



ICN Insider

Iowa Communications Network
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Broadband Matters showcases the importance of delivering broadband to all corners of the State.

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New Visual Presence Network in Operation at ICN's BRIC

ICN has a new tool to monitor and improve Iowa's state-owned broadband infrastructure. The BRIC or 'Broadband Information Center' encompasses ICN's Visual Presence Monitoring Network, which allows for key network and information systems to be monitored with real-time visual presence and collaboration between ICN and other agencies.

The BRIC hosts a Visual Presence Network which gives ICN staff the ability to access and implement broadband strategies in an integrated visual environment. This insures that we are able to respond to network issues in a rapid and collaborative way. Complications to broadband service are often the result of a natural disaster such as a tornado or flooding, but can also be caused



by rodent chews, cable locate issues, or by contractors accidentally cutting the fiber during construction season. However, cyber-attacks are increasingly becoming a greater concern, which requires a closer monitoring system. There have already been states in the U.S. where cyber-attacks have resulted in state level infrastructure being compromised causing billions of dollars in exposure and years of recovery.

ICN's Executive Director, Ric Lumbard says, "We only have minutes to respond and implement mitigation when our customers are experiencing a cyber-attack. The BRIC provides ICN the ability to collaborate and respond with fast, strong and flexible strategies. This requires all the intellectual influence in the ICN bureaus to be on the same page quickly, make decisions, and implement real-time solutions."

Seeking Iowa Students for Broadband Advisory Council

The ICN is sponsoring an opportunity for students with powerful voices to share their perspectives on technology and broadband. The Statewide Youth Broadband Advisory Council (SYBAC) complements state efforts to gain input from various stakeholders that are passionate about broadband, technology, and apps that require robust broadband to provide the required high-speed Internet. The SYBAC will be made up of twelve (12) young leaders from across Iowa.

The council's goal is to gather useful information on what high school students

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ICN announces CenturyLink as its unified communications as-a-service provider for government voice services

Fully managed voice service and collaboration applications are now available to ICN’s education, public safety, and government users with a fixed, transparent, and predictable pricing model.

ICN added CenturyLink’s unified communications as-a-service (UCaaS) solutions to its product portfolio. With UCaaS from CenturyLink now available, education, public safety, and government users can purchase a managed services package that includes managed data networking; feature-rich, managed Voice over Internet Protocol (VoIP) phone service; and collaboration applications such as instant messaging and presence.

“The timing was right for ICN to collaborate with a managed service provider that incorporates a modernized phone system bundled with the additional voice efficiency and productivity services of unified communications,” said Ric Lumbard, ICN’s executive director. “By working with CenturyLink to offer voice capabilities as a managed service, we are helping our education, public safety, and government

users avoid the substantial capital outlay and the ongoing, unpredictable operating costs of operating a unified communications system on their own.”

By making the switch to feature-rich VoIP service from CenturyLink, users will realize the following benefits:

- Making calls from a remote location and accessing the same features as any office user.
- Being reached anywhere by setting multiple devices to ring at the same time or in a desired order.
- Adjusting administrative settings and configuring employee calling features with a user-friendly online portal.
- Retrieving and managing voicemail messages by phone, email or online.

To learn more about ICN’s Managed Voice Services powered by CenturyLink® Hosted VoIP, contact your ICN Account Consultant or visit <https://icn.iowa.gov/services/voicephone/ucaas>.

One Vision...Three Mandates...Seven Goals

ICN has introduced and is implementing a new vision - “Broadband Strong”. The vision emphasizes that ICN can deliver FLEXIBLE broadband and FAST experiences to meet the growing broadband needs for education, government, public safety, and healthcare users.

ICN’s ‘One Vision...Three Mandates...Seven Goals’ is the center piece for ICN staff to work towards for the next 12 months. The vision will provide clarity for all aspects of the agency. If there are functions that can’t be associated to the structure, it will be evaluated if the functions should continue. With Broadband Strong, ICN will have the direction for its network environment and customer experiences.

