Iowa Communications Network

Fiscal Year 2011 Performance Report

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INTRODUCTION

I am pleased to present the Iowa Communications Network's (ICN) performance report for fiscal year 2011 (July 1, 2010 – June 30, 2011). 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.

Ensuring that Iowa's public investment in our infrastructure is vital as our agency works toward benefiting Iowans. Receiving educational and state government services **@*lightspeed*** is paramount for Iowans and is brought about via public/private collaboration. 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 end-of -life equipment and systems.

David Lingren
Executive Director

Overview

ICN Vision
Represent the public network investment while partnered with the private sector to benefit the citizens of Iowa.

ICN Mission
Through Iowa's broadband infrastructure and partnerships, broker access for Iowans to acquire the highest quality education, medical, judicial, and governmental telecommunications services.

ICN Guiding Principles
1. Customer focused
2. Benefit the citizens of Iowa
3. Partner with private sector entities
4. Value and empower employees
5. Teamwork and cooperation thrive among staff, customers, and partners
6. Trust and integrity are paramount
7. Results driven

Key Services, Products, and/or Activities
The ICN is a full-service telecommunications provider, which services include various video services, data transport, Internet, 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). At the end of Fiscal Year 2011, there were 86 non-Commission FTEs filled plus the one position including Commission Members (at 0.2 count per position.)

Agency FY 2011 Performance Plan Results

Name of Agency: Iowa Communications Network

Agency Mission: Through Iowa's broadband infrastructure and partnerships, broker access for Iowans to acquire the highest quality education, medical, judicial, and governmental telecommunications services.

Core Function: CF: Public Broadcast and Telecommunication Services.

Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. To provide management of advanced telecommunications services meeting or exceeding authorized users' expectations.	75% of the respondents rate customer satisfaction with ICN as meeting or exceeding expectations. Service order: Notification/Update Experience Service Installation Experience Billing Experience	Service Order 88.0% Notification/Update Experience 90.6% Service Installation Experience 93.9% Billing 82.1%	**What Occurred:** These measures indicate customer satisfaction with various functions involved in the delivery of ICN services. All areas of customer satisfaction met or exceeded the target and all indicated an increase in satisfaction from the previous year. ICN continually works to improve the communications to customers regarding the status of their orders and scheduled installations. **Data Source:** ICN utilizes a survey tool that ensures anonymity is retained and assists in creation of the survey and assists in analysis.

Service, Product or Activity: Resource Management Budget Org #0645336 ADMN & OTHR

Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of invoices delivered by the 5th business day of each month.	95%	96.25% (Average)	**What Occurred:** The measure exceeded the goal of 95%. The billing section was able to fill vacant positions providing resources needed to deliver bills in a timely manner. **Data Source:** Billing system

Service, Product or Activity: Order Performance			
Performance Measure	**Performance Target**	**Performance Actual**	**Performance Comments & Analysis**
1. Percent of voice services delivered within the customer negotiated service install date delivery	**95%**	**60.5%** (Average)	**What Occurred**: The targeted reliability rate for delivery of voice services was not met during FY 2011 due to a shortage of engineering staff. This lack or resources did not allow the projects to be completed in a timely manner. Temporary staff will be available to work on a large federally funded project that is currently in progress. **Data Source:** Automated request and workflow system
2. Percent of data services delivered within the customer negotiated service install data delivery	**95%**	**72.0%** (Average)	**What Occurred:** The targeted reliability rate for delivery of voice services was not met during FY 2011. The industry environment for provision of equipment and the move to the Ethernet environment is causing for adjustment within the agency to meet customer expectations. **Data Source:** ICN Engineering and Service Delivery
Service, Product or Activity: Network Management Activity			
Performance Measure	**Performance Target**	**Performance Actual**	**Performance Comments & Analysis**
1. Voice Reliability Rate	**99%**	**100.00%**	**What Occurred:** The targeted reliability rate was exceeded. **Data Source:** The monitoring software systems of the network.
2. Backbone Reliability Rate	**99.999%**	**100.00%**	**What Occurred** The targeted reliability rate was exceeded. . **Data Source:** The monitoring software systems of the network.
3. Internet Reliability Rate	**99%**	**100.00%**	**What Occurred:** The targeted reliability rate was exceeded due to redundant connectivity. **Data Source:** The monitoring software systems of the network.
4. Video Session Reliability Rate	**99.5%**	**99.88%** (Average)	**What Occurred:** The targeted reliability rate was exceeded and demonstrated a slight increase from FY 2010. **Data Source:** Voss Scheduling System and HP Service Desk Application.
Service, Product or Activity: Public/Private Collaboration			
Performance Measure	**Performance Target**	**Performance Actual**	**Performance Comments & Analysis**
5. Public/Private Collaboration	**40%**	**31.33%** (Average)	**What Occurred:** This is a new metric and the target projection was an initial estimate. **Data Source:** ICN Finance

