



ICN Insider

Iowa Communications Network
November/December 2016 Newsletter

INSIDE THIS ISSUE:

Securing a Strong Building Infrastructure	1
Flexible Price Decrease for Video in FY 2018	1
Analyzing Strong Customer Feedback	2
Using Agency Goals to Deliver a Strong Vision	2
Providing Users with Strong USAC Information	3
Beginning a new SYBAC Season	3
Employee Spotlight	4
Broadband Matters News	4

ICN's Vision:



BROADBAND
MATTERS.COM



Securing a Strong Building Infrastructure

As Internet is used daily by ICN's education, healthcare, government, and public safety users, many may not be aware that ICN has switching point structures throughout the State that route broadband traffic. One structure was nearing the end of its useful life and in need of extensive repair. It was decided to be in the best interest of the Network to replace and relocate the physical structure. The original structure location was at a topographical low point, causing frequent soil saturation. The saturated soil caused settling issues with the LP tanks and the backup generator located at the site. The buried utilities also were partially pushed out of the ground, which is a high security risk for the fiber optic infrastructure. The new 12 ft. by 20 ft. building and location is not plagued by poor site conditions, and the fiber is routed with ample separation distance between cables to avoid collapsed cable situations where multiple spans could be disrupted by one event.

There are a variety of structures throughout the State that support the fiber optic infrastructure. This relocation project was officially cut-over at the end of October, and the entire project was successfully coordinated by ICN's Operations team with assistance from ICN Engineering and our maintenance partner, Fiber Network Services.



Lowering the 12 ft. by 20 ft. switching point structure on the foundation at the new location.



Inside the new hut structure.

Flexible Price Decrease for Video in FY 2018

IP Video users will see an additional 25% decrease to the Video@LightSpeed (V@LS 1.0) monthly rates beginning in Fiscal Year 2018, which will bring the cost to \$116.25/month. The Iowa Telecommunications and Technology Commission (ITTC) approved this rate decrease during their September Commission meeting.

While decreasing the price, the ICN continues to encourage ICN video users to transition their video conferencing to IP. After June 30, 2018, MPEG2 video conferencing will no

Continued on page 2

Iowa Communications Network | Grimes State Office Building
400 East 14th Street | Des Moines, IA 50319
Phone: 515-725-4692 | Toll Free: 877-426-4692

Visit us on the web at www.icn.iowa.gov

Flexible Price Decrease for Video in FY 2018

Continued from page 1

longer be offered or supported by the ICN. Advancements in IP video conferencing services and applications allow for mobility, space flexibility, lower operational costs, and simpler and easy-to-use interfaces.

ICN's Account Consultants can assist users by explaining transition options and assist in planning changes as it relates

to budgeting and operational issues. Find out more about ICN's Video@Lightspeed service at www.icn.iowa.gov/services/video. For questions regarding the MPEG2 sunset date please contact your account consultant or Randy Goddard at RandyGoddard2@iowa.gov or 515-725-8930.

Analyzing Strong Customer Feedback

ICN released the results of its 2016 customer survey. The survey indicated satisfaction rankings in the high 80 - 90% ranges for telecommunications services and customer service provided by the ICN. A total of 227 surveys were completed.

Findings:

- There was a significant increase in the total of at least some awareness for Voice services (84.30%) compared to FY 15 (73.14%).
- Of the 182 respondents to the fast customer experience question, 63.7% indicated that they have had a good satisfaction involvement with ICN's fast experience.
- Cybersecurity was a new category to the listing of service options. In addition, many comments were associated with the security topic.

In addition, ICN reviewed the 2016 customer survey comments to analyze the direction of the agency related to our Broadband Strong vision. Both positive and negative comments were associated to the Strong, Flexible, and Fast mandates.

- 33% of the comments received were related to the speed of delivering services (Fast); [2015, 43%]
- 30% of the comments were associated with providing a resilient and valuable network (Strong); [2015, 37%]
- 37% of the comments received were linked to providing an efficient and customer friendly environment (Flexible). [2015, 20%]

By associating the agency's mandates and goals to the customer survey, ICN can evaluate if it is moving in the right direction for our customers.

