

# Iowa Communications Network

Fiscal Year 2009 Performance Report

December 2009

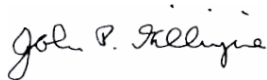
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## INTRODUCTION

I am pleased to present the Iowa Communications Network's (ICN) performance report for fiscal year 2009 (July 1, 2008 – June 30, 2009). This report contains key information about how well the ICN has supported the State of Iowa in providing advanced telecommunications services to authorized users of the network.

Keeping pace with technology is accomplished through use of a long range planning process, vendor, and customer partnership groups, staff attendance at technology conferences, and advanced technical training courses. The greatest challenge is maintaining revenue streams to operate the network and replace outdated equipment and systems.



John P. Gillispie  
Executive Director

# Overview

## **ICN Vision**

To improve the quality of life for lowans through advanced telecommunications services to authorized users in education, government, justice, and medicine by providing equal access to a state-of-the-art technology platform at a reasonable cost.

## **ICN Mission**

To provide authorized users the highest quality and technologically advanced educational, medical, judicial, and governmental telecommunications services and support to the State of Iowa in achieving economic growth.

## **ICN Guiding Principles**

1. Services and operations meet identified needs of authorized users.
2. Employees are empowered and expected to serve our customers by providing quality services.
3. Services are provided at reasonable cost to the network's authorized users.
4. Customers' needs are served through long-range planning and collaboration.
5. Collaborative decisions should be supported by facts, data, and analysis of risk.
6. Results and goals are driven by effective strategies and assessments.
7. Process improvement is continual.

## **ICN Core Function**

Integrate private and public telecommunications capabilities to produce cost-effective, finished services to support education, medical, judicial, and government, and enrich people's lives. Activities may include programming, video creation, and digital education.

## **Key Services, Products, and/or Activities**

The ICN is a full-service telecommunications provider, which includes various video services, data transport, and long distance voice communications.

## **Agency Customers**

- All accredited K-12 school districts and private schools
- All accredited public and private colleges and technical educational institutions
- State agencies
- Federal agencies
- United States Postal Service
- Hospitals and physician clinics (video and data services only)
- Public libraries

## **Stakeholders**

The taxpayers of the State of Iowa.

## **Budget**

The ICN does not receive any General Funding for operations from the Iowa Legislature. Revenue is received from authorized and certified users for the telecommunications services provided. The agency currently has 111 authorized FTE's for 115 positions (the 5 Iowa Telecommunications and Technology members count as 0.2 FTE each).

## Agency FY 2009 Performance Plan Results

<b>Name of Agency: Iowa Communications Network</b>			
<b>Agency Mission:</b> To provide authorized users the highest quality and technologically advanced educational, medical, judicial, and governmental telecommunications services and support the State of Iowa in achieving economic growth.			
<b>Core Function: CF: Public Broadcast and Telecommunication Services.</b>			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
<b>1. To provide management of advanced telecommunications services meeting or exceeding authorized users' expectations.</b>	<b>75% of the respondents rate customer satisfaction with ICN as meeting or exceeding expectations. Service order: Notification/Update Experience Service Installation Experience Billing Experience Quality Assurance Experience.</b>	<b>Service Order 81.8% Notification/Update Experience 73.4% Service Installation Experience 90.0% Billing 87.4% Quality Assurance Experience 91.6%</b>	<b>What Occurred:</b> These measures indicate customer satisfaction with various functions involved in the delivery of ICN services. The target was increased by 5 percent for this year as compared with last year. All except one area of customer satisfaction met or exceeded the goal. ICN will work to improve the communications to customers regarding the status of their orders and scheduled installations.  <b>Data Source:</b> During the past two years ICN measured customer satisfaction using a third party vendor. This year we made sure that anonymity was retained but used a tool to create the survey and assist in analysis.
<b>Service, Product or Activity: Resource Management Budget Org #0645336 ADMN &amp; OTHR</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
<b>1. Percent of invoices delivered by the 15<sup>th</sup> of each month.</b>	<b>98%</b>	<b>Average 99.25%</b>	<b>What Occurred:</b> During the year, ICN began delivering all billing electronically. As of the December 2008 billing, the agency switched from having the invoices available to the customer on the 15 <sup>th</sup> of every month to having the invoices available to the customer by the 5 <sup>th</sup> business day of the month. We are now measuring the percentage of bills available by the 5 <sup>th</sup> business day of the month, rather than the date available.  <b>Data Source:</b> Billing system
<b>2. Percent of invoices without errors</b>	<b>95%</b>	<b>Not measured.</b>	<b>What Occurred:</b> ICN trouble tickets are now all being handled by a software application that does not provide for a way to separate the invoice issues from other trouble tickets. With the current reduction in staff, the resource to manually track this performance measure is not available.

