

- Founded in 1998, 1000+ ActioNeters in 40+ States
  - Overall Customer Retention Rate > 98%
  - Annualized Professional Staff Retention Rate > 92%
- CMMI-DEV Level 4 Externally Assessed
- CMMI-SVC 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 Alliant2
  - GSA IT Schedule 70
  - NIH CIO-SP3 SB OTSB
  - NIH CIO-SP3 8a OTSB
  - GSAPSS
  - DISA Encore III
  - Air Force NETCENTS-2
  - ARMY ITES-3S
  - HHS SPARC
  - NAVY Seaport-NxG
  - NRC GLINDA
  - US Courts JMAS IV
- "92 out of 100" Rating from Open Ratings
- "Exceeds Customer Expectations" from D&B
- "5A1" the Highest Financial Rating from D&B
- Certified Earned Value Management (EVM) System
- DoD Top Secret Facility Clearance with Secret Safeguarding Capability



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## ActioNet ServiceNow Premier Partner continued from page 1

at numerous agencies including the National Oceanic Atmospheric Administration, Army National Guard, and Department of Energy. We bring specialized modernization, transformation, and automation of multiple Federal IT and Mission related business processes onto ServiceNow's IT Service Management, Operations Management, Business Management, Human Resources, Security Operations and App Engine Custom Scoped Applications leveraging their low-code feature rich platform.

Additionally, ServiceNow serves as the foundation for the ActioNow Service Center Portal – the modern self-service ITSM platform being rolled out to all ActioNet employees in 2021. ActioNow will rollout as the one-stop, centralized support portal of IT and back office products and services with a comprehensive service catalogue to connect users to key functions needed and dashboards to track and manage overall status and performance. Future phases are planned to incorporate other vital employee functions including Human Resources, IT Business and Financial Management, and IT Operations Management.

The ServiceNow platform is a multi-instance cloud infrastructure that is unparalleled in advanced high availability, "day one" compliance, and complete data security. Implementing Federal IT and Mission applications on the ServiceNow

Platform enables all metrics, tasks, services, assets, people, locations, data, and information to be created, processed, viewed, reported, and stored together. This creates a single system of record and engagement for any Federal enterprise and reduces IT footprint, improves security, lowers cost, and improves getting work done more efficiently. All applications leverage a common workflow engine to bring together people and automated processes. This allows work to flow seamlessly across all domain areas within an enterprise – automating tasks, "consumerizing" the service experience, and helping people work better and smarter from anywhere and from any device.

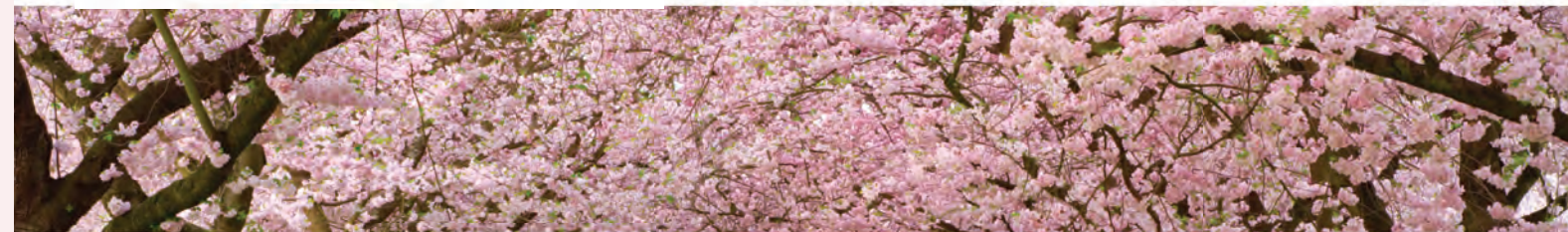
ActioNet's delivery framework incorporates Agile, Customer Experience focus, and ServiceNow best practices to enable Federal agencies to complete work efficiently on the ServiceNow platform saving time, money, and ensuring their mission is accomplished. Our culture is based on our commitment to our clients, people, and growth. We remain laser focused on delivering the highest quality solutions leveraging industry best practices, as evidenced by our having achieved – and maintained – the CMMI-DEV Maturity Level 4, CMMI-SVC Maturity Level 4, ISO 9001, ISO 20000 and ISO 27001 certifications.

