

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 ActionNet-Cloud™ 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
President & CEO
703.204.0090
info@actionnet.com

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

ActionNet Helps With Nepal Earthquake Relief Effort

ActionNet, Inc. has teamed up with the American Red Cross on the Nepal Earthquake Relief Effort. Beginning April 28, 2015 and ending May 31, 2015, ActionNet matched on a "dollar-for-dollar" basis financial contributions made by ActionNet employees, which enabled the Red Cross to respond to and help people recover from this disaster and prepare for future disasters. Please visit the following URL: <http://www.redcross.org/cm/actionnet-emp> to learn about ActionNet's partnership with the Red Cross. Each employees' portion of the donation is tax deductible! Giving back is an important part of our corporate culture.

One of our employees, Dan W., volunteered in Nepal. Dan was getting amped about his trekking adventure in the Everest region of Nepal. He was excited about the chance to lay eyes on the highest place on planet earth. Fate had other plans.

Dan's sister and brother-in-law, Prabhas, live in Kathmandu this year, while Prabhas works on a fellowship with [Kathmandu Living Labs](http://KathmanduLivingLabs)

(KLL), a mapping focused tech incubator in Nepal's capitol city, his hometown. As a data visualization and mapping specialist, Dan was excited to see what Prabhas and his colleagues were up to at KLL on his visit, but after the earthquake hit, he knew that he had to see what he could do to help them out.

KLL is at the forefront of data processing and distribution in this disaster. They have created a site that allows civilians and relief workers to both log needs and claim tasks around Nepal (quakemap.org). Additionally, they are responsible for making sure government and non-government relief workers have the most up-to-date maps (quakerelief.info) available to them in both printed formats and pre-cached on their mobile devices. Dan said, "I never imagined being able to use all of the tools and skills from my day job to assist in the task of disaster relief. While my vacation plans may have been drastically altered, I consider it truly a blessing to have been given this strange adventure in happenstance."



**WE EXCEEDED
OUR GOAL AND
RAISED
\$15,210.00**

Our ActionNet Fruit Bowl Attracts a Visitor

By Ashley W. Chen, President & CEO

"The Fruit Bowl" has been part of ActionNet's Corporate Culture for the last 17 years. As the day gets longer and the workload gets heavier, there is a Little Fruit Bowl filled with fresh fruits ALL the time, and there are always ActionNeters who care about each other!

Around Noon time, a hawk stands on the rail outside of our 10th Floor kitchen staring in the window. We are convinced that he is attracted to our colorful Fruit Bowl. He then soars across I-66 and checks out the traffic.



ActionNet Alabama Summer Dinner

The AFDS Team in Montgomery, AL held an ActionNeter dinner with Ashley Chen and Jeff Abish at the Capital City Club on 5/21/2015. The 22nd floor balcony of the club overlooks the city of Montgomery with views such as Martin Luther King's first church and the Alabama river. Three team members were recognized for their exemplary work.



Turning **VISION** into **ACTION**®

PRESIDENT'S NOTE

Dear Friends,

Once again, ActionNet has been named one of the Washington Post Top Workplaces in 2015! Continuous Learning is part of our Corporate Culture. Our ActionNet University 2.0 is taking a major step forward to provide ActionNeters the tool to enable continuous learning.

On April 28, when we first heard of the devastating 7.8 magnitude earthquake in Nepal, we set up our goal of \$10,000.00. We exceeded our goal and raised \$15,210.00. Yeah! I want to thank you for your generosity, kindness and participation in ActionNet Giving Back!!

Ashley W. Chen
President & CEO

ActionNet University is Growing

By Rebecca M. Coplon, Director, Quality Programs

ActionNet University (AU) is growing! Originally established in 2012, AU has served as ActionNet's internal training program, hosting courses taught by subject matter experts and process owners throughout the organization to share our knowledge and foster understanding of corporate standards and methodologies.



As the company grows, so do the company's needs for training that covers a wider array of subjects, and is available to suit the employee's schedule. As a result, in 2015, AU is taking a major step forward as we implement our new state-of-the-art Learning Management System (LMS) to host our training program. This infrastructure supports live, webinar, and on-demand training, both company-developed and commercially contracted or vendor led, in a wide variety of technical and management subjects.

A major addition to our training program is the availability of a library of on-demand training courses from Skillssoft. These courses will be available at minimal cost to employees, and can be completed at the employee's availability, so that employees can meet their training needs without impacting the work day. Initial technical topics will include a variety of technical areas, from Agile Software Development techniques to application specific training or networking concepts. We also have included certification exam test prep sessions for several commonly requested exams. In addition, internally developed on-demand training will be released through the LMS to supplement and reinforce topics of interest to ActionNet employees.

