

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 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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## ActioNeters in Action

### ActioNet Sponsors Canned Food Drive in Honolulu, HI



In conjunction with their Winter Event at the Ko'olau Ballrooms, ActioNet Hawaii held their 2nd Annual Canned Food Drive to benefit the Hawaii Foodbank to support local families. Donations of canned and dry goods totaled 369 lbs. The Hawaii Foodbank, through its network of island food banks and their local food pantries and meal programs, is providing food assistance to more than 123,000 households encompassing 287,000 Islanders—or one in five island residents.

#### About the Hawaii Food Bank

The Hawaii Foodbank is the only nonprofit 501(c)(3) agency in the state of Hawaii that collects, warehouses and distributes mass quantities of both perishable and nonperishable food to 200 charitable agencies on Oahu. It forms a vital link with food donors, charitable agencies and the hungry in Hawaii by collecting, inspecting, storing and distributing donated and purchased food. Last year the Hawaii Foodbank distributed over 12.2 million pounds of food, including nearly 4.2 million pounds of fresh produce. The Hawaii Foodbank has served the people of Hawaii for 33 years. Whether feeding the needy or distributing emergency food to survivors after Hurricane Iniki, the Hawaii Foodbank has been there to help rebuild lives and give hope for a better tomorrow.

#### The Hawaii Foodbank Mission Statement

*The people of Hawaii are one ohana. The Hawaii Foodbank provides food so that no one in our*

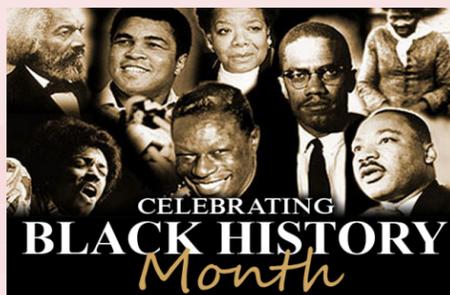
*family goes hungry. We work to gather food and support from our communities. We then distribute food through charitable agencies to those in need. Our mission is from the heart, and we will fulfill our mission with integrity, humanity and aloha.*

For more information on the Hawaii Food Bank visit: [www.hawaiifoodbank.org](http://www.hawaiifoodbank.org)



### ActioNet Celebrates Black History Month

By Angela Dean, Corporate Recruiter & Social Media Coordinator



Throughout the month of February ActioNet will highlight some of our African American employees in honor of Black History Month. You will be able to read about some of ActioNet's brightest stars. We appreciate all of our employees at ActioNet, and we like to showcase them when we can.

Black History Month's roots originate from the first Negro History Week. Carter G. Woodson and the Association for the Study of Negro Life and History (ASNLH) announced Negro History Week in 1925, and it was first celebrated in February 1926. The popularity of Negro History Week spread across the country.

In 1976 Negro History Week was expanded to a month long celebration. Black History Month was first celebrated 50 years after the creation of Negro History Week. Even President Gerald Ford encouraged Americans to "seize the opportunity to honor the too-often neglected accomplishments of black Americans in every area of endeavor throughout our history."

ActioNet honors all of the backgrounds where each and every ActioNeter hails from. You will notice different blogs featuring our diverse community during national heritage months. Keep an eye out for our featured bloggers in February!



Turning **VISION** into **ACTION**®

### PRESIDENT'S NOTE

Dear Friends,

At ActioNet, we work as a Team to closely align People, Process and Technology. These collaborative efforts result in cohesive teams that are focused on providing mature Service Offerings in support of our Customers' Missions. As an example of these efforts, we tie together our ISO 20000 and 27001 certifications with ActioNet's New Cloud Service Offering.

Wishing you and your families a Happy Easter and Spring Season!

**Ashley W. Chen**  
President & CEO

## ISO/IEC 20000, 27001 and ActioNet

By Chris Ellis, Sr. IT Operations Manager

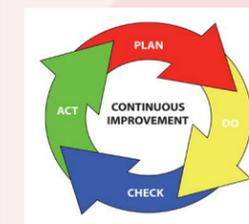
**A**ctioNet's corporate culture is based on our ongoing commitment to our clients, our people, and our growth. As an ISO/IEC 20000 and 27001-certified organization, ActioNet is able to stand firmly behind our IT processes, while passing the benefits of mature IT business practices and continuous improvement on to both our customers and our employees. But what exactly does ISO-certified imply about our organization and what are the benefits?

#### Background



The International Organization for Standardization (ISO) is an independent, non-governmental international organization with a membership of 162 national standards bodies. Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market relevant International Standards that support innovation and provide solutions to global challenges. ISO has published over 19000 International Standards that are used as strategic tools to reduce costs by minimizing waste and errors, and increasing productivity across many industries. Both standards are internally and externally audited on an annual basis and are recertified with ISO every three years.