<b>Service, Product or Activity: New Service Management Service</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1. Percent of voice services delivered within the customer negotiated service install date delivery</b>	<b>95%</b>	<b>97.25%</b>	<p><b>What Occurred:</b> The targeted reliability rate for delivery of voice services was met or exceeded during every quarter in FY 2009. The average indicated an almost 4 percent increase over FY 2008. ICN continues to improve the accuracy of time estimates provided to customers at the beginning of projects.</p> <p><b>Data Source:</b> Automated request and workflow system</p>
<b>2. Percent of data services delivered within the customer negotiated service install data delivery</b>	<b>95%</b>	<b>92.00%</b>	<p><b>What Occurred:</b> Although the average targeted reliability rate for delivery of data services was not met, the rate steadily improved during the year and the target was met during the fourth quarter. The average rate increase over 5 percent from the previous year.</p> <p><b>Data Source:</b> ICN Engineering and Service Delivery</p>
<b>Service, Product or Activity: Network Management Activity</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1. Voice Reliability Rate</b>	<b>99%</b>	<b>100.00%</b>	<p><b>What Occurred:</b> The targeted reliability rate was exceeded.</p> <p><b>Data Source:</b> The monitoring software systems of the network.</p>
<b>2. Backbone Reliability Rate</b>	<b>99.999%</b>	<b>99.94%</b>	<p><b>What Occurred:</b> Although the backbone is extremely reliable, a series of switch software events caused a switch on the network to reboot three separate times. The rebooting caused customer outages and downtime while the switch recovered from the reboot.</p> <p><b>Data Source:</b> The monitoring software systems of the network</p>
<b>3. Internet Reliability Rate</b>	<b>99%</b>	<b>100.00%</b>	<p><b>What Occurred:</b> The targeted reliability rate was exceeded due to redundant connectivity.</p> <p><b>Data Source:</b> The monitoring software systems of the network.</p>
<b>4. Video Session Reliability Rate</b>	<b>99.5%</b>	<b>99.75</b>	<p><b>What Occurred:</b> The targeted reliability rate was exceeded and demonstrated an increase from FY 2008.</p> <p><b>Data Source:</b> Voss Scheduling System and HP Service Desk Application</p>

# Iowa Communications Network Performance Report

Fiscal Year 2009

## Customer Satisfaction

**Core Function Name:** Management of Advanced Telecommunications Services

**Description:** This is the measurement of how well the ICN is meeting or exceeding the delivering advanced telecommunications services meeting or exceeding our customers, ICN authorized users' expectations.

**Why we are doing this:** To ensure our authorized users are receiving the level of services that they require to meet their missions.

**What we are doing to achieve results:** *During the past two years ICN measured customer satisfaction using a third-party vendor. For FY 2009, the agency made sure that anonymity was retained, but used a tool to create the survey and assist in analysis.*

### Customer Satisfaction Results:



#### Performance Measure:

Percentage of customers (authorized users) very satisfied or somewhat satisfied with the specified performance variables.

#### Performance Goal:

75 percent satisfaction with ICN customer service performance. The agency increased the goal for this fiscal year from the FY 2008 goal of 70 percent.

**What was achieved?** Learning how to better service ICN's authorized users through customer satisfaction. ICN users expressed over 75 percent satisfaction in four of the five areas measured and satisfaction in four of the areas represented an increase in satisfaction from FY 2008.

