



# ICN Insider

Iowa Communications Network  
March/April 2014 Newsletter

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Keep up-to-date with ICN's Legislative Initiatives by visiting the [Stakeholders Center](#).

## Commonwealth of Kentucky Officials Visit ICN

Government officials from the Commonwealth of Kentucky recently spent the day learning from ICN leaders and toured ICN's Network Operations Center located at Joint Forces Headquarters (JFHQ) in Johnston, IA. The purpose of their visit was to learn more about Iowa's statewide fiber network.

Five lead professionals from the Commonwealth of Kentucky Finance and Administration Cabinet and the Kentucky Department of Education learned basics of how the state's fiber Network is operated, along with the many benefits it brings to Iowans. During the visit they heard from ICN's management team on the topics of network history, legislative policy and governance, users and services, financials, recent broadband upgrades, and future initiatives.



Commonwealth of Kentucky visitors take a tour of the ICN Network Operations Center.

Lori Hudson Flanery, Secretary of the Kentucky Finance and Administration Cabinet, said that the ICN model is interesting to her team, and that they learned a great deal from the visit.

"Kentucky has various geographical access issues, especially in the eastern part of the state, which makes it difficult to provide sufficient Internet connectivity and capacity to all areas of the state. Currently in Kentucky's center part of the state, where most of the population is located, there is a stronger economy and better fiber. Broadband throughout the state opens up possibilities for Kentuckians to connect with the world at the highest speeds available, allowing them to truly participate in today's global environment."

The Commonwealth of Kentucky leaders' goal was to learn from the ICN's experiences in building-out a middle mile infrastructure used by various community anchor institutions (CAIs). Kentucky leaders have a desire to build and/or lease a middle mile network to serve CAIs (K-20 education, non-profit and public healthcare providers, nonprofit and public research institutions, state, county and municipal governments, libraries, museums and others) in the state.



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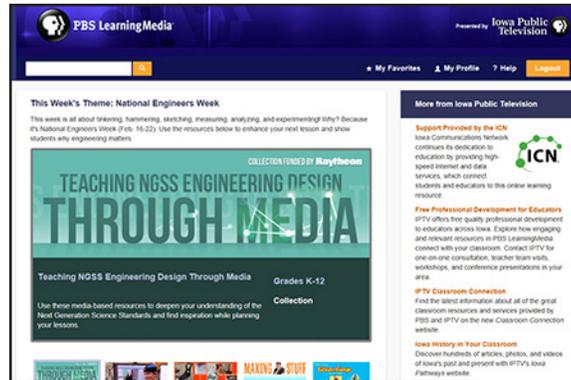
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## Online Opportunities with PBS LearningMedia for ICN Users

### Turning the K-12 Connections Focus to PBS LearningMedia

ICN is proud to announce its involvement in IPTV's PBS LearningMedia (<http://iptv.pbslearningmedia.org/>), offering enhanced educational opportunities for educators and students in Iowa. We have heard from educators that they are looking for more online content to integrate into their classrooms to engage their students. As ICN's technology has evolved, we are preparing to transition to the new online curriculum opportunities with our Iowa Public Television (IPTV) partnership. K-12 Connections has been an excellent instrument benefitting the students and educators of Iowa, and assisting the ICN in efforts of providing video sessions and partnerships with education.

PBS LearningMedia is a free, on-demand media service for educators that provides an easy access to classroom-ready, curriculum-target, multi-platform resources. This



program is built to support the needs of today's classroom environment. PBS LearningMedia incorporates media content that will inspire and motivate students. Short segments and teachable moments provide interactive learning exercises, and help position educators on the leading edge for the use of technology in the classrooms. For more information about PBS LearningMedia, contact Angela Hiatt (IPTV), Educational Outreach Specialist, at [Angela.Hiatt@iptv.org](mailto:Angela.Hiatt@iptv.org).

ICN and IPTV plan to transition from K-12 Connections to PBS LearningMedia on July 1, 2014. The possibilities are exciting and will benefit everyone involved. ICN and IPTV's goal is to have this be a seamless transition for users. Additional information about the transition will be communicated in the coming months. If you have K-12 Connections questions contact Abby Brown (IPTV) at (515) 242-4181 or [abby@iptv.org](mailto:abby@iptv.org).

## Back to the Basics - Learning ICN 101

Take a moment to learn about the important and critical infrastructure that Iowa has in the state-wide fiber optic Network.

1. The Network is 100% fiber, which is state-of-the-art infrastructure. Fiber optic technology is the leading technology for telecommunications networks everywhere in the world. Recent enhancements increased bandwidth to all 99 counties with a 10 GB capable backbone. The Network can currently operate at 100 GB, and has an upgrade path of up to 400 GB for future growth, a level of capacity far beyond what is currently available from any other network in the state. The Network can meet the needs of our users today, and is positioned to meet their future needs.
2. ICN continues its dedication to education, and provides high speed Internet to schools where the Network is connected. An example of that commitment is the Iowa City school district, which was the first gigabit school in the state to subscribe to a full 1 GB of bandwidth for Internet through the ICN. There are numerous school districts in Iowa with 1 GB of high speed Internet access available, if they choose to subscribe at that level.
3. ICN is working with school districts to move from the traditional video platform to a more cost-effective Internet-based video experience that will free up dedicated classrooms for other uses. ICN is aware that the traditional video classroom equipment has aged, but that equipment is owned by the schools or other authorized users, not the ICN.
4. The Network has evolved to provide critical communications to hospitals, public safety, state/federal government entities, and for the statewide Next Generation 911 system. The ICN is designed as a secure data network, having the ability to survive a cyber-terrorist attack or natural disaster to protect the public. The National Homeland Security Office has identified Iowa as being one of the top states prepared for such an event by having the ICN as a private, secure, and functional Network for Iowa.
5. ICN has numerous arrangements with vendors in the private sector, demonstrating important public/private partnerships. We have provided nearly \$200 million of income to the private sector in the over 20 years of operation.