Iowa Communications Network Performance Report
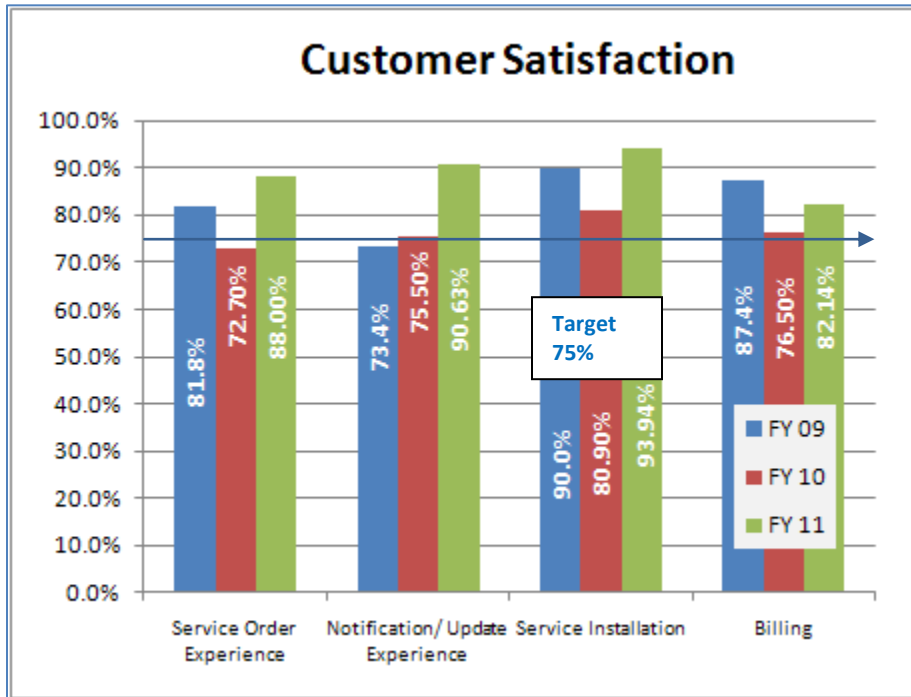
Fiscal Year 2011

Customer Satisfaction

Core Function: Public Broadcast and Telecommunication 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 that authorized users are receiving the level of services that they require to meet their missions.

What we are doing to achieve results: Continually take steps to better communicate with our customers.

Customer Satisfaction Results:

Customer Satisfaction chart showing FY 09, FY 10, FY 11 with Target 75%. Service Order Experience: 81.8%, 72.70%, 88.00%. Notification/Update Experience: 73.4%, 75.50%, 90.63%. Service Installation: 90.0%, 80.90%, 93.94%. Billing: 87.4%, 76.50%, 82.14%.

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.

What was achieved? The ability to provide targeted or greater level of customer satisfaction with the economic challenges facing the State. ICN users expressed over 75 percent satisfaction in all four of the areas. All areas showed increased satisfaction during FY 11 as compared with the previous year.

