



Turning **VISION** into **ACTION**®

## PRESIDENT'S NOTE

Dear Friends,

We are committed to make ActioNet a great place to work and driving Service Delivery Excellence. In this issue of ActioNews, we discuss how our ActioNet 360™ approach enables the process and planning for Digital Transformation. We also discuss ActioNet's Recertification under ISO 27001 and continued focus on ISO 20000, which is based on the ITIL Framework with the goals of providing Continual Improvement and Outstanding Customer Service.

Giving Back is an important part of our Corporate Culture. Come and join us for the American Red Cross Clothing Drive now through April 30, 2018.

### Ashley W. Chen

Founder, Chairman & CEO

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## Powering Your Digital Transformation with ActioNet360™

By Thomas Boyce, Vice President

**W**e have constantly seen references to the term "Digital Transformation". The question is, what exactly is digital transformation, and why should you care? I went searching for a consensus definition of Digital Transformation (usually abbreviated DX) so we can all start with a common understanding. I found about as many definitions of Digital transformation as there are people writing about it. The one that I feel sums up what everyone is trying to say best is "*The realignment of, or new investment in technology, business models and processes to more effectively compete in an ever changing digital economy*"<sup>1</sup>. For our Government customers, I would replace the word "compete" with "deliver services".



Some of you may be thinking, "We are already digital!" We have automated our business processes and turned all of our forms into web accessible pages, and interact with staff and customers through their computing devices. We even supply a phone based time-keeping system! Besides, we use the network and internet every day from our PCs, phones and tablets, what more is there to do?

Digital Transformation goes well beyond automating existing business processes or replacing manual interactions with automated approaches. A DX approach embraces a digital first mentality and looks for new paradigms when interacting with customers and constituents. Consider the banking industry, who first introduced automated teller machines in 1969, and evolved to providing internet based banking. By 2000, 80% of U.S banks offered online banking. These examples are still only automating existing processes. With the introduction of Zelle (think PayPal built into your bank) sponsored by major U.S. financial companies, banks have truly embraced a DX approach, providing their customers the ability to transfer funds within seconds with only a recipient's phone number or email address.

**"The question is, what exactly is digital transformation, and why should you care?"**



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.

### ActioNews Staff

Lead Designer

**Lynda D. Pitman**

Contributing Authors

**Michelle Washington Barnes**

**Thomas Boyce**

**Christopher Ellis**

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# Powering Your Digital Transformation With ActioNet 360™

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How does this apply to our Federal customers and what does ActioNet360™ have to do with it? Before I address those questions, there are examples of existing DX efforts in the Federal Government. The examples are numerous; two outstanding examples are the National Park Service and the Veteran's Administration (VA). You can now tour some of our National Parks and get 360° tours of these parks through Virtual Reality presentations. The Veteran's Administration has a far-reaching VA Mobile Health initiative to support both providers and Veterans to improve coordination of care. The VA Mobile Health Initiative was a HealthIT Innovation Award Finalist in 2016, and recognized again in 2017 for expanding a Telehealth initiative.

How and where does our ActioNet360™ approach fit within a DX strategy? As with any initiative, it is important to understand where the organization is today in terms of digital maturity and organizational readiness. Our comprehensive assessment approach can help gauge both technology maturity and organizational readiness. Our assessment experts can help identify areas of close mission and business alignment, which are suitable for a DX initiative. Areas where different components of an organization share similar mission needs are where you are most likely to identify candidates for a digital transformation initiative, as in the case of VA and health care delivery. What would your organization look like after a successful DX? The graphic below shows some aspects of how a DX approach might affect your organization. This is not a comprehensive list, nor an indication that all of these would occur.

ActioNet and our ActioNet 360™ approach can help you understand the current state of digitization, technology maturity and organizational alignment, which leads into the planning stage of a DX and helps address the fundamental questions of what, why and how (or who).

What:

- What do you want to achieve?
- What do we need to do first?
- What skills do we have and do we need?

Why:

- Why do we see a need to transform (or transform this particular business process)?

