



CHAIRMAN'S NOTE

Dear Friends,

Happy New Year and Lunar New Year! In this issue of ActionNews, we share our ActioNetAnywhere® journey since 2012, extending our support model for our customers and employees across ten time zones and multiple countries. Our "Think Global, Act Local" focus prepared us for these challenges as we leverage emerging technologies to facilitate this transformation to be Agile, Flexible and Responsive.

In today's regulatory landscape, organizations face increasing demands for streamlined, automated compliance solutions. ServiceNow's Governance, Risk, and Compliance (GRC) Compliance Assurance and Monitoring (CAM), we share a solution that provides a robust by integrating these capabilities into a single, cohesive platform.

Best wishes for a Safe, Happy, Healthy and Prosperous 2025!

Ashley W. Chen
Founder & CEO

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Turning **VISION** into **ACTION**®

ActionNetAnywhere® - Service Delivery Excellence with Work-Life Balance

By Jeffrey D. Abish, President & CAO

Back in 2012, ActioNet coined the term **ActionNetAnywhere**® - Live Anywhere, Work Anywhere. Play Anywhere. . . on the planet! In order to support our customers and employees across ten time zones and multiple countries, we needed to be Agile, Flexible and Responsive. Our "Think Global, Act Local" focus prepared us for these challenges as we leveraged emerging technologies to facilitate this transformation. When the pandemic hit in 2020 with both immediate and long-term challenges that affected the entire world, we were able to adapt quickly.

Leveraging Technology Transformation

Over the last decade, a paradigm shift has occurred for remotely accessing computing resources with the shift from On-Premises Solutions to Fully Managed Services in the Cloud. This evolution includes the following technologies:

- Virtual Private Networks (VPNs), which were more common a decade ago, are secure but lagged in performance with latency issues due to slow network connections that were not stable.
- Remote Desktop Services (RDS) allow remote computers to access a central server. The server may be in the office premises or a data center. RDS is a server-client model, which lacked the ability to support graphics-intensive apps.
- Virtual Desktop Infrastructure (VDI) is a virtual desktop environment that enables the creation of virtual desktops on a remote server setup. Every virtual desktop can be personalized to meet the unique needs of each user. The cost of operations is considerable in terms of system administration and capital investments if provided internally.
- Desktop as a Service (DaaS) is a Managed Service which provides VDI services in the Cloud, you get advanced security features, such as OS patching, antivirus management, network monitoring, DDoS protection, etc.



Empowering our Employees and Supporting our Customers

Meeting the challenges of 24x7 support requirements across multiple time zones and geographic locations requires robust self-service capabilities leveraging technologies such as Artificial Intelligence and Machine Learning (AI/ML) to supplement support resources.



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ActioNews Staff

Lead Designer
Karen Tepera

Contributing Authors

Jeff Abish
Michelle Barnes
Eric Chasteen

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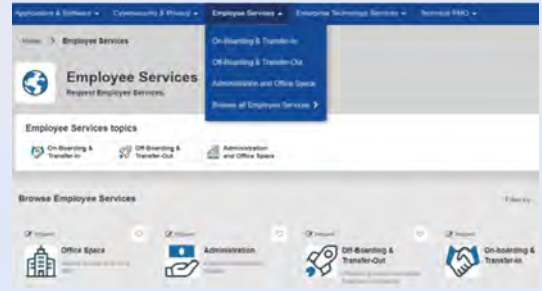
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“At the end of the day, we are all responsible for achieving desired outcomes.”

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Some great examples and use cases are as follows:

- *Employee Center* - Enables managers, employees and contractors with mission critical duties aboard ships, planes, centers and field sites to request services from anywhere with a unified portal. Employee Center keeps everyone engaged, productive, and informed. Our **ActioNetAnywhere**® approach provides the capability to deliver services to both internal and external customers no matter where they live or work where Issues can be reported, services requested, knowledge accessed and status obtained spanning across applications, software, cybersecurity, employee, hardware, network, end user devices and the project management office.
- *Employee Services* - Enhances the employee service experience providing a multi-departmental intranet to easily get help from HR, Recruiting, IT, Facilities, and other departments. New modern look and feel and Artificial Intelligence (AI) provides minimal clicks to standardize, automate and elevate Federal employee and contractor user experience.
- *Integrated Service Operations Workspace* - Support a hybrid multi-duty workforce from anywhere transforming how work gets done with cross-departmental services, information, and tasks. Automates manual processes with a centralized approach. Provides real-time visibility, notifications, reporting, and access to My Requests, My Work and My Team's work with improved end-user satisfaction, security, access and reduces cost and risk.



