



Turning **VISION** into **ACTION**®

PRESIDENT'S NOTE

Dear Friends,

In 2017, ActioNet was named to Washington Post Top Workplaces, 4th Year in a row, as well as Washington Technology Top 100, 5th Year in a row! At ActioNet, we Move Forward by Giving Back. Thanks for your participation in donating school supplies and being part of the Back-To-School Drive in supporting of Patrick Henry High School in Fairfax, VA.

In this issue of ActioNews, we explore the how the ITIL Service Delivery Model helps manage the process with an emphasis on delivery business value and continual improvement.

We also discuss how Secure Engineering & Installation Services help fortify critical infrastructure both on land and at sea.

Happy Fall Season to All!

Ashley W. Chen
President & CEO

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ITIL Service Delivery, The Five Lifecycles - Part 1

By Kim Morrison, Quality Manager



To consistently deliver high quality, high value IT Services to our customers ActioNet utilizes ITIL (Information Technology Infrastructure Library) recommended best practices. These practices focus on the alignment of IT Services with our customers' business needs. When services meet the needs of the business, we are delivering quality and value.

Value is determined by our customers and driven by 3 main components; the perception that they are receiving friendly and professional service from our service providers, the customer preference for the service including the tools and processes used to deliver that service, and the business outcomes the service enables our customers to achieve.

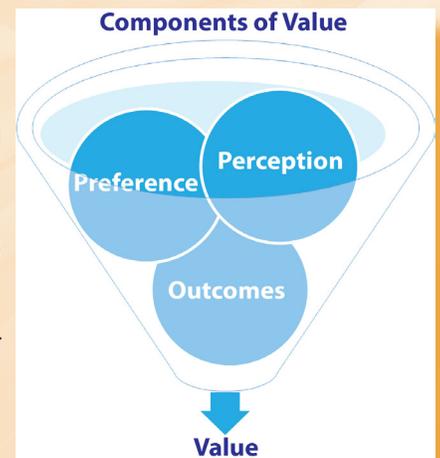
ActionNet Service Strategy

ActionNet takes pride in our ability to establish and maintain a solid understanding of our customers business needs and to envision future services that will enhance our customers IT experience. We start by following the processes and objectives of the core ITIL lifecycle, Service Strategy.

In the Service Strategy lifecycle we asks questions that help us to identify the current and future needs of our customers. These

“When services meet the needs of the business, we are delivering quality and value.”

questions help to ensure we are continuously aligning our services with the business needs. What services will need to be added, retired or replaced? What are our current capabilities and resources and do they align with the business IT needs? How can we modify services to enable success? Can we reduce cost, reduce risk, save time or improve customer satisfaction? Is there new Governance or regulations that require infrastructure or process change? The four ITIL processes of Service Strategy have been developed to help us answers those questions and to meet the objectives of the Lifecycle.





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.

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“ActioNet provides full lifecycle secure engineering and installation (E&I) services”

Fortifying Critical Infrastructure Through Secure E&I Services

By Gary Murakami, Director, Defense Programs/Asia-Pacific

ActioNet provides design, engineering, installation, testing, operations, and maintenance (O&M) services for new and upgraded facilities for our Armed Forces and federal agencies. Our facilities modernization services include installation and sustainment of anti-terrorism/force protection systems, modernization of command, control, communications, computer, intelligence, surveillance and reconnaissance (C4ISR) systems, design and installation of CCTV/intrusion detection systems, Secure Compartmented Information Facility (SCIF) installation and upgrades, and High Altitude Electromagnetic Pulse (HEMP) facility hardening. Since 2010, ActioNet has provided engineering, design and installation of secure integrated C4ISR systems for DoD and Intel Agencies. C4ISR systems encompasses enterprise information systems (EIS), IT systems, electronic security systems (ESS), and other electronic systems. C4ISR installation services include decommissioning and modernization of existing facilities as well as design and installation of integrated C4ISR systems at new shore facilities.

