Turning **VISION** into **ACTION**®

## PRESIDENT'S NOTE

Dear Friends,

Being "Agile" has never been more important. Part of Service Delivery Excellence is delivering Rapid Results with High Levels of Performance and Continuous Innovation. In this issue of ActioNews, we explore the benefits of CMMI for Services (CMMI-SVC) in providing tailored solutions for IT Services Management (ITSM). ActioNet was proud to field a winning team in the "Great Agile Challenge", part of the very first "hackathon" event that was hosted at Microsoft's HQ in Chevy Chase, MD.

Many thanks to all who participated in the Back to School Drive last month. Our ActioNeters contributed over 1,000 items including backpacks, notebooks, binders, folders, pens, pencils, scissors and many other items in support of our local schools.

Wishing you and your families a Happy Fall Season!

**Ashley W. Chen**
Chairman & CEO

## IN THIS ISSUE

# CMMI-SVC: Improving Service Delivery Excellence

By Chris Ellis, Director, IT Operations

**A**s our Customers' Most Trusted Innogrator®, ActioNet is dedicated to the development of Innovative Solutions and Service Delivery Excellence. The promise to achieve and sustain Service Delivery Excellence is one of ActioNet's Core Values, and our passion for quality is at the heart of everything we do. ActioNet's long-standing status as an ISO/IEC 9000, 20000 and 27000-certified, HDI and CMMI-DEV Level 3-appraised organization directly translates to mature and repeatable processes, consistency of services, and a commitment to continuous improvement.

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### Background

Developed by the Software Engineering Institute (SEI) of Carnegie Mellon University, the Capability Maturity Model Integration (CMMI) Models are collections of best practices that assist organizations with process improvement. CMMI for Services (also known as CMMI-SVC) is based on the CMMI Model Foundation (CMF), which is common to all CMMI models including CMMI-DEV. CMMI-SVC has evolved from the earlier CMMI-DEV, sharing 16 out of 24 process areas and tailored for use in the service industry. Like CMMI-DEV, CMMI-SVC is supported by the Standard CMMI Appraisal Method for Process Improvement (SCAMPI) appraisal methodologies. The SCAMPI A Appraisal is used to determine an organization's level of process performance, resulting in a Maturity or Capability Level Rating.

*"ActioNeters across the D.C. Metro area banded together to form the ActioNet A-Team in order to compete in the 'Great Agile Challenge'."*

# ActioNeters Participate in Agile Challenge and Microsoft Hackathon

By Chris Schwalm, Executive Director, National Security

On July 25th 2018, ActioNeters across the D.C. Metro area banded together to form the ActioNet A-Team in order to compete in the "Great Agile Challenge". This was the very first "hackathon" event and was hosted at Microsoft's HQ in Chevy Chase, MD. Competing Agile Teams were given only a few hours to develop a responsive BYOD application hosted in the Azure cloud. Grading criteria also included the use of a Continuous Integration and Continuous Delivery (CI/CD) pipeline and adherence to Agile best practices. Two of our ActioNet teams joined forces and elected ten of their finest to jump into the unknown maelstrom about 2 weeks prior to the event. Very short on time and with no knowledge of what to come, these select few came prepared and worked together demonstrating what being an ActioNeter is all about.

The A-Team of Azure Cloud engineers, software developers, a scrum master and automated tester combined their talents to build a framework for competitive development. The use of Slack for ChatOps kept all team members communicating and allowed for immediate reporting and logging of build activity. The team leveraged this functionality throughout the event to exchange information and share their thoughts. The Agile Kanban framework was key to maintaining visibility into teammate activities and ensuring that impediments did not become show stoppers. The CI/CD pipeline as a whole allowed multiple developers to work at full speed resolving any dependencies as soon as they arose producing higher quality work on a more frequent basis. Automated test building further improved the quality of the solution in a more efficient manner resulting in quicker turnaround times on bug fixes meaning more development was accomplished. Leveraging the Azure framework, easy-to-use Microsoft tools, along with a few 3rd party applications, the A-Team, team with no prior experience, was able to collaborate and produce a functional, scalable product in mere hours. Stay tuned for future opportunities and perhaps you too can join ActioNet's A-Team!







