



Turning **VISION** into **ACTION**®

CHAIRMAN'S NOTE

Dear Friends:

As we approach the heat of the Summer, Artificial Intelligence (AI) has been one of the hottest recent topics. Everyone by now has heard about ChatGPT and all of its capabilities and want to know what is real.

There is no substitute for Human Intelligence (HI) and we need to leverage AI as a tool to simplify and expedite analyses of data to improve the ability to make decisions and take leaps in fields such as medicine, science and engineering. HI and AI are great companions if used responsibly.

Speaking of AI and leveraging advanced technologies, ActionNet attended the ServiceNow Knowledge23 to continually improve our solutions to digitize, automate, and transform how work gets done with a focus on our Customer and Employee Experience.

Best wishes for a great 4th of July.

Ashley W. Chen
Founder & CEO

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Delivering the Promise of Artificial Intelligence

By Jeffrey D. Abish, President & CAO

Artificial Intelligence (AI) is one of the hottest topics in our Industry having evolved from simple search capabilities and further extended by Machine Learning (ML) to simulate human thinking to solve problems. If AI is patterned in our own image, it comes with all of the strengths and weaknesses that we have. Much of what we read in the newspapers and see on the news, including from those that have developed these technologies, are centered around fears of making humans obsolete with elimination of jobs and increased cyber threats by bad actors creating deepfakes and disinformation/misinformation. Congress has held hearings on ways to regulate AI, now that the genie is out of the bottle. Like any tool or sets of tools, what we get out of them is a function of what we put into them and the purpose in mind.

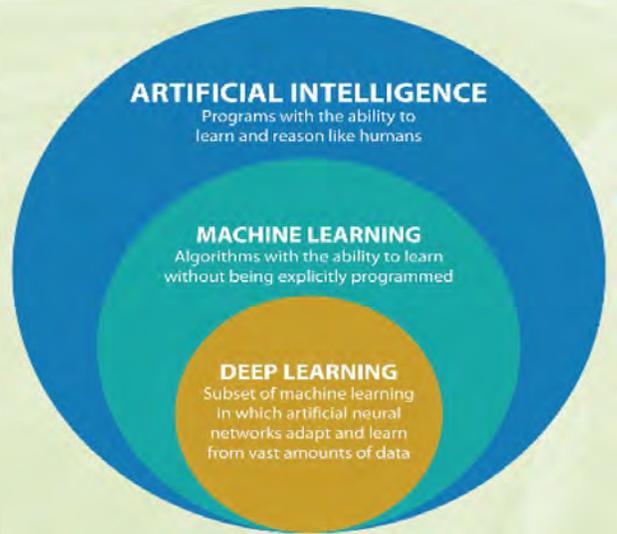
Here is some background on AI, its progress and the challenges that lie ahead:

The Beginnings of AI and the Emergence of Digital Computing

The earliest research into thinking machines was inspired by ideas that became prevalent in the late 1930s, 1940s, and early 1950s on cybernetics and neural networks. Early robotics were controlled by analog circuitry. In the mid-1950s, access to digital computers became possible and a few scientists recognized that a machine that could manipulate numbers and symbols and that the manipulation of symbols could well be the essence of human thought. This was a new approach to creating thinking machines which was pioneered by forward-thinking scientists such as Marvin Minsky, who was an American cognitive and computer scientist concerned largely with research of AI and co-founder of the Massachusetts Institute of Technology's AI laboratory.

Deep Learning, Big Data and Artificial General Intelligence

In the past twenty years, access to large amounts of data (known as "big data"), cheaper and faster computers and advanced machine learning





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“Since November 2023, ChatGPT reached 1 million users in only four days and 100 million users in two months, achieving this milestone more than 75% faster than any other tech giant.”

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techniques were successfully applied to many problems throughout the economy. By 2016, the market for AI-related products, hardware, and software reached more than 8 billion dollars. The applications of big data were leveraged for the field of ecology and economics. Advances in deep learning leveraging neural networks drove progress and research in image and video processing, text analysis, and speech recognition.

General intelligence is the ability to solve any problem, rather than finding a solution to a particular problem. Artificial General Intelligence (or “AGI”) is a program which can apply intelligence to a wide variety of problems, in much the same ways humans can.

Foundation models, which are large ML models, were developed starting in 2018 and have helped bring about a major transformation in how AI systems are built, such as by powering prominent chatbots and other user-facing AI. Models such as Generative Pre-trained Transformer 3 (GPT-3) is an autoregressive language model released by OpenAI in 2020 that uses deep learning to produce human-like text. When given a prompt, it will generate text that continues the prompt.

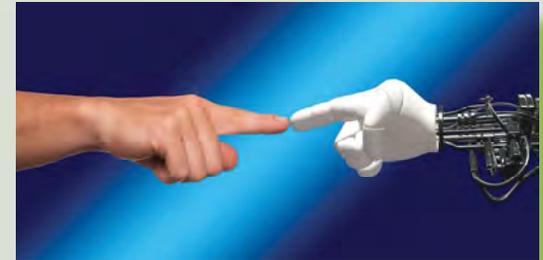


What is ChatGPT?

ChatGPT, which is an app powered by GPT, has received a large amount of recent publicity. It is an OpenAI model updated with the most recent GPT-4 version and has been fine-tuned for conversational applications using a combination of supervised and reinforcement learning techniques.

Since last November, ChatGPT reached 1 million users in only four days and 100 million users in two months, achieving this milestone more than 75% faster than any other tech giant. As it was not designed to solve a specific problem and has broad use cases, both expectations of its capabilities and fears of how this tool may be used are high. Many products are being integrated with ChatGPT with use cases including customized AI Tutoring for learning solutions and providing fast, reliable, and affordable grocery delivery to customers from Instacart.

