

# ActioNeters in Action in 2014!

## Giving Back to the Community

### Washington Post Top Workplaces 2014



### Purple Heart Foundation 2014



### Winter Clothing Drive



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](http://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 9001, 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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Turning **VISION** into **ACTION**®



By Ashley W. Chen, President & CEO

**S**eventeen years ago, I started the journey of "Turning Vision into Action" with NO money, very LITTLE contacts, but with a BIG Dream. All I wanted was to "Do Something Meaningful" and "Make a Difference". ActioNet was born on January 7, 1998.

It was a humble beginning. Our first project was a 5-month Y2K IV&V project with the Department of Transportation (DOT) for under \$50,000. Our second project was providing J2EE Software Development services for the Department of Energy (DOE). At ActioNet, we are very proud of the fact that our FIRST two customers are our two LARGEST accounts today!

What differentiates ActioNet is our Core Values. It is our Heart and Soul. We are not just an IT Company, but a People Company. At ActioNet, we measure our Success based on three criteria: Customer Satisfaction, Employee Growth & Partnership for Success. ActioNeters are not about ME, but WE. Our Core Values are:

- Instill **Integrity** In Everything We Do
- **Innovate** To Enable The Mission
- **Make Our Customers & Each Other Successful**
- Achieve **Service Delivery Excellence**
- **PARTNERSHIP** for Success



As ActioNet celebrates its 17 years young birthday in January 2015, it is our privilege to be **Your Trusted Innogator™**, and thanks for being part of our journey of "Turning **VISION** into **ACTION**®". Join us and make a difference - **T**ogether **E**veryone **A**chieves **M**ore (**TEAM**).

Best wishes to you and your family for a Happy & Healthy Holiday Season!

## PRESIDENT'S NOTE

Dear Friends,

As ActioNet celebrates its 17 years young birthday in January 2015, we are committed to Continuous Innovation, Service Delivery Excellence and Partnership for Success. In 2014, we have the highest Customer & Employee Satisfaction Ratings in ActioNet's 17 Year herstory. It is our privilege to be **Your Trusted Innogator™** and thanks for being part of our journey of "Turning **VISION** into **ACTION**®". Yes, Together we can achieve Greater Success!

Best wishes to you and your family for a Happy & Healthy Holiday Season!

**Ashley W. Chen**  
President & CEO

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### Ebola MapGive



### Falls Church Open House-11/20/2014



### Winter Parties - So Far! Colorado - 12/4/2014



### Nevada - 12/5/2014



### New Mexico - 12/6/2014



### Massachusetts - 12/11/2014



## Corporate Events

### ActioNet Iron Chef



### Cubicle/Door Decorating Contest





# Innovation, Integration and ActioNetization

By Jeffrey D. Abish, EVP & CTO

Our ultimate success rides on our ability to maximize the potential of People, Process and Technology in the Solutions we provide to our customers. Connecting these critical “dots” and keeping them connected are the fundamental building blocks of establishing a foundation for success. The combined creative forces of Innovation and Integration are further reinforced by our core values, which we call ActioNetization. The roles of **Innovator + Integrator = Your Trusted Innogrator™**.



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.

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**“Every member of the ActioNet team truly embodies the very spirit of “Service Before Self” and on a daily basis demonstrates superior technical excellence and inspiring devotion in supporting our incredible mission.”**

Services are available through many GWAC/IDIQ Contract Vehicles that provide our customers with easy access and the ability to handle rapid turnaround times.

The proactive nature of IT Integration is focused on continuous innovation as it relates to advancing the user experience, overall efficiency and staying ahead of the curve. We are never satisfied with the status quo and ensure that new technology infusion creates positive impact to the Mission. Achieving the customer’s **Most Trusted Innogrator™** status is something that must be earned every day.

## Innovation

Here are some examples of Innogration in Cyber and Cloud Technologies:

### Advanced Cyber Solutions – Joint Cyber Coordination and Enterprise Incident Response

- Collect open source, classified, and Federal information on threats and vulnerabilities
- Work with National Security Council (NSC), Department of Homeland Security (DHS), and other Federal cyber centers to understand the threats, the interest level, and the reporting requirements
- Network monitoring tools to capture and mine information on network traffic, including internet history and data-stream reconstruction
- Malware analysis in secure sandboxes
- Collect and report status from Agency key sites and facilities, assisting with mitigation and remediation activities
- Keeps leadership apprised of the situation and impact to the Department
- True Proactive Advanced Persistent Threat (APT) Defense Capabilities
- Coordination has resulted in the apprehension of Cyber Criminals

## Innovation

ActioNet’s ability to Innovate helps Enable the Missions of our Customers and ActioNet as a whole. Our ActioNetCloud® Service Offerings enable business transformation and mission support, applying an innovative approach to supporting operational needs across the Federal Government:

- Think outside of the box in optimizing and adapting business processes to current needs
- Deliver secure solutions faster, for less money, & with fewer resources
- Future-ready technology architectures, methodologies, standards & platforms
- Increase efficiency, automation, quality, security & flexibility

## Integration

ActioNet, as an IT integrator, brings together the right resources including subject matter expertise (both internal and trusted partners), mature processes and technology components and weaves them into cohesive and scalable solutions. We view and embrace our Customers’ Missions as our own and provide value through collaborative and innovative solutions integration. From a Service Catalog perspective, ActioNet

## Cloud Solutions - Amazon Web Services (AWS) for Educational Content Hosting and Training

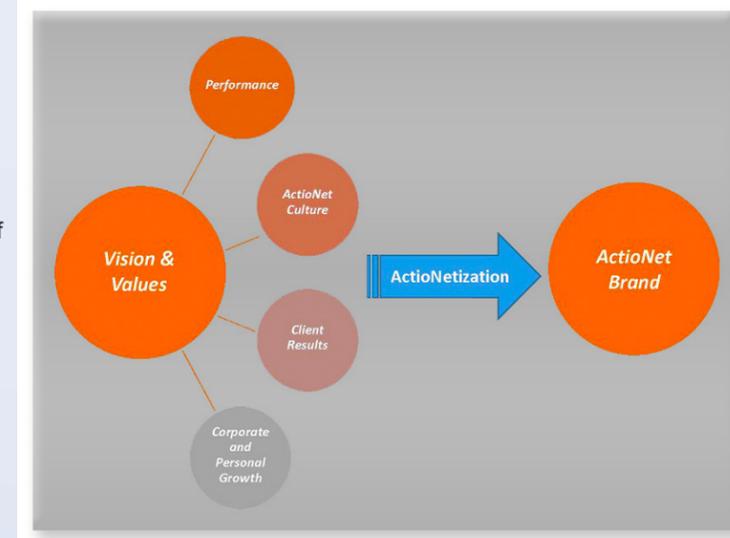
- Cloud hosting for scaling of users
- Open Source-customizable, adaptable, no licensing costs
- Distributed search across federated network of content sources
- Rapid content creation platform
- Secure identity management and content sharing

## Cloud Solutions – Infrastructure as a Service (IaaS), VDI and Microsoft Office 365

- Implemented hosting services (IaaS) through Trusted FedRAMPed IaaS Partners for SharePoint, Citrix Workplace, Network Management, Patch Management, Backups, and GOTS mission applications
- Move from on-premise email to a scalable, subscription-based Software as a Service (SaaS) Solution
- Desktop as a Service (VDI+), providing standard access from any device and anywhere
- Reduced and predictable licensing costs for accurate budgeting
- Provide additional services tying together BYOD, Lync Audio/Video/Web Conferencing and file sharing
- Greatly reduced O&M costs from both a hardware/software and labor perspective
- Creating service efficiencies with institutionalized measures of performance captured in SLAs

## ActioNetization

ActioNetization is what we call our process of interaction and integration among our ActioNet staff, who we fondly call ActioNeters, our internal ActioNet Service Organization (ASO) and the many programs that are part of our different business units. This process is driven by our vision and values and the result is our ActioNet Brand, which embodies:



- Continuous Learning & Growing through ActioNet University (AU)
- Increased Staff Certifications and Training
- We encourage team cohesiveness through numerous team building activities, professional and social events
- Corporate Infrastructure Investments in the ActioNet Innovation Center (AIC), which is a collaborative effort that has led to the development and integration of new technologies
- Established ActioNetAgile® and ActioNetCyber® Communities of Interest (COINs)
- We Promote from Within and Cultivate Leadership
- We are Passionate about Giving Back to our Community through Charitable Contributions and Volunteer Activities

## Summary

Our capabilities enable us to enhance business value to Deliver More, Increase Capabilities, Reduce Cost and Move Fast, which are critical in a time of tight budgets and the many unplanned and overarching requirements that often emerge. Service Delivery Excellence is achieved by providing consistent and sustainable performance.

Our ActioNetization process and culture has contributed significantly to our performance. Agility is achieved by leveraging existing solutions and applying them quickly across other programs. This has provided business value in serving as our customers’ **Most Trusted Innogrator™**.

**“We are never satisfied with the status quo and ensure that new technology infusion creates positive impact to the Mission.”**