Remote Work and Productivity

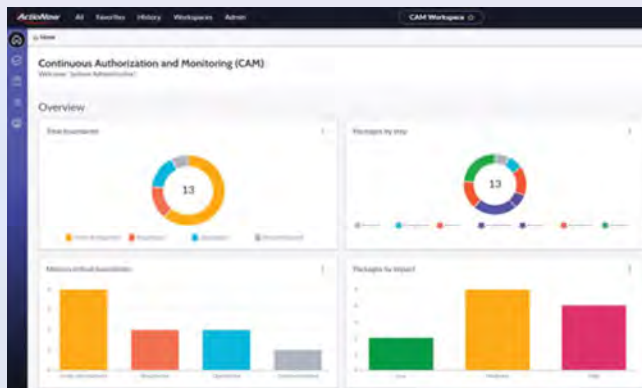
By leveraging a broader workforce that is geographically dispersed, we have been able to continually improve service delivery across all locations that are not solely dependent on resources in a single time zone. Enabling our workforce to spend more time supporting our customers and each other rather than spending time stuck in traffic reduces stress and enhances focus. At the end of the day, we are all responsible for achieving desired outcomes. The **ActioNetAnywhere**® approach continues to enable us to achieve those goals and keep raising



Streamlining Compliance with ServiceNow's GRC CAM Solution

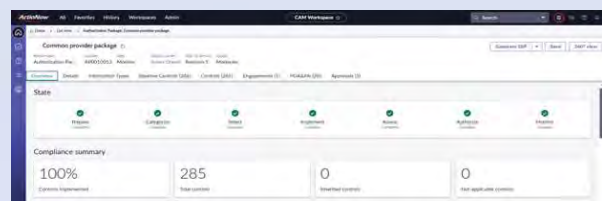
By Eric Chasteen, Senior Solution Architect

In today's regulatory landscape, organizations face increasing demands for streamlined, automated compliance solutions. ServiceNow's Governance, Risk, and Compliance (GRC) Compliance Assurance and Monitoring (CAM) solution provides a robust framework for continuous compliance, empowering organizations with real-time insights, automated documentation, and enhanced risk management. By integrating these capabilities into a single, cohesive platform, the CAM solution allows organizations to meet complex compliance standards while reducing the manual workload traditionally associated with compliance processes.



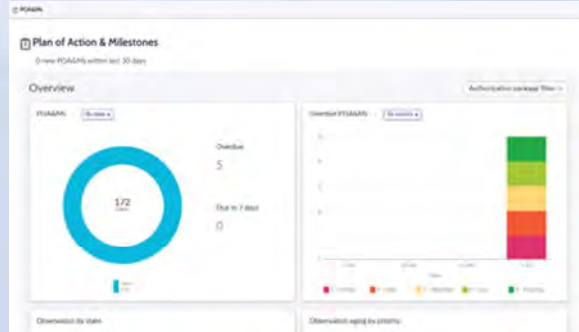
The ServiceNow GRC CAM solution offers a comprehensive compliance framework aligned with the NIST RMF 800-53 Rev. 5. This alignment includes automating critical stages such as Prepare, Categorize, Select, Implement, Assess, Authorize, and Monitor, effectively covering every phase of the compliance lifecycle. By consolidating these stages, CAM not only enhances the accuracy and consistency of compliance efforts but also reduces the manual effort involved, allowing compliance teams to focus on strategic activities.

A key feature of CAM is the CAM Workspace, a centralized environment for real-time monitoring and management of compliance activities. The workspace provides organizations with essential tools to track compliance statuses across assets and systems, ensuring that potential issues are promptly identified and addressed. Enhanced dashboards and reporting tools offer a consolidated view of compliance health, providing stakeholders with the insights they need to make informed decisions. Additionally, automated workflows in CAM simplify routine tasks, accelerating the compliance process and reducing errors.