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:
The goal of the agency is to distribute ICN's e-bills by the 5th business day of the month. This enables authorized users to pay for their services in a timelier manner.
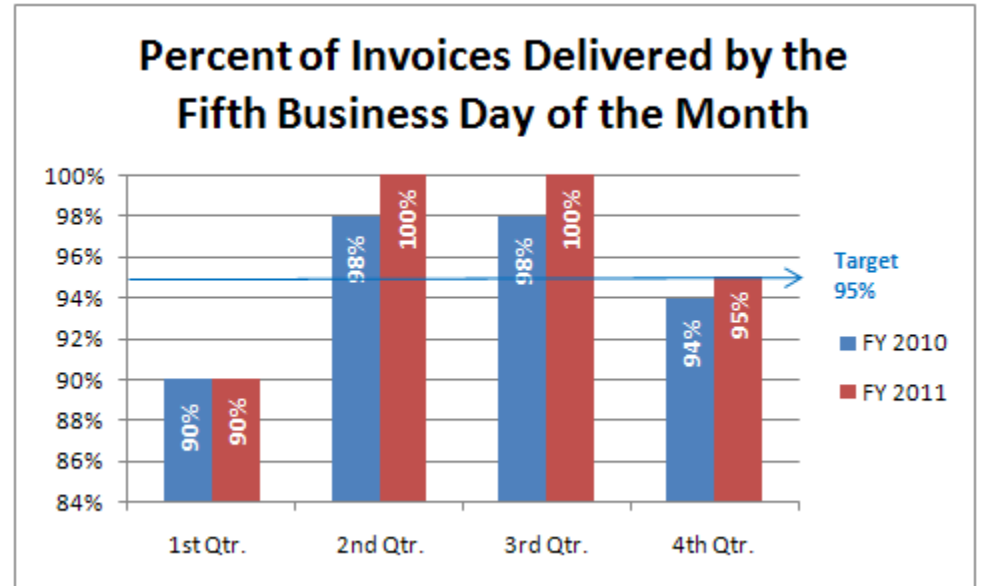
Performance Goal/Target:
Distribute 95 percent of monthly invoices no later than the 5th business day of each month with all invoices being delivered electronically (changed in December 2008 from the 15th calendar day of the month).

What was achieved?
The billing team continues to perform well even with staffing reductions and changes. Included at the right is a chart indicating the billing date performance for this fiscal year as compared to the previous year. Even though the target was not met during the first quarter, average annual percentage of 96.25 percent exceeded the FY 2011 target (95.00 percent) and the FY 2010 average of 95.00 percent. It should be noted that July's billing cycle will continually not meet target, since finance closes out the FY with the Period 13 billing cycle before closing out the first cycle of the new fiscal year.

Data Source: ICN Billing System

Percent of Invoices Delivered by the Fifth Business Day of the Month

Quarter	FY 2010	FY 2011
1st Qtr.	90%	90%
2nd Qtr.	98%	100%
3rd Qtr.	98%	100%
4th Qtr.	94%	95%

Target 95%

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.

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 percent of projects completed by the negotiated 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
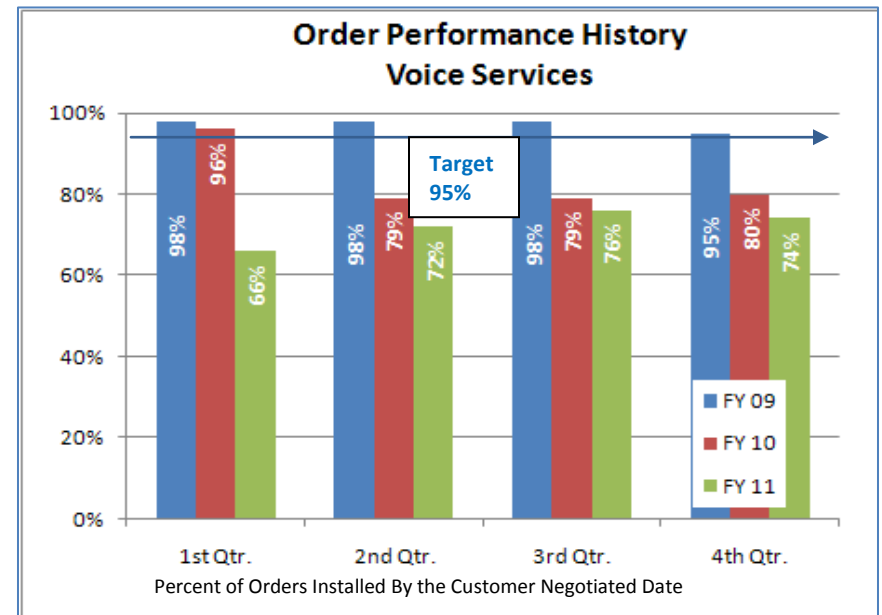
Performance Measures:
- History of delivery times of voice services
- History of delivery times of data services (graph on next page)