*The ActioNet hackathon team worked hard to create an application at the July 2018 Microsoft Hackathon*

# CMMI-SVC: Improving Service Delivery Excellence

## MATURITY LEVELS

The maturity level of an organization provides a way to characterize its performance. A maturity level consists of specific and generic practices for a predefined set of process areas that improve the organization's overall performance. The CMMI-SVC model reflects five maturity levels in its design and content.

| ML1 | Initial | Functional services, frequent budget and schedule overruns, processes abandoned in times of crisis, unable to repeat successes. |
|---|---|---|
| ML2 | Managed | Institutionalized Project and Work Management, Support, Service Establishment and Delivery Processes. Process adherence evaluated periodically and existing practices are retained in times of stress. |
| ML3 | Defined | The organization's set of standard processes is established and improved over time. Organizational standards and procedures may be tailored to suit a particular work group or project. Processes are more rigorously defined and consider purpose, inputs, entry criteria, activities, roles, measures, verification steps, outputs, and exit criteria. |
| ML4 | Quantitatively Managed | Service providers establish quantitative objectives for quality and process performance, and use them as criteria in managing process. The performance of process is controlled using statistical and other quantitative techniques and predictions are based, in part, on a statistical analysis of fine-grained process data. |
| ML5 | Optimizing | Continuous improvement of process based on quantitative understanding of business objectives and performance needs. The organization uses a quantitative approach to understand the variation inherent in the process and causes of process outcomes. |

## KEY BENEFITS

CMMI-SVC provides a roadmap to service maturity and has synergies with standards, models, and frameworks already in use within ActioNet, including ISO/IEC 20000, ITIL v3, HDI and CMMI-DEV.

"Since CMMI-SVC builds on our ISO 20000-certified Service Management System (SMS) and is based on the Capability Maturity Model, it is a good measure of consistency and maturity across the organization," stated Jeffrey D. Abish, President & CAO. CMMI-SVC provides a common sense tailoring approach to meet varying customer requirements, and does not require a one-size-fits-all solution.

CMMI-SVC provides a rigorous yet flexible framework that consists of 24 process areas. Seven process areas focus on practices specific to services, addressing capacity and availability management, service continuity, service delivery, incident resolution, service transition (including change management), service system development, and strategic service management. Although CMMI-SVC provides almost complete coverage of ISO 20000 clauses, the ISO 20000:2011 standard reflects IT Service Management (ITSM) best practices contained within the Information Technology Infrastructure Library (ITIL), whereas CMMI-SVC processes may be implemented to support any type of Service Management System. By implementing CMMI-SVC within ActioNet, our team members are more thoroughly equipped to address the growing demand for streamlined Service Management. Whether our customers are seeking an IT, Facilities, Security, HR, or other type of Service Management System, ActioNet stands proudly on our foundation of mature processes and proven large scale implementations in achieving Service Delivery Excellence.

"By implementing CMMI-SVC within ActioNet, our team members are more thoroughly equipped to address the growing demand for streamlined Service Management."
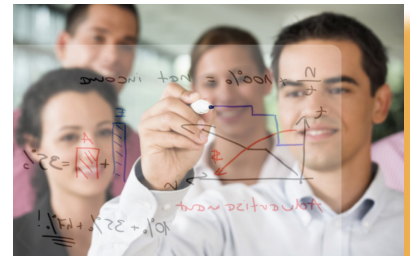
ActioNet solutions are built on **People, Innovative Processes, Technology** and **Partnership**. ActioNet has established an outstanding track record of creating continuously forward-looking, cost-effective IT solutions, meeting such Federal mandates as 'cloud-first' initiatives. Our ActioNetCloud® family of service offerings include:

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

For a complete list of ActioNet-Cloud® Solutions, visit www. actionet.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.

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# ActioNet Sponsors Back to School Supply Drive

ActioNet hosted our 2018-2019 academic year Back to School Supply Drive Kickoff, Friday, July 20, 2018 during the July Ice Cream Birthday Celebration, in the HQ 6th Floor Kitchen Area. This year's recipient of all donations is Drew Model School located in South Arlington, Virginia. The budget at Drew Model is reportedly below other N. Arlington schools and a large number of the students are from low income families.

Donations of new school items were accepted July 23 – August 24, 2018. The donation box was located in the ActioNet HQ reception area.

## About Drew Model School

Drew Model is a neighborhood, countywide elementary school serving immediate Nauck neighborhood and Arlington residents across the county. Academics, Appreciation, Accountability and Arts are the four A's of the Drew Model Elementary School program. The Four A's are integrated throughout two instructional programs, Model and Montessori. The Model program incorporates traditional practices serving children age four to grade five. Children of the same age group explore hands-on learning activities through individual, small group and whole class teacher-guided lessons. The Montessori program is based upon Dr. Maria Montessori's philosophy of

"educating the whole child." Children age three to grade five engage in learning activities of their own choosing in a multi-age, well-ordered physical environment. Drew Model School Offers:

- Multi-age Montessori program for children ages 3-11
- Smaller Age-grouped classes K-5
- Virginia Preschool Initiative (VPI)-Full day program four year old children
- Changing Education Through the Arts partnership with the Kennedy Center (CETA)
- Experienced, Dedicated Faculty
- Classroom Volunteers
- The Drew Model School PTA
- Business Partnerships
- County-Wide Transportation
- Character Education/Peer Mediation Program
- Drew TV Video/Film Production Program
- Drew Coding/Robotics Curriculum
- Young Scholars Program

For more information, please visit the website at https://drew.apsva.us/