



Turning **VISION** into **ACTION**®

CHAIRMAN'S NOTE

Dear Friends:

In this issue of ActionNews, we continue to explore Artificial Intelligence (AI) with practical use cases including Enhancing Quality and Efficiency with Deliverables and Leveraging AI with ServiceNow to Transform Support Services.

Our Knowledge-Centered Service (KCS) approach, powered by ServiceNow's Knowledge Management module, enables us to transform Service Desk Agents into Knowledge Champions.

Continuing this track, we have leveraged ServiceNow in the development of our Domestic Emergency Planning System application that revolutionizes the creation, storage, and versioning of emergency preparedness documentation. Having the latest information drives positive outcomes and saves lives.

With the Summer approaching, our continual improvement initiatives are hotter than ever.

Ashley W. Chen
Founder & CEO

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ActionNet Embraces the Future: How AI is Transforming Our Daily Operations

By Erick Mann, Chief Technology Officer

In our Spring Newsletter, we explored the initial steps of integrating AI into our workplace. Today, I am thrilled to share with you how AI will continue to revolutionize our daily operations at ActionNet. Our AI journey has just begun, and its impact is set to grow exponentially, enhancing both the quality and efficiency of our work.

Enhancing Quality and Efficiency

Picture this: you are working on deliverables, and suddenly, you have a team of AI-powered superheroes at your fingertips. ChatGPT, Claude, and Microsoft Copilot are here to save the day! They are not just personalizing work products and unlocking valuable insights; they are ensuring that consistency and accuracy are woven into every project we undertake. It is like having a meticulous editor, a brilliant researcher, and a creative genius all rolled into one.

But here is the real game-changer: these AI tools are taking on the routine tasks that used to bog you down. Imagine being able to focus on the high-level, strategic work that truly moves the needle. That is the power of automation, and it is transforming the way we work at ActionNet. Our work products are now polished to perfection, thanks to AI's eagle eye for technical and grammatical accuracy. It is like having a team of proofreaders working around the clock to ensure impressive outcomes.

And that is not all! Our Operations Team has cracked the code on streamlining the development of Traceability Matrices. What used to take hours or even days can now be accomplished in a fraction of the time. It is like having a time machine that allows us to work smarter, not harder. And when it comes to mining valuable data from our legacy documentation, AI is our trusty treasure hunter. It can extract both quantitative and qualitative information, making it easier than ever to find those golden nuggets of insight.

But here is the moment we have all been waiting for: the submission of our first fully AI-developed product. This is a milestone that will go down in ActionNet history. We are eagerly awaiting our customers' feedback, but we





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“We are not just integrating AI into our daily operations, we are revolutionizing the way we work.”

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already know that the quality and precision of the AI-generated content will be nothing short of impressive. It is like sending our best work to the world, with the confidence that it will make a lasting impact.

Leveraging AI with ServiceNow: Transforming Support Services

Enhancing our quality is just the beginning! ActioNet is also pioneering the use of AI with ServiceNow to develop a fully automated Tier 0/1 Service Desk. This groundbreaking initiative aims to provide seamless self-service capabilities while ensuring that our knowledge base remains continuously relevant and up to date. By leveraging ServiceNow’s Natural Language Query functionality, we can interpret user requests and match them with the most relevant knowledge base articles, even when users do not have the precise terminology. ServiceNow’s Virtual Agent and Chatbot features guide users through interactive self-service flows, understanding their intent and providing step-by-step resolution guidance. These tools can even complete simple tasks like password resets or account updates on behalf of the users, reducing the need for human intervention and empowering our users to resolve issues independently.



Imagine a world where every resolved issue becomes a learning opportunity for our entire team. That is exactly what our Knowledge-Centered Service (KCS) approach, powered by ServiceNow’s Knowledge Management module, enables us to do. Our Service Desk agents are now knowledge



champions, contributing new articles based on their experiences and ensuring that our knowledge base stays current and relevant. But it does not stop there! ServiceNow’s Predictive Intelligence acts as our crystal ball, proactively identifying knowledge gaps and suggesting improvements based on user search patterns, feedback, and ticket trends. It is like having a wise old sage guiding us towards the most pressing user needs. And here is the best part: we have established a Continual Improvement process that regularly reviews our knowledge base health metrics, so we can focus on expanding coverage, improving article quality, and retiring outdated content. It is like having a team of meticulous editors working behind the scenes. But wait, there is more! ServiceNow’s Automated Test Framework is our very own quality control department, catching errors and inconsistencies before they impact you, our valued users. With this suite of AI-powered tools, we are ensuring that your self-service experience is consistently top-notch.