#### ISO 20000



ISO/IEC 20000:2011 is a Service Management System (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain, and improve an SMS. The requirements include the design, transition, delivery, and improvement of services to fulfil agreed service requirements. Based on industry-recognized ITIL best practices, the ISO/IEC 20000 standard focuses on providing the highest level of IT Service Management, reinforcing ActioNet's dedication to providing world class services to our customers. ActioNet's SMS was developed in early 2011 and was implemented as a measurable platform on which to provide professional

IT Services. Using cutting-edge technologies and automated reporting systems, ActioNet IT teams have been able to monitor service delivery performance against established Service Level Agreements and as defined in our Service Catalogs. ITSM teams regularly manage Incidents, Requests, Changes, and Problems in the system areas of Collaboration, Communications, Desktop Support, Infrastructure, Messaging, and Security. ActioNet's SMS was officially certified by the International Organization for Standardization on May 30, 2011. While leveraging core ITIL principles, such as Plan-Do-Check-Act, and with a focus on continuous improvement and process maturity, ActioNet's SMS was successfully recertified with zero non-conformities on May 30, 2014. In the annual 2016 external surveillance audit report, our auditor commented on the efficiency and maturity of the ActioNet SMS. "Metrics [are] used to present statistics YTO vs prior years, & various reports (e.g. ISMS Report & Services Quarterly Reports). "The implementation of [the automated ticketing system] as the CMDB and a SQL database for inventory control and tracking was very impressive."

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**“Our proof of concept validates exciting new possibilities for on demand Cloud provisioning, monitoring, and automated event and problem management.”**

# ActionNet's New Cloud Service Offering - Automating Cloud Provisioning and Incidence Response

By Dave Withers, Sr. Program Manager, Cloud Services

**B**eginning in late summer, 2015, ActioNet's Cloud Services Team, working in conjunction with engineers from ServiceNow, began a proof-of-concept designed to establish a new ActioNetCloud™ Services offering. Taking advantage of our own ActioNet Innovation Center (AIC) facility and its resources, the combined team installed and configured a multi-functional instance of ServiceNow, integrated that instance with both VMware and Amazon Web Services (AWS), developed and tested four representative use cases, and happily arrived at an exciting new Cloud Services capability.

This new offering demonstrates ActioNet's ability to integrate infrastructure and platform components in a way that provides integrated IT Service Management (ITSM), On-Demand Virtual Machine (VM) provisioning, consolidated event monitoring and reporting through ServiceNow. Using robust ServiceNow Application Programming Interfaces (APIs) it also provides VMware cloud and virtualization services, integration with an extensive array of AWS capabilities, and consolidated analysis and monitoring of system data using products such as Splunk. ServiceNow also contains its own Configuration Management Data Base (CMDB) and creates and updates Configuration Items (CIs) tailorable by the individual customer.

While this proof-of-concept specifically addresses four use cases, ServiceNow has a number of additional and very useful capabilities designed to work with (and in) the cloud and more are being added frequently. Our team will be investigating and evaluating these additional capabilities as we follow our roadmap toward creating additional, highly-desirable cloud services for offerings to both our local and global customers.

The four use cases in this proof-of-concept were developed to address the following functionality:

- Infrastructure-on-Demand (IOD)/ Provisioning Orchestration
- Configuration Management Database
- Event Management Dashboards
- Rules-Based Ticket Generation

### Use Case 1: IOD/Provisioning Orchestration

An authorized user selects a VM template (Figure 1), storage type and duration (Figure 2) from the service catalog. After the request has been routed and approved, it is provisioned using VMware in the user environment. Alternatively, it can be provisioned via AWS.

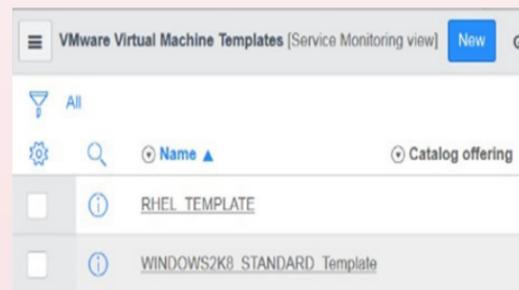


Figure 1. Available VM Templates (Typical)

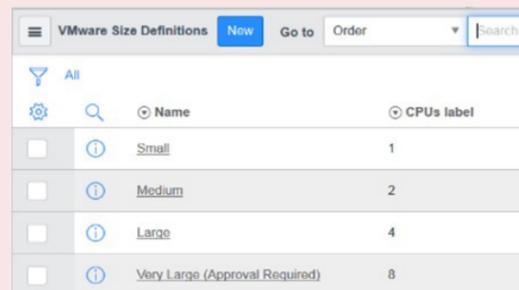


Figure 2. Available Sizing (Typical)

### Use Case 2: Configuration Management Database (CMDB)

The CMDB contains all the configuration items in the core infrastructure. Upon request, a listing of all provisioned servers is displayed whether in VMware (Figure 3) or AWS (Figure 4). To test the CMDB, an individual server is de-provisioned and the displayed list shows that the de-provisioned server has been removed.

