ActioNews

Turning **VISION** into **ACTION**®

PRESIDENT'S NOTE

Dear Friends,

As the Internet usage on mobile devices now exceeds the usage from desktop computers, mobile-friendly web content is not just a luxury, but a necessity. In this issue of ActioNews, we share our experience developing the new ActioNet Web Site.

We also explore our *ActioNetCloud™* Enterprise Service Management (ESM) Success Stories.

Our ActioNeters volunteered at the Children's Inn at NIH in support of our community,

Wishing you and your families a Happy Summer!

Ashley W. Chen
President & CEO

IN THIS ISSUE

ActioNet Launches New Corporate Website

By Christopher Ellis, Director, IT Operations

ActioNet's corporate website has been subject to many revisions, enhancements, and feature additions over the years. But it was time for a change. The underlying technology did not leverage many exciting capabilities of modern browsers, and the design needed to better align with ActioNet's strategic vision in 2017. An overhaul was brewing, and three key objectives bubbled to the top. We were in search of a modern, mobile-friendly design. We wanted an underlying technology with built-in SEO capabilities and comprehensive support. And it needed to be easy to update. Very easy. Our requirements screamed Content Management System (CMS), and WordPress quickly surfaced as an industry favorite.

WordPress is a feature-rich, open-source content management platform that boasts an extensive library of plug-ins and a diverse user base. According to W3Techs, a company that tracks the usage of web technologies, WordPress now powers more than 25% of all websites on the internet. WordPress simplifies basic website administration tasks by utilizing a mobile-friendly, forms-based user interface and permission groups that range from Subscriber to Editor. Workflows control content editing and publishing, while version controls protect data from accidental deletion. If you can update your LinkedIn profile, you can update a WordPress site. Gone are the days of complex HTML coding.

November 2016, worldwide studies showed that internet usage on mobile devices had exceeded desktop traffic for the first time in history. Additionally, Google and other

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Enterprise Service Management (ESM) in Action!

By Michael Haddock, Deputy Program Manager

ServiceNow is a cloud based Software as a Service (SaaS) ITSM platform that provides ITSM applications based upon the Information Technology Infrastructure Library (ITIL), a set of ITSM practices that focus upon aligning IT services with business needs. ServiceNow provides out of the box functionality to support the full range of ITSM practices including; Incident Management, Change Management, Problem Management, Knowledge Management, Service Catalog, Release Management, Configuration Management Database, Service Level Agreement Management and Asset Management.
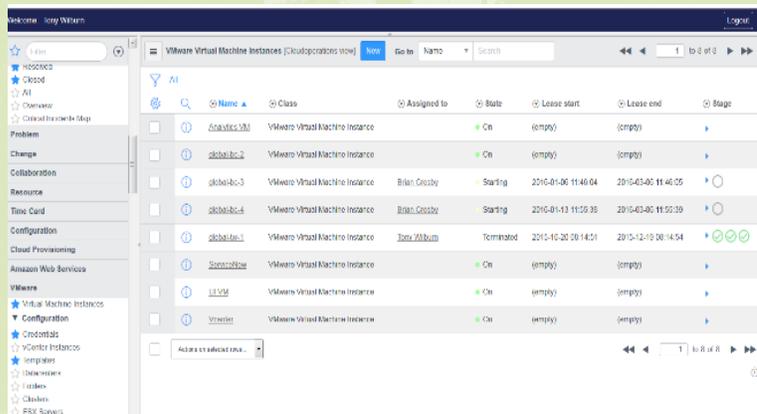

ActioNet led the successful transition from an on-premise ITSM environment to a cloud based ServiceNow SaaS solution. ActioNet has performed operations and maintenance support and numerous software development efforts employing the principles of the Agile software development methodology - to customize ServiceNow out-of-the-box applications and continuously increase the portfolio of services provided by this Managed Services Solution.