Performance Goals/Targets
- 95% of voice services delivered within the customer negotiated service install date.
- 95% of data services delivered within the customer negotiated service install date.
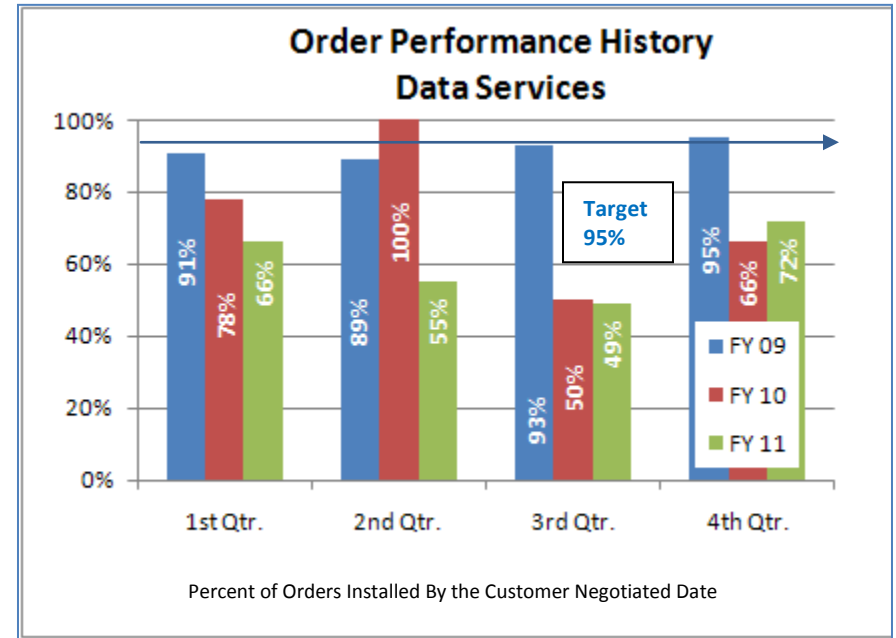
What Was Achieved?
In the past, the ICN met target dates as defined by the Service Guidelines that are currently in place. As with all of state government, staffing shortages due to not filling vacated positions have attributed to the longer process times. Low staffing resources also result in daily MAC (move, add, and change) activity, slowing down considerably when a network issue occurs.

Order Performance History Voice Services

Target 95%

	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.
FY 09	98%	98%	98%	95%
FY 10	96%	79%	79%	80%
FY 11	66%	72%	76%	74%

Percent of Orders Installed By the Customer Negotiated Date

On July 2, 2010,ICN was awarded a broadband infrastructure US Stimulus Grant from the Broadband Technology Opportunities Program (BTOP) for its "Bridging the Digital Divide for Iowa Communities" application. The BTOP project has required additional resources from ICN's engineering team, which has decreased the percentage of tasks being completed on time. The ICN communicates with customers to make sure that they are aware of the delays and works with them to determine if there is a viable temporary solution available. ICN is obtaining additional temporary engineering staff to meet requirements.

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

Resources Used: Customer generated revenues for services rendered.

Order Performance History Data Services

	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.
FY 09	91%	89%	93%	95%
FY 10	78%	100%	50%	66%
FY 11	66%	55%	49%	72%

Target 95%

Percent of Orders Installed By the Customer Negotiated Date

Network Reliability

Name: Network Reliability

Description: This is the percentage of time the network backbone 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 percent 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:

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 and voice switched data network reliability at 100 percent for FY 2011
- Video session reliability rate of greater than 99.5 percent
- Internet reliability of greater than 99 percent

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 was all above target for FY 2011.
- Although the backbone is extremely reliable, a series of switch software events in FY 2009 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. No outages occurred during FY 2010 or FY 2011.
- Session reliability consistently exceeded the target during FY 2011.

Sources:
The monitoring and scheduling software systems for the Network

ICN Backbone Reliability
ATM Switch Uptime

ICN Internet Reliability
Aggregated Circuit Uptime
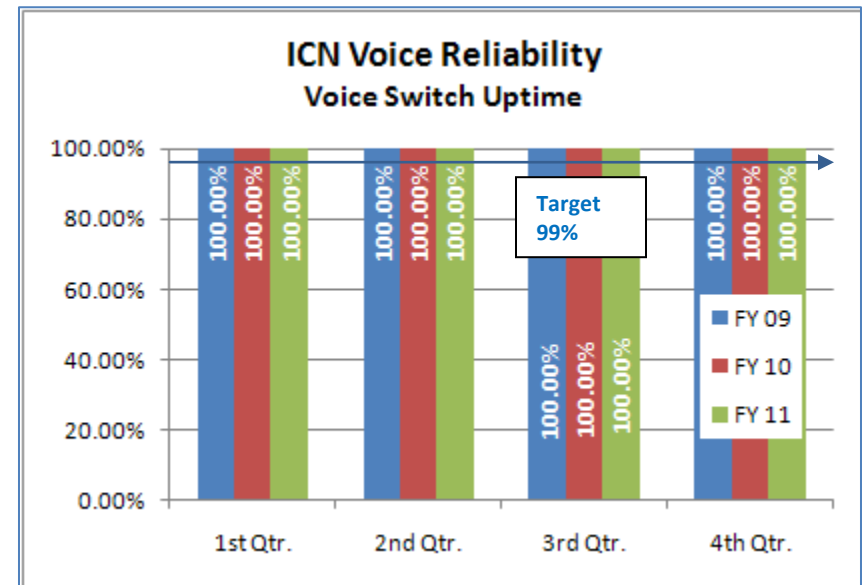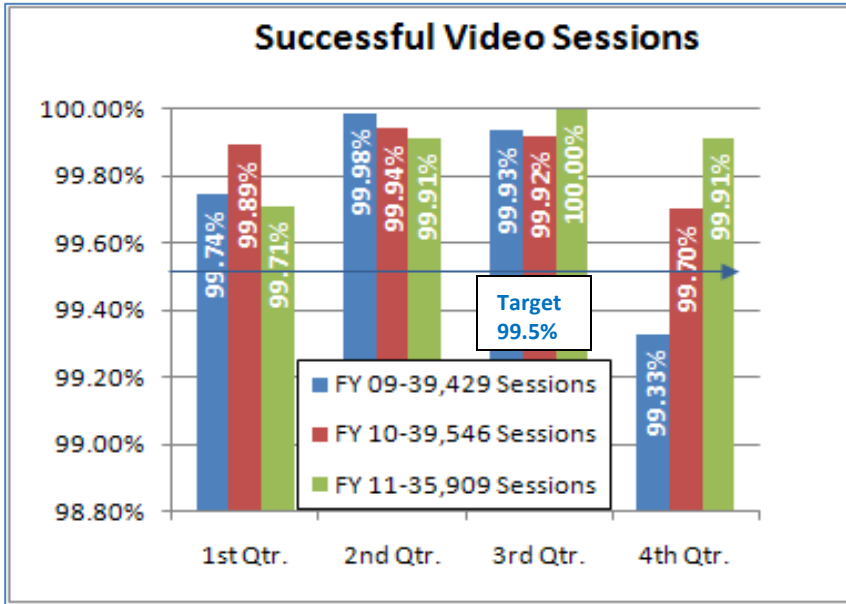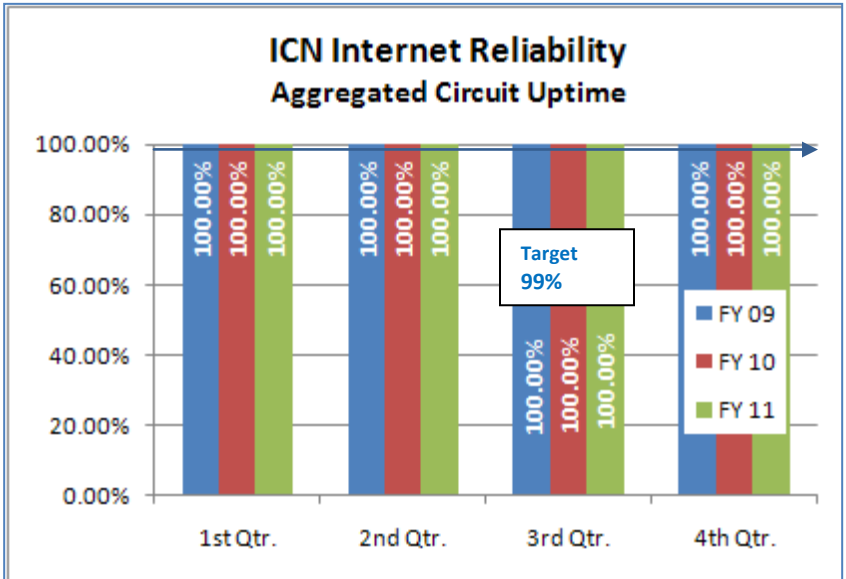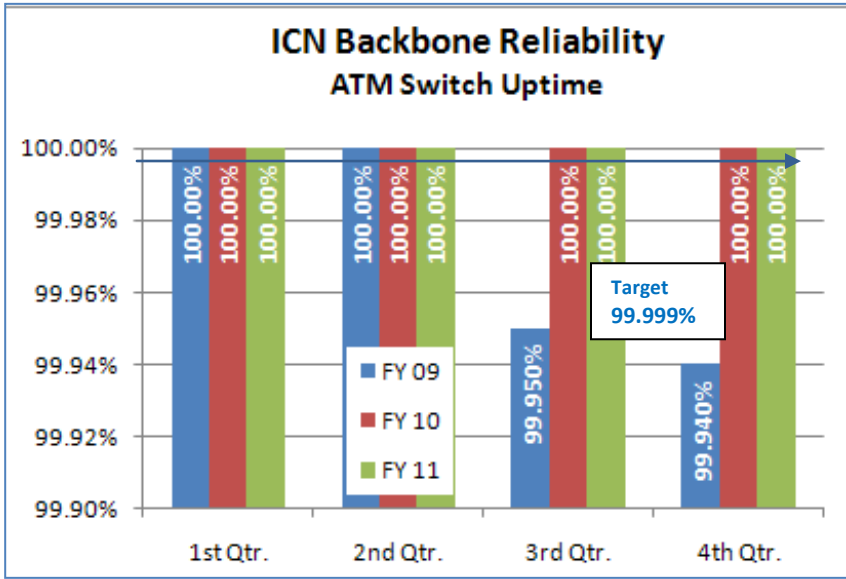
Successful Video Sessions

Public/Private Collaboration

Name: Public Private Collaboration

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

Why we are doing this: Demonstrate a growing collaboration with the private sector to deliver telecommunications and broadband services to benefit Iowans.

What we are doing to achieve results: We are working to share resources with the private sector to maximize the current public and privately owned infrastructure to benefit taxpayers, the state and private industry.

ICN Public/Private Collaboration Results:

Performance Measure:
Percent of ICN voice and data total revenues spent for services purchased from private sector telecommunications entities.

Performance Goals/Targets:
Forty percent of the total voice and data revenues to be spent for services purchased from the private sector.
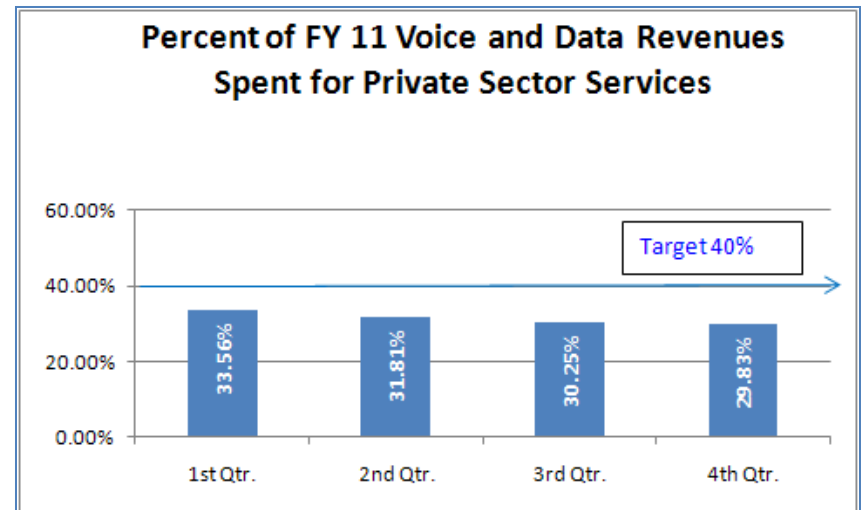
What Was Achieved?
This was the first year that this measure was in place. ICN staff believes that expenditures for services provided trend up in the upcoming fiscal year due to two factors.

- More Hospitals and other medical institutions will be connecting to the Iowa Rural Health Telecommunications system, which transverses over the ICN infrastructure. Currently, half of the scheduled hospitals are connected.
- ICN will be increasing the bandwidth and other services purchased from Private providers as part of the Broadband Telecommunications Opportunity Program upgrade funded in part by the Federal Government. Infrastructure equipment is currently being installed and the services purchased will begin during the upcoming Fiscal year.

Sources:
ICN Finance staff

Percent of FY 11 Voice and Data Revenues Spent for Private Sector Services

- Target 40%
- 1st Qtr. 33.56%
- 2nd Qtr. 31.81%
- 3rd Qtr. 30.25%
- 4th Qtr. 29.83%

REALLOCATION OF RESOURCES

The Iowa Communications Network had no reallocation of resources in FY11. 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. Copies of the report can also be obtained by contacting Tamara Fujinaka at 515-725-4658.

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