ICN Insider

Iowa Communications Network
January / February 2017 Newsletter

ICN's Vision:

ICN CERTIFIED
Broadband STRONG
STRONG FLEXIBLE FAST

BROADBAND
MATTERS.COM

Strong Broadband Initiatives

At the ICN we have a number of strong broadband initiatives that will benefit our users. Those initiatives include:

Partnership with Public Safety

ICN is dedicating resources to insure that the State of Iowa's critical public safety operations receive the highest level of Broadband management and facilitation.

- FirstNet: In January 2016, FirstNet released the Request for Proposal to deploy the Nationwide Public Safety Broadband Network. ICN has worked with the Iowa Department of Public Safety (DPS), and will continue to work supporting this initiative as it moves forward.
- NG-911: For several years the ICN has provided primary broadband connections to the Homeland Security and Emergency Management Department (HSEMD). ICN continues to look for ways it can help strengthen Iowa HSEMD's ability to serve critical public safety-grade broadband to the PSAPs in the state.
- Wi-Fi Internet for School Emergencies (WISE): DPS led pilot initiative, in collaboration with local public safety agencies, to utilize ICN's broadband connections at school locations to increase the level of security and safety at the participating schools.

200Gb Core Upgrade Announcement

ICN's 40Gb core will be increased five times to a total capacity of 200Gb. This increase will dramatically upgrade the current untapped potential in the ICN's infrastructure; enabling faster delivery of strong broadband services to areas of key importance including: education, healthcare, public safety and government services.

Security Services

Providing new cybersecurity products and services for our end users, to assist them in protecting their networks is a top priority for ICN. Customers will be able to access ICN's advanced technical monitoring to respond to outages, cyber threats, & cyber intrusions.

Establishing Carrier Grade Telecommunications Lab

A Carrier-Grade Telecommunications Lab is being constructed on the Capitol Complex. The lab will address production testing pertaining to new product introductions, protocol enhancements, services changes, and scalability in the network, voice, and video infrastructure. This lab is a critical piece for the security and protection of the ICN's production network.

Fast Track

A Fast Track process of 48 hours has been established to shorten the time it takes to implement customer orders. For example, Marion Independent School District requested a bandwidth increase that took only 68 minutes to complete under the new Fast Track process, which previously would have taken up to 10-20 business days.

Statewide Youth Broadband Advisory Council

Continuing the ICN's Statewide Youth Broadband Advisory Council (SYBAC) for a second year. Last year's SYBAC students discussed free public Wi-Fi, SunCube FemtoSat satellite, driverless cars, lack of strong broadband in some Iowa schools, and wireless communication technology.

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

You are cordially invited to...

SYBAC Day 2017

February 14th, 2017
Hear from ICN's SYBAC student advocates!

Meet one-on-one with SYBAC students
10:30 – 11:30AM, Iowa State Capitol
Room 304

SYBAC monthly meeting
2 – 3 PM, Grimes State Office Bldg
Basement Room B100

STATEWIDE YOUTH
SYBAC
Broadband Advisory Council

Deploying Strong Cable Infrastructure

ICN has invested in upgrading the telecommunications infrastructure in state government buildings located on the Capitol Complex in Des Moines, Iowa. To date, ICN's TAC group (Technical Assistance Center) has installed 47 miles of new fiber and copper cabling in various Capitol Complex buildings, providing connections for 4,944 Ethernet ports. Challenges in deploying the cabling has been concrete blocks found in the aged State of Iowa buildings.

Installed **47** miles of new cabling in Capitol Complex buildings

Installed **4,944** voice Ethernet ports

ICN initiated this infrastructure upgrade to enable deployment of its new managed voice service to state government customers. Customers transitioning to the new managed voice service will be pleased to find out that the building's infrastructure cabling has already been upgraded; a cost of which would have previously been paid by the customer.

Happy New Year!

