



Turning **VISION** into **ACTION**®

## CHAIRMAN'S NOTE

Dear Friends,

As we begin 2024, we reflect on the accomplishments over the past year including how we came together to support our communities in need, the many events we attended, the partnerships we forged, our recognition as a Top Workplace for the past ten years and our outstanding ActioNeters with 10+ years of service.

We continue to our Artificial Intelligence (AI) series with a focus on how Federal Agencies and Contractors can effectively leverage AI in multiple ways to enhance automation, decision support capabilities, predictive analysis, as well protect against existing and emerging security threats.

We all can make a difference if we stay strong, focused, work together and move forward. Imua ActioNet!

**Ashley W. Chen**  
Founder & CEO

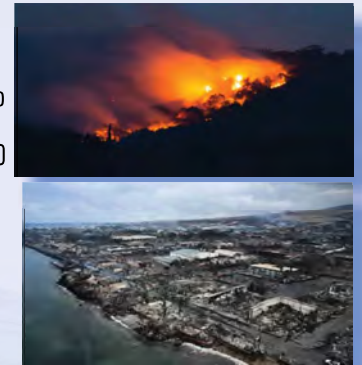
## Imua ActioNet

By Ashley W. Chen, Founder & CEO

**A**s we celebrated the New Year, we reflected on the accomplishments of 2023 and the focus on the year ahead of us. We continue to transform the workplace finding both efficiencies and flexibility while staying connected with our Customers, Employees, Partners and Each Other. Here is a recap of 2023:

### Helping Those in Need - Hawaii Wildfires Relief Effort, August 18, 2023

ActioNet sponsored a fund drive for the Hawaii Wildfires Relief Effort. The goal was \$5,000 in donations with ActioNet contributing a 100% corporate matching donation. Destructive wildfires raged across the islands of Hawaii with heavy damage to Lahaina in Maui, representing the deadliest the U.S. has seen in the last century. The Red Cross is helping to care for some 7,600 people — about 78% of the pre-disaster population of Lahaina — who are staying in dozens of hotels. This support includes making sure each family has nutritious meals, health and mental health services and access to recovery resources. A total of \$8,000 was raised and, together, we impacted lives and made a difference. Thanks to all who participated.



### ActioNeters Volunteered at Food & Friends, June 19, 2023



On Monday, June 19, ActioNeters from the Science & Research Business Unit (SRBU) helped at Washington, DC Food & Friends. Food & Friends is a community-based organization dedicated to improving the lives and health of people with limited ability to nourish themselves by preparing and delivering specialized meals and groceries, providing nutritional counseling, and cultivating a strong sense of community.

ActioNeters and their families prepared and delivered specially tailored meals to satisfy the nutritional needs of community members suffering from HIV/AIDS, cancer, and other life-threatening diseases. We sorted, prepared, and packaged meals and goods in the facility kitchen. Each day, around 3,800 meals are served to customers. It was a great moment for the ActioNet Family to unite and undertake community service.

### FCEDA Entrepreneurship Workshop, January 10, 2023

Ashley Chen, ActioNet CEO, was invited as a guest speaker at the Fairfax County Economic Development Authority (FCEDA) Entrepreneurship 101 workshop, in partnership with the Virginia Department of Small Business and Supplier Diversity (SBSD), the Community Business Partnership (CBP) and the U.S. Small Business Administration (SBA), the workshop provides an overview of business start-up fundamentals. The workshop features an "Entrepreneur Spotlight," where Ashley discussed her entrepreneurial journey and shared valuable tips for business success. All participants who attended the entire webinar received a virtual "notebook" of business resource information. Networking opportunities were provided during the event.



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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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**“Transformation starts with ourselves and our commitments to improve every year and to deliver lasting value in everything we do.”**

**AFCEA TechNet Cyber, Baltimore, MD, May 2-4, 2023**

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 governmentwide 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.



**FBI AAPI Heritage Month, Washington, DC, May 19, 2023**

ActioNet 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 ActioNet's 25-year HerStory and the 2023 ActioNet 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."

**Navy Gold Coast, San Diego, CA, Jul 26-28, 2023**

DecisiveInstincts, ActioNet NHO-Owned 8(a) JV, exhibited at Navy Gold Coast 2023, demonstrating our Innovation with cutting edge tools for Cyber Defense and Rapid High-Resolution imagery mapping technologies with broad use cases across all major business sectors.



