ActioNews

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.

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

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

ActioNet Named To Washington Post Top Workplaces, 3rd Year in a Row

ActioNet, Inc. is pleased to announce that it has been named to the Washington Post Top Workplaces 2016. This is the third year in a row that ActioNet has been named to this prestigious list. A total of 150 Companies were honored and announced in June 2016 at The Washington Post Headquarters in Washington, DC. The 150 organizations that made the cut this year scored the highest all-around when their employees were surveyed. The Washington Post asked people to evaluate their employers on a host of factors, including the quality of leadership, pay and benefit practices, and work-life balance issues.

"ActioNet's success is fueled by our outstanding employees, who we fondly call ActioNeters. One of our Core Values is making our customers and each other successful. Our ActioNeters, who embody our Core Values, work hard every day to enable the Missions of our Customers. Our ActioNeters also fulfill an important part of our Mission in giving back to our community and helping others achieve their dreams," said Jeffrey D. Abish, Executive Vice President and CTO."
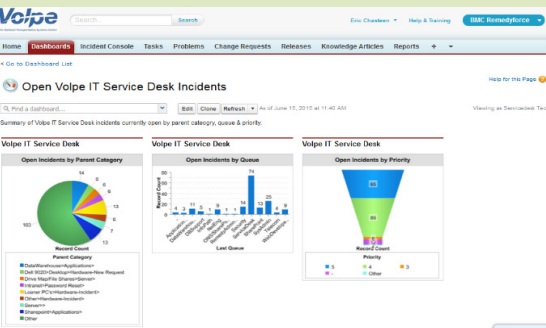
· · · · · · · · · ·

Salesforce - More Than Just A Platform

continued from page 3

➤ **Integrates** with Enterprise Identity Management and Enterprise Portals, providing secure access without the delay of separate application integration

➤ **Lowers** cost through shortened development timeframes

➤ **Collaboration** is embedded into all aspects of the solution

ActioNet's Salesforce expertise also includes deployment of RemedyForce at the Department of Transportation. ActioNet provided Agile Project Management, & Remedyforce on Salesforce platform design, configuration, customization, testing, training & release management services.

reports & dashboards using Remedyforce platform.

ActioNet also configured Salesforce Home Page & Chatter services. This solution was successfully implemented according to plan, yielding important benefits of:

➤ Significantly expanding Help Desk capabilities

➤ Increasing transparency of Help Desk performance using metrics, reports & dashboards

➤ First implementation of a cloud-based line-of-business application to be implemented at DOT

➤ State-of-art ITIL based Help Desk solution that is cost effective to implement & maintain.

The rapidly growing and widespread success of ActioNet's Salesforce implementations is testament to the importance of understanding the technical and business environment of our Federal clients. This experience and knowledge is the foundation of our ability to deliver Salesforce technical solutions that work in the unique and multi-faceted constrictions and requirements of the Federal government. We have established contract vehicles that allow for access to our services. Our ability to navigate complex security, architecture, and business frameworks has positioned ActioNet as one of the premier Salesforce developers in the Federal government.

➤ On time and quality project management requirements specifications, schedule, design sessions, testing scripts, & user training materials.

➤ Designed and configured Accounts, Authentication, Service Request, Incident, Knowledge, and Problem management functions, forms, data,

---

Turning **VISION** into **ACTION**®

PRESIDENT'S NOTE

Dear Friends,

ActioNet has helped many of our customers with IT Modernization and their overall investment and cost recovery strategies. In May, ActioNet Presents at the Salesforce World Tour in Washington, DC, sharing our successful customer case studies.

ActioNet was named one of the 2016 Washington Post Top Workplaces for the 3rd year in a row, as well as to the 2016 Washington Technology Top 100 for 4 consecutive years.

Wishing you and your family have a Happy Summer 2016!

Ashley W. Chen
President & CEO

IN THIS ISSUE

IT Transformation – What The Heck Is It Anyway?

Information Technology (IT) Transformation – Helping Our Federal Customers Achieve Their Objectives

By Michael L. Genebach, Sr. Vice President & Chief Strategy Officer

In the Federal contracting arena, the term IT Transformation has been bandied about frequently over the last several years. Transformation has become a focus for agency CIOs, particularly when applied to IT Operations. Though you might think the word transformation is self-explanatory, that really hasn't been the case here. To transform essentially means to change from one state to a different state, i.e., to dramatically alter form, function and/or appearance. Transformation, therefore, is the process whereby something or someone goes from its current state to a future state, like the metamorphosis of a caterpillar into a butterfly. IT Transformation, however, is not simply morphing from one state to another. It is more precisely an evolutionary process, comprising a set of transformative actions with the objective to make each successive state an improvement on the last.

Personally, during my career I have been fortunate to have had opportunities to lead efforts that helped agencies conduct IT Transformation. In virtually every case, the primary objective of transformation have been threefold: 1) Modernization of IT systems and services; 2) Gains in performance effectiveness; and, 3) Gains in cost efficiencies. As outcomes, these three objectives also represent the ROI of transformation. Ok, by now I bet the phrase Better / Faster / Cheaper may have come to mind!