2015-2016 VISION:

“BROADBAND STRONG”



2015-2016 MANDATES:

- STRONG:** Resilient, Valuable, Secure and Reliable
- FLEXIBLE:** Efficient, Dynamic and Customer Friendly
- FAST:** Transport, Services, Systems and Customer Experiences

2015-2016 MAJOR GOALS:

- GOAL 1:** A Protected, Secure and Situationally Aware Production Environment
- GOAL 2:** An Efficient Engineering Systems Environment
- GOAL 3:** An Engaged, Strategic and Compliant Cyber Environment
- GOAL 4:** A Margin Managed and Optical Financial Environment
- GOAL 5:** Provide Customer Facing Broadband Growth Solutions and Establish Broadband Poverty (MSL) Remedies
- GOAL 6:** Aggressive Shift to Implement Flexible Internal Systematic Approaches
- GOAL 7:** Create Flexible and Fast Customer Broadband Service Delivery Experiences

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



Employee Spotlight Steve Schwier

Steve Schwier is an Account Consultant in the Business Services Bureau. He has been with the ICN for 12 years. Steve works with educational and library customers who request to use federal funds (Erate) to connect to necessary telecommunication services. When asked what the best part of his job is, Steve explains he enjoys helping customers connect to the communications services that they request. Prior to joining the ICN, he worked with Grundman-Hicks Construction Company and the Iowa Department of Human Services. Steve's educational history includes: K-12 in Cherokee, Iowa; two years at Wayne State Teachers College in Wayne, Nebraska; and two semesters at Iowa State University.

When he has leisure time, Steve enjoys traveling to see his family, as none of them live close to Atlantic, Iowa. His

hobbies include: mowing his yard, volunteering with his church, building computers, and working with alternate computer operating systems. In their seasons he also likes to golf, fish, and hunt. His aspirations are to acquire a crew cab pickup, a fifth wheel travel trailer, and a place to store them when they are not in use. He sold his setup when he moved to Atlantic, because he didn't have a place to store them.

Steve explains two memorable life experiences when he lost his existing position because of layoffs. Steve describes, "On both occasions I decided to immediately go golfing. On the first occasion when reaching the fourth hole, where the green is hidden from the tee, I drove the ball. Upon reaching the green, my ball was nowhere to be seen. I searched all around the green, I could not find it. Finally after giving the ball up for lost, I walked across the green and found it in the hole. On the second occasion, I played the six best consecutive holes of golf that I have ever experienced." Steve says he will always remember those two days for the amazing golf, instead of the alternative events that occurred.

Back to the Basics: Adapting to the Industry

Earlier in August, ICN's Executive Director Ric Lumbard, described the ICN to MiCTA Radio:

The ICN is the State's telecommunications carrier, while also being a common carrier. Historically the ICN was built as a video telecommunications network. There are still hundreds of video sites across the state. Primarily the ICN has continued to adapt with the industry. Now we are a **strong broadband** provider with significant levels of broadband capacity. ICN is a transport carrier, and we provide services on top of broadband. We still have some legacy TDM services that we can provide when needed, but primarily we provide **strong broadband** services to our users.

Visit <https://soundcloud.com/mictatech/icn> to listen to the entire radio interview.



Broadband Matters News

[Gov. Branstad & Lt. Gov. Reynolds Announce Iowa Culture App](#)
Iowa Gov. Terry E. Branstad and Lt. Gov. Kim Reynolds announced today the launch of Iowa Culture, a new interactive mobile app that puts the largest, most comprehensive statewide collection of Iowa arts, history and cultural destinations in the palm of your hand.

[Iowa Regional Interoperability Committee Workshop](#)
The Iowa Statewide Interoperable Communications System Board (ISICSB) will be conducting a series of meetings related to the deployment of FirstNet within Iowa.

[Iowa DOT using crowdsourced data from Waze app](#)
The Iowa Department of Transportation announced Monday that it has partnered with Waze, a smartphone app that allows drivers to upload information about their drive in real-time. For instance, drivers can use Waze to note traffic jams, crashes or construction. That information is then seen by other drivers using the app.

BROADBAND MATTERS

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