**Sources:** This information was gathered from ICN authorized users using an anonymous electronic survey tool.

**Resources used:** Operations funding.

## Customer Billing

**Name:** Resource Management

**Description:** Measurement of the ICN's ability to deliver bills in a timely and accurate manner.

**Why we are doing this:** This service provides customers with information for timely reconciliation as well as improving the ICN's cash flow.

**What we are doing to achieve results:** The ICN has developed automated audit processes to ensure customers are only being billed for services received.

### Customer Billing Results:

**Performance Measure:**

In the past, the average monthly billing date by quarter for electronic invoices was measured. Beginning in December 2008, the agency is measuring the percentage of bills available to authorized users by the fifth business day of the month.

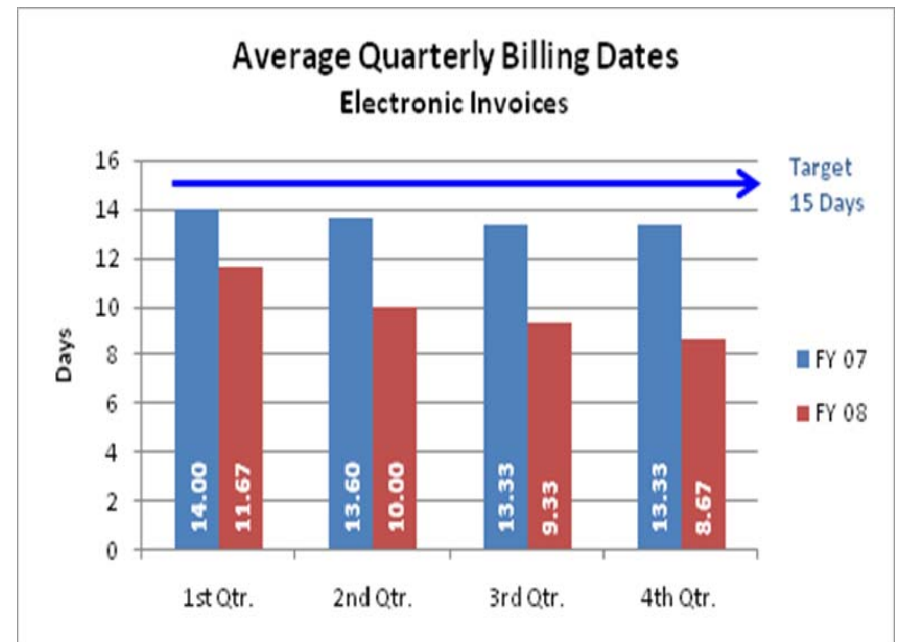
**Performance Goal/Target:**

Distribute 98% of monthly invoices no later than the 5<sup>th</sup> business day of each month with all invoices being delivered electronically (changed in December 2008 from the 15<sup>th</sup> calendar day of the month)