So, buckle up, because we are not just integrating AI into our daily operations; we are revolutionizing the way we work. With each passing day, we are unlocking new levels of quality and efficiency that were once only dreams. The future is here, and it is powered by AI. As we continue to embrace AI at ActioNet, it is clear that this technology is not just a tool but a transformative force reshaping our operations. By leveraging AI, we enhance our efficiency and quality, paving the way for future innovations and growth. Stay tuned as we continue to implement these exciting advancements, setting new industry standards and solidifying our position as a leader in the field.

Enhancing Government Emergency Preparedness with ServiceNow

By Joseph Pfeifer, ServiceNow Developer

In today's dynamic and unpredictable world, government agencies face increasing pressure to keep up with their emergency preparedness capabilities. With the rise of diverse threats ranging from natural disasters to cybersecurity breaches, the need for robust solutions that streamline emergency planning and response has never been more critical. At ActioNet, we recognize the significance of proactive planning and innovative technology in safeguarding communities and vital government operations. Leveraging our extensive experience in custom application development, particularly with the ServiceNow FedRAMP Government Community Cloud (GCC) platform, we recently collaborated with our Federal agency clients to develop a cutting-edge Domestic Emergency Planning System application.

Our Domestic Emergency Planning System application revolutionizes the creation, storage, and versioning of emergency preparedness documentation. By automating tedious tasks and implementing streamlined workflows, our solution empowers agencies to ensure the timely recertification of documentation for each campus and building. This ensures compliance with regulatory requirements while mitigating risks associated with outdated or incomplete documentation. Central to our

application's design philosophy is user-centricity. Drawing inspiration from intuitive platforms like H&R Block and TurboTax, we've crafted a user-friendly interface that simplifies data entry and enhances user engagement.

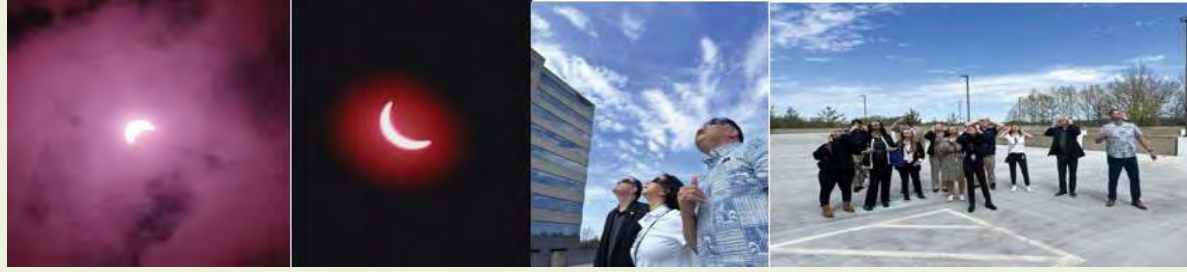
Incorporating cutting-edge artificial intelligence technologies, our application offers advanced search functionalities for quick access to relevant information. Whether users require campus-wide insights or specific form-based details, our AI-powered search capabilities ensure rapid information retrieval, enhancing overall efficiency and decision-making. By adopting our solution, agencies experience a significant improvement in their security posture and business continuity readiness. Our comprehensive approach minimizes threats from various sources, including intrusion, infrastructure loss, and natural disasters, thereby safeguarding both personnel and critical assets. ActioNet's solution facilitates consistent and up-to-date domestic emergency management planning, preparation, response, and recovery. Our collaboration fosters a culture of preparedness as a shared responsibility, aligning with federal directives and guidance. Together, we're driving positive outcomes and strengthening the nation's ability to respond to emerging threats and challenges.

“By automating tedious tasks and implementing streamlined workflows, our solution empowers agencies”





ActionNeters Celebrate Solar Eclipse 2024



At 2:30 PM on Monday, 4/8, ActioNeters gathered at the ActioNet HQ top level garage to celebrate Solar Eclipse 2024, an event that occurs every 20 years with the moon coming in between the sun and the Earth, and blocking out the majority of light coming from the sun. As a result, it will cast a shadow on the Earth. Virginia was in the “penumbra,” the larger but partial (~78%) shadow from the eclipse with the sun appearing crescent shaped. Watching the Eclipse requires special polarized glasses to protect the eyes from the sun.



Bike to Work 2024

On Friday, 5/17, our ActioNeters were out in full force on Bike to Work Day. Biking to work is a great way to make a difference in your health and our environment and is a fun and affordable method of getting to work.



Actionnet Named Top Workplace for Eleven Years in a Row

In 2024, ActioNet has been named a Top Workplace for Eleven Years in a row since 2014. This is a direct reflection on the hard work of our ActioNeters who embody our Core Values:

- *Instill **Integrity** In Everything We Do*
- *Treat People with **Respect***
- *Embrace **Diversity** and Learn from Each Other*
- *Commit to Customers' and Each Other's **Success***
- *Sustain **Service Delivery Excellence***



- 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 CIGDIV, \$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 - 2024

“Here is the real game-changer: these AI tools are taking on the routine tasks that used to bog you down.”