Wishing you strong, flexible & fast broadband in 2017

Archive and Playback Feature for ICN's Reservationless-Plus Service

Notice to Customers:

Customers will notice a rate change for those who use the 'archiving and playback' feature within ICN's Reservationless-Plus Conference Calling service. Beginning on January 3, 2017, if a customer is using the archiving and playback feature, they will notice a monthly fee of $10.00 per recording applied to their monthly statement if the recording is saved beyond 30 days.

Since 'archiving and playback' is a helpful feature for some customers, use of the feature is still free for the first 30 days. ICN will apply a $10.00 fee per recording to user's monthly statements for each recording kept longer than 30 days.

Service Summary:

- Customers have the option to choose 'archiving and playback' when a conference call is scheduled.
  - 'Archiving and playback' is set up during the initial scheduling of the conference call.
  - If a customer doesn't select the 'archiving and playback' feature for their conference call, then no additional charge will be applied.
- If customers do not want to keep recorded calls past 30 days, they must specifically delete each archive by logging into their TCC OnLine account.
- A customer wanting to keep recorded conference calls beyond the initial 30 days at TCC OnLine, will be charged $10 per recorded call for each subsequent 30-day period.

If you have any questions contact ICN's Network Operations Center at icnservicedesk@iowa.gov or (800) 572-3940.

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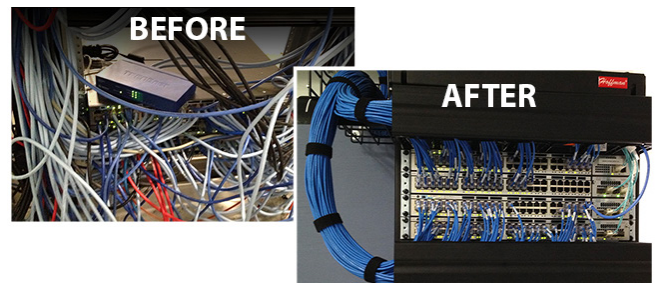/IowaCommunicationsNetwork
/BroadbandMattersIowa

Flexible New Service Offerings from Iowa Communications Network

TAC Service Available Statewide

May be USAC Eligible

ICN's TAC team, with over 70 years of combined experience, can help customers' plan, design, install, and maintain all their LAN and WAN infrastructure needs.

Every building's infrastructure is different, and each site evaluation includes reviewing existing pathways for CAT 5 cabling to install services such as wireless access points for Wi-Fi or ICN's Managed Voice Service (MVS).

https://icn.iowa.gov/services/technical-assistance-center

BEFORE

AFTER

Managed Voice Service (MVS)

USAC Eligible; Interconnected VoIP Service

With MVS, ICN's education, public safety, and government users can purchase a managed services package that fits their needs. The benefits include...

- **Predictable Billing**: ICN's predictable Fixed Cost Model offers advanced phone service to users with $0 capital investment. The monthly cost of each seat is all you pay.

- **Free Long Distance**: Every phone has in-bound and out-bound long distance included. International long distance not included.

- **No Contracts**: A flexible benefit to MVS is that there are no contracts. Don't worry about purchasing PBX equipment, licenses/support (both internal and external), and other components. * Customer is responsible for wiring.

https://icn.iowa.gov/services/voicephone/ucaas

For more service information contact ICN's Account Consultants at ICN.CSS@iowa.gov.

Basic   Standard   Premium
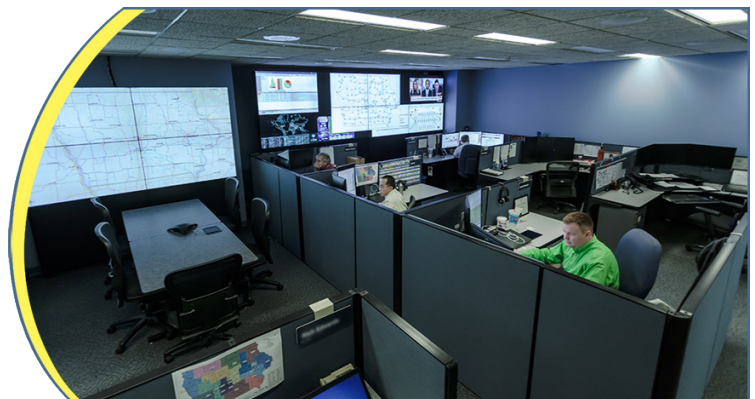
Introducing Professional Services

Take advantage of ICN's experience, and let us help you analyze your broadband needs.