One of the standout features of CAM is the push-button System Security Plan (SSP) generation, which allows users to quickly create and update essential compliance documentation. With this automated SSP generation, organizations can respond promptly to audits and reviews, significantly reducing the administrative burden. This automation not only maintains document accuracy but also ensures that organizations are always audit-ready, making compliance activities smoother and more efficient.

ServiceNow's Authorization Packages provide organizations with a structured approach to manage compliance documentation efficiently. By automating documentation generation and supporting the full compliance lifecycle, these packages help organizations maintain up-to-date records, reducing the manual workload while improving compliance accuracy. Additionally, CAM's authorization workflows enable streamlined engagement and approval processes, fostering collaboration and accountability among compliance teams and stakeholders.



The CAM solution further enhances compliance management by handling Information Types, Baseline Controls, Plans of Action and Milestones (POA&Ms), and Approvals. With a centralized repository, ServiceNow's GRC solution houses all compliance documents, creating a single source of truth that is always audit-ready. Automation capabilities extend to updating documentation, ensuring that all records are current and accurate for review. By simplifying compliance management, ServiceNow's GRC CAM solution enables organizations to meet regulatory standards while reducing redundancy and improving data integrity.

ActioNet's ServiceNow GRC CAM solution positions organizations to effectively navigate compliance requirements, reduce manual effort, and proactively manage risk. By integrating compliance activities within a centralized, automated platform, organizations can ensure that regulatory standards are consistently met, enhancing their overall security and compliance posture. This comprehensive approach provides organizations with the tools they need to respond swiftly to evolving regulatory requirements and maintain continuous compliance.

Happy Lunar New Year - The Year of the Snake 2025

By Michelle Barnes, Office Manager

2025 is the year of the Snake. Among the Chinese Zodiac animals, the Snake has the sixth position. The Snake is regarded to be pliable. Some of the positive characteristics of the people born in the year of the Snake are wise, discreet, agile, attractive and full of sympathy. Sometimes, in China, the snake is called the 'Little Dragon' as it resembles the dragon in appearance. The person born in the year of the snake projects a perfectly cool exterior at most of the times like the snake. In fact, under the calm appearance, hides an eternally fervent heart. At one time, they can composedly observe things around and carry out the task quietly. On the other hand, they are passionate to help others. These can be especially seen from their initiative in helping new colleagues and friends. So they are easy to be trusted and popular among the people. Years of the Snake include 1917, 1929, 1941, 1953, 1965, 1977, 1989, 2001, 2013, 2025.

The Chinese Zodiac, known as Sheng Xiao, is based on a twelve-year cycle. Each year in that cycle is related to an animal sign – Rat, Ox, Tiger, Rabbit, Dragon, Snake, Horse, Sheep (Goat or Ram), Monkey, Rooster, Dog and Pig. It is calculated according to the Chinese Lunar calendar. Although China has adopted the Gregorian calendar, the traditional Chinese calendar defines the dates of festivals and is used for horoscopes. It is also referred to as the Yin, Xia or the "old" Chinese calendar. It is believed that a year's animal affects the characteristics of the people born in that year in the same manner as the signs of the zodiac adopted by western civilizations.

Chinese lucky money is money that is traditionally given in red packages by adults to children during Chinese New Year, but it is also given to the elderly to wish them longevity and health, and employers give it to employees. These red envelopes are called Hung Bao, and they are usually decorated with symbols of wealth and luck. The importance of the Hung Bao isn't the cash held inside; it's actually the envelope itself. Red envelopes are used as the Chinese consider red the color of luck and happiness. Some of these envelopes are very elegant and fancy with embossed gold designs on a rich red background. Nowadays the Luck Money is usually paper money, and it is traditional to use brand new notes. All Hung Bao given in red envelopes is considered to work against evil.

Wishing that the New Year of the Snake brings all ActioNeters, health, happiness, and good fortune!



- 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



“Actionet’s ServiceNow GRC CAM comprehensive approach provides organizations with the tools they need to respond quickly to evolving regulatory requirements and maintain continuous compliance.”