"Transformation is a process, and it is therefore composed of a set of actions resulting in the desired outcomes."

Given the continuous squeeze on Federal agency IT budgets, the more aggressive an agency IT organization is in committing to transformation, the better its prospects for managing its own fate over the long term. Transformation is a process, and it is therefore composed of a set of actions resulting in the desired outcomes.

A Process Model for Transformation

At the top level, as shown in **Figure 1**, the IT Transformation process can be decomposed into three

INVEST
Modernization

RECOVER
Cost Recovery
+ Modern, Transparent
Service Catalog

REDUCE
Cost & Spend

Figure 1: All Pieces Must be Achieved to Succeed

"Invariably, to ensure all costs are covered via an appropriate funding source, cost recovery options must be determined."

IT Transformation – What The Heck Is It Anyway?

principal actions, all intrinsically connected. As you might guess, in order to modernize IT assets, and also make gains in performance, investments are required. Today, IT investments often include updates to equipment and tools, or involve migrations to commercially provided cloud-based platforms, such as Amazon Web Services for infrastructure, or Microsoft Office 365 for email and online versions of the ubiquitous Office applications like Word, Excel and PowerPoint.

In order to decrease the complexity of an environment, these IT investments must also be applied strategically. For example, leading edge monitoring and management solutions that include features for enhanced administration capabilities across multiple platforms, must also have robust scripting for alerts for auto-correction of known anomalies. Extensible solutions of this type help significantly reduce the cost of overall administration. More critically, transitioning services to commercial providers, such as those offering cloud-based services, can bring even better cost efficiencies. These efficiencies come with the added benefit of predictability for IT budget and spend cycle, due to the fixed cost and performance guarantees offered by these providers. Decreasing complexity obviously helps reduce costs, and thus, spending for IT operations.

Invariably, to ensure all costs are covered via an appropriate funding source, cost recovery options must be determined. These options involve assessing whether costs are covered by the user community, i.e., via a shared services 'charge back', or funded by other means, such as agency appropriations, or possibly via the Working Capital Fund (WCF), where applicable. In **Figure 2**, the left chart shows the problem of increased cost pressures over time. Without maintaining the currency of infrastructure, nor fully recovering costs, the IT organization is sometimes left with unsustainable recapitalization costs. Correspondingly, the right chart demonstrates the enormous challenge faced by Federal IT organizations of trying to match IT capacity with demand over time,
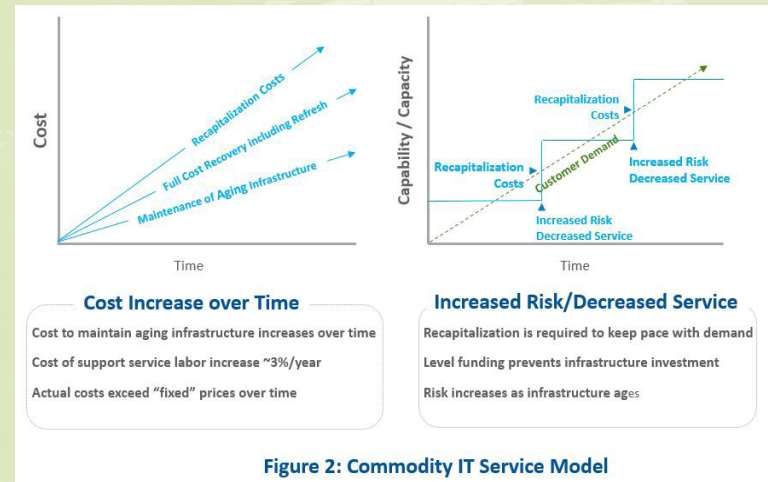
particularly when the operational infrastructure is Government owned.

The ROI from Commercializing Services

To recap, the objectives of transformation are to modernize, improve performance and reliability, and to lower costs. To that end, our Recover / Invest / Reduce™ process offers an incredibly high return by migrating key services - especially capital intensive ones - to commercial providers. Transitioning our customers from Government owned, on-premise infrastructure, to federally accredited, commercially provided Infrastructure, i.e., IaaS, delivers on our transformation objectives. By helping out clients move to the Cloud, we not only modernize the infrastructure, we additionally improve infrastructure performance and reliability, subsequently reducing the overall, life-cycle operational costs. **Figure 3** shows how the expected Return-on-Investment (ROI) increases dramatically while maturing IT infrastructure from in-place infrastructure upgrades towards fully commercialized – and federally accredited – infrastructure services.

Beyond IaaS solutions, by moving to commercially provided platform (PaaS) and software (SaaS) solutions, significant ROI can also be achieved. Cloud-based PaaS and SaaS solutions abound, such as SharePoint online, Salesforce, Remedy and RemedyForce, ServiceNow, and a wealth of others including innovative cybersecurity solutions. Nearly any aspect of IT can be delivered 'as a service' through a cloud-based solution that is approved for Federal applications.

