

# ICN Insider



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*Be sure to read the Commission's [October 2012 Quarterly Status Report](#) regarding the sale or lease of the network pursuant to House File 45.*



## Saving Millions for Schools and Libraries

As a common telecommunications carrier, ICN receives federal discounts on behalf of Iowa's schools and libraries for some services provided. For Fiscal Year 2012 (7/01/2011 thru 6/30/2012) ICN provided e-rate discounts for voice, data, and video services for 295 schools and libraries, saving those entities over \$4.6 million in discounts; (\$3.4 million for voice and data and over \$1.2 million in video). In order to receive the funds, the State of Iowa is required to make an appropriation investment that allows the State to receive [Universal Service Fund](#) (USF) reimbursement.

### The Universal Service

## Broadband Sub-Recipients' Progress

ICN's Broadband Technology Opportunities Program (BTOP) sub-recipients have continued to make strides towards completion of their grant enabled networks.

The Meskwaki Nation has recently completed their fiber deployment. This deployment consisted of 5 miles of middle-mile fiber routes,

**In FY 2012, ICN provided e-rate discounts for 295 schools and libraries, saving over \$4.6 million (\$3.4 million for voice and data discounts and over \$1.2 million in video discounts).**

Fund, commonly known as "E-Rate," is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC), and provides discounts to assist most schools and libraries in the United States to obtain affordable telecommunications and Internet access.

The program supports connectivity - the conduit or pipeline for communications using telecommunications services and/or the Internet.

Funding is requested under five categories of service: telecommunications service, Internet access, internal connections, basic maintenance of internal connections, and miscellaneous.

Discounts for support depend on the level of poverty and the urban/rural status of the population served, and ranges from 20 percent to 90 percent of the costs of eligible services. Eligible schools, school districts, and libraries may apply individually or as part of a consortium.



and over 14 miles of fiber to the home (FTTH) routes. The Meskwaki Nation is working to enable the network running over this fiber to allow ICN services to the Meskwaki Settlement School and Meskwaki Tribal Clinic. A project initiative, separate from ICN's involvement, is providing Internet service to 167 residences on the reservation.

The Decorah Metronet has completed preliminary work on their fiber network to prepare for fiber deployment this fall. The scheduled start of the fiber deployment was the last week of October, with anticipated completion this winter. The Decorah Metronet will install just over eight miles of fiber to government and educational entities in Decorah.

**Message from  
Dave Lingren,  
ICN's Executive  
Director**

*Here are two of the components that explain the ICN.*

**ICN the Infrastructure:**

*With the implementation of an upgrade to ICN's network equipment, Iowa is gaining a state-of-the-art network, while continuing to use the original fiber optic cables installed in the 1990's.*

**ICN the Corporate**

**Telephone Provider:** *By utilizing the ICN, all State Executive Branch agencies comply with Administrative Rule 751 – 17.2(8D), that explains the ICN's area of responsibility is to be the telephony provider for the Capitol Complex in Des Moines, Iowa. The State would make this investment, regardless the provider.*

## Enhancing the Service Desk Experience

Over a decade ago, ICN began to offer a service desk experience that provided the functionality of submitting a support issue, escalating a problem, and/or requesting new service. After evaluating the current platform, requesting new features, and reviewing maintenance agreements, as with any other technology, there comes a time when change is inevitable. ICN is currently at this stage with its conversion from Service Desk to the new Service Manager. This migration will be a phased approach, and will be a multi-year project, with the goal of having little disruption for our customers.

In 2005, the Service Desk platform was upgraded, and developed to accommodate the Department of Transportation (DOT) and the Department of Administrative Service's (DAS) Information Technology Enterprise (ITE).

ICN has used the current system for more than managing trouble tickets by incorporating the data into an internal workflow processes. This process ties into receiving and compiling reports for



incident resolutions and associating tickets with problem escalations.

ICN was informed that the current service desk platform will no longer be supported after December 2012. After consulting with the other agencies, ICN is venturing alone as the other agencies (DOT and DAS/ITE) are evaluating other alternatives. ICN successfully selected an integrator to help with the migration who is also an authorized support provider. The integrator selection consisted of an evaluation of ICN's current processes and a preliminary assessment as to where we are now, and where the application can take us in the future. The next step is to finalize and approve the assessment from the integrator, and move forward with implementation.

The enhancements of incorporating a Universal Configuration Management Database (UCMDB) will allow for

streamlining workflow systems and interconnecting internal databases, while eliminating multiple spreadsheets with duplicated or possible mismatched information. The new automation will allow for one main database to fuse customer data, and route the information to the appropriate sub-level destination databases, which has been a desire for years.

One advantage of migrating from service desk to service manager is that no additional user licenses need to be purchased for the use of the application. The main cost for the overhaul comes from the integration standpoint of the infrastructure, which would have been needed anyway if ICN would have gone with a completely different system.

Applications and software continues to change, and we wanted to take this moment to inform customers of this important migration to ensure that our support system services are providing timely, accurate, and consistent information. This phased project will not only streamline internal processes, but also enhance our customer service, which is our number one priority.