Much like Social Media and Streaming Services, ChatGPT contains content filters to exclude offensive and abusive content to alleviate concerns of being too “Open” to minimize the impact to end users, especially school-age children.



Summary

Humans and AI are companions in the journey ahead with balancing considerations of creating new economic opportunities in our emerging economy to light the path forward for future generations vs. creating something we lose control of that has unintended consequences. When you look at the current leaps and advancements further enabled by AI in technology, medicine, science, robotics, sports, the arts and many other fields within our society throughout history, we have and will continue to face and overcome many new and emerging hurdles to create a better tomorrow. We must remain optimistic while keeping our eyes wide open and make sure the use cases operate within ethical boundaries. This is an ongoing dialogue across the world.

Updates from ServiceNow Knowledge23

By Eric Chasteen, Solution Architect

ActioNet attended the recent ServiceNow's Knowledge23 conference held May 16, 17 and 18 in Las Vegas, Nevada to get an update on the newest technologies and enhancements to the NOW Platform. The conference was jam packed with over 10,000 registered attendees.



ServiceNow K23 brought a wealth of knowledge, best practices, lessons learned and solutions to digitize, automate, and transform how work gets done. ActioNet takes advantage of this to deliver modern and forward-thinking solutions to its clients and end users to work better, smarter, and faster.

We value thought leadership from ServiceNow's 17 Keynote speakers to 'Be Bold in Putting Yes to Work' and look forward to providing an intelligent platform for end-to-end digital transformation tackling challenges facing Federal missions in 2023. Whether you are an Admin, Developer, Citizen Developer, Business Analyst, Architect, Executive, Implementer or Platform Owner; K23 brought it and we take it forward to our employees and clients through participating in hands on Labs, Sessions, CreatorCon, Ask the Experts, and Meetups.

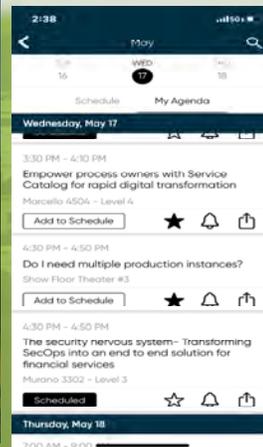
“ActioNet’s focus is to leverage ServiceNow to effectively streamline tasks and enhance customer and employee experiences with low-code workflow automation.”



There were over 610 sessions covering Artificial Intelligence, Hyper-automation, Low-Code, Operational Experience, Public Sector, Rise-Up with ServiceNow, Technology Excellence, Platform for Digital Business, Value Acceleration, and Customer, Employee and Operational Experience.



ActioNet, an Elite ServiceNow partner, leverages ServiceNow conferences, Now Learning, Now Create Methodology, Communities, Special Interest Groups and its own ActioNow University to grow our employees into ServiceNow experts delivering value to our Federal sector clients across App Engine, DevOps, Customer Service, HR, Field Service, IT, Asset, CMDB and Operations Management. Our focus is to work effectively streamlining tasks and enhance customer and employee experiences with low-code workflow automation.



Contact Us for More Information

If you are interested in how ActioNet can help harness the full capabilities of the NOW platform and transform your mission or business processes to run more smoothly, please contact

Info@actionet.com.



ActionNet JV DecisiveInstincts Exhibited at TechNet Cyber 2023

ActionNet JV DecisiveInstincts exhibited at the TechNet Cyber 2023 at the Baltimore Convention Center. This year's theme is Aloha IT. We proudly displayed beautiful Hawaiian flair to promote our Joint Venture with Native Hawaiian Organization (NHO)-Owned, Akamai Intelligence. In the picture, Kenny H, US Navy Capt. (Ret) Mel Y, Ashley C, and Laura M.

AFCEA's TechNet Cyber is a government wide effort to bring together the policy, strategic architecture, operations and C2— along with the joint capabilities—needed to meet the global security challenges and successfully operate in a digital environment.

For more information, please see <https://events.afcea.org/afceacyber23>.



- Founded in 1998, 500+ ActionNeters
 - Overall Customer Retention Rate > 98%
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- HDI Certified Support Center
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- GWAC and IDIQ Contract Vehicles
 - GSA Alliant 2
 - GSA MAS
 - GSA IT Schedule 70
 - GSA OASIS Pool 1
 - CIO-SP3 SB OTSB
 - CIO-SP3 WOSB OTSB
 - DISA Encore III
 - Air Force NETCENTS-2
 - ARMY ITES-3S
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- Approved Purchasing and Cost Estimating System
- DoD Top Secret Facility Clearance with Secret Safeguarding Capability
- Named Washington Post Top Workplace 8 Years since 2014



"Like any tool or sets of tools, what we get out of Artificial Intelligence (AI) is a function of what we put into it and the purpose in mind."

ActionNet Celebrated Asian American and Pacific Islander (AAPI) Heritage Month

Ashley Chen, ActionNet CEO, was invited as a guest speaker at the FBI Asian American and Pacific Islander (AAPI) Heritage Month on May 19, 2023. The topic of the discussion was "Advancing Leaders Through Opportunity". Ms. Chen answered questions from the audience and shared her experience as an entrepreneur and her journey along the way with a trip down memory lane including pictures of ActionNet's 25-year HerStory and the 2023 ActionNet Team Video titled "Be Kind".

Ms. Chen stated, "Work Hard, Play Hard, Never Give Up and help others along the way in fulfilling their dreams."