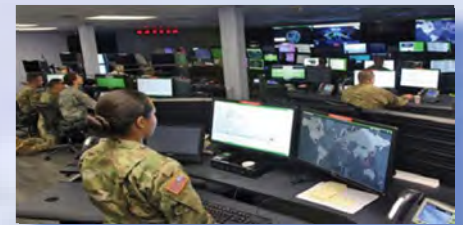
**DHITS 2023, New Orleans, LA, Aug 8, 2023**

As a recent awardee of the Military Health System Geographical Service Provider (MHS GSP) contract and long-time industry partner with the Defense Health Agency (DHA), DecisiveInstincts traveled to the vibrant city of New Orleans, LA to exhibit at the 2023 Defense Health Information Technology Symposium (DHITS). We proudly displayed beautiful Hawaiian flair with DecisiveInstincts, our Joint Venture with our Native Hawaiian Organization (NHO)-owned 8(a) protégé company, Akamai Intelligence.



**Veteran's Virtual Job Fair, Sep 13, 2023**

Laura M. participated in a Veteran's Virtual Job Fair hosted by Intellectual Point. There were 84 Veterans with relevant Networking, Cyber, and Project Management skills in attendance. We were able to connect and receive resumes from the participants. We are committed to hiring Veterans! A video recording of this event, which included a panel featuring representatives from ActioNet, GDIT, CACI and Wells Fargo, has been posted at [actionnet.com](http://actionnet.com).



**Celebrating ActioNet in Pink Style, Oct 20, Vienna, VA**



October is recognized as National Breast Cancer Awareness Month. It is a time annually devoted to educating everyone about breast cancer and the importance of early detection and access to timely, high-quality care. ActioNet combined our All Hands with a Wear Pink! awareness initiative. One of the announcements during the All Hands was that ActioNet was named one of the 2023 Top Workplace in Culture Excellence for Woman-Led Companies. We thanked all ActioNeters for raising the bar every year! We all wore Pink, Ate Pink, Drank Pink and celebrated ActioNet in Pink Style.

## Eastern Defense Summit, North Charleston, SC, Dec 6-7, 2023

The Eastern Defense Summit, formerly known as the Annual CDCA Defense Summit, is one of the largest defense-focused events on the East Coast, bringing more than 1,800 government, military, academia, and industry leaders together to better understand and address today's challenges and threats within our defense industry. The Summit's theme, "Collaborating on actionable solutions for our nation's pacing threats," highlights the growing strategic threats to the United States and represents the necessity to envision near-term solutions to such challenges.



## TechNet Indo-Pacific, Honolulu, HI, Nov 7-8, 2023



TechNet Indo-Pacific is co-sponsored by AFCEA International and AFCEA Hawaii. It is the largest event in the Pacific Rim focusing on regional defense issues. Keynote speakers, panel moderators and panelists discussed defense policies and challenges in the Asia-Pacific region and their relevance to both industry and government. Industry exhibitors demonstrated products and solutions to meet the services' requirements and needs.

## Culture, Technical Excellence and Commitment

ActioNet, Inc. was recognized in 2023 as a Top Workplace Culture Excellence Winner for Woman-Led Companies, a Top Workplace in the Technology Industry and a Best Workplace for Commuters. The Top Workplaces program has a 17-year history of surveying and celebrating people-first organizations nationally and across 60 regional markets. Top Workplaces Culture Excellence Awards recognize organizations that excel in specific areas of workplaces culture.



This award celebrates outstanding organizations whose most senior leader is a woman. These leaders have fostered and built stand-out workplace cultures that perform. Top Workplace Industry Awards were determined by a third party which measured several aspects of workplace culture, including alignment, execution, and connection. The awardees include government contractors, law firms, nonprofits, schools, and businesses.



A company and workplace are the result of the quality and commitment of our employees and ActioNet was pleased to recognize 44 Team Members with 10+ years of service to the company, our customers and each other. Together, Everyone Achieves More!

## Imua ActioNet

There has been increasing coverage of the benefits and pitfalls of leveraging Artificial Intelligence (AI). ActioNet will continue to cover this topic with a focus on improving service delivery and freeing up our human time and energy to create newer and faster ways to access and interpret information to make better decisions and reduce time to complete tasks.

The most important thing we must retain is the ability to work closely together in person and remain connected while leveraging technology to improve the efficiency and speed of service delivery. Transformation starts with ourselves and our commitments to improve every year and deliver lasting value in everything we do.

We all must stay strong, focused and move forward (imua). Best wishes to everyone for a Prosperous 2024!

