deliver the changed services are documented, available and controlled. Release and Deployment works to ensure that the implementation of change occurs at time that meets the customers' needs and maintains the integrity of current services. Coordination of the resources identified in the 4P's of Service Design is managed by Transition Planning and Support and all information required to support the changed service is documented following Knowledge Management processes. The main purpose of Knowledge management is to ensure the right people have access to the right information at the right time.

The Service Operation Lifecycle is the heartbeat of Service Management. In this lifecycle we validate that services meet or exceed service levels defined by SLM and Process owners in the Service Design. We also ensure that services remain available and service interruptions are restored promptly and documented correctly. Requests are fulfilled and Root Cause Analysis (RCAs) are also performed as required. Key process areas include; Event

Management, Incident Management, Problem Management and Request Fulfillment.

Event Management is the process of monitoring and managing changes of state that impact the environment. Events often lead to Incidents. The purpose of Incident Management is to restore normal service as quickly as possible while minimizing the overall impact on the business. Problem Management is used to identify root causes and patterns of incidents and is responsible for the documentation of Known Errors in the environment. The Request Fulfillment process handles requests for information, comments, complaints and a process to control standard customer requests with a predefined and preauthorized process (for example a new standard device).

Continual Service Improvement (CSI) is the final ITIL lifecycle. This lifecycle provides guidance on creating and maintaining value to the business. The CSI lifecycle recommends following Quality Management practices including the 7 step improvement process to identify improvement opportunities in all ITIL lifecycles. Understanding the baseline and the different types of metrics that can be used to measure successful improvement are key activities in CSI.

All ITIL lifecycles interact with the other lifecycles in various ways. Correct implementation and application of ITIL Best Practices helps to ensure ActioNet continues to deliver Quality to our customers, maintaining our reputation as an industry leader and attracting new customers to grow our business.

Already have ITIL Foundations? Then why not keep the momentum going by enrolling in an intermediate level ITIL offering? Figure 2 depicts the levels of ITIL certification, from Foundation to Master. Strive for Master!



Figure 2- ITIL Course Offerings

LEGEND

LIFECYCLE MODULES

- SS – Service Strategy
- SD – Service Design
- ST – Service Transition
- SO – Service Operations
- CSI – Continual Service Improvement

CAPABILITY MODULES

- OSA – Operation Support and Analysis
- PPO – Planning, Protection and Optimization
- RCV – Release Control and Validation
- SOA – Service Offerings and Agreements

ActioNews, the newsletter of ActioNet, Inc. is published to provide examples and applications of cutting edge IT topics and practices.

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ActioNews Staff

Lead Designer

Lynda D. Pitman

Contributing Authors

Michael L. Genebach

Kim Morrison

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