Offering expertise for the following skill sets:

- Custom Technology Solutions
- Telecom Support
- Operations Consulting
- Network Architecture
- Security Consulting *(Coming Soon)*
- Wireless Designs
- Contracting

Not USAC Eligible

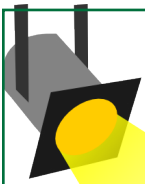https://icn.iowa.gov/services/professional-services

With today's rapidly changing technology, you need a partner who has the leadership, experience, and vision to successfully move you forward.

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

Employee Spotlight
Dana Richardson

Dana Richardson works as an Account Consultant within ICN's Business Services Bureau. He has been with the ICN for 10 months. Dana's duties include communicating with hospitals, and other healthcare providers, across the state to provide the best broadband services possible for patient care and record storage. He explains that the best part of his job is, "The people at the ICN, and the sense of community; working together to help customers."

Dana received his Bachelor of Science degree in Business Administration from the University of Kansas. Prior to the ICN, his previous employers were AMP Incorporated and Tyco Electronics.

Dana has called many states home. He has lived in Connecticut, Florida, Georgia, Kansas, Maryland, Michigan, North Carolina, Pennsylvania, Texas, and Washington DC. In his leisure time, he enjoys driving and attending the various activities of his children, Adventureland, board games, traveling, attending I-Cubs games, and drive-in movies. His volunteer work includes: Theta Chi Fraternity, LifeServe Blood Center, and Family Promise.

The most memorable life experience for Dana was being present for the birth of his twin daughters. His life motto is "Life is too short - Who dares wins". Lastly, if Dana could meet one person in history he would want to meet Abraham Lincoln. Dana said, "In my opinion, he was one of our greatest Presidents, and I would enjoy asking him questions on many subjects."

Broadband News from Around the Web

Iowa to be the most connected state in the Midwest through the Governor's Office Blue Ribbon Initiative

The Blue Ribbon Initiative is a public private effort to raise $2 million to expand community broadband planning. In partnership with Connect Iowa, the initiative will engage communities with the tools needed to enhance their technology standing in today's digital economy.

For Code Iowa, elementary students learn coding in class

Students at Grant Wood Elementary in Iowa City were some of the thousands across Iowa who practiced coding this week as part of a global Hour of Code event hosted by the not-for-profit organization Code.org.

Verizon, Google to give $40,000 to Code Iowa

The Governor's STEM Advisory Council announced Google and Verizon will donate $40,000 toward an effort to introduce computer coding to students.

New Solution Emerging to Ease Mental Health Treatment Problems in Iowa

Integrated Telehealth Partners is trying to eliminate that wait by connecting patients with psychiatrists from around the country.

Lt. Gov. Reynolds praises computer science education, urges students to work in Iowa

Lt. Gov. Kim Reynolds met with several high school students enrolled in computer science courses, urging them to help close the skills gap between the workforce and vocational job needs.

UI partnering with Iowa Children's Museum to get kids, parents interested in STEM

A new hands-on exhibit will use an interactive skate park concept to teach physics principles. The exhibit, scheduled to open in 2018, will invite children to design their own skateboarding courses and platforms using both virtual and physical building blocks.

Pate plots digital upgrade of voter registration systems

Secretary of State Paul Pate says computer systems for voter registrations in Iowa and for registering new Iowa businesses are "running on fumes" and he's seeking a cash infusion. Pate's office works with county auditors to manage elections in Iowa.

BR○ADBAND MATTERS