How:

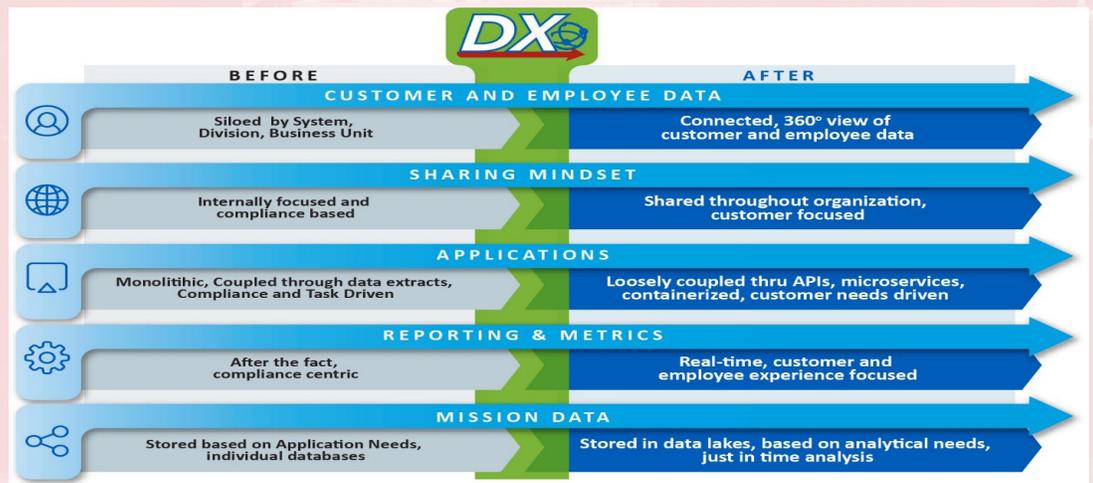
- How does this address customer or mission needs?
- How do we identify the steps, building blocks and barriers to success?
- How do we involve all necessary stakeholders?
- How do we involve the customer?

Our ActioNet 360™ assessment approach can provide the baseline information to help address these questions and build both a DX strategic plan and a tactical approach to some initial projects. We can assist with internal processes such as building a fully automated employee onboarding process, providing workflow and approvals that fully provisions accounts and assigns a physical space to a new employee, while empowering the employee to complete all "paperwork" before the first day on the job. On the mission side of your Agency, we can help improve delivery of services to citizens so everyone contacting you has a personalized experience.

We are constantly maturing the ActioNet 360™ approach and are ready to assist in addressing the What, Why and How to enable Federal organizations a smooth trip on the road to Digital Transformation.

<sup>1</sup> Brian Solis, Principal, Altimeter Group

**"Our comprehensive assessment approach can help gauge both technology maturity and organizational readiness."**



# ActioNet Recertifies ISO 27001 and Continues ISO 20000

By Christopher Ellis, Director, IT Operations

ActioNet is committed to the delivery of exceptional IT services and the preservation of a safe computing environment. As an ISO-certified organization, ActioNet stands firmly behind mature IT process while passing the benefits of industry-leading IT business practices to our customers and employees. ActioNet maintains an Information Security Management System (ISMS) and a Service Management System (SMS) in accordance with ISO/IEC 27001:2013 and ISO/IEC 20000:2011. The length of the ISMS and SMS certification cycle is 3 years, with each system requiring annual internal and external assessment against its applicable ISO standard. 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.



“ActioNet continues to align its SMS with the principles of ITIL, such as Plan Do Check Act, and with a focus on continuous improvement and process maturity.”



Collaboration, Communications, Desktop Support, Infrastructure, Messaging, and Security. ActioNet’s SMS was officially certified by the International Organization for Standardization on May 30, 2011. ActioNet continues to align its SMS with the principles of ITIL, such as Plan Do Check Act, and with a focus on continuous improvement and process maturity. ActioNet’s SMS was successfully recertified on May 15, 2017 and recommended for continuation on February 9, 2018.