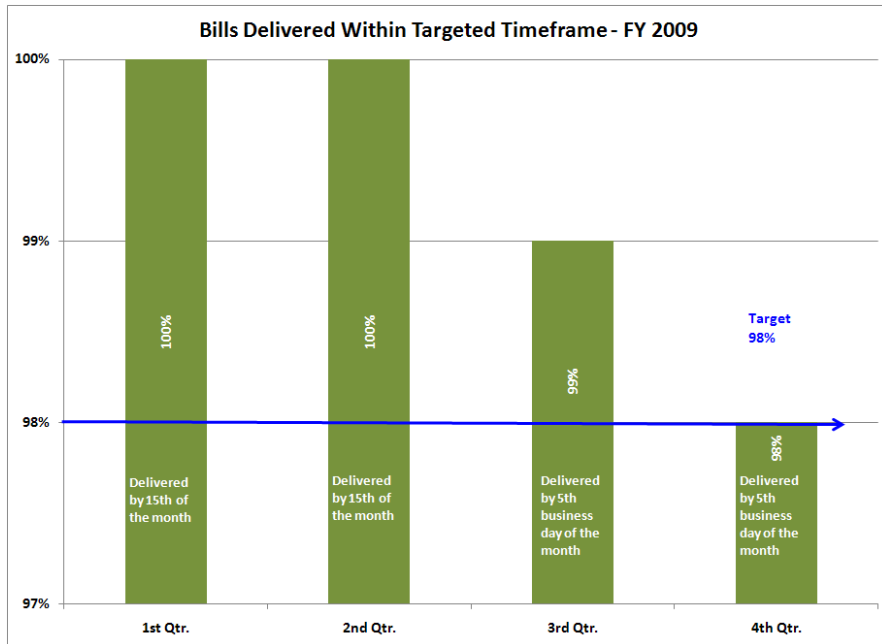
**What was achieved?**

Even with the drastic change in expectations, the billing team exceeded or met their goal. Included at the right is a chart indicating the billing date performance as measured in the past for a historical perspective as well as a chart below showing the performance for FY 2009.

**Data Source:** ICN Billing System







## Customer Requested Installations

**Name:** Order History of Customer-Requested Installations

**Description:** Development of a formal process when new service is considered for sale to a customer. The course of action includes a guide describing the development process of new services, and a Gantt chart that is used to keep the project on schedule.

**Why we are doing this:** Customer satisfaction and exceeding expectations is imperative in the delivery of new voice and data services to ICN customers. Services need to be delivered in a timely manner, so Iowa citizens can be served by state government efficiently and effectively.

**What we are doing to achieve results:** There is a minimum goal to have 95% of projects completed by set due dates. The ICN monitors the delivery and reliability of all services on a daily basis. The information is reviewed by management bimonthly, and opportunities for improvement are identified. All projects, no matter the size, are given the same attention to timeliness.

## Customer Requested Installation Results:

### Order History – Voice & Data (Formerly - Timely Installation of Services)

#### Performance Measures:

- History of delivery times of voice services
- History of delivery times of data services

#### Performance Goals/Targets

- 95% of voice services delivered within the customer negotiated service install date
- 95% of data services delivered with the customer negotiated service install date.

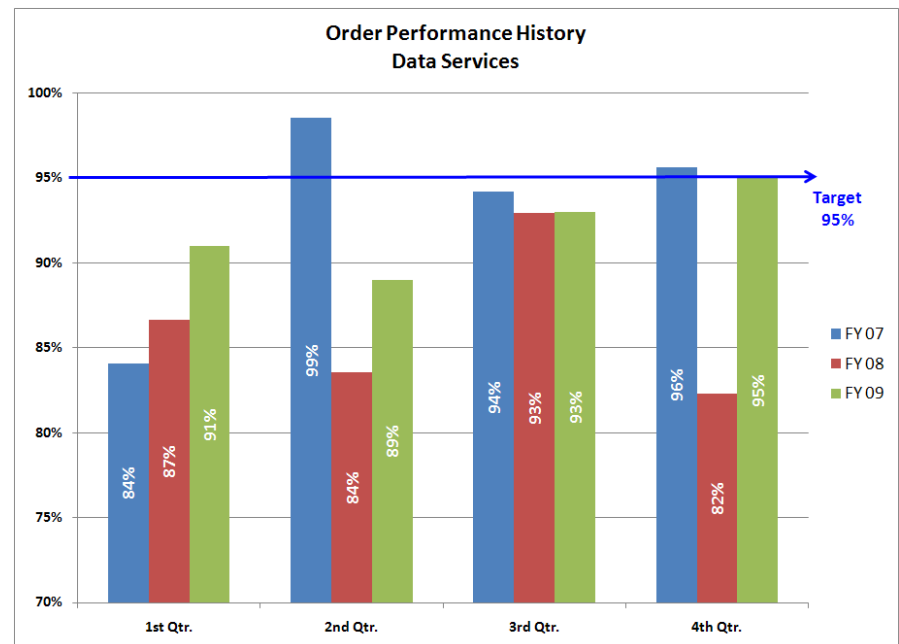
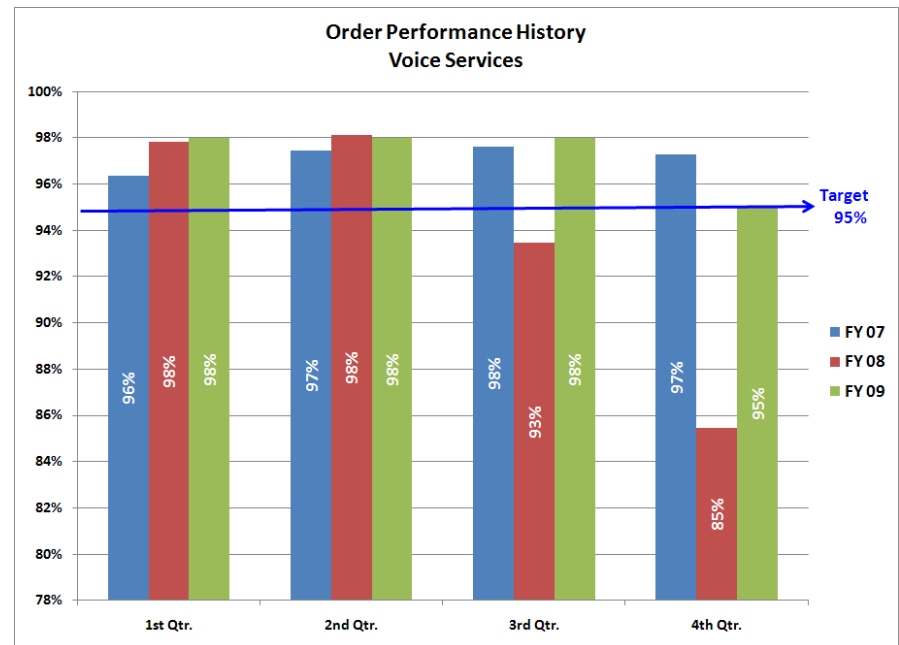
#### What Was Achieved?