## Employee Spotlight Deb Tritch

Deb began with the ICN almost 19 years ago working as an admin assistant and project manager before moving to her current position of telecommunications specialist. In this position, she manages build out projects and the roll out of new services such as ICN's new OpenScape Voice product.

One of her favorite foods is Casey's taco pizza, favorite color is black, and she enjoys knitting, crocheting, gardening and canning. A memorable life experience was her daughter's wedding. "My daughter and her husband have amazing friends that were fun, loving, helpful and gracious," Deb said.

Deb and her husband have volunteered at the Ronald McDonald House in Des Moines. Her husband was on

the board of directors during a year when the family that oversees the house requested vacation time over the Christmas holiday. Some of the board members decided to take shifts and keep the House open for those in need. "We volunteered for the entire Christmas day – we advised my husband's family that we would be spending Christmas at the Ronald McDonald House instead of attending Christmas in Clear Lake that year," said Deb. "To our surprise my husband's entire family came to the Ronald McDonald House with Christmas goodies. We made a large Christmas meal and told those going back and forth to the hospital they were to come back for dinner. This was the best Christmas we ever had – the tears and hugs from the people staying at the House, away from families and friends, was heart wrenching. It was amazing, and I would do it again and again. I believe in the Ronald McDonald House Charities and their mission."

## E-rate Service Provider Bidding Process

The federal E-rate program helps provide schools and libraries (applicants) in communities across the country with an opportunity to receive affordable telecommunications services. ICN began its participation in the E-rate program in 2001. The first step for applicants to receive discounted service is to complete the FCC's form 470. After completing the form, applicants post the information to the USAC website to describe the types and quantities of services they are seeking for the upcoming funding year.

Service providers, like ICN, can submit bids in response to the information provided. A substantial part of the evaluation criteria includes the price of the services that are eligible for discounts. As described in last month's [Back to the Basics](#) column, services of Internet, data, voice (phone), and video fall under the following categories: telecommunications, Internet access, internal connections, and basic maintenance of internal connections. Currently this year ICN has responded to 600 applicants, which could still increase before the filing window closes on March 26. Last year, ICN was awarded 409 request for services using this bidding process.

E-rate information provided by the Iowa Department of Education for Iowa districts and schools can be found at [http://www.iptv.org/iowa\\_database/erate/](http://www.iptv.org/iowa_database/erate/).

## ICN Conferencing Service Gives Users Communication Flexibility

ICN's Reservationless-Plus<sup>SM</sup> worldwide conferencing service give users on-demand 24/7 conferencing without the need to make a reservation. Leading a conference is as simple as dialing a permanent number and entering a conference code. A variety of features are offered to customize the call. Standard options include: record & playback, individual and group mute/unmute, operator assistance (if needed), and private roll call.

ICN's Reservationless-Plus<sup>SM</sup> can also be combined with web features for an integrated experience that puts you in control of your conference with the click of your mouse. We are now introducing SmartMeet<sup>TM</sup> letting users stay connected anywhere without using your minutes plan! SmartMeet, is a FREE Reservationless-Plus<sup>®</sup> mobile application for iPhone.

For additional information about Reservationless-Plus<sup>SM</sup> visit our website at <http://icn.iowa.gov/services/voicephone/tconline>. For questions, contact ICN Customer Service at 515-725-4633, 877-426-4692 (ICN-IOWA) or email [ICN.CSS@iowa.gov](mailto:ICN.CSS@iowa.gov).



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



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

View page two to learn more about the upcoming transition from K-12 Connections to PBS LearningMedia.

### Career Exploration: Becoming an Athletic Trainer

**March 13**, 9 - 9:50 AM, 10 - 10:50 AM, 11 - 11:50 AM, 12 - 12:50 PM      Registration Deadline - March 6

Audience: **Careers/Vocational Education, Guidance/Personal Growth, Grades 7-11**

Do you have students who are interested in sports? Physiology? Health...anatomy? In this exciting session your students will learn about a great career field that will only continue to grow.

Our presenter has been an athletic trainer (AT) for 15 years at the University of Iowa. In his position, he works to support collegiate athletic teams. He must be available and present to treat athletes at games and matches involving University of Iowa sports teams.

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### Martha Speaks, A Birthday Basket for Tia

**March 31**, 9:30 AM - 10:20 AM

Registration Deadline - March 21

Audience: **Language Arts/Communication, Grades K-4**

Martha Speaks is an animated series on PBS KIDS. Aimed at viewers between the ages of four and seven, Martha's educational goal is to teach kids new words. The series stars Martha, a beloved family dog. She is accidentally fed alphabet soup — this gives her the power of speech and the chance to speak her mind to anyone that will listen. In this session the featured story is *A Birthday Basket for Tia* by Barney Saltzberg.

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### Career Day: Meteorologist

**April 8**, 9 - 9:50 AM, 10 - 10:50 AM, 11 - 11:50 AM, 12 - 12:50 PM      Registration Deadline - April 1

Audience: **Careers/Vocational Education, Science, Technology, Grades 9-12**

In this session students interact with a meteorologist who can trace his interest in the weather back to grade school. When he was in Little League he used to be more interested in watching the weather than watching the ball game. He studied meteorology in college and then started an internship at a weather service and was promoted to Journeyman Meteorologist, then to his current position of Senior Forecaster for NOAA.

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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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