ActioNews

SPRING 2024
THE NEWSLETTER OF ACTIONET

CHAIRMAN'S NOTE

Dear Friends,

In 2024, we have expanded our Service Delivery capabilities in support of our customers and employees across the country and around the world with our ActioNetAnywhere™ approach to Employee Center Services, leveraging Artificial Intelligence to improve the User Experience.

ActioNet continues to leverage Artificial Intelligence (AI) to streamline operations and enhancing collaboration while providing data security and privacy in the enterprise, leveraging tools such as MS Copilot.

This week, we are proud to be named to the 2024 Top Workplaces USA, the eleventh year in a row of recognition across multiple categories including Technology, Culture Excellence and Workplace Flexibility. The best is yet to come!

Are you ready to Spring into Action?

Ashley W. Chen
Founder & CEO

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Turning **VISION** into **ACTION**®

ActioNetAnywhere: Employee Center Services

By Eric Chasteen, Solution Architect

Employee Center

ActioNet recently implemented an Employee Center portal on the ServiceNow platform to enable managers, employees and contractors with mission critical duties aboard ships, planes, centers and field sites to request services from anywhere using a unified portal. Employee Center keeps everyone engaged, productive, and informed. Our **ActioNetAnywhere**™ approach provides the capability to deliver services to both internal and external customers. No matter where they live or work, issues can be reported, services requested, knowledge accessed and status obtained spanning across applications, software, cybersecurity, employee, hardware, network, end user devices and the project management office.

Employee Services

Our Employee Services capability enhances the employee service experience providing a multi-departmental intranet to easily get help from HR, IT, Facilities, and other departments. New modern look and feel and Artificial Intelligence (AI) provides minimal clicks to standardize, automate and elevate Federal employee and contractor user experience. ActioNet's approach and solution optimizes workforce readiness and capabilities to meet required roles. We have automated complex On and Off Boarding and Transfer In and Out of Federal employees and contractors. We have even automated the request for Common Access Cards (CAC) to manage end to end submission of security documents, fingerprints, background investigations, and scheduling and provisioning of new hire CACs. Dashboards provide real-time visibility into every step of the way until day one of new hires starting work. On day one of work, they are cleared, and have their access, equipment, office space, and even specialized software or travel cards.

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ActioNews

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

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"Our ActioNetAnywhere™ approach provides the capability to deliver services to both internal and external customers .... No matter where they live or work..."

ActioNet Anywhere

Service Operations Workspace

Integrating Service Operations Workspace enables fulfillers to support a hybrid multi-duty workforce from anywhere transforming how work gets done with cross-departmental services, information, and tasks. Manual processes are automated with a centralized approach. Real-time visibility, notifications, reporting, and access to My Requests, My Work and My Team's work ensure prompt response and completion. End-user satisfaction, security, and ease of access is improved, while cost and risk are reduced.

Summary

ActioNet's broad services include Information Technology Service Management (ITSM), IT Operations Management (ITOM), Human Capital Management (HCM) and Service Portfolio Management (SPM) to customers across the country and around the world to Enable America's Critical Missions for its Health, Well-being and Security.

Tech & Cyber Networking and Hiring Fair at Capital One Hall in Tysons, January 2024

Integrating AI: Practical Steps Towards a Smarter Workplace

By Erick Mann, Chief Solution Architect

Artificial Intelligence (AI) is reshaping our professional landscape, and at ActioNet, we are at the forefront of this transformation. Our goal is to ensure we are not merely participants but leaders in this revolution. Mastery of AI develops through engagement—our expertise sharpens with every use. We encourage everyone to start integrating AI into both your work and personal lives.

To effectively harness the power of AI, understanding its use is the first step:

• Every employee experience with AI might start simply, perhaps by reading an article or using a free ChatGPT account.

• Your initial interaction is the beginning of a significant transformation.

• As you grow more familiar with AI, you will start to see its value, experimenting with its capabilities and weaving it into your daily tasks. This is where proficiency begins.

• You evolve from a casual user to someone adept at employing AI in both your professional and personal life, fine-tuning your methods and prompts for specific outcomes.

• As you transition from novice to expert, the most significant benefit becomes clear: AI empowers you to focus on what truly matters, freeing up your time and mental energy.

Getting Started

The real charm of AI is its accessibility and user-friendliness. Becoming proficient does not mean grappling with complex models, but rather learning to effectively communicate with AI. It is about turning AI into a valuable asset across any work facets, including research, customer support, and creative endeavors. At ActioNet, we aim to integrate AI as an intuitive, essential part of our strategy. As you become more adept and inventive with AI, you transition from a user to an innovator, applying AI in novel ways that bolster our standing in the marketplace. We are committed to guiding this journey, cultivating an environment where the ethical and effective use of AI is standard, exploring its potential in ways that are both thrilling and accessible to all.