## Employee Engagement During the Pandemic

By Monica O'Neil VP, HR & Talent Acquisition

Over the past year, ActioNet has been rethinking, reimagining, and readjusting how we support and communicate with our customers and employees. An important part of this equation is how we mentor and groom our existing employees, as well as how we attract top new talent. The COVID-19 pandemic has highlighted the critical importance of branding during a crisis, but there is no playbook for this unprecedented time. More than ever, it is central that we build our organizational resilience and drive value. Job seekers are going to remember how we managed and led throughout this crisis. Our ActioNet Talent Acquisition Team has a broad level of engagement including:

- Manage the candidate experience with communication, empathy, and transparency
- Build the candidate trust during their journey
- Create connections
- Video interviewing
- Flexible start date
- Virtual Orientation
- Focus on diversity and inclusion initiatives
- Provide Importance of COVID-19 safety measures and guidelines
- Lean on employee referrals



Turning VISION into ACTION®

### CHAIRMAN'S NOTE

Dear Friends,

ActioNet is committed to innovation and investing back into our ActioNeters. Our ActioNet Innovation Center (AIC) is a catalyst for innovation and growth. We are pleased to share with you our expanding march into the cloud to make our ActioNet Customer Experience (ACX) and Employee Experience (EX) responsive with continued engagement.

As a ServiceNow Premier Partner, we have deployed our ActioNow Platform to help our customers solve critical mission challenges. Our ActioNet University, in partnership with A Cloud Guru, is rapidly expanding our employee skills.

Please stay safe and stay connected!

**Ashley Chen**  
 Chairman & CEO

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## ActioNet Recognized by ServiceNow as a Premier Partner

By Reuben Maher, Chief Innovation Officer & SVP

ActioNet is excited to announce our recent successful milestone of achieving Premier Partner status with ServiceNow! ActioNet and ServiceNow continue our long-standing strategic partnership providing implementation, process re-engineering, development, engagement management, testing, training and hosting services on the ServiceNow Platform to our Federal clients on a secure FedRAMP High platform. To achieve Premier level, ActioNet follows ServiceNow's Partner Segmentation Framework which hones in on the 4 Cs – capacity, competency, customer success, and capability – to provide our clients with world-class solutions on the ServiceNow platform.

**"This demonstrates our commitment to this strategic partnership... to continue turning Vision into Action by working with our clients to solve their toughest mission challenges with leading digital transformation solutions."**



Ashley Chen, ActioNet's Chairman and CEO, looks forward to the new opportunities this partnership will bring in 2021 and beyond. "Achieving ServiceNow Premier status is an important milestone in our corporate innovation journey. This demonstrates our commitment to this strategic partnership as well as the dedication of our entire team to continue turning Vision into Action by working with our clients to solve their toughest mission challenges with leading digital transformation solutions."

ActioNet maintains a mature ServiceNow cloud and DevSecOps practice as part of our ActioNet Innovation Center framework. We are the provider of choice with an excellent track record implementing ITSM solutions and providing support to Federal missions on the ServiceNow platform spanning nearly half a million users...



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

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**“The A Cloud Guru platform is a game changer for ActioNet employees to develop cutting edge cloud capabilities in a fun and interactive environment leveraged by leading companies around the world.”**

# ActioNet Launches “A Cloud Guru” Training Portal for Employee Skills Development

By Reuben Maher, Chief Innovation Officer & SVP

Cloud technologies have skyrocketed in importance during the pandemic, globally transforming the way work is accomplished. Government and industry sectors alike had to rapidly and agilely pivot to provide alternatives for accomplishing their strategic goals via remote working technologies and thus ramped up their investments in mobility, collaboration, and other cloud-related infrastructures. In fact, a recent Gartner survey showed that nearly 70% of organizations plan to increase their current usage of and overall spend on cloud services due to disruptions to their businesses due to COVID-19.

As a result, the need for cloud computing expertise has never been more vital for technology professionals. LinkedIn Learning's 2020 Workplace Learning Report analyzed data from more than 660 million professionals and 20 million jobs to identify the highest demand skills in the workforce. Cloud computing came in at #2, just below blockchain and ahead of artificial intelligence (AI). And cloud services are rapidly evolving, thus requiring employees stay up to speed on the latest capabilities. In 2019 alone, Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform (GCP) released over 3,500 new services and functionalities – nearly 10 per day!



## Our Culture of Innovation

At ActioNet, we strive to create a culture of learning and keep pace with innovation and are thus investing in professional skills development and unique upskilling opportunities for our employees. This not only helps build a more resilient and agile workforce, but also increases employee retention, attracts higher quality talent, and increases overall efficiency across the company. Additionally, our recent Employee Satisfaction Survey indicated that our employees

agree and are eager to explore opportunities to continue to enhance their career with training in vital and emerging technologies.