In my view, the greatest ROI for any ActioNet customer IT organization comes through our ability, as their support contractor, to assess the 'as is' state, and not only develop a desirable 'to be' or target state(s), but also draft a roadmap to get there. To be jointly successful, we must perform an analysis of our solutions' 3-5 year budget and cost factors, develop the rationale for OMB / Congressional funding request documentation, and assess and deliver the provider mix that fulfills near and long-term objectives.

Summary

Transformation is an evolutionary process, requiring investment and cost recovery strategies, resulting in a reduction of spend in areas such as IT asset recapitalization and O&M labor. The takeaway here is not to view a customer investment in commercialized solutions as a potential threat to service based companies like ourselves. The reality is, our contract resources must evolve from technician-oriented skills, such as hardware,
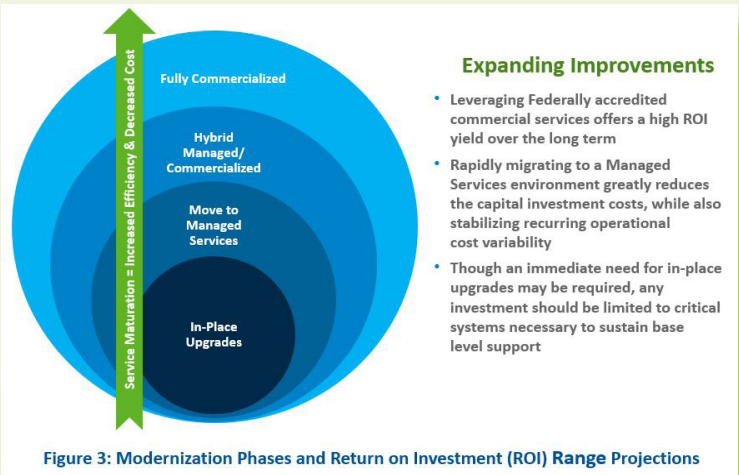
Figure 2: Commodity IT Service Model

Cost Increase over Time
- Cost to maintain aging infrastructure increases over time
- Cost of support service labor increase ~3%/year
- Actual costs exceed "fixed" prices over time

Increased Risk/Decreased Service
- Recapitalization is required to keep pace with demand
- Level funding prevents infrastructure investment
- Risk increases as infrastructure ages

Figure 3: Modernization Phases and Return on Investment (ROI) Range Projections

Expanding Improvements
- Leveraging Federally accredited commercial services offers a high ROI yield over the long term
- Rapidly migrating to a Managed Services environment greatly reduces the capital investment costs, while also stabilizing recurring operational cost variability
- Though an immediate need for in-place upgrades may be required, any investment should be limited to critical systems necessary to sustain base level support

firmware and operating system configuration expertise, to architectural and complex analytical skills. These latter skills are necessitated by the demands of governing multi-provider IT environments that encompass the expectation of seamless integration and interoperability. At the end of the day, as our customers' IT integrator, all of us at ActioNet are ultimately responsible for service delivery that is simultaneously highly available, reliable, responsive, and, comparably, less expensive.

"ActioNet's technical staff are experts in rapid Salesforce configuration and deployment."

Salesforce: More Than Just a Platform

By Troy Kupisch, Salesforce Practice Manager

Salesforce is one of the world's fastest growing software companies, offering out of the box capabilities and customization options (Software as a Service (SaaS)) and cloud-based, scalable infrastructure (Platform as a Service (PaaS)). ActioNet has established a Salesforce practice that serves multiple customers in the Health Services space. Since its inception in 2014 our Salesforce practice has grown to five teams of over 50 staff. ActioNet Salesforce services offer fast, flexible and economical IT delivery. Using Agile-based development and rapid prototyping through Azure, we have deployed over 50 Salesforce applications in the past 24 months, at an average of 8 weeks from requirements start to production. Our team has concurrently implemented over 1,000 change requests in monthly releases. The Salesforce practice uses lessons learned and processes streamlined and optimized over two years to provide rapid requirements development based on in-depth business understanding of our Federal clients, optimal application of technical solutions available in Salesforce, rapid build and deploy, and efficient operations and maintenance.

The Salesforce platform offers many out of the box features that are easily configured to our clients' business needs. ActioNet's technical staff are experts in rapid Salesforce configuration and deployment. If the standard features don't fully support clients' requirements, ActioNet technical architects can customize Salesforce for you. We have pioneered the customization of Salesforce for our customers and have successfully delivered the largest and most business savvy Salesforce implementations to date for our Federal customers. Today, ActioNet Health Services is successfully

providing Salesforce services as part of the Center for Innovation, serving multiple customers.

These include the following, all customized with branding:

➤ Reusable, configurable applications to support the launch of dozens of Innovation Center healthcare delivery models

➤ Customized portals for model teams to manage the programs as they go live

➤ Salesforce Communities sites to support exchange of ideas, knowledge, and lessons learned among Innovation Center model partner communities

➤ Customized workflow, intake support, and change control board applications for our clients

Benefits to our clients are numerous and immediate:

➤ **Reduces** time to market

➤ **Simplifies** design with high quality, tested features ready to use