



Turning **VISION** into **ACTION**®

PRESIDENT'S NOTE

20 Years of Turning Vision into Action

By Ashley W. Chen, Chairman & CEO

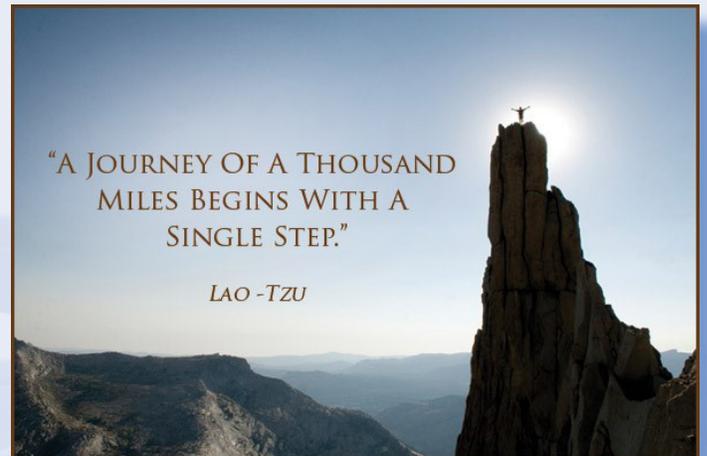
Dear Friends,

As ActioNet celebrates its 20th Anniversary in January 2018, we continue to Inspire People to Deliver Results That Matter to You and Forge Innovative Solutions Through Teamwork and Collaboration.

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

Ashley W. Chen
President & CEO

20 years ago, I was inspired by a Japanese Philosopher, who stated: "Action without Vision is a Nightmare, and Vision without Action is only a Daydream". In 1998, I founded ActioNet with very little money, but with a great Inspiration – To create an Organization where talented people Work Hard, Play Hard, who share our Core Values of Making our Customers and Each Other Successful. We don't have to be the Biggest, but simply the Best.



One of the constants over the past 20 years is that People always have been and always will be our Greatest Asset starting with one person's idea back in 1998 to the joy of growing an organization full of talent that is forged by Teamwork, Customer Service and Commitment to Service Delivery Excellence.

As we approach the Holiday Season, we feel a strong bond to the Communities we are a part of that helped nurture our growth and paying it forward in helping others achieve their dreams and changing the world to be a better place for all of us. Opportunity and success come with a great responsibility to reach out and help others along the way.

At ActioNet, we are proud of the fact that our first two customers are our largest accounts today. Our Mission is to assure delivery of high-quality Solutions through ActioNetization, Innovation and Integration. Our Vision is to be the Most Trusted Innovator™ to our customers.

As ActioNet celebrates its 20th Anniversary in January 2018, our commitment to our customers and employees remains stronger than ever.

Thank you for being part of our journey of **Turning Vision into Action**®!

IN THIS ISSUE

Preparing for the Next Technology Leap	2
ActioNet BeWarm Coat Drive	3
ActioNet Supports Local High School	4



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“The numbers of smartphones and tablets in use have exceeded those of personal computers considerably in the past few years.”

Preparing for the Next Technology Leap Forward

By Jeffrey D. Abish, President & CIO

Technology changes constantly and often at a faster pace than the people driving it. The technology we leverage is a means but not an end. Let’s start off with the question “How will technology change the world for the better?”

The first great leap started thousands of years ago with the advent of human language and then written communication, starting with simple glyphs and then moving on to sophisticated forms of writing. Now let’s fast forward back to the 21st Century and answer the question of how do we leveraging technology to enhance communication and productivity!

Here are some of the most promising emerging technologies in the next decade:

1) Chat Bots and Conversational Interfaces represent an extension of Artificial Intelligence (AI) and Mobile Technologies. The numbers of smartphones and tablets in use have exceeded those of personal computers considerably in the past few years. With the advent of mobile devices, there has been an explosion of Apps to the point of clutter. A chat bot is a program that uses AI to mimic human conversation or perform different tasks, usually via a chat or voice interface. Examples of smart personal assistant chat bots include Amazon Alexa, Apple Siri and Google Bixby, which have been incorporated into messaging apps for the purposes of retail/commerce, travel and financial transactions.