**Voice Services:** The method of measuring the on time completion of voice services orders was modified during the third quarter of 2008 to reflect the percentage of orders that were completed within the customer's requested due date. Although most requests ask for a date within the ICN's prescribed timeframe, there are a significant number of orders that have requested due dates that require shorter timeframes. The measure consistently met or exceeded the goal during this fiscal year.

**Data Services:** The ICN implemented a new process of assigning a "Work Order Manager" for all data orders which demonstrated significant improvement in the percentage of data service orders being completed on time in the third quarter. The improvement in this area has increased steadily throughout FY 2009 with the measure meeting the target during the fourth quarter.

**Sources:** This information was gathered from an automated service request and workflow system.

**Resources Used:** Customer generated revenues for services rendered.



## Network Reliability

**Name:** Network Reliability

**Description:** This is the percentage of time the network is available to authorized voice, video and data users.

**Why we are doing this:** Authorized users of the ICN depend on the network and its services to be reliable and ready for their use. Whether for education, telemedicine, telejustice, state government operations in an emergency situation, it is imperative that the network be accessible and operational at all times. The ICN continuously achieves the industry standards of "Five 9's" of reliability with 99.999% uptime

**What we are doing to achieve results:** This is monitored on a 24/7 basis with immediate action taken to correct and service interruptions.

### ICN Reliability Results:

#### *Is the ICN Reliable?*

##### Performance Measures:

- Voice reliability rate
- Backbone voice reliability rate
- Internet reliability rate
- Video session reliability rate

##### Performance Goals/Targets:

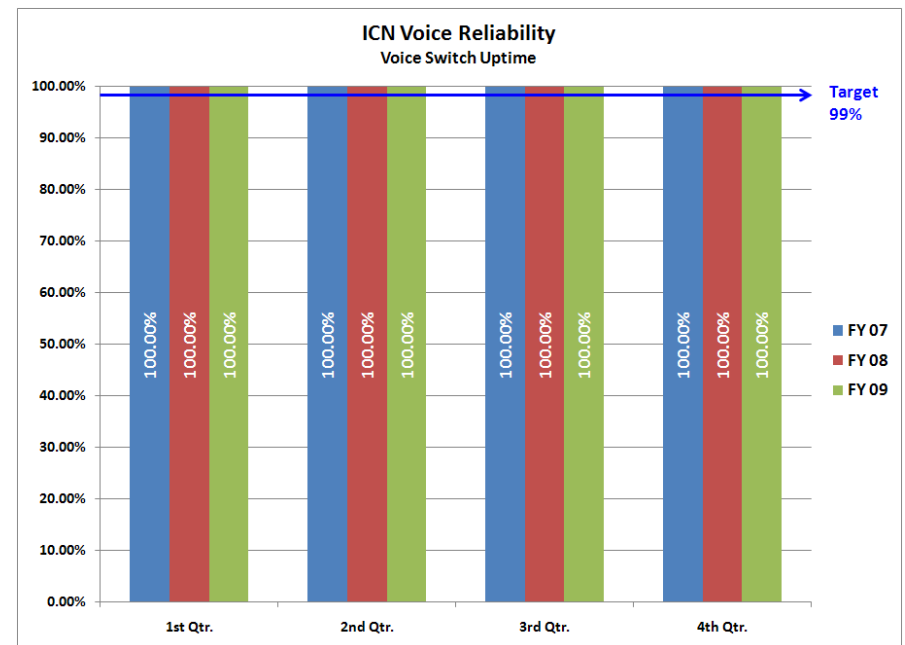
- Backbone network ring transport systems. ATM/Frame relay and voice switched data network reliability greater than 99.999%
- Video session reliability rate of greater than 99.5%
- Internet reliability of greater than 99 %

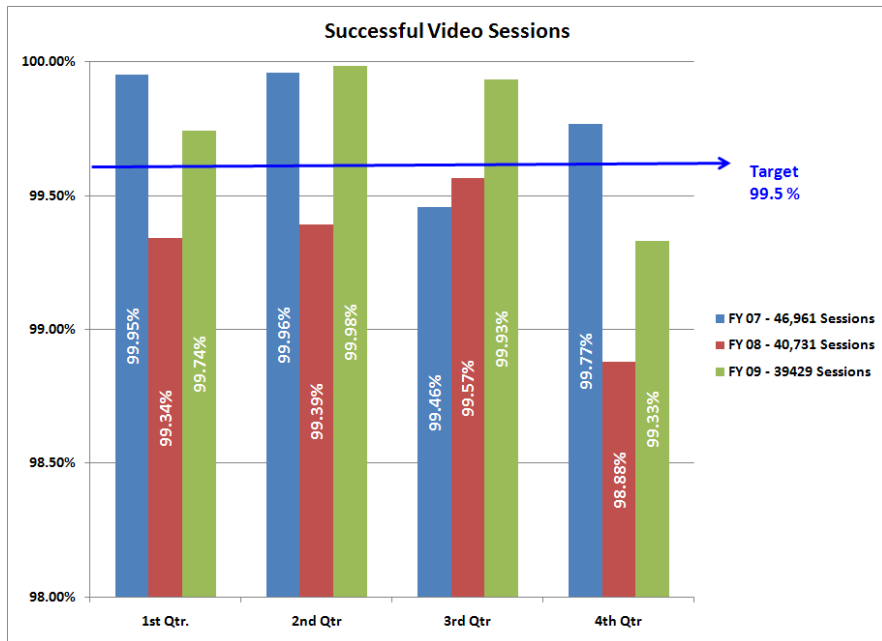
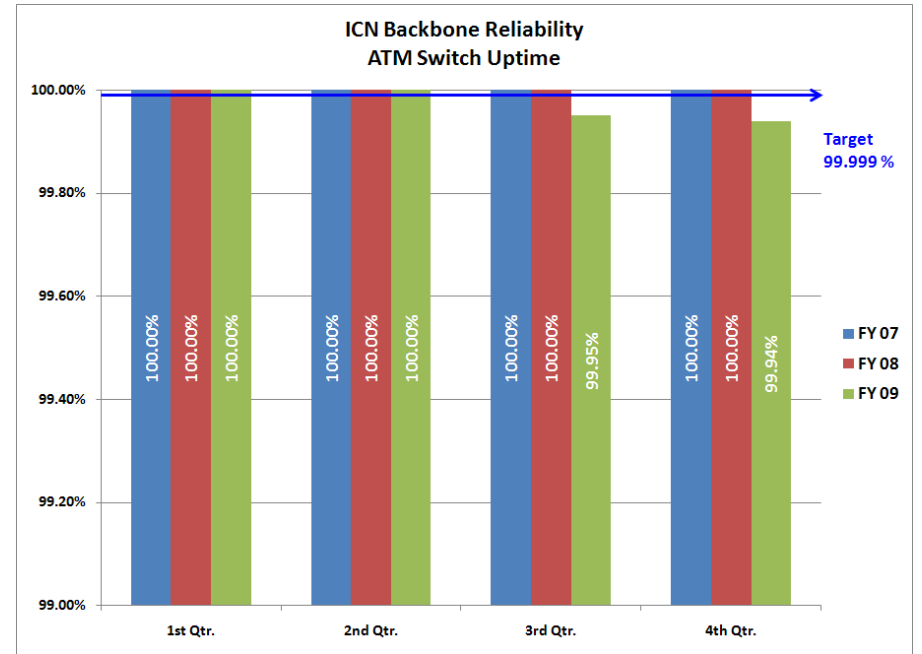
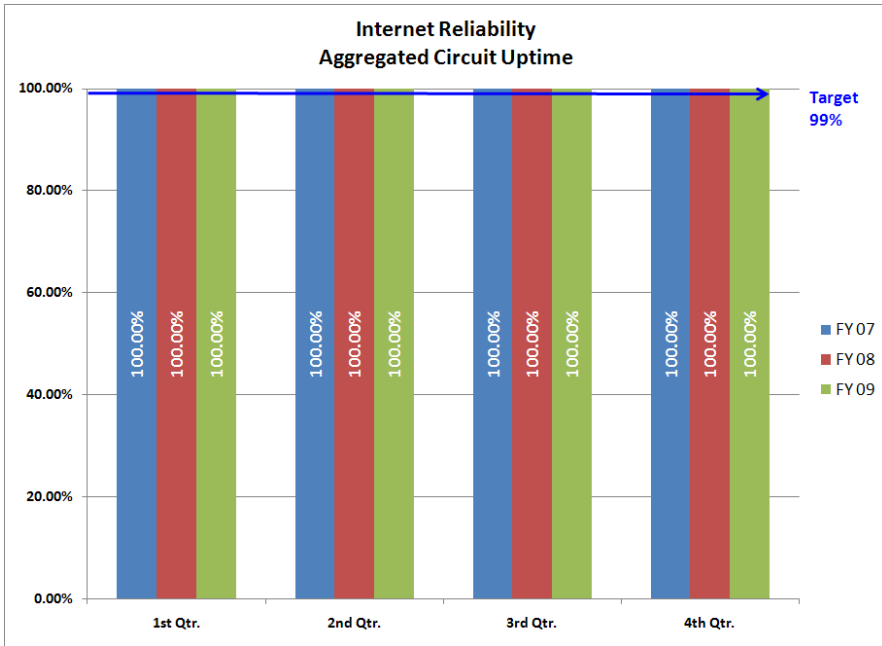
##### What Was Achieved?

- ICN consistently provided reliable voice, Internet and backbone availability.
- The ICN uses multiple upstream sources for Internet connectivity that aggregate so that a single circuit outage on any one source does not cause Internet connectivity failure. During the last year, there have been very few circuit outages and most were related to planned maintenance.
- The percentage of successful sessions increased for all quarters of FY 2009 as compared with FY 2008.
- Although the backbone is extremely reliable, a series of switch software events caused a switch on the network to reboot three separate times. The rebooting caused customer outages and downtime while the switch recovered from the reboot.

##### Sources:

The monitoring and scheduling software systems for the network.





## REALLOCATION OF RESOURCES

The Iowa Communications Network had no reallocation of resources in FY08. There were no significant shifts in how resources were deployed in support of our customers and to carry out our mission.

## AGENCY CONTACTS

Copies of Iowa Communication Network's Performance Report are available on the ICN Web site at [www.icn.state.ia.us](http://www.icn.state.ia.us). Copies of the report can also be obtained by contacting Tamara Fujinaka at 515-725-4658.

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