## ISO 20000

ISO/IEC 20000:2011 is a global standard that describes the requirements for an information technology Service Management System (SMS). The standard was developed to mirror the best practices described within the IT Infrastructure Library (ITIL) framework. 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

## 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



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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 ActionNetCloud® Solutions, visit [www.actionnet.com/Solutions/ActionNetCloud.asp](http://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.

**Ashley W. Chen**  
 Founder, Chairman & CEO  
 703.204.0090  
[info@actionnet.com](mailto:info@actionnet.com)

**ActionNet, Inc.**  
 2600 Park Tower Drive  
 Suite 1000  
 Vienna, VA 22180  
[www.actionnet.com](http://www.actionnet.com)

## ActionNet Recertifies ISO 27001 and Continues ISO 20000

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effectiveness of security controls. "By achieving the ISO 27001 certification, ActionNet is demonstrating our ability to provide world class Information Assurance services to our customers utilizing best practice processes and methodologies." stated Jeffrey D. Abish, President and CAO of ActionNet. 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."

The International Organization for Standardization revised the 27001 standard in 2013 to include recent modernizations to technology and provide updated security controls. The corporate IT process improvement team closely reviewed the updated standard and made appropriate adjustments to the ISMS. ActionNet's ISMS was upgraded on February 10, 2015 and was successfully recertified on February 9, 2018.

Legend (for Selected Controls and Reasons for controls selection)

LR: legal requirements, CO: contractual obligations, BR/BP: business requirements/adopted best practices, RRA: results of risk assessment

ISO 27001:2013 Controls				Current Controls	No Contr
Clause	Sec	Control Objective	Control		
Information security policies	5.1	Management direction for information security Objective: To provide management direction and support for information security in accordance with business requirements and relevant laws and regulations.			
	5.1.1	Policies for information security	A set of policies for information security shall be defined, approved by management, published and communicated to employees and relevant external parties.	■	
	5.1.2	Review of the policies for information security	The policies for information security shall be reviewed at planned intervals or if significant changes occur to ensure their continuing suitability, adequacy and effectiveness.	■	
	6.1	Internal Organization Objective: To establish a management framework to initiate and control the implementation and operation of information security within the organization.			
	6.1.1	Information security roles and responsibilities	All information security responsibilities shall be defined and allocated.	■	

## ActionNet Sponsors American Red Cross Clothing Drive

By Michelle Washington Barnes, Executive Assistant & Office Manager

Please Donate to the **ActionNet** American Red Cross Clothing Drive  
 Now - April 30, 2018  
 ActionNet HQ Reception Area  
 POC: Michelle Barnes  
 703-204-0090x102  
 mbarnes@actionnet.com

**ACCEPTABLE ITEMS**  
 All men's, women's, children's and infant's clothing including:  
 Raincoats and Overcoats, Dresses, Shoes and Boots, Ties, T-shirts, Formal Wear, Hats and Gloves, Handbags and Purses, Belts, Socks, Shirts, Blouses, Sweaters, Pants and Jeans

ActionNet will be collecting new and gently used men's, women's, children's and infant's clothing through April 30, 2018. The kick-off event is set to take place on Friday, February 9, 2018 at 1:00 pm on the 6th floor of the ActionNet

sweaters, dresses, shirts, blouses, pants, jeans, ties, belts, socks, shoes and boots.

### About The American Red Cross

The American Red Cross (ARC) is a humanitarian organization that provides emergency assistance, disaster relief and education in the United States. The American Red Cross has been the nation's premier emergency response organization bringing shelter, food, clothing and comfort to those affected by disasters, large and small. They collect lifesaving donated blood and supply it to patients in need, provide support to our men and women in military bases around the world, and to the families they leave behind. ARC trains communities in CPR, First Aid and other skills that save lives. ARC also assists our neighbors abroad with critical disaster response, preparedness and disease prevention efforts. ARC is able to do all this by the power of volunteers and the generosity of donors.

Corporate Offices. In addition to the American Red Cross Clothing Drive, ActionNet will be celebrating Heart Health Month, Valentine's Day, Lunar New Year and February employee birthdays. Please consider Wearing Red for the event. Items can be donated by dropping them off at the ActionNet HQ Reception Area. Acceptable items include: coats, hats, gloves,