2) Virtual Reality (VR) is a three-dimensional computer generated environment (“virtual world”) which can be seen, explored and interacted with by a person, who becomes part of the virtual world in which he/she can perform multiple actions and tasks. The applications of VR include the gaming, sports, entertainment, business and health sectors will rise with an impact on



our daily lifestyle in how we work, play and eat.

3) Driverless Cars are powered by solar/electric forms of energy rather than fossil fuels. We are already seeing early implementations of this technology. Instead of “people driving technology”, we will literally have “technology driving people”.

4) Machine Learning is a type of AI (artificial intelligence) through which software applications predict outcomes without the supervision and assistance of human beings. While this concept is not new, modern technology is able to adapt to dynamic circumstances with more complex, decision-making routines leveraging technologies such as predictive analytics and machine learning. Technologies such as IBM Watson are implementations of machine learning.

5) Internet of Things (IoT) is a convergence of devices in a hyper-connected world where peer-to-peer (P2P) connections exist. The most prevalent application of IoT is the Smart Home concept which has gone well beyond lights and thermostats to now control a wider variety of small and large appliances including coffeemakers, washing machines and dryers, refrigerators, security systems and, of course, your smart phone.

Strap yourself in as this list is the tip of the iceberg in terms of what we can expect to see in 2020, 2030 and beyond. The future is now!

ActionNet BeWarm Coat Drive in Baltimore, MD

ActionNet's CMS Contract Project Management team spent November 11th working together to give back to the community in Baltimore. While our daily mission is to serve the CMS Center for Innovation in its pursuit of achieving the Triple Aim to better serve Medicare beneficiaries, our PMs took our "Work Hard, Play Hard" focus and spent the day in service together.

The BeWarm event was a great success, thanks to all contributions! Sending a HUGE THANK YOU to all who donated!

The event was held at Holabird Elementary School on Saturday, November 11.

- 115 families attended
- 562 coats were distributed (314 adults & 248 children)
- 489 misc items (hats, gloves, socks, boots, scarves, blankets, etc.)

Guests were also provided with hot chocolate, cookies and other refreshments. In addition, a local barbershop provided free haircuts.

The surplus supply of coats were donated to various shelters and given directly to the homeless.

“Technology changes constantly and often at a faster pace than the people driving it.”



BE WARM BALTIMORE



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 ActioNetCloud® Solutions, visit 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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ActioNet Supports Local High School Career Day in Albuquerque, NM

ActioNet values the next generation of people who will support federal customers. On the 25th of October, there was a Career Day held at La Cueva High School in Albuquerque, NM. La Cueva administrators have been hosting the Career Day annually for many years to assist students with exploring careers and networking with professionals in the community.

The ActioNet Team office in Albuquerque sent representation to the Career Day to present career possibilities to the student body and answer any questions the students may have about working for a top-tier technology services company. I provided my outlook on the event. "Since joining ActioNet, I have had the opportunity to witness the awesome culture and I am excited to share it with La Cueva students! Whether through involvement with professional organizations or community outreach, ActioNet is very passionate about

giving back to communities and helping others achieve their dreams." ActioNet supports many federal customers, including the Department of Energy in Albuquerque. Students had the opportunity to speak with ActioNet employees about what disciplines to pursue in college, trends in the federal contract space, and what it takes to become an ActioNeter. La Cueva High School counselor Megan Goodman said the following about the Career Day: "We believe that having students explore careers while in high school is a critical component of being college and career-ready upon graduation. This event allows us to help students explore careers during the school day and start networking with professionals in the community."

For more information about the community work ActioNet does, please visit <https://www.actionnet.com/about-us/community/>