From command and control centers to sensors, and satellite communications systems, ActioNet has supported shore and base modernization for customers including both Federal Defense and Civilian Agencies.

ActioNet provides full lifecycle secure engineering and installation (E&I) services that include:

- Engineering Services – site and equipment surveys; technical performance specifications
- Engineering Test and Evaluation – tests, checks, inspections, certifications and evaluations of equipment and systems
- Installation Design
- Installation Services
- System Operational Verification Test (SOVT)
- Maintenance and Support.



Our E&I solutions include:

- Inside Plant/Outside Plant Infrastructure
 - SCIFs
 - Data Centers
- Visual Information Systems
 - Projectors / LCD Panels / Control & Head Equipment etc.
 - Executive Boardrooms
 - Government Command and Control (C2) facilities

- Conference rooms
- AV Control rooms
- Auditoriums
- Conference centers

- VOIP Installation
- Physical IDS and Access Control.

Our qualifications include:

- Staff with security clearances up to TS/SCI with Full Scope Polygraph
- Professional Engineers (PEs)
- BICSI ITS Certified Technicians
- Licensed Electricians
- BICSI Registered Communications Distribution Designers (RCDD)
- Top Secret Facilities Clearance
- ActioNet is ISO 9001:2008 QMS certified.

Engineering services include:

- Site surveys to gather all pertinent data to prepare engineering plans
- Development plans that include site and equipment surveys
- System diagrams showing original system planning with electrical and mechanical interface data, space, weight, cooling and power requirements for advance planning purposes
- Perform product searches and recommendations for product selection, environmental control equipment, power and power distribution equipment, water conditioning and water chilling equipment
- Review projects and programs, proposed and actual, for safety defects and prepare recommendations for eliminating or reducing identified safety hazards
- Perform engineering analyses of alternate designs with respect to system requirements to optimize performance
- Perform design adequacy analyses to ensure validity of engineering and compliance with applicable equipment design/performance standards
- Prepare technical performance



specifications to ensure validity of engineering and compliance with applicable equipment design/performance standards.

Installation services include:

- Cabling/wiring design, installation, inspection/testing and removal
- Cable support infrastructure design & installation
- Hardware/software installation, testing and/or removal
- Hardware upgrades/reconfiguration
- Design & installation of electronic/communications equipment/systems and antennas, including all inter-cabling and connectors, wave-guides and/or independent cabling systems
- Installation of electronic power panels, interior/exterior power distribution systems and alarm systems
- Install/remove/relocate existing equipment, room partitions, computer decking, racks, cabling, equipment supporting structures, etc., as required and provide all staging services
- Fabricate or purchase fabricated

mechanical assemblies (equipment rack foundations, custom equipment racks, antenna support structures, antenna platforms, supports, fixtures)

- Purchase or fabricate, layout and assemble special electronic equipment and components from engineering drawings and schematics.

ActioNet also provides Staging and Kitting services for our customers. Staging services include pre-configuring and/or testing the solution before shipment. This helps ensure a smooth installation and even accelerates the installation process. Staging and kitting of hardware and software for IT systems expedites the Security Assessment process authorizing a system to connect, Authority to Connect (ATC), and operate, Authority to Operate (ATO).

Summary

To complete the engineering and installation lifecycle, we provide operations and maintenance support. Our past knowledge of previous site installations leads to on-going maintenance and facility upgrades as technology and changing mission requirements occur.

“ActioNet continues to grow as a Global Organization with Local Reach while remaining Agile, Flexible & Responsive.”



ActioNet Named to 2017 Washington Technology Top 100 - 5th Year in a Row!

ActioNet, Inc. is pleased to announce that it ranked #57 on the 2017 Washington Technology Top 100 for the Fifth Year in a Row!

ActioNet continues to grow as a Global Organization with Local Reach while remaining Agile, Flexible & Responsive. “At ActioNet, we are very proud that fact that our First 2 Customers are our Largest 2 accounts today. Our commitment to our Customers, ActioNeters and Core Values remain stronger than ever. Our Dynamic Growth Engine will continue to excel and propel our Growth in the next 10 years. The Best is yet to come!” said Ashley Chen, President & CEO of ActioNet.