To view the 2016 customer survey visit <https://icn.iowa.gov/about-icn/agency-reports>.

Using Agency Goals to Deliver a Strong Vision

Each year the ICN leadership team reviews specific goals set within the organization. For fiscal year 2017, twelve goals were established: two goals per bureau x five ICN bureaus + two agency wide goals.

AGENCY WIDE	<p>GOAL 1: Develop financial and technological insights that strengthen the value of our customers' broadband experience.</p> <p>GOAL 2: Implement flexible internal systematic approaches in a fast manner.</p>
OPERATIONS	<p>GOAL 3: Establish a protected, secure and situationally aware production environment.</p> <p>GOAL 4: Integrate preventive maintenance data into asset manager.</p>
ENGINEERING	<p>GOAL 5: Set high aspirations, plan responsibly, and honor commitments to meet timelines.</p> <p>GOAL 6: Upgrade and expand the ICN virtualized platform by creating managed IP cloud services.</p>
BUSINESS SERVICES	<p>GOAL 7: Provide timely processes for service delivery and project closure to limit financial exposure.</p> <p>GOAL 8: Implement new business strategies and services to provide broadband solutions for revenue growth.</p>
SECURITY	<p>GOAL 9: Establish a proactive, intel driven and compliant cyber environment.</p> <p>GOAL 10: Implement managed security and public safety professional services.</p>
FINANCE	<p>GOAL 11: Implement a margin based environment and provide optical reporting.</p> <p>GOAL 12: Procure and implement a new billing system while maintaining current performance measures.</p>

If executed to momentum or peak state, the goals will deliver and make self-evident the following three mandates:

STRONG FLEXIBLE FAST

When the three mandates become self-evident there is no choice, but to have arrived at our single point of Vision.

BROADBAND STRONG

Providing Users with Strong USAC Information

On September 12, 2016, The FCC issued an Order releasing the Eligible Service List (ESL) for 7/01/2017 – 6/30/2018. With additional clarifications, the final ESL is similar to the current year’s ESL. The four revisions and/or clarifications include:

1. A change in the definition of eligible leased dark fiber “to further explain the distinction between leased dark fiber and self-provisioned fiber,” and to clarify that applicants seeking bids for leased dark fiber must consider bids for leased lit fiber regardless of whether or not such bids include special construction.
2. A reorganization and title change for a section providing eligibility explanations for Category 1 and Category 2 services.
3. A revised explanation (including a new FAQ) of how to classify connections between multiple schools for the purpose of Category 1 and Category 2 support.
4. A new definition of “campus,” important in distinguishing between Category 1 and Category 2 services, referring to the “geographically contiguous” property of a single school. It is important to note that:
 - a. The FAQ clearly indicates that a “public right-of-way,” previously a presumptive separation between two properties, no longer applies. Indeed, a public right-of-way is now explicitly not a dividing line between one campus and another. Thus, a single school (as defined by the state) with buildings across the street from each other is now defined as part of a single campus. Connections between the buildings are considered Category 2.
 - b. A single school, however, may have multiple campuses if it has two or more buildings that are not contiguous (or, as the ESL puts it, buildings that are “miles apart”). In this case, connections between multiple campuses are considered Category 1.
 - c. Having defined a campus in terms of a single school’s contiguous property, the ESL confuses the issue by sometimes referring to “different schools or libraries” located on the same “campus.” Elsewhere, the FCC clarifies that different schools (e.g., a high school and a middle school) on the same “grounds” (or even in the same building) are not on the same “campus.” Connections between different schools are always considered Category 1.

For more information about USAC visit the Universal Service Administrative Company’s website at <http://www.usac.org/sl/>.

Beginning a New SYBAC Season with Strong, Fast Broadband Discussions

Eleven students across Iowa are interacting in the second year of ICN’s Statewide Youth Broadband Advisory Council (SYBAC). SYBAC was established to engage Iowa students on a variety of broadband related topics. Throughout the school year, the students will meet with ICN Executive Director Ric Lumbard to discuss the importance of true high-speed broadband. The students have discussed

a range of topics including fingerprint technology, SunCube FemtoSat satellite, driverless cars, lack of strong reliable broadband in some Iowa schools, and wireless communication technology.

The following students were selected to ICN’s SYBAC for the 2016-2017 school year:



- Zachary Mass, Treynor Community High School
- Eryn Perry, Southeast Polk High School
- Trent Gilbert, Valley High School
- Ryan Wehrman, Southeast Polk High School
- Gabe Golberg, Mount Vernon High School
- Hunter Werner, Louisa-Muscatine Jr./Sr. Schools
- Hunter Dorhout, Hartley-Melvin-Sanborn High School
- Kaleb Haeffner, Danville High School
- Zachary Wolff, Norwalk High School
- Aaron Mark, Burlington Community High School
- Beau Lapointe, Mason City High School



Employee Spotlight Mike Lauer

Mike Lauer works as an ICN Telecom Sales Engineer within the Business Services Bureau. He provides technical understanding and consultative services to ICN customers. Mike has been with the ICN for almost one year. Prior to joining ICN he worked for six years with the ICN, as a contractor, working with PAETEC/Windstream/Fiber Network Services. Mike explains the best part of his job is, "Getting to meet the technological challenges that are presented by our customers, while finding ways that the ICN can help meet those challenges and exceed expectations."

Mike follows the following life motto: "Do unto others what you want them to do to you". In his leisure time

Mike enjoys walking, hiking, gardening, camping, and traveling. His hobbies are: sleep, which is a commodity for the time being; playing music; cycling; and powerlifting. Mike volunteers with the Joppa in Des Moines, where he delivers food and scouts new tent camp sites. Mike also spends time volunteering at Dorothy's House; which is a transitional/long term home for girls that are rescued from human trafficking.

The birth of Mike's daughter was a recent memorable life experience. "I remember going to the Christmas Eve Service at church and then visiting family that came up to Des Moines for Christmas Day. After getting home around 11 PM and falling asleep, I was awakened at 2:30 AM by my wife, Katie, telling me that it was time to go to the hospital. Nine hours later, my Daughter, Abigail, was born. It was amazing and surreal at the same time."

Broadband News from Around the Web

[Iowa State cyber-security playground named finalist for R&D 100 Award](#)

Iowa State University engineers have created ISERink – a cyber-security playground designed to support all kinds of activity – from cyber defense competitions, to university classes, to research projects to industry training.

[People, Processes and Technology: The Triad of Your Organization's Cyber Security](#)

Exploring basic tips by which everyone can get involved in Stop.Think.Connect. – a national campaign which helps users empower themselves to explore the web safely and securely.

[U Iowa, Others Tap Mobile Apps for Campus Safety](#)

University of Iowa has adopted a mobile safety app for emergency notifications and mass messaging in the event of a campus emergency or "virtual safety escorts."

[Iowa state network focuses on cloud, cyber](#)

The Iowa Communications Network — the state government's internet service provider — said it's changing how it delivers service.

[Bringing better, faster internet access to Iowa](#)

The internet is transforming virtually every aspect of American life. But there's a real and growing digital divide in this country. Almost 34 million Americans don't have the high-speed internet access, or "broadband," they need to fully participate in the digital economy. These citizens are stuck in the slow lane.

[Governors Get a First-Hand Lesson in Coding](#)

A group of state governors recently spent an hour learning how to code. And the experience not only gave them a first-hand look at Minecraft, a game that has mesmerized many of today's youth, it also strengthened their belief that computer science is the future.

[Keeping up with the IoT: the growing need for cybersecurity education](#)

The internet of things (IoT) is predicted to grow from 2 billion objects in 2006 to 200 billion by 2020. While the IoT provides us with a growing array of benefits, its rapid expansion also makes securing our devices a challenge and increases the need for cybersecurity education.



BROADBAND STRONG: Delivering **FLEXIBLE** broadband and **FAST** experiences to meet the growing broadband needs of education, government, public safety, and healthcare in Iowa.

Connect with ICN: icn.iowa.gov | twitter.com/IowaCommNetwork | facebook.com/IowaCommunicationsNetwork

Connect with Broadband Matters: broadbandmatters.com | twitter.com/BroadbandIowa | facebook.com/BroadbandMattersIowa