### Use Case 3: Event Management Dashboards

Through infrastructure monitoring, ServiceNow provides a consolidated view of infrastructure events and service management including the Splunk and VMware vCenter Operations Manager (vCOPS) via APIs from ServiceNow. To test, Splunk was installed, events were caused to occur, and those events were shown in a ServiceNow dashboard. Additionally, using

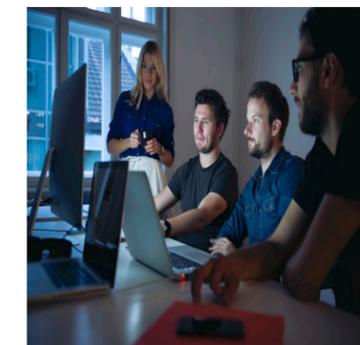
## ISO/IEC 20000, 27001 and ActioNet continued from page 1

### ISO 27001

The ISO/IEC 27000:2013 family of standards helps organizations keep information assets secure. ISO/IEC 27001 is the best-known standard in the family and provides requirements for an Information Security Management System (ISMS). An ISMS is a systematic approach to managing sensitive company information so that it remains secure. It includes people, processes, and IT systems by applying a risk management process. ActioNet's ISMS was designed to manage the security of assets such as financial information, intellectual property, and employee details or information. In addition to the requirements related to Information Security best practices, the ISO 27001 standard also requires ActioNet to follow industry standards for Risk Assessment and Mitigation. ActioNet's ISMS was originally developed in accordance with and certified against the 2005 version of the

ISO 27001 standard on February 10, 2012. The ActioNet IT Security Team manages security controls as defined in Annex A of the Standard and as implemented in the corporate Statement of Applicability (SOA). Risk Assessments between the IT Security Manager and Executive Sponsorship take place on a quarterly basis, while the IT Operations team meets on a weekly basis to discuss the presence of new risk and to evaluate the effectiveness of security controls. *“By achieving the ISO 27001 certification, ActioNet is demonstrating our ability to provide world class Information Assurance services to our customers utilizing best practice processes and methodologies.”* stated Jeffrey D. Abish, Executive VP and CTO of ActioNet. He further stated: *“Information Assurance and Cyber Security are core solutions offered to our customers. This certification is simply an extension of our dedication to our customers.”*

**“ActioNet's ISMS was designed to manage the security of assets such as financial information, intellectual property, and employee details or information.”**



VMware tools and reporting, ServiceNow can pull event data from vCenter and show capacity, utilization, tenant issues and alert notifications (Figure 5). To test this, events were created and standard ServiceNow ITSM tickets were generated.

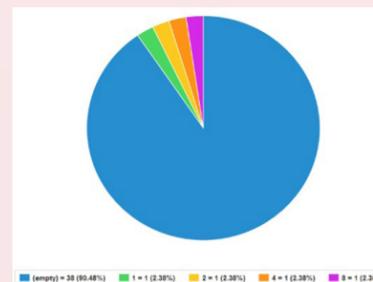


Figure 5. CPU Sizing Dashboard (Typical)

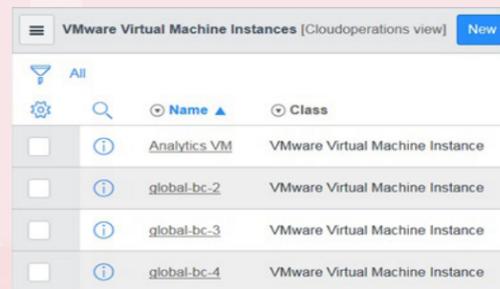


Figure 3. Provisioned VMware Servers (Typical)

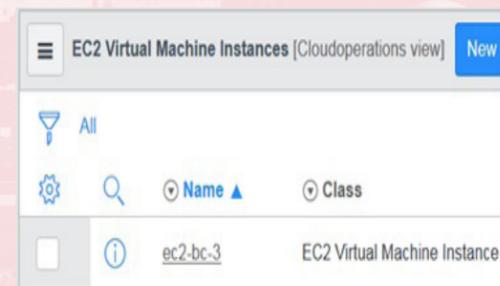


Figure 4. Provisioned AWS Servers (Typical)

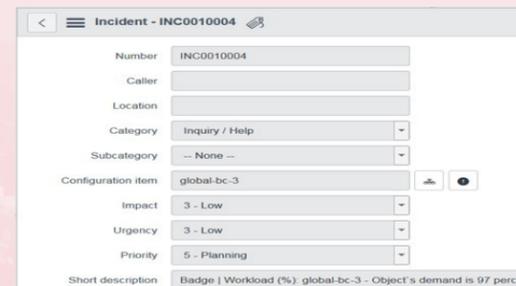


Figure 6. ServiceNow Incident Report (Typical)

Based on this highly-successful proof-of-concept, our team welcomes the addition of this excellent product and its features to the ActioNetCloud™ Services Offering Portfolio!

### Use Case 4: Rules-Based Ticket Generation

An infrastructure alert triggers a service ticket that can be automatically routed based on rules established in ServiceNow based on thresholds (Figure 5).

Our proof of concept validates exciting new possibilities for on demand Cloud provisioning, monitoring, and automated event and problem management. For more information on how the ActioNetCloud™ Services Team can help you adopt a comprehensive Cloud Management Platform, please contact [actionnetcloud@actionnet.com](mailto:actionnetcloud@actionnet.com).