Automating Cloud Provisioning via ServiceNow

The *ActioNetCloud™* Services Team, in collaboration with ServiceNow, began a proof-of-concept designed to provide an automated Cloud provisioning and full lifecycle management capability using the ServiceNow Information Technology Service Management (ITSM) suite of products. Leveraging the resources in the **ActioNet Innovation Center (AIC)** lab facility, the combined team remotely connected and configured a multi-functional instance of the ServiceNow portal. The team successfully integrated the ServiceNow portal instance with both Amazon Web Services (AWS) and VMware, developed and tested four representative use cases to derive proof cases for Cloud Services capabilities that provide turnkey Platform as a Service (PaaS) management. The four use cases that were successfully demonstrated were:
1) Infrastructure On Demand (IOD) / Provisioning Orchestration; 2) Configuration

ActioNet Launches New Corporate Website

popular search engines now favor mobile-friendly websites when returning mobile search results. The mobile-friendly web site is no longer a nice-to-have; it has become a must-have. Following the deployment of ActioNet's new corporate website, Google's Test My Site assessment tool has upgraded ActioNet's mobile friendliness ranking from 77/100 to a perfect 100/100.

Here are the scores for
www.actionet.com

MOBILE FRIENDLINESS
77/100
FAIR

Pre-Deployment

Here are the scores for
www.actionet.com

MOBILE FRIENDLINESS
100/100
GOOD

Post-Deployment

If you haven't had the chance to visit us at www.actionet.com recently, be sure to check out the **What's Up** page. Here you will find the very latest in press releases, event calendars, ActioNews articles, the ActioNetBlog (or aBlog for short), and much more. If browsing the history of ActioNet is more your style, be sure to drop by the improved **HerStory** page and take a walk down memory lane. Find out more about ActioNet's service offerings and qualifications on the **What We Do** and **How We Do It** pages, and learn about ActioNet's customer base on the **Who We Serve** page. If you're not in front of a computer while you're reading this, don't worry. All site features have been optimized for mobile browsers.

> "The mobile-friendly web site is no longer a nice-to-have; it has become a must-have."

2017 **2016** **2015** **2014**

Management Database (CMDB); 3) Event Management Dashboards; 4) Rules Based Ticket Generation.

This new offering demonstrates ActioNet's ability to integrate infrastructure and platform components across a mesh network in a way that provides integrated IT Service Management (ITSM), On-Demand Virtual Machine (VM) provisioning, consolidated event monitoring and reporting through ServiceNow. The ActioNet/ServiceNow Team successfully leveraged robust Application Programming Interfaces (APIs) to integrate with an extensive array of AWS capabilities, provide VMware cloud and virtualization services, data aggregation, analysis, and monitoring of system data using products such as Splunk.

Summary

Based on this highly-successful proof-of-concept, ActioNet, as our customers' Most Trusted Innogrator™, has added this capability and its feature set into the *ActioNetCloud™* Services Offering Portfolio! Our proof of concept validates exciting new possibilities to more efficiently manage On Demand Cloud Provisioning, Monitoring, Automated Event and Problem Management, and assist customers with the adoption of a comprehensive and very tailorable Cloud-Based Enterprise Service Management (ESM) Platform.

ActioNeters Volunteered at the Children's Inn at NIH

The ActioNet Science & Research Business Unit (SRBU) volunteered by serving brunch to residents at the Children's Inn at the National Institute of Health (NIH). The SRBU team was on hand to cook, serve, and fellowship with the many patients, family members and staff. The team was also treated to a tour of the facility.

The Children's Inn at NIH is a hoteling facility that meets the needs of children and families participating in groundbreaking research at the National Institutes of Health (NIH). Families are serviced across the globe and can reside at the Inn for months. This is often their 'last hope' for finding a cure for these rare and often complicated diseases.

Visit Children's Inn website (http://childrensinn.org/) for more information on the great work offered at the facility.

ActioNet President & CEO Receives Trailblazing Women in Business Award from Fairfax County

ActioNet, Inc. President & CEO, Ashley W. Chen, was named one of the "Trailblazing Women in Labor and Business" by the Fairfax County Commission for Women as part of the celebration of Women's History Month 2017.

"It is a great honor to be named one of the "Trailblazing Women in Labor and Business" during Women's History Month 2017!" stated Ashley W. Chen, ActioNet's President & CEO. "My sincere thanks to Ms. Cynthia Bhatnagar, the Chair of the Fairfax County Commission for Women (the Commission) for the nomination. As a young lady from a small tropical island in the Pacific Ocean to an Entrepreneur in Fairfax County, the Greatest County in the Greatest Country in the World, I have so much to be Thankful for. Giving Back to the Community and helping others achieve their dreams are gratifying and important parts of our Journey together. My passion will continue our Journey of "Turning Vison into Action" and boldly go where no one has gone before!"