## Elder Law Seminar Held Over the Network

ICN was the broadcast partner for a free elder law session viewed across Iowa on November 1. The Iowa Department on Aging and Iowa Legal Aid's Legal Hotline for Older Iowans presented a 3-hour seminar to older Iowans and their caregivers in 29 locations across Iowa. The goal of the session was to make sure people are aware of the issues (and some solutions) facing our aging population.

The seminar was open to

anyone and provided valuable information about Medicaid eligibility for nursing home expenses and programs to help pay Medicare premiums. Other financial issues like financial powers of attorney, guardianships, and conservatorships were addressed, along with health care decisions like living wills and medical directives. Representatives from the Long-Term Care Ombudsman's office also spoke about avoiding financial exploitation and elder abuse and residents'

rights in nursing homes.

Page Thorson of the Iowa Department on Aging says they are happy to partner with ICN because "we can reach out to a large number of people across the state for an interactive experience."

The seminar was funded in part with grants from Prairie Meadows Racetrack and Casino and the Iowa Lawyer Trust Account Commission.



*The ICN, a state agency, is the country's premier fiber-optic Network, committed to continued enhancement of distance learning and providing Iowans with convenient, equal access to education, government, and healthcare.*

## Employee Spotlight: Ed Parker

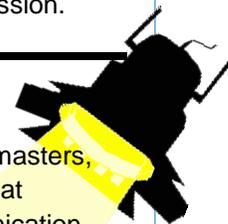
Ed Parker has been with the ICN for 11 years and is currently an Information Technology Specialist 5, within the Department of Information Systems. Ed is one of two individuals who maintain and support ICN business applications. Ed graduated from the University of Iowa with a degree in Psychology and with a Secondary Education Teaching Certificate. Ed was working full time and started a family when he decided to return to school and earn a bachelor's in Computer Science. Following his second graduation he worked for Fisher Controls in Marshalltown for 19 years. Ed eventually joined the ICN upon recommendation by

current ICN employee Jeff Barske.

Ed has been married to Rhonda for 37 years and they have three children. Their children are all married and live in the Des Moines area. When Ed is not spending time with his children and seven grandchildren, he enjoys riding his bicycle and participating in Toastmasters. Ed has been on several RAGBRAI rides across Iowa. In 2003 he returned with a broken collar bone after a spill. He continued to ride half days for three days following the accident with his arm in a sling. At one point he was leading a draft line of ten riders. It became a minor RAGBRAI legend. Since 1989, Ed has been a

member of Toastmasters, an organization that develops communication and leadership skills. While a member of Toastmasters he has won numerous awards, and will be competing in the Iowa Toastmasters championship for public speaking.

Currently, Ed is developing a program of seminars and books for helping people to become leaders of their own lives, communities, and work places. Ed is also an avid volunteer. He reads for 40 minutes each week with a student at Capital View Elementary School through the *Everybody Wins* reading program. He is also on the Adult Ministries Board of his church, Westchester Evangelical Free Church in Urbandale.



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*Remember to visit ICN's website at [www.icn.state.ia.us](http://www.icn.state.ia.us) to keep updated on all ICN related news.*



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

### Zoo Friends: Wild and Rare Animals

November 13, 12:30 PM – 1:20 PM and 1:30 PM – 2:20 PM  
Audience: **Grades 2-5**

What is the difference between endangered, extinct and threatened? Why do animals become endangered? Join educators and animals from the Blank Park Zoo and learn why every creature is valuable to the earth's ecosystem. We'll hear success stories of endangered animals, meet some of the Zoo's animal ambassadors, and discover how people can make a difference. This program also allows time for student questions, so come prepared.

**Registration Deadline – November 9, 2012**

### Iowa Capitol Virtual Tour

November 19, 10:00 AM - 10:50 AM and 1:00 PM - 1:50 PM  
Audience: **Grades 4-6**

Take an interactive virtual tour of the Iowa State Capitol. In the session students explore the 118-year-old building from the rough-cut stone sub-basement to the golden dome. They are also exposed to the following:

- A brief introduction to the functions of the three branches of Iowa's government and a view of where each branch does its work.
- A short lesson on the history of Iowa and its statehouse.
- A chance to experience the classical architecture and original ornamentation of the Iowa State Capitol.

**Registration Deadline – November 9, 2012**

### What is Kwanzaa?

December 19 and December 20, 10:00 AM - 10:50 AM and 1:00 PM - 1:50 PM  
Audience: **Grades 2-5**

Kwanzaa, which takes place from Dec. 26 - Jan. 1, is an African American celebration of family and heritage and can be observed in addition to other holidays. Kwanzaa is not a substitution for Christmas, Hanukah or any other religious holiday. Learn about the history and symbolism of this African American holiday observed in the U.S. Celebrate African American culture, learn the significance of the ceremony, customs and terms of Kwanzaa, and expose students to perspectives in American history that may not be addressed in a standard classroom's curriculum.

**Registration Deadline – December 14, 2012**

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

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