About Washington Technology

Washington Technology is the brand for government contractors, systems integrators, and solution providers. For more than a quarter century, government systems integrator and solution provider management has relied on Washington Technology’s coverage for the key issues facing contractors: government initiatives and their effect on spending priorities and RFPs, procurement regulatory changes, technology evaluation and analysis for proposal preparation, as well as merger & acquisition news, business trends, and arrivals and departures within the government integrator community.



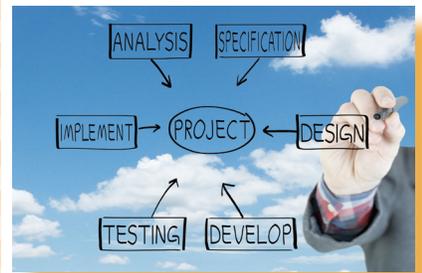
For more information, please visit the web site <https://washingtontechnology.com> & [2017 Top 100 List](#).

ActioNet On The Washington Post Top Workplaces 2017 - 4th Year in a Row!

ActioNet, Inc. ranked 12th on the Washington Post Top Workplaces 2017. 150 Companies were honored on Thursday, June 15 at The Washington Post Headquarters in Washington, DC. “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 CIO.

For The Washington Post Top Workplaces 2017 list, please see https://www.washingtonpost.com/top-workplaces/?tid=ainl&utm_term=fdb67a00c135



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.

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ActionNet Sponsors Back To School Drive



It's that time of year again when kids are heading back to school, thinking about a fresh start. But not all students will have the supplies necessary to succeed. In order to help provide school supplies to children in need, ActionNet hosted an Back to School Drive to benefit Patrick Henry Elementary School in Arlington Virginia.

School supplies are vital to a child's education, especially for those who can't afford them. Nothing should prevent a child from getting an education, least of all a lack of supplies.

ITIL Service Delivery, The Five Lifecycles - Part 1

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Service Strategy Processes



Service Strategy Objectives



Business Relationship Management (BRM) is responsible for developing a close relationship with the customer in order to understand their business vision and mission enabling us to deliver high value IT services. This role should be performed by all service providers at some level but is often filled by the IT Service Delivery Manager. ActionNet encourages our team of service providers to escalate opportunities to improve services or provide new services so they may be evaluated and discussed with our customers. Every one of us contributes to delivering value and ensuring our customers' success.

Financial Management ensures funding is available to cover design, development and delivery of services so they meet the businesses needs in a cost effective manner. It is the responsibility of every ActionNet service provider to deliver consistent, high quality service.

Demand Management is the ITIL process area that evaluates the customers demand for IT services. These demands will change with technology over time and can be different based on patterns of business activity throughout the year. ActionNet service providers contribute to successful demand management by escalating patterns of business activity and new or change service opportunities for review. Our subject matter experts are often the first to know of new technology or changes to existing technology and we encourage them to raise these opportunities for improvement.

Service Portfolio Management is the source for all service offerings, past, present and proposed. The purpose of this process area is to provide a single location to document the

desired outcome and the services used to archive them. The three parts of the Portfolio are called, the Service Pipeline, the Service Catalog and Retired Services. The pipeline is a database listing of all newly proposed IT services or proposed major changes to existing IT services from the time they are proposed until the time they are ready to deploy to users. The Service Catalog is a database of services that are available to customers to order. This includes Core Services, Enabling Services and Enhancing Services. The Core Services are usually available to customers in the customer facing self-service part of the Service Catalog while Enabling and Enhancing Services are restricted to technical users in a technical service catalog. Services remain in the Service Catalog until they no longer provide value to the business and are retired.

Service Types



Summary

Implementation and application of ITIL Best Practices helps to ensure ActionNet continues to deliver Quality to our customers, maintains our reputation as an industry leader and provides value for all stakeholders.