AU is more than on-demand technical training. AU supports live training, both as classroom sessions and webinars, managing scheduling and availability of sessions, as well as the registration process to participate in them. Employees will have a one-stop shop to view and request these classes, as well as on-demand training, and complete the registration and approval process to participate in them. In addition, classes can be assigned to employees as appropriate by corporate departments (such as for annual refresher training in key corporate policies), or by the employee's manager, based on the employee's annual training plan.

IN THIS ISSUE

Premier Oracle Support-Global Scalability.	2
ActionNet Helps Nepal Relief Effort	4
ActionNet Fruit Bowl Visitor	4
AFDS Team Dinner	4



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

ActioNews is published quarterly (January, April, July, and October) as a service to its staff, customers, and potential customers.

ActioNews Staff

Lead Designer
Lynda D. Pitman

Contributing Authors
Ashley W. Chen
Rebecca M. Coplon
Sastry Dhara

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 actionnews@actionnet.com.

Copyright © 2015 by ActioNet, Inc.

“We are developing ‘reusable/shared services’ that can be built once and used across multiple applications.”

Premier Oracle Support - Global Scalability

By Sastry Dhara, Deputy Program Manager and Chief Architect

ActioNet provides database expertise to major customers, supporting Oracle and MS SQL Databases, associated applications and activities. In addition to the normal database support activities, such as monitoring, backups, database tuning, engineering new infrastructure, supporting application deployments and Tier II and Tier III support, due to the size and mission of our customers, our requirements significantly exceed conventional database support.

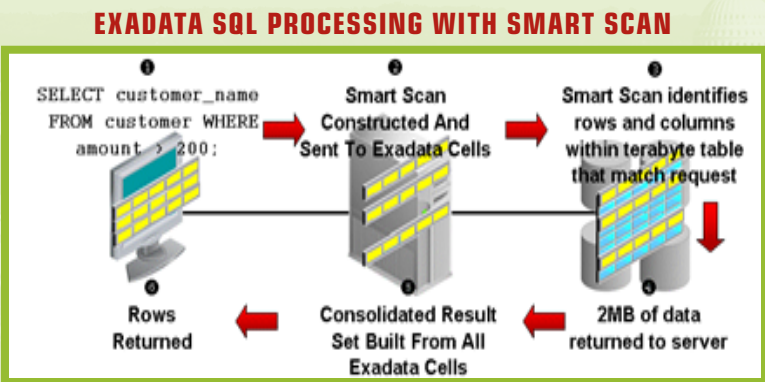
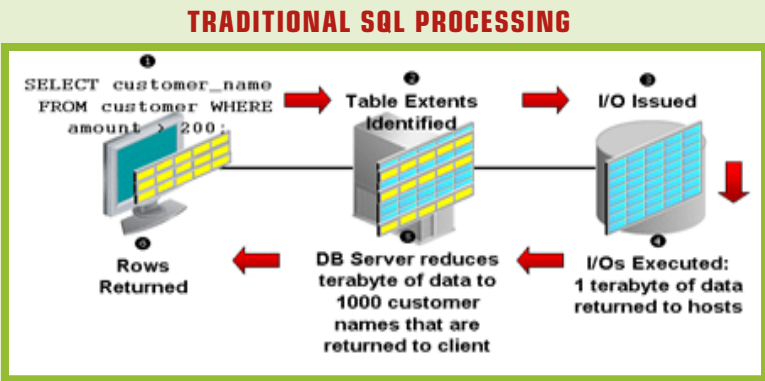
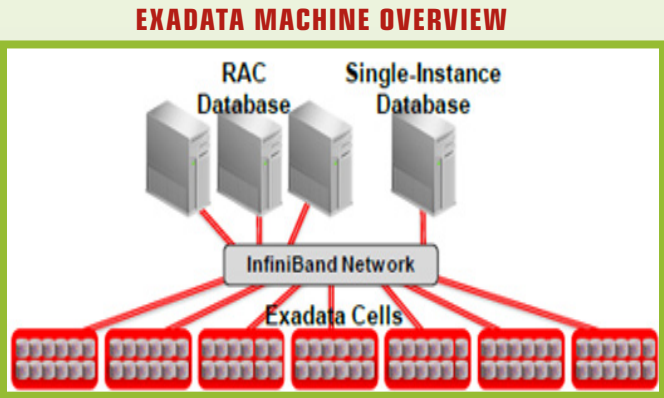
The central databases, per Oracle Corporation, are among the world’s largest (if not the largest) distributed and replicated databases. The complexity of the systems we support include multiple primary databases consisting of 270+ terabytes of data, growing at the rate of 2+ Terabytes per month. There are 250+ associated databases around the world from which data replicates to the domestic databases on a near real-time basis. In addition, there are 75+ databases across the United States that also replicate data back to the central data repositories.

One of the technical challenges that is being addressed by ActioNet is the transition from Oracle 9i, 10g environments into Oracle 11g, GoldenGate and Oracle Fusion Middleware. Several pre-existing 2-tier model (Web Server to Database through PL/SQL) applications are being converted into Service Oriented Architecture (SOA) using WebLogic Application Server cluster(s) on an Enterprise Service Bus (ESB). The existing applications on the central data repository are gradually being migrated to the new SOA Architecture. We are developing “reusable/shared services” that can be built once and used across multiple applications.

One of the key initiatives currently underway is migration from Oracle 10g (Windows 2003) to EXADATA (Oracle 11g, Linux). This is a very complex data migration effort, where the work has to be done within a small “maintenance window” and several weeks of prep work is required. Our team has so far migrated the large databases, working tirelessly during planned maintenance windows.

As the above graphics depict, EXADATA is Oracle’s “engineered solution” that combines database server, storage server and high-bandwidth connectivity into one system. ActioNet has expert-level knowledge in implementing this solution.

Another key initiative is migration of existing PL/SQL applications into Java/J2EE and SOA services. This involves identifying specific services based on functional boundaries (such as Facial Recognition),



ActioNet University is Growing continued from page 1

Finally, AU supports our ability to both manage training records and generate reporting on training and certifications held by our employees. This ensures that our records are complete, accurate, consistently maintained and enable management planning for training priorities and objectives.

AU will continue to support outside vendor training, bringing our unrivaled ability to negotiate the best possible pricing for vendor training to our employees. For commonly requested vendor training, these courses may be integrated into the AU catalog; for employees with special or individual training needs, our Training Program will always continue to support these requests.

In the new LMS, ActioNet Employees will be able to:

- Navigate the course catalog to see and request courses of interest
- Schedule courses and add them to their Outlook calendars
- Obtain approvals, where needed, to participate in training
- Express interest in courses that may not

have currently scheduled sessions, so that AU instructors know to schedule the course based on interest levels

- View their training records and generate reporting to substantiate their training history where needed for certification maintenance (e.g., for PMP requirements).

In addition, supervisors, managers, and our executive management team will be able to:

- Directly assign training from the course catalog to their employees
- View status of training completion by their team members or direct/indirect reports
- Generate reporting on training completed within their teams/the organization
- Generate reports of certifications held within their teams/the organization.

Deployment of our new LMS moves forward to support our goal of providing world-class training and career development for ActioNeters around the country and around the globe. For more information, contact AU@ActioNet.com.

Sample Course Areas

- Agile Software Development
- Software Testing Foundations
- Microsoft SharePoint 2010 (Configuring, Administration, Designing and Developing Applications)
- Microsoft Windows 7 (Configuration, Enterprise Desktop Administrator, Enterprise Desktop Support Technician)
- Microsoft Windows Server 2008 (New Features, Configuring Active Directory, Configuring Network Infrastructure, Configuring Applications Infrastructure, Server Administration, Enterprise Administration, Update to R2)
- VMware (Overview, workstation, Datacenter Virtualization with vSphere 5)
- CompTIA Security+
- Certified Ethical Hacker (CEH)
- Certified Information Systems Security Professional (CISSP)
- CISCO: (Integrating Cisco Unified Communications Applications, Implementing CISCO IP Routing, Implementing Cisco IP Switched Networks)
- ITIL Foundations
- Certified Business Analyst Professional (CBAP)

creating interface definitions through Web Services Description Language (WSDL), developing services and deploying them. In most cases, we start with “wrapping” the existing PL/SQL packages into “SOA Services”, which complies with the famous Design Pattern known as “Facade”. (Refer to “Design Patterns” by Gamma et al.). As the services evolve, we optimize by gradually migrating the business logic from the “database tier” to the “application or middle-tier”.

ActioNet staff provides 24x7x365 support for these systems, as the sun sets on the east coast of the US, databases overseas are coming online and drive activity throughout the night. Providing support for the Oracle and MS SQL Databases in this mission critical environment is anything but boring. Our staff monitor databases around the world

and ensure the databases are functioning when overseas operations open for business each day.

Our day shift team has primary responsibility for ensuring the domestic databases are synchronized with all replication changes, backups and standbys are up to date, and data is flowing correctly around the world. Given the size of the domestic databases, and the associated backups and standby systems, they are managing over 800 Terabytes of active data.

Our support is firmly intertwined with the Core Security Missions of our customers. ActioNeters that support these programs are uniquely motivated by the mission-critical aspects of the Program, as well as the opportunity to learn new cutting-edge technologies such as EXADATA, SOA and Oracle Fusion.

“Our staff monitor databases around the world and ensure the databases are functioning when overseas operations open for business each day.”