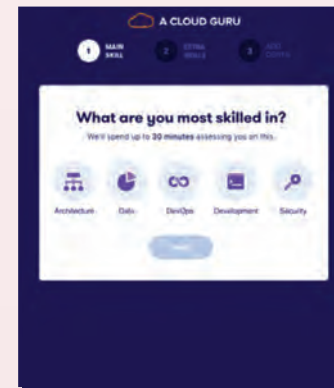
In response, we've partnered with industry cloud-training leader A Cloud Guru (ACG) to provide our employees an ActioNet-branded training portal containing regularly updated content on the leading cloud-related technologies. More than 2 million people have learned cloud skills with ACG. In fact, the ACG model is being successfully utilized by over 14,000 companies worldwide for cloud skills development.

ActioNet President and CAO Jeffrey Abish recognizes the unique opportunity ACG represents for our employees. “The A Cloud Guru platform is a game changer for ActioNet employees to develop cutting edge cloud capabilities in a fun and interactive environment leveraged by leading companies around the world. This ACG opportunity reinforces our continued commitment to provide our employees access to world-class training opportunities for a more rewarding ActioNet career experience.”

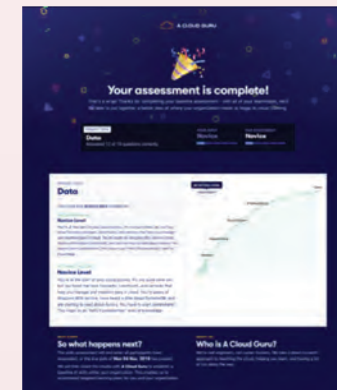
Through ACG, ActioNet employees have access to an extensive and comprehensive suite of cloud training both by Platform (AWS, Azure, GCP, Kubernetes, Linux) and by Specialty (Security, DevOps, Big Data (AI/ML), Containers, Programming, and more). The ACG model ensures focused learning is tailored to the employee's specific training goals through a number of unique features including ACG's custom Skills Assessment, real-time Cloud Sandboxes, and real-world Hands-On Labs.

# ACG Skills Assessment

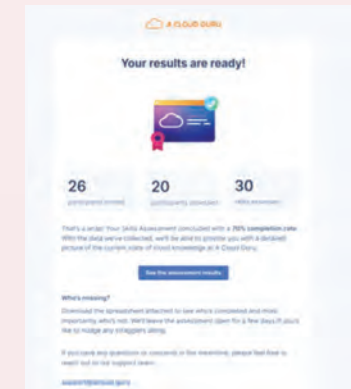
Assess cloud readiness across multiple competencies



Measure baseline skills on a scale from novice to guru



Identify gaps and understand where to start upskilling



## Skills Assessment:

It's not uncommon that I get asked, “Where do I start?” Employees at times find their current roles and skills don't match up with modern skills required for success in the cloud. ACG recognized that companies need a reliable way to inventory skills across teams and know where to begin upskilling and thus developed the Skills Assessment to remove the guesswork so employees can build skills confidently through a structured learning path tailored to an individual's specific training needs and capabilities. The Skills Assessment process is illustrated in the images above.

## Cloud Sandboxes:

Often, training courses give you scenarios to work through that you wish you could gameplay in some type of virtual space. With this in mind, ACG introduced Cloud Sandboxes which provide learners access to real (not simulated) AWS, Google Cloud, and Microsoft Azure environments. You can rapidly spin up pre-configured, auto-provisioned cloud servers running different distributions and tools as well as instantly launch an in-browser terminal and SSH into any instance on any provider, all while behind your firewall and complying with

security best practices. Cloud Playground pairs A Cloud Guru's extensive cloud training content with the perfect practice environment, so you can learn by doing.

## Hands-On Labs:

Extending the “learn by doing” mindset, ACG provides more than 1,500 guided labs based on real world scenarios in a secure, risk-free environment. Students can learn new skills or refresh existing ones on demand in as little as 15 minutes, without having to work your way through an entire course. The ACG content library also includes thousands of Hands-On Labs integrated directly with courses, so you can get your hands cloudy in real AWS, Azure, and GCP environments.

The initial A Cloud Guru launch in Q1 of this year already has ActioNet employees engaged across the company and within all lines of business. Team Coordinators actively manage and drive engagement across the company and we are already seeing a ramp up in cloud certifications and overall knowledge. We're excited to see the transformation in employee cloud skills this year as we double down on this vital investment and deliver personalized learning at scale.

“Extending the “learn by doing” mindset, ACG provides more than 1,500 guided labs based on real world scenarios in a secure, risk-free environment.”