Tangible Benefits of Leveraging AI

At ActioNet, we are harnessing the potential of AI to revolutionize our operations. AI has the capability to transform our corporate functions, streamlining management, fostering enhanced collaboration, and refining our financial strategies for peak efficiency. For everyone on the front lines, supporting customers, AI can be a game-changer. You can use tools like ChatGPT to consolidate reports, extract information out of manuals, peer review unclassified papers, etc. While we are still exploring the full scope of AI's capabilities, its potential to enrich both our internal processes and client-facing services is immense, steering ActioNet towards a future of greater innovation and success.

AI Security

With AI rapidly emerging on the scene, often faster than many can adapt, the security of data – be it your personal information, government data, or company data – has never been more vulnerable. In this context, compliance and data security are not just priorities; they are imperatives at the forefront of our strategy. As we embrace AI's capabilities, we are acutely aware of the heightened responsibility that comes with it, ensuring that all data, especially the most sensitive, is managed with the utmost care and integrity. If you are
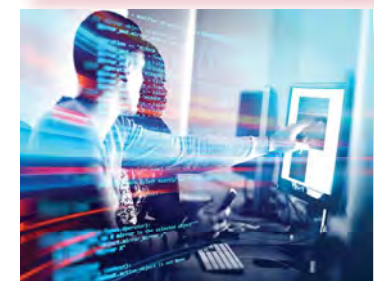
- ➤ SBA Certified WOSB under NAICS 517111, 517121
- ➤ GWAC and IDIQ Contract Vehicles
  - GSA Alliant 2
  - GSA MAS
  - GSA OASIS Pool 1
  - CIO-SP3 SB / WOSB OTSB
  - DHA MHS GSP
  - DISA Encore III
  - ARMY ITES-3S
  - NAVY Seaport-NxG
  - FAA eFast
  - HHS SPARC
  - NRC GLINDA
  - SEC OneIT
- ➤ Past Performance on Large Contracts
  - DOE ITSS, $1.2B
  - DOT COE, $350M+
  - FAA ATO, $300M+
  - CMS CICDIM, $200M+
  - DOS CA DEDM, $150M+
  - DISA CORENet, $78M
- ➤ "CMMI®-DEV V2.0 Level 4 with SAM
- ➤ CMMI®-SVC V2.0 Level 4 with SAM
- ➤ HDI Certified Support Center
- ➤ ISO 20000/27001/9001
- ➤ Approved Accounting System
- ➤ Approved EVM System
- ➤ Approved Purchasing System
- ➤ Approved Cost Estimating System
- ➤ DoD Top Secret Facility Clearance
- ➤ Top Workplace 2014 - 2023

Integrating AI

uncertain about the safety and compliance of your actions, particularly when sharing data or information outside our corporate or government ecosystems, please consult with your supervisor. It is critical to ensure all actions align with established security and compliance standards.

With the integration of AI in any of our corporate and customer operations, we remain vigilant in protecting our data, a cornerstone of our ethical commitment. We manage data with utmost care, ensuring secure collection and responsible usage. ActioNet is committed to complying and staying ahead of privacy laws and data management practices, ensuring that our use of AI is not only innovative but also grounded in stringent data security protocols.

Microsoft Copilot

Copilot combines the power of large language models (LLMs) with your data in the Microsoft Graph—your calendar, emails, chats, documents, meetings, and more—and the Microsoft 365 apps, while providing data security and privacy in the enterprise.

As we continue to embrace AI at ActioNet, our next endeavor is the implementation of Microsoft Copilot. We have initiated an internal pilot program and are evaluating Copilot's potential with expansion every 2-4 weeks.
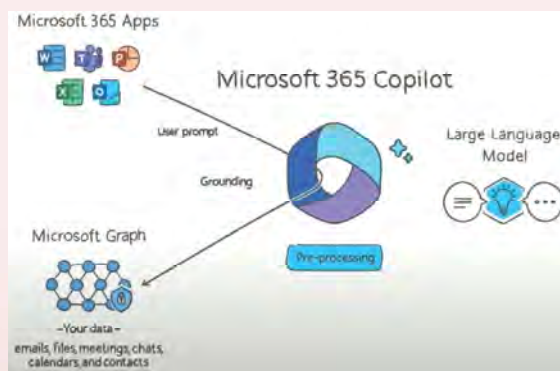
Summary

The world of AI tools is vast and ever-evolving, and we encourage you to explore its possibilities. If you encounter a tool that aligns with your work or discover a unique data challenge, we are here to help. Let us investigate its potential together. For those who are already utilizing or looking at AI Tools, ActioNet can help support and integrate these initiatives into your operations. Your proactive engagement is key to our collective success and innovation.

ActioNet Named a 2024 Top Workplaces USA Winner

By Jeffrey D, Abish, President & CAO

ActioNet is pleased to announce that it has been named to the 2024 Top Workplaces USA, one of the few companies named a Top Workplace in multiple categories for the Eleventh Year in a row!

Great appreciation to our ActioNeters across the country and around the world.