



Turning **VISION** into **ACTION**®

CHAIRMAN'S NOTE

Dear Friends,

25 years ago, I founded ActioNet with no money, very little contacts, but a Big Dream – to create an environment where talented people work hard, play hard and Be Their Very Best. In this issue of ActioNews, you will be able to see how we successfully implemented Digital Transformation by Eric C and how ActioNeters Celebrated Each Other's Success by Jeff A.

On a side note, Jeff A has been with ActioNet for over 24 years and Eric has been with ActioNet for over 13 years. We are fortunate to have so many outstanding ActioNeters across the US and around the world. Wishing you and your family a Happy & Healthy Holiday Season!

Ashley W. Chen
Founder & CEO

The ActioNet Journey - 25 Years Turning Vision into Action

By Ashley Chen, Founder & CEO

On Thanksgiving Eve 1997, I was inspired by a Japanese Philosopher, who stated "Vision with Action is a Nightmare, and Action without Vision is only a Daydream." ActioNet was born on January 7, 1998. 25 years after, ActioNet is one of only two organizations in the world appraised at ISACA's Capability Maturity Model Integration (CMMI) Level 4 V2.0 for both Development (CMMI-DEV) and Services (CMMI-SVC) with Supplier Agreement Management (SAM). ActioNet was named a Top Workplace for the last 9 years in a row (2014 – 2022).

I am often asked "Ashley, what are you most proud of?" My answer is always consistent - "Our ActioNet Corporate Culture." You can buy a contract vehicle for \$100K, buy a company for \$100M, but Corporate Culture is priceless and comes from the heart with passion and determination.



ActionNet Core Values:

- Instill **Integrity** in Everything We Do
- Treat People with **Respect**
- Embrace **Diversity** and Learn from Each Other
- Commit to Customers' and Each Other's **Success**
- Sustain **Service Delivery Excellence**

Running a Business is like Sports. There are many peaks and valleys. The bottom line is Never Give Up. The foundation of ActioNet is strong, we will weather any storms, and come out Stronger than Ever!

I would like to invite you to visit our Herstory and ActioNet Videos and see the ActioNet Spirit yourself!

The Journey of Turning Vision into Action continues, and the Best is yet to Come!

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ActioNews, the newsletter of ActioNet, Inc. is published to provide examples and applications of cutting edge IT topics and practices.

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“Applications leverage a common workflow engine to bring together people and automated processes”

Transformation and Modernization of Federal Government Processes into Digitized Workflows

By Eric Chasteen, Solution Architect

ActioNet is responsible for design, development, testing, training, release, and operations of over 47 applications on instances hosted on ServiceNow's FedRAMP High GovCommunityCloud. ActioNet chose the ServiceNow platform because it is a multi-instance cloud infrastructure with high availability and complete data security. This platform enables all tasks, services, assets, people, and locations to be created, processed, viewed, and stored together in a single system.

Applications leverage a common workflow engine to bring together people and automated processes. Work flows seamlessly across all domain areas automating tasks, “consumerizing” the service experience, and helping people work smarter. Applications are internal and external facing and globally accessible.

Low Code Workflow Cloud Based Platform

ServiceNow is a robust and extensible platform that has met customer requirements of supporting complex mission applications and processes. ActioNet utilizes 100s of pre-configured workflows out of the box and custom workflows using Scripting, APIs, Web Services, Process Automation and Flow Designer tools.

Examples of our Federal Government Applications

ActioNet has implemented multiple applications into one platform ranging from IT Service Management, Customer Service Portals; to Employee Performance Management, Purchasing, Safety, CAC Card Clearance, and Weather Radar Operations. Authentication services are integrated with the customer's Active Directory platform making account management efficient and secure.

Security / Common Access Card (CAC) Tracker

- Enabled Contracting Officer Representative (COR) to:
Draft and submit a CAC Request for new-hire Candidates to complete required Documentation, E-QIP, Fingerprinting, Background Investigation, Account Creation, Completion of TASS and Receipt of CAC card.
- Enabled Trusted Agent to:
Receive CAC Requests, Review Security Package, Notify COR of Edits, Accept Security Package, and track completion dates for E-QIP, Fingerprinting, Background Investigation, Account Creation, Completion of TASS and Receipt of CAC card.
- Enabled Contractor Program Manager, Federal Task Manager, and Federal Leadership to:

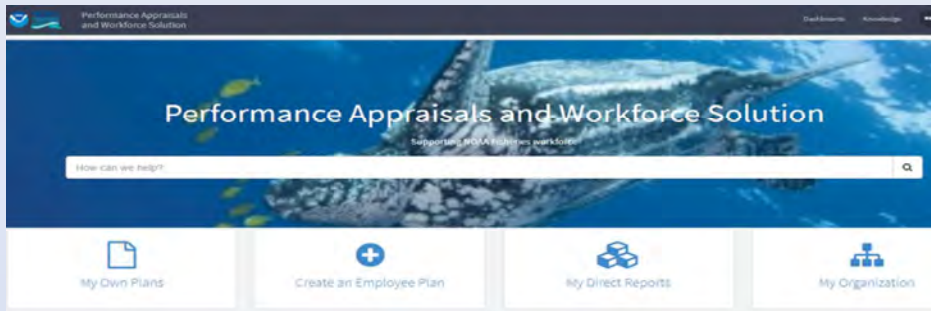
Visibly track, follow-up, take action and forecast Security Clearance and CAC receipt for New Hire Candidates.

- Enabled New Hire Candidates to:

Be notified, receive communications, and report on dates and completion of Security Clearance and CAC receipt.

Our customer's ServiceNow platform supports over 39,000 users and applications that are multi-organizational, extending across internal and external entities. Over 370 user groups utilize nearly 600 out of the box and custom roles that include admin, user, reviewer, approver, and fulfiller. ActioNet has migrated thousands of records from legacy systems into the ITSM application.

Performance Appraisals and Workforce Solution



- Enabled a standard Performance Management application for supervisors and employees on the ServiceNow platform in order to establish, review, approve and update CAPS performance plans; and conduct multiple and end of year performance reviews and appraisals.
- Streamlined, automated performance appraisals through centralized data, digital approvals and workflows.
- Saved agency time and resources by minimizing manual steps, paper and email.
- Improved visibility, status, performance and efficiency through reports and dashboards.
- Overall, resources can now focus on meaningful performance discussions between supervisors and employees.

Architectural reviews evaluate design recommendations with the goal of providing common solutions, code re-use, and minimizing technical debt. Update set tools share code between other agencies to minimize developing solutions from scratch. ActioNet uses our CMMI Maturity Level 4 development lifecycle to efficiently deliver projects using an iterative and flexible approach. Our certified Project Management Professionals collaborate closely with stakeholders to enable our certified Developers to define, design, configure, and release applications ensuring quality and availability.

Positive Mission Outcomes Resulting from our Solution

Our clients received immediate benefits from our business process re-engineering and digitization solution by eliminating duplicative applications, systems, Email, spreadsheets and manual documents to perform administrative functions within the government organization.

For more information regarding transforming and modernizing your Federal government administrative processes, please contact us at:
info@actionet.com.



ActioNet is very fortunate to partner and provide Information Technology leadership, management and technical services to enable our customers to accomplish their multi-year IT Strategic Plan goals and objectives in multiple agile iterations.

- Transform service delivery of IT services onto a reliable, resilient, and secure service delivery framework;
- Standardize, streamline and automate to achieve process efficiency;
- Optimize investment costs;
- Modernize the technology estate using innovative, highly available, secure and cloud-ready solutions.

As an ServiceNow Elite Partner, our ActioNet Innovation Center provided technical support along with our Service Delivery Team by developing a phased approach to modernize technology, enhance customer experience, automate processes, and improve efficiency. Our approach transforms and modernizes services into cutting edge IT services using ITIL best-practices and innovative, secure, and cloud-ready ServiceNow workflows.

“Our clients received immediate benefits from our business process re-engineering and digitization solution”

- Founded in 1998
- Woman Owned Small Business Under NAICS 517311
- CMMI®-DEV V2.0 Level 4 Externally Assessed
- CMMI®-SVC V2.0 Level 4 Externally Assessed
- HDI Certified Support Center
- ISO 20000 (ITSM), ISO 27001 (Information Security) and ISO 9001 (Quality) Registered
- GWAC and IDIQ Contract Vehicles:
 - GSA Alliant 2
 - GSA MAS
 - GSA OASIS Pool 1
 - CIO-SP3 SB OTSB
 - CIO-SP3 WOSB OTSB
 - DISA Encore III
 - Air Force NETCENTS-2
 - ARMY ITES-3S
 - HHS CMS SPARC
 - NAVY Seaport-NxG
 - FAA eFAST
- "92 out of 100" Rating from Open Ratings
- "Exceeds Customer Expectations" from D&B
- "5A1" the Highest Financial Rating from D&B
- DCAA-Compliant Accounting and EVM System
- Approved Purchasing and Cost Estimating System



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Celebrating Each Other's Success

By Jeff Abish, President & CAO

As we close out 2022, we are thankful for our circle of success that includes our Customers, our ActioNeters and the Communities that we serve.

2022 Top Workplaces USA



One of our Core Values is "Commit to Customers' and Each Other's Success." In 2022, ActionNet was named a Top Workplace for the 9th Year in a Row, achieving the Top Workplaces USA, a nationwide honor. What makes a Top Workplace? The answer is all of us working together as a team to break boundaries and mindsets to achieve greater and longer lasting value with a focus on Continual Improvement and Innovation.

CMMI-DEV® and CMMI-SVC® V2.0 Level 4

We celebrated our successful CMMI®-DEV and CMMI®-SVC V2.0 Maturity Level 4 Appraisal. ActionNet is one of only two organizations in the world appraised at Maturity Level 4 V2.0 for both the DEV and SVC models.



ServiceNow Elite Partnership

We also celebrated our achievement of the ServiceNow Elite Partnership, one of only 27 companies in the Public Sector worldwide at this level.



We have quickly moved the needle forward during the summer of 2022 by successfully deploying ServiceNow's FedRAMP High Government Community Cloud platform and IT Service Management application. Working with our customers' leadership teams and their end users, we completed transformation of ITSM and Human Capital Services onto the ServiceNow platform.

Staying Strong, Healthy and Connected

Our ActioNeters support our customers across the United States and in overseas locations in Asia-Pacific and Europe. We work in many locations and remotely, but we always find time to stay connected and bond over hiking outings and meals to share celebrate and celebrate our accomplishments as a team and personal milestones.



Connecting with Customers and Partners



In 2022, ActioNet has exhibited at multiple conferences, connecting with Customers and Partners. ActioNet exhibited at the Spring and Fall AFCEA TechNet Indo-Pacific Conferences and the Navy Gold Coast Conference. Open and secure lines of communication are critical to our success not only in the Indo-Pacific Region, but around the entire world.

Supporting Our Communities

In 2022, our ActioNeters jumped into Action to help those in need. The American Red Cross Clothing Drive had delays due to the pandemic, making pickups of urgently needed clothing to get through the Winter and the months that followed challenging. After collecting approximately 400 pieces, we were told that pick-up at business locations was no longer an available option. Not to be deterred, we packed and personally delivered the boxes of clothing to the nearest Red Cross Donation Center. When we give to the American Red Cross, we are delivering help and hope to people when they need it the most.



Making a Difference Every Day

We have continually shown how small, focused teams that embrace challenges continue to set the bar higher every year and rise to the occasion.

Together, with Strength in Mission and Purpose, we continue to make a difference for our Customers, Each Other and our Communities!

Wishing everyone and their families a Safe, Happy and Healthy Holiday Season and a Great 2023 for All!