## AI in the Workplace continued from page 4

technologies into the existing environment. It is important, therefore, for contractors and government agencies to conduct a thorough cost-benefit analysis before embarking on AI projects. While the benefits of AI can be substantial in terms of improved efficiency, better decision-making, and cost savings in the long run, these benefits need to be weighed against the total costs of employing AI. Careful planning, budgeting, and ROI assessment are essential to ensure that AI initiatives are cost-effective and aligned with an organization's objectives and priorities.

In summary, AI holds an enormous potential to transform the operations of the Federal Government and the contractors serving it. AI can offer numerous benefits in terms of efficiency, decision-making, and public service delivery. That said, it also comes with significant challenges and risks, especially related to privacy, misuse, and regulatory compliance. Managing these challenges while harnessing the benefits of AI will remain a critical concern for both agencies and contractors going forward.

- 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 CIGDIM, \$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



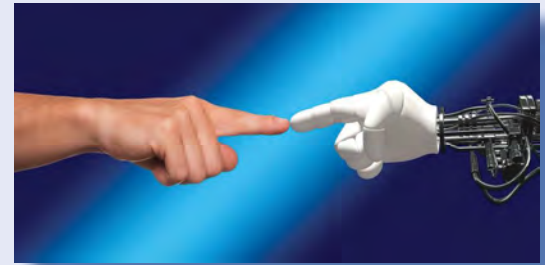
**“Careful planning, budgeting, and ROI assessment are essential to ensure that AI initiatives are cost-effective and aligned with an organization’s objectives and priorities.”**

# AI in the Workplace: Considerations for Agencies and Contractors

By Michael Genebach, EVP & COO

**A**s a long-term Federal Government Information Technology and Cybersecurity contractor, we understand the immense potential and challenges associated with the use of Artificial Intelligence (AI) in organizational operations. AI has the capacity to revolutionize how both government agencies and contractors operate, offering numerous benefits along with some inherent risks. Here, we will discuss many usages and benefits of AI, as well as some challenges and inherent risks.

In Federal Government organizations, AI can be leveraged for a range of use cases, from task automation to predictive analytics, plus AI can even help strengthen an organization’s cybersecurity. To enhance the data analytics that agencies perform, AI can be employed to help analyze huge data sets to identify trends, patterns, and anomalies. This capability can enhance the decision-making process for the government in areas such as public health, national security, and economic forecasting. AI algorithms can also be used to predict future events or trends based on historical data, enabling agencies to allocate resources more effectively. Predictive threat activity, virtual or material, may help agencies focus their resources on assets of high value and attacker interest, so they know where to look to close vulnerabilities.



On the contractor side, like any enabling software, AI can be used to enhance internal functions such as in human resources, accounting, contracts, tech support, as well as management. Properly leveraging AI can yield significant benefits in terms of efficiency and productivity. A use case for AI that is common to any organization, government or contractor, could be repetitive task automation. Routine administrative tasks in HR, accounting, finance, or marketing and communications could easily be automated using AI, freeing up knowledge workers to spend their time on more strategic, beneficial activities.

An area of concern for both government and contractors involves AI implementation challenges and risks. Both sets of entities often navigate complex regulatory frameworks, and when implementing AI technologies, both must ensure that they adhere to laws governing data protection, transparency, and accountability. A huge risk area for both the public and private sectors is data privacy and security. Proper information safeguarding to maintain PII and similar sensitive data is paramount. Assuring and potentially certifying, that deployed AI systems demonstrate compliance with information privacy regulations presents both a significant challenge and risk.

There are many positives to standard business use of AI, both in the government and contracting arenas. AI-enhanced systems can lead to increased operational efficiency, reduced costs, and improved service delivery. However, a major hurdle remains. There is a shortage of skilled personnel to develop, implement, and maintain AI systems. Training and recruiting AI experts represents no minor challenge for effective use of AI.



Obviously, several negative risks must be addressed when implementing AI technologies. Examples include personnel facing job displacement with the automation of routine tasks, or the misuse of AI in surveillance causing privacy breaches and eroding trust in IT systems. Also, note that an overreliance on unmonitored AI could make systems vulnerable to hacking, manipulation, and adversarial attacks.

While AI has the potential to deliver long-term cost savings and efficiency improvements, there are also upfront and ongoing costs associated with its adoption. Some key cost considerations involve the initial investment (software and infrastructure), training and education for personnel to best use AI, life-cycle management (e.g. costs of implementation, maintenance, compliance and security of the systems), as well as the costs for integrating AI

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