



# ICN Insider

Iowa Communications Network  
January/February 2014 Newsletter

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### FY13 Annual Report Released

The annual report outlines the activities for July 1, 2012 through June 30, 2013. It includes the wrap up of the broadband initiative and highlights Internet usage, new service offerings, and our new logo and enhanced website.

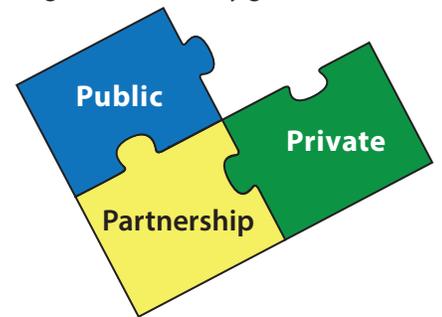
[View the Report.](#)

## ICN 2.0: Strengthening Public/Private Relationships

ICN has been developing the ICN 2.0 concept for nearly three years, and we were pleased that the model has been included in the STEM Advisory Council Broadband Committee's recommendations to the Governor. A wholesale model (ICN 2.0) would allow private providers to access unused ICN bandwidth. A variety of the benefits would include: supporting private providers' access into unserved or underserved areas, providing new revenue sources to private providers, and significantly reducing the level of capital investment that private providers would be required to expend to replicate existing and available infrastructure.

"With ICN 2.0 we are looking to compliment not compete, creating new business opportunities for the private sector by using ICN's assets to help fund the development into Iowa's communities," said Ric Lumbard, ICN's Director of Network Operations and Engineering. "ICN 2.0 is not the complete answer, but would provide some enhancements in areas that are under served in Iowa".

With ICN's recent infrastructure upgrade there is more bandwidth potential available, and not being utilized. The following is an example as to how ICN 2.0 can assist the private sector. ICN has fiber available in the majority of Iowa county courthouses for judicial authorized users. Within the same building location, county government offices are not permitted to receive services from the ICN per the Code of Iowa, Chapter 8D. Instead of requiring the private sector to spend capital investments and resources to replicate existing infrastructure, wholesale agreements could be implemented between the ICN and the private sector to utilize ICN middle mile services, while the private sector delivers final finished services. By using the wholesale concept, it would instantly assist in developing private sector business models and services, while serving communities with faster Internet speeds than DSL. Many communities would experience immediate economic development and reduced deployment cost, by utilizing a fiber-optic infrastructure route that is already existing and available. In order to implement the concept, it requires Code of Iowa, Chapter 8D legislative changes.



On December 2, the Governor's STEM Advisory Council's Broadband Committee released its recommendations to improve broadband connectivity throughout Iowa as part of the Connect Every Iowan initiative. To read the complete broadband recommendations report visit <https://broadband.iowa.gov/>.



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Visit us on the web at [www.icn.iowa.gov](http://www.icn.iowa.gov)

## Unveiling New Suite of Voice Services

ICN is unveiling its OpenScape Voice (OSV) family suite of services. Authorized users across the State can take advantage of the managed Voice over IP (VoIP) products, bringing voice (phone), video, and data all into one convenient service. ICN's OSV service offers multi-media web collaboration, audio conferencing, instant messaging, and mobility, all from one desktop or web client. ICN's hosted UC Cloud services easily provide a flexible unified communications solution, and can be accessed using various client options including a desktop client, a web client, and a mobile client.

Unified Communications (UC) means more than a telephone on a desk—it includes a variety of day-to-day communication options through a laptop, tablet, or mobile phone with appropriate application software. Our OSV is an e-rate eligible service for users participating in USAC. Service includes subscription pricing. Current services include: OSVAnalog, OSVPremium, OSVEssential, and OSVCC (Contact Center). All services provide: 24/7/365 day service support, break/fix analog port support, software MAC (moves, adds, changes), and application design consultation.



- **OSVAnalog** service preserves investments in analog telephones (lobby, tunnel, and/or elevator) and faxes. OSVAnalog service includes an analog connection over IP.
- **OSVEssential** service includes a Gigabit SIP (Session Initiation Protocol) desk telephone and Xpressions voice mail. Popular phone features available.
- **OSVPremium** service includes a choice of one of six different UC Cloud product bundles and either http web-based or web embedded client desktop software.
  - The application can be accessed using a desktop client, a web client, and a mobile client.

- **OSVCC** service for Contact Centers provides multi-channel inbound, outbound, self-service, and workforce optimization implemented on premise, in the cloud, or hybrid. Delivers technology with management tools (OSVCCMANAGER) and agent resources (OSVCCAGENT).

For additional information visit <http://icn.iowa.gov/services/voicephone/openscape-voice> or email [ICN.CSS@iowa.gov](mailto:ICN.CSS@iowa.gov).

## Back to the Basics - What is E-Rate and How it Saves Millions for Schools & Libraries

There were 279 Iowa schools and libraries that saved \$4.7 million in Internet, Data, Voice (phone), and Video discounts with the ICN during fiscal year 2013 (7/01/2012 thru 6/30/2013). These discounts are made possible with the Universal Service Administrative Company's (USAC) e-rate program and ICN's common telecommunications carrier status.

The Universal Service Fund, commonly known as "E-Rate," is administered by the USAC under the direction of the Federal Communications Commission, and provides discounts to assist most schools and libraries in the United States to obtain affordable telecommunications and Internet access. Funding is requested under the following categories: telecommunications service, Internet access, internal

connections, basic maintenance of internal connections.

In order to receive the federal discount funding, the State of Iowa is required to make an appropriation investment, which is requested from the legislation each year for qualifying network equipment. This designation of funding is not for the operation or maintenance of the Network. ICN's K-12 schools and library users saved \$3.7 million for voice and data, and over \$1 million in video in FY 2013.

Discounts for support depend on the level of poverty and the urban/rural status of the population served, and ranges from 20% - 90% of the costs of eligible services.





## Employee Spotlight Holly Johnson

After starting in state government with the Department of Human Services in 1997, Holly moved to ICN in 1999 as one of only two employees in the billing department. With such a small staff, she was given the opportunity to gain tremendous inside knowledge of ICN that is still beneficial today. Her main duties as an Accountant 2 include revenue to expense reconciliation on Local Exchange Carrier (LEC) circuits and auditing of circuit billing, plus assisting on various projects.

Holly originally thought about going to Art School after high school, but instead received a bachelor's degree in accounting from Simpson. She enjoys her job because she "never stops learning" and likes making the numbers balance, finding discrepancies and calculating the costs. She has aspirations to one day be a chief financial officer.

Her favorite food is Italian, favorite color is purple, and you will find her anywhere there is a pool or hot tub when on vacation. Frankie, her cat, is her baby boy. She says he has catitude... "everything is his and everything he does is on his terms!"

Her niece Nia, is her #1 though. She is growing like a weed and Holly believes she is the cutest, smartest, and funniest girl, but she could be biased! Her most memorable life experience was the day her niece was born. The adventure started at 7a.m. and ended at 11:45p.m. If she had waited 15 more minutes, she would have been born on her due date.

Her hobby is making jewelry which she started in December of 2009 after taking an adult education class with Des Moines Public Schools. You can find her creations on [www.hollyshobbiesncrafts.artfire.com](http://www.hollyshobbiesncrafts.artfire.com) and [www.zibbet.com/hollyshobbiesncrafts](http://www.zibbet.com/hollyshobbiesncrafts). This year she began teaching others how to make jewelry every first and third Thursday at the Southside Hobby Lobby in Des Moines. Who knows maybe 2014 will bring new adventures like home parties!

### *A Message from the Executive Director*

The Network was originally designed to create a fabric of public/private partnerships throughout the State. The State has an estimated 3,400 miles of owned Network assets, and 5,200 miles of network secured by the private sector. From the inception public/private partnerships have been utilized in regards to the leased Part III connections and to manage maintenance assets. With the successfully completed \$25 million infrastructure upgrade, the Network now has future capacity capabilities of 400 Gb, which is an incredible infrastructure resource for the State of Iowa. With the upgrade, ICN has resources to assist the private sector, and increase economic opportunities to serve Iowans' broadband Internet needs. There is reason to increase the middle mile space in the State, and allow the ICN asset to augment the private sector, so rural areas that are under served or under developed can be reached.

David Lingren, ICN Executive Director



## Iowa Communications Network

Thank you for your continued support.  
We wish you a very happy and  
prosperous 2014!

## Upcoming Video Session for Students and Educators through Iowa Public Television's



Click on a date below for more information and to register.

### Career Day: Becoming a Large Animal Veterinarian

**January 14**, 10 - 10:50 AM, 11 - 11:50 AM

Registration Deadline - January 9

Audience: **Careers/Vocational Education, Grades 8-11**

During this session your students will have the opportunity to meet a practicing large animal veterinarian. We will show your students a video of her in her daily routine as she visits farms administering medicines and treatments. She has been practicing in Iowa for over 30 years so she is a wealth of information.

In addition, a veterinarian who has held a position on the admissions panel for Iowa State University's College of Veterinary Medicine will talk to your students about what it takes to get admitted and how to be successful in this rigorous academic program.

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### Career Exploration: Small Animal Veterinarian

**January 21**, 12:30 - 1:20 PM, 1:30 - 2:20 PM

Registration Deadline - January 15

Audience: **Careers/Vocational Education, Language Arts/Communications, Grades 10-12**

Teachers, bring your students to this session to learn about what a neighborhood vet does on a daily basis. This professional owns her own practice in Des Moines and treats all kinds of animals. She also has to have a good understanding of business, as well as know how to work with people. She is passionate about her work and is a great role model for young students (especially girls).

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### Meet the Author: Eileen Boggess

**February 18**, 9:30 - 10:20 AM

Registration Deadline - February 14

Audience: **Language Arts/Communication, Grades 2-5**

Eileen's general presentation starts with a brief personal history of how she started her writing career and then moves onto a discussion about how to write an interesting story. She will talk about creating opening lines to grab a reader's attention, how to build conflict, and the importance of integrating a creative cast of characters into a story. Then, she demonstrates these techniques by having students act out a scene from *Mia the Meek*.

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The mission of IPTV's K-12 Connections is to provide Iowa's K-12 educators and students access to unique opportunities to participate in distance learning experiences via the Iowa Communications Network (ICN).

#### For More Information About Upcoming K-12 Connections Contact:

Debbie Wineland or Abby Brown - Educational Services

(800) 532-1290 or (515) 242-4181

[abby@iptv.org](mailto:abby@iptv.org)

[www.k12connections.iptv.org](http://www.k12connections.iptv.org)

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Visit us on the web at [www.icn.iowa.gov](http://www.icn.iowa.gov)