

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

IN THIS ISSUE

ITIL V4-Agile Service Delivery 3

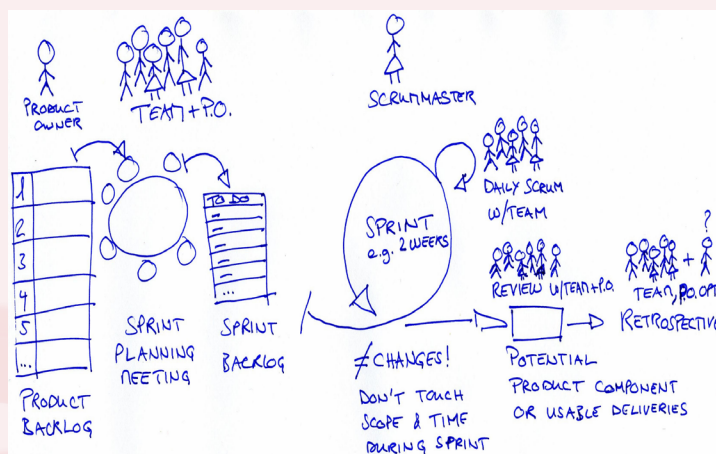
Thinking Outside the Box...No, Just Get Rid of the Box 3

ActionNet Sponsors the Salvation Army Clothing Drive 4

Agilizing Everything We Do

By Jeffrey D. Abish, President & CAO

The 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.



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

ActioNews is published quarterly (March, June, September and December) as a service to its staff, customers, and potential customers.

ActioNews Staff

Lead Designer

Lynda D. Pitman

Contributing Authors

Jeffrey D. Abish

Eric Chasteen

Kimberly Morrison

ActioNet grants permission to educators and academic libraries to use ActioNews for classroom purposes. There is no charge to these institutions provided they give credit to the author, ActioNews, and ActioNet. All others must request permission at actionews@actionet.com.

Copyright © 2019 by ActioNet, Inc.

“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

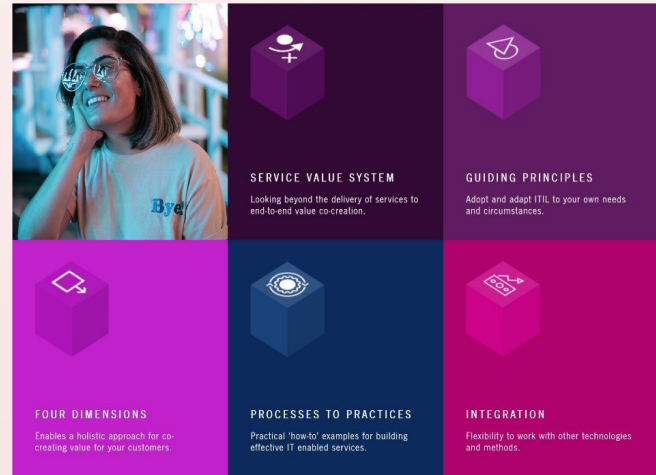
The first launch of Information Technology Infrastructure Library Version 4 (ITIL V4), representing the next phase of evolution of ITIL, occurred in February 2019 and expands on previous versions by providing an emphasis on the business and technology world, how it works today, and how it will work in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

underpin the value streams. There are political, economic, social, technological, legal, and environmental factors, which influence a service provider.

Processes to Practices

There are 34 total ITIL Practices in V4, 18 of which are covered in Foundations. The others are now considered intermediate concepts. Practices replaces “Processes”. Instead of breaking the Practices down by lifecycle, they are now broken into 3 categories; General Management Practices, Service Management Practices, Technical Management Practices. ITIL V4 provides practical “how-to” examples for building effective IT enabled services.

Integration

The Integration component of ITIL V4 provides the flexibility to work with other

technologies and methods such as with other practices like DevOps, Agile and Lean.

Summary

ITIL V4 has been the hugely anticipated evolution of the ITIL Framework and it builds on the core elements of ITIL, with the infusion of the Agile Framework and Scrum with a focus on Continuous Integration and Continuous Delivery (CI/CD). Following the launch of ITIL V4 Foundation, modules will continue to be released throughout 2019.

The Top 3 Characteristics of Successful Initiatives and Projects are consistent:

1. Deliver Value to the Customer
2. Provide Innovation and Efficiencies
3. Embrace Teamwork and Supporting Each Other

• • • • •

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

By Eric Chasteen, Solution Architect, ActioNet Innovation Center

That age-old cliché of Insanity: ‘doing the same thing over and over again and expecting different results’, is nothing new but destined to repeat itself. Case in point, your Service Desk continues to escalate incidents to advanced engineering because users cannot access their E-mail or calendar on their mobile device while trying to find that meeting they are supposed to be in. Your Server Engineer has the arduous duty to package, release, and verify that exhaustive list of vendor patches on aging mobile device management (MDM) servers every month. The IT Business Manager is looking at ways to cut cost while knowing that looming MDM support renewal is coming, but the vendor says the current version is going away. Sound familiar?



Government IT organizations run into situations like this all the time, but that list of ‘priorities of the day’ just keep stacking up that impede solving these legacy issues once and for all. Rather than ‘kicking this can down the road’, why not think outside of the box, or better yet, just get rid of the box all together?

ActioNet partnered with Microsoft, Apple and Cisco to ‘transform’ customers’ MDM services to the cloud, migrating over thousands of mobile devices from multiple legacy on-premise products onto a tightly integrated Microsoft InTune MDM solution in the Government Azure/O365 cloud. We also tied in Apple Device Enrollment Program (DEP) for automating device enrollment and configuration, and Cisco Identity Service

Engine (ISE) to enable secure mobile access to intranet information via phone or tablet.

By implementing a comprehensive transformation plan, ActioNet led the way in untangling a complex web of aging legacy technology and delivered a stable modern solution enabling mission end-users to quickly transition onto a cloud platform. This platform now provides a dependable secure access to Microsoft Office 365 E-mail, calendaring, Word, Excel and PowerPoint files, and mission critical information from the intranet anytime and from anywhere. Consolidating multiple MDM solutions to a single cloud platform reduced IT footprint, eliminated complex license support, and eliminated burdensome maintenance

continued on page 4

“By implementing a comprehensive transformation plan, ActioNet led the way in untangling a complex web of aging legacy technology and delivered a stable modern solution ...”



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

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.

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

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

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

continued from page 3

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.

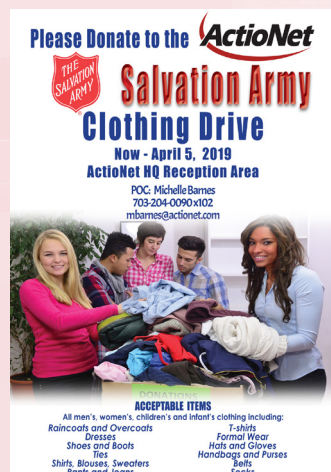
"My low expectations were far exceeded! Outlook is about 1,000,000,000,000x better than now ... Thanks for doing it - Onward!"

-End user survey respondent

.....

ActionNet Sponsors the Salvation Army Clothing Drive